



Ministry of Economy Fiji Summary Report SWG Consultative Membership Meeting 2021 no. 3

21 July 2021

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List of Acronyms and Abbreviations

CCICD	Climate Change and International Cooperation Division
CSO	Civil Society Organisation
FAQ	Frequently Asked Questions
GCF	Green Climate Fund
GGGI	Global Green Growth Institute
MoE	Ministry of Economy
NDA	National Designated Authority

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1. Introduction

The Fiji National Designated Authority (NDA) to the Green Climate Fund (GCF) has two outreach mechanisms to deliver on stakeholder engagement:

- 1. The use of an online NDA portal (under development) to disseminate information and share updates on GCF processes, training sessions and relevant events; and
- 2. Direct stakeholder engagement through established Sectoral Working Groups (SWGs) with two types of membership: consultative (closed) and open membership.

The NDA established the climate finance Sector Working Groups (SWGs) under 4 thematic areas¹ in November 2020. Two types of membership have been established.

- Consultative Members. This specific group of members will be invited by the NDA to provide advice, feedback and recommendations in the development and appraisal of NDA policies and procedures and GCF concept notes and funding proposals. These members will be selected as a manageable lean group of experts (up to 12 sector experts per SWG thematic area) with a balance of public, private, NGO and CSO stakeholders and research institutions.
- 2) General Open Membership. Members are included in a general community of practice. Members will be notified of and can participate in events, seminars, public consultations, training, outreach, surveys and other activities. A regular newsletter will keep members informed and updated on activities, including of the consultative group. Any member of the public can join the open membership through periodic calls for expression of interest or by contacting the NDA at the Climate Change and International Cooperation Division (CCICD) of the Ministry of Economy (MoE).

In 2021, through the SWGs, the NDA continues to be proactive in ensuring all stakeholders are well informed of the processes, requirements, and capacity development initiatives relating to accessing climate financing via the GCF.

On 21 July 2021, the CCICD, as the NDA to the GCF, convened its 3rd SWG consultative meeting. The meeting was convened in one online webinar. The meeting agenda is documented in **Annex 1**. This report contains the proceedings and outcomes of the 3rd SWG consultative meeting.

¹ SWG 1 - Sustainable Livelihoods and Healthy Communities (Access to food, water and health security); SWG 2 - Ecosystems and Ecosystem Services and Sustainable Resource Management; SWG 3 - Climate Resilient Infrastructure, Sustainable Energy and Built Environment; SWG 4 -Sustainable Transport

2. Objectives and Approach

2.1 Objectives

The main purpose of this 3rd SWG consultative meeting was to engage with stakeholders for inputs to the NDA Portal. Different hands-on online activities were prepared to collect and consolidate relevant elements of the NDA Portal homepage. This was an opportunity to explore and identify user needs and information needs as part of the NDA Portal user research to inform the portal development.

The **specific objectives** of the webinar were to:

- Engage and connect with the SWGs for inputs for the NDA Portal;
- Identify key elements of the NDA Portal homepage,
- Inform the NDA Portal development.

2.2 Approach

The webinar was convened online using the video conferencing tool Zoom and other virtual collaboration tools. The format of the webinar was designed to encourage maximum engagement and hands-on participation from the participants, due to the government's Covid-19 protocols.

The different session facilitators for the webinar included Vineil Narayan (Acting Head - CCICD), Prelish Lal (CCICD), Marita Manley (GGGI consultant), Rakesh Chandra (GGGI Consultant), and Jutta May (GGGI Consultant). The technical support was provided by Shaunalee Katafono (GGGI Consultant).

3. Participation

A total of 12 representatives from academia, private sector, government officials, regional organizations, civil society organizations, and industry associations participated in this meeting. While 20 representatives had registered for the virtual meeting, the actual participation was lower than planned and prepared for. A breakdown of the participants by gender and sector can be found in Tables 1 and 2 respectively. The list of participants is attached as **Annex 4**.

Table 1 - Number of participants at the 3rd SWG consultative meeting not including facilitation team

SWG Consultative Meetings	Female	Male	Total
Total	7	5	12

Note: Facilitation team consisted of 3 men and 3 women.

Table 2 - Participants of the 3rd SWG consultative meeting by sector not including facilitation team

Position	Total
Academia	1
Financial institution	1
Government agency	3
Civil society organizations	1
Regional/International organizations	1
Industry / Association	1
Private sector	4
Total	12

The intention for the SWG is to have a balanced participation of men, women, youth, and types of organizations represented. While there was no youth representation in this 3rd SWG consultative meeting, the NDA will work towards ensuring a more inclusive and balanced participation of members for future SWGs. It was also noted that there was a low number of participants, and the NDA will follow-up with the nominated members of this SWG to increase participation. A group photo is shown in Figure 1.



Figure 1: SWG#3 NDA Portal Webinar Group Photo

4. Session content

The 3rd SWG consultative meeting covered an interactive hands-on webinar with six sessions. The sessions and their respective inputs are described in the following report chapters. This report includes all slides and outputs for sharing with the participants.



4.1 Opening

The webinar was opened by Mr Vineil Narayan, the Acting Head of the Climate Change and International Cooperation Division (CCICD) of the Ministry of Economy.

Mr Narayan introduced the aim of the webinar to engage with the SWG for the development of Fiji's NDA Portal. The Portal is one of the two main ways the Fiji Government wants to interact with stakeholders with respect to the Green Climate Fund (GCF). The other main engagement pathway are the SWG meetings.

This SWG webinar will assist identifying the working modalities and key components of the NDA Portal. The webinar is part of the broader GCF Project to improve the access to climate finance for government and non-government stakeholders. The project is supported by the Global Green Growth Institute (GGGI) and implemented by the CCICD.

The webinar as a practical hands-on session covers different activities to ensure that the NDA Portal is user friendly and responding to stakeholders needs. Most participants have already responded to the online survey for the NDA Portal. These inputs are sincerely appreciated, and they provided excellent inputs and guidance for the Portal.

4.2 Session 1: Engage and Connect

The first engagement session comprised three interactive polls and a Mentimeter exercise to explore the participants context. The session was facilitated by Ms Marita Manley, GGGI Consultant supporting the GCF Readiness Project.

It was emphasized that the NDA Portal should be responsive to user needs and providing relevant information in a user-centered way. To understand the user and participants context better, three questions were "polled".

- a) All participants confirmed that their workplace / agency has a website.
- b) Half of the participants have not yet been involved in a website project, while some had already experiences as illustrated in <u>Figure 2</u>.
- c) Most participants had not yet seen other NDA Portals, while some participants explored a few examples as illustrated in <u>Figure 3</u>.





Figure 3: Poll 3 NDA Portal Links Check

A short Mentimeter exercise asked the participants to describe the ideal NDA Portal in one word. Key terms included: user-friendly (4 responses), informative (3) and interactive (3), accessible (2), engaging (2) and simple (2) as illustrated in <u>Figure 4</u>.

In one word, how would you describe the ideal Mentimeter NDA Portal?



Figure 4: Mentimeter Exercise WordCloud

4.3 Session 2: Set the Scene

4.3.1 NDA Portal Background

The NDA Portal background was introduced by Mr Prelish Lal, the Climate Finance Officer CCICD.

The NDA Portal will be hosted within the Fiji Climate Change Portal as a multi-stakeholder and multi-sectorial platform for communities to identify opportunities and gaps to access and utilise climate finance to scale up adaptation and mitigation solutions in Fiji. Key functions of the Portal include:

- Support coordination, communication and raise awareness on climate action and finance
- Enable regular 2-way information flows between the NDA and relevant national, regional and international partners and project developers
- Enable feedback loops between the NDA and all stakeholders
- Build capacity to design, develop and submit high quality climate change and development project proposals
- Disseminate information on events, training sessions and funding opportunities

Other NDA Platforms exist in Bangladesh, Indonesia, Cook Islands. Fiji's NDA Portal is currently being developed, in response to feedback and recommendations provided through the survey, which several stakeholders have completed, and this webinar. The NDA Portal is a coordination mechanism that is open, fair, transparent, inclusive, and permanent to engage with internal and external stakeholders. The presentation slide is shown in <u>Figure 5</u>.

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4.3.2 Context

The NDA Portal webinar context was explained by Ms Jutta May, GGGI Consultant supporting the GCF Readiness Project.

One aim of the NDA Portal webinar is to explore and share different priorities and contexts of users and their respective information needs. The analogy of the tree swing cartoon was used to illustrate different perspectives with communications and assumptions during information and website projects, as shown in <u>Figure 6</u>. It was highlighted that different professional and cultural backgrounds can lead to misunderstandings when the same words are used for different things or when different words are used for the same thing. This webinar combines the views from participants with different work backgrounds to get on the same page – actually, to get on the same homepage.



Figure 6: Tree Swing Cartoon and IT Failure Perspectives

The NDA Portal preparations comprise different steps. This includes the webinar and the earlier mentioned online survey as user research. More than 60 stakeholders have already filled the survey, which provided excellent inputs and recommendations. Future portal development activities include the technical set up and content population. Different portal or website development activities are illustrated in Figure 7.



Figure 7: Website Development Activities and Processes

4.4 Session 3: Breakout Groups and Hands-On Activities

The Sessions 3, 4, and 5 were interactive virtual whiteboard activities to identify key elements of the NDA Portal homepage. The participants were grouped into 4 breakout rooms with one facilitator each. The prepared whiteboard for each group is illustrated in Figure 8.

Whiteboard	Se	ession -	- Acc	cess					G	GG			GREEN CLIMATE FUND
Please join the Whiteboard session – CLICK on the link below and CLICK Enter as a visitor		Test,NDA,Portal,Webinar • Talo × ← → ♂ ⊘		p. mural.co /t/apclimateal	umninetwork2428/m	/apclimatealumninetwo	ek2428/1626397273	592/4a/b1601286	2clb4b6c24e39eb56	471e97176038?sen	ŵ	- 6	9 ×
CCICD Whiteboard Mural	6 -		A https://app.mura	l co il lanclimatealume	inshuode2428/m/sr		42428/162666018	1557/70004076	012o4o475o0df675	56x0.40x0x077.407			⊗ In ≡
https://app.mural.co/t/apclimatealu mninetwork2428/m/apclimatealumn inetwork2428/1626329789205/1056	۵	Group_1_NDA_Portal_Webinar			n new or new of new of		100000		1.004047.0004107.0		1 🔿 Shar		0 6 0
906c493d50dcd81411dadb0t21ba71 606709?sender=u55b1274ft228131b 831e7455	C D	What is on the	NDA Porta	al Homep	age?							The is because	most important
	☆	3. 2. 1.	Double click on the board to open a note										
	⊞	Let's get started! Open the Floodgates	note										
		Please suggest every element that should			Button to								
	∋	appear on the NDA Portal Homepage.			reload Homepage								
	0	Focus on the Homepage and not on the whole Portal.											
		Break elements down into small components - not navigation bar but specific menu items, not header but logo, search box, etc. Be specific and state:											+ 69%
	6	Button to activate xyz, Link to go to abc, The group with the mosts elements winsl :-)				•					am to zoom 🗙 we around	¢ Ze	oom Settings

Figure 8: Interactive Whiteboard for Sessions 3, 4 and 5

4.4.1 Activity 1: What is on the Homepage?

The Activity 1 targeted all elements of the NDA Portal homepage. The participants were asked to place virtual post it notes, with every element that should be on the homepage, on the whiteboard. The exercise focuses on elements on the homepage, not on the whole website. The first 10 results of each group are document in Table 3, while similar / related entries are color-coded.

Hands on! Open the floodgates! What is on your NDA Portal Homepage?

Group 1	Group 2	Group 3	Group 4
About Us	Overview	Logo	Dashboard
FAQ	Brief introduction about NDA	Page Name	Latest news and highlights
Search Button	Search button	About Link	Link to list of key contacts e.g. GCF, Private Sector, Local Consultants

Table 3: Activity 1: What is on your NDA Portal Homepage?

CC Projects	Virtual assistant / chat	Easy to use Search function	Drop down menu to easily access key sections of the website
Resources	Summary of what the page is	Tabs and Title	Links to Partners Website
List of Donor Agencies	Common QAs	Simple "How to use this portal" instructions (or a quick 60 seconds video?)	Main menu with possible dropdown list 1. About Us 2. Programs and Projects 3. Publications and library / references
Contact Staff	Accreditation process	Photos of Projects	Programs and Projects
Shortcut Home Page	Key climate change policy documents	Name of the NDA and Contact	Publications and Library / References
Gallery	New program pipeline	NDA Policies like NOL	Papers – strategic and readily accessible current including minutes and events

Clear synergies across all four groups can be identified. Examples include:

- About Introduction / Summary
- Resources or Documents
- Programs and Projects
- Contacts
- Search
- Frequently Asked Questions (FAQ) / Questions and Answers (Q & A)
- Gallery / Photos

4.4.2 Activity 2: Priority Elements on the Homepage

The Activity 2 targeted the 5 priority elements of the NDA Portal homepage. Participants were asked to identify and order the key elements on the whiteboard. An explanation for the most important element should be provided: *The* ... *is most important because* ... The results are document in <u>Table 4</u> (with color code references from <u>Table 3</u>).

What matters most? Your Homepage Priorities

Table 4: Activity 2:	Five key elements	of the NDA	Portal Homenage
1 abio 1. 7 lotivity 2.	The key elemente		i ontar i fornopago

Group 1	Group 2	Group 3	Group 4
1. About Us	1. Brief introduction about NDA	1. Search function / Button	1. Dashboard

About Us - is one of the most important aspects on a website as it quickly tells you if you are on the right track and also gives you contact detail and if you need further details. Also, the About Us gives you a summary on the website to identify if you are on the right page. The About Us is most important because it provides details on the website and assist the user to get in touch with the specific staff in charge.	The introduction / summary / overview is most important because it gives user information about what the NDA is doing, their work etc 	Search is most important because it saves time, you easily search using key parameters.	The Dashboard is most important because it provides quick facts and figures. Need to clarify which in formation in the dashboard! It highlights what is in there and what are we doing in CC, for example investments, projects, pipeline.
2. Contact	2. Search button	2. Link / Tab to go to the most important documents	2. Latest news and highlights
3. List of Donor Agencies	3. Common Q&As	3. Contacts (link to Contacts, not all details)	3. Projects
4. Resources	4. Virtual Assistant / Chat	4. Login / Sign in (username / password*)	4. Links to partners' website
5. Shortcut to Homepage and Gallery		5. Tab to list of GCF Projects	

*) Access Button (username / password) for online submission and feedback (efficient for all parties, particularly working across different time zones, including an alert / reminder function for deadlines / milestones etc.)

4.4.3 Activity 3: Navigating the Homepage

The Activity 3 targeted the navigation on the NDA Portal homepage. Participants were asked to map the current notes or access points into a portal menu with dropdown navigation. The results are documented in Figure 9 to Figure 12.

What are you looking for? Your Homepage Navigation

Group 1



Figure 9: Group 1 Homepage Navigation

About Us	Search	Donor Agencies	Resources	Gallery
FAQ		Contact of Donors	Fact Sheet	Summary of Successful
Shortcut Home			Infographic	Applicants
Page			Newsletter	
Contact Staff			CC Projects	

Group 2



Figure 10: Group 2 Homepage Navigation

NDA Introduction	Search	Q&A	Virtual Assistant Chat
Overview			
Summary of what the page is			
Accreditation Process			
New program pipeline			
Key climate change policy documents			
Key climate change legislation			





Search	Documents	Contacts	Login	GCF Projects
	Updated Climate Science and Projections	Name of NDA and Contact	Access information about my project	
	NDA Policies like NOL	List of accredited entities About Link	Tab for Policies and Guidelines	

Group 4



Figure 12: Group 4 Homepage Navigation

About Us News and	Publications and Contacts References	Search	Chat
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Future analysis will include a consolidated NDA Portal navigation menu.

4.5 Session 4: Reporting Back

The Reporting Back session focused on the identified most important element of the NDA Portal from Activity 2. Each group had identified a different element and provided relevant explanations. The elements comprise 1) About Us, 2) Introduction / Summary / Overview, 3) Search, and 4) Dashboard, as documented in <u>Table 5</u>.

Group	Key Element	Statement
1	About Us	The About Us - is one of the most important aspects on a website as it quickly tells you if you are on the right track and also gives you contact detail and if you need further details. Also, the About Us gives you a summary on the website to identify if you are on the right page.
	Homepage	The Homepage in general was also identified as most relevant to enable links and navigation to all content and information in the Portal.
2	Introduction / Summary / Overview	The introduction / summary / overview is most important because it gives user information about what the NDA is doing, their work etc
3	Search	The Search within the NDA Portal (not the entire internet) is most important because it saves time, you easily search using key parameters. Different users of the portal will have different needs and requirements. For example, first time visitors and returning visitors will approach the portal and its content differently.
4 Dashboard		The Dashboard is most important because it provides quick facts and figures.

Need to clarify which in formation in the dashboard! It highlights what is in there and what are we doing in CC, for
example investments, projects, pipeline.

All results from the webinar activities reconfirm the different perspectives, preferences, and user needs or information needs, as introduced at the beginning of the webinar. While some clear trends can be identified, further analysis is required to consolidate similar inputs for a meaningful and effective solution.

Overall, the rich SWG NDA Portal webinar inputs add much value and guidance to the NDA Portal development.

4.6 Closing

The webinar was closed by Mr Prelish Lal.

The NDA Portal development is currently being updated based on the rich feedback from the SWG online survey responses and the CCICD Team. Future updates will be provided to the SWG.

On behalf of the SWG Secretariat and the MoE, sincere thanks are conveyed for the time and for the rich contributions.

5. Lessons learned

This section summarizes lessons learned and recommendations for future SWG webinars and their development.

5.1 Method

Overall, the webinar was held as planned with no notable issues. The different online tools included Zoom polls, a Mentimeter word cloud, and Mural whiteboards within Zoom breakout rooms. Together with screen shared power point presentation slides, the webinar aimed for diverse and specific tools for each session. All team members were well organized and prepared, and the technical support provided ensured that breakout groups and other activities went smoothly. Surprisingly, only half of the registered participants attended the session. The meeting started and ended in time as planned.

5.2 Evaluation

After the meeting, a post-meeting evaluation form was circulated to all the participants of the 3rd SWG consultative meeting to complete. Participants had the option of filling in a hard copy of the form or completing it online. Out of the 12 participants that attended, 4 responses to the evaluation form were received.

5.2.1 Delivery

2 out of the 4 (50%) respondents found the overall delivery of the webinar excellent. The other 2 respondents ranked the webinar between very good and fair, as shown in Figure 13. The fair ranking related to the time allocation per session and for group discussions. Comments stated that the webinar was short for what was aiming to be achieved, while also not more time could be allocated.



5.2.2 Skill and responsiveness of the facilitators

Overall, 3 out of 4 (75%) respondents strongly agreed that the facilitators were knowledgeable, organized, helpful, encouraged participation, and used the time effectively. In comparison, 1 response agreed to most facilitation aspects, while the clarity and organization of presentations was ranked as neutral, as shown in Figure 14.



5.2.3 Session content

Overall, 2 respondents ranked all sessions as very useful (5), while 2 respondents ranked most sessions useful (4), apart from the reporting back session, which received 1 neutral ranking. Session 4 covering the key elements of the NDA Portal Homepage was ranked very useful by all respondents as shown in Figure 15. One comment suggested that more interactive sessions were needed, and a presentation about the programs purpose.



5.2.4 Logistics

A summary of feedback received on logistics of the meeting are as follows:

- Most respondents (3 out of 4) strongly agreed that the meeting agenda and materials together with communications from the NDA were provided timely.
- 1 respondent agreed that the agenda and NDA communications were timely.
- 1 respondent ranked the meeting materials as neutral, as shown in Figure 16.
- 3 respondents strongly agreed, and 1 respondent agreed, that the webinar was easily accessibility.
- 2 respondents strongly agreed, and 2 respondents agreed, that the webinar tools were easy to use.
- Participants had varying views about the length of the webinar, with 1 response for each of the options between strongly agree and strongly disagree, as shown in <u>Figure 17</u>.





Annex 1 - Meeting Agenda



SWG Consultative Membership – Meeting #3 – 21st July 2021 Virtual Online Meeting (Zoom)

NDA Portal Interactive Hands-On Webinar Agenda

Location: Zoom

https://us02web.zoom.us/j/83909024395?pwd=QUVVTTAxcCtlVnQ1QWFrSzVvaEU4dz09 Meeting ID: 839 0902 4395 Passcode: 901545

Time	Description	Facilitator
9. 55 am	Attendees to arrive online	
10.00 am	Opening	Vineil Narayan CCICD
10.05 am	Session 1: • Interactive Polls	Marita Manley Talanoa Consulting
10.10 am	 Session 2: NDA Portal Background and Context 	Prelish Lal CCICD
10.20 am	 Session 3: Breakout Groups and Hands on! Open the floodgates! What's on your NDA Portal Homepage? 	Team
10.30 am	 Session 4: Breakout Groups and Hands on! What matters most? Your Homepage Priorities 	Team
10.40 am	 Session 5: Breakout Groups and Hands on! What are you looking for? Your Homepage Navigation 	Team
10.50am	Session 6:Reporting back	Jutta May GGGI Consultant
11 am	Closing and end of Webinar	Prelish Lal CCICD

Useful links – please check before the webinar:

 Bangladesh NDA Portal
 http://nda.erd.gov.bd/en

 Grenada NDA Portal
 https://climatefinance.gov.gd/the-national-designated-authority/

 Indonesia NDA Portal
 https://fiskal.kemenkeu.go.id/nda_gcf/en

 Zambia NDA Portal
 http://www.ndazambia.gov.zm/index.php/who-we-are/about-nda

 Cook Islands GCF Site
 http://www.cookislands.gov.ck/development/about-the-green-climate-fund

 Vanuatu GCF Site
 http://www.nab.vu/green-climate-fund-0

Annex 2 - Details of 3rd SWG consultative i	meeting participants
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No.	Name	Gender	Organisation	Position	Type of organisation	Attendance Mode
1	Mohammed Azad	Male	MRD	Senior Scientific Officer	Government dept.	Online
2	Waisea Vosa	Male	FCEF	Project Officer	Industry association	Online
3	Shaleh Jose Antonio	Male	SPC	CCMEA	Regional organisation	Online
4	Deeksha Krishna	Female	FNU	Associate Dean	Academia	Online
5	Latu Sera Kaukilakeba	Female	RBF	Analyst	Financial institution	Online
6	Alisi Kamaiwaqa	Female	Department of Environment		Government dept.	Online
7	Helen Mua	Female	Ministry of Agriculture		Government dept.	Online
8	Kameli Batiweti	Male	Fiji Commerce and Employers Federation	CEO	Private Sector	Online
9	Jodie Smith	Female	Matanataki	Partner	Private sector	Online
10	Matilda Faiva	Female	HFHF	SMO	CSO	Online
11	Nicollette Goulding	Female	Talanoa Consulting	Technical Adviser	Private Sector	Online
12	Ben Sims	Male	Tonkin + Taylor	Climate Change and Resilience Consultant	Private Sector	Online
Mee	ting Facilitators					
1	Vineil Narayan	Male	CCICD	Acting Head	Government dept	Online
2	Prelish Lal	Male	CCICD	Climate Finance Officer	Government dept.	Online
3	Katerina Syngellakis	Female	GGGI	Pacific Regional Advisor	International organisation	Online
4	Marita Manley	Female	GGGI	Consultant	Private sector	Online

5	Shauna Katafono	Female	GGGI	Consultant	Private sector	Online
6	Rakesh Chandra	Male	GGGI	Consultant	Private sector	Online
7	Jutta May	Female	GGGI	Consultant	Private sector	Online