

Stephanie Dickson (Bureau of Meteorology)

Session 9b: Designing and delivering seamless services continued

Title: The role of customer engagement in multi-disciplinary teams

Climate Services for Agriculture is a Future Drought Funded program delivered by the Bureau of Meteorology and CSIRO. It includes the development of an online platform which uses historical climate data to help better inform farm business. The tool has been co-designed with farmers and farm advisors, and the process is a lesson in collaboration across multi-disciplinary teams including climate science, agricultural science, social science, user experience design, web design, indigenous and customer engagement. Finding the place of engagement and extension in a complex scientific project takes the rigor of a solid adoption and engagement framework and a willingness to adapt and evolve our approach responsively.