



Appendix 2

Community Stakeholder Communications Management Plan

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1. INTRODUCTION

In compliance with condition E5 of the State Significant Infrastructure Approval SS1-5657, the Community Stakeholder Communication Plan details the following:

- a. Identification of relevant community and other stakeholders;
- b. Details of procedures and mechanisms used to inform the community (including local aboriginal communities) and stakeholders of the developments progress and potential employment opportunities;
- c. Processes to receive and manage feedback and complaints; and
- d. Phone, email and mail contact details for the development including a 24 hour contact number.

2. COMMUNITY STAKEHOLDERS

A list of all stakeholders that will be consulted and updated about the progress of the South Coast Mariculture Commercial Aquaculture Leases (SCMCAL) is provided in Table 1.

Table 1: A list of all stakeholders that will be consulted with and updated.

STAKEHOLDERS	
NSW Department of Primary Industries - Fisheries	Australian Museum
NSW Office of Environment, Energy and Science	Callala Beach Progress Association
NSW Office of Regional Economic Development	Vincentia Ratepayers and Residents Association
NSW Roads and Maritime Services	Huskisson Woollamia Community Voice
NSW Food Authority	Jerrinja Traditional Owners
NSW Marine Parks Authority	Jervis Bay Recreational Fishing
Royal Australian Navy	Jervis Bay Recreational Diving
Crown Lands	Australian Hydrographic Office
Jervis Bay Marine Rescue	Jervis Bay Tourism Council
Shoalhaven City Council	Booderee National Park

Beecroft Weapons Range	Wreck Bay Community
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3. INFORMING THE COMMUNITY

The key communication tool to allow the community access to information about the operation of the South Coast Mariculture Lease/s will be via the following weblink:

- a. www.southcoastmariculture.com.au

Regular updates will be posted on this website. Additional communication strategies for the South Coast Mariculture Lease/s will include:

- b. Social and traditional media news updates as project milestones are reached (e.g. construction, deployment, growth results, environmental monitoring and harvest results);
- c. Development of an email distribution list;
- d. Participation at relevant stakeholder meetings, in particular:
- Shoalhaven City Council
 - Callala Beach Progress Association
 - Vincentia Ratepayers and Residents Association
 - Huskisson Woollamia Community Voice
 - Jerrinja Traditional Owners
 - Jervis Bay Recreational Fishing
 - Jervis Bay Recreational Diving
- e. Contributing to local tourism events to provide advisory information; and
- f. Linking with local businesses to support economic opportunity either through provision of services or as outlets for products produced at the South Coast Mariculture Lease/s.



Figure 1: Huskisson Community Day and Callala Beach Progress Association Meeting (Source: South Coast Mariculture 2019)

At the time of writing the South Coast Mariculture project has been embraced by the local Jervis Bay community. During the construction and deployment period SCM is working closely with the people and businesses of the Jervis Bay region to ensure full transparency of the project from the beginning and to build positive relationships and foster strong links with community groups in addition to those mentioned above such as:

- Jervis Bay Marine Rescue
- Australian Maritime Museum
- Huskisson Primary School
- Wollongong University
- Australian Hydrographic Office
- Kiama Lions Club

In addition SCM has been in communication with the following state and federal government departments and bodies:

- NSW Dept. Primary Industries
- NSW Roads and Maritime Services
- NSW Food Authority
- NSW Port Authority
- Marine Parks Authority
- Royal Australian Navy
- Crown Lands

Of particular importance to South Coast Mariculture has been the communication and consultation with the Jerrinja community which commenced at the very start of the project. The South Coast Mariculture Managing Director has had a number of meetings with Jerrinja Local Aboriginal Land Council representatives including Alfred Wellington, Alex McNeilly, Lisa Miller and Rebecca Woods to discuss:

- South Coast Mariculture plans to develop leases
- Investment opportunities to develop processing facility on land owned by the Jerrinja Land Council – this also involved discussions with a number of government agencies;
- Job opportunities on the farm and in the processing facility.

Jervis Bay mussels will be featured on the menu of local restaurants and are expected to become a drawcard for visitors to the region.

South Coast Mariculture will work with local schools such as the Huskisson Primary School and support student work experience and education about mussel aquaculture and the marine environment.

The South Coast Mariculture team will have regular interactions with local members of the community at the Huskisson wharf where people often stop to ask about the SCM marine aquaculture leases and the mussels. A strong community focussed culture has been fostered within the SCM team so that all community interactions are handled with transparency, positivity and patience and feedback is noted and complaints are recorded and addressed.

The SCM team has participated in Jervis Bay clean up days. The Jervis Bay mussel story has already been published extensively in the media with segments on [ABC's Landline](#), on local television and radio and on the [BBC Reel](#) – giving great exposure to the project, to Jervis Bay and the greater Jervis Bay region.

Numerous government, non-government and stakeholder visitors have been taken out to the leases on regular occasions and the South Coast Mariculture team will continue to welcome visitors to showcase the leases and the mussel production.

3.1 Local Jerrinja Community Employment Opportunities.

South Coast Mariculture has engaged with the Jerrinja Community on a number of occasions to discuss employment opportunities that have arisen or will arise within the company.

At the time of writing one person from the community has been interviewed for the role of deckhand but a driving license restriction meant that this person could not reliably get transport to work each day. No applicants have yet been received for employment roles offered within the processing facility.

All employment opportunities have been advertised on Seek with the locality of Huskisson prominently displayed within the advert and search terms.

4. FEEDBACK AND COMPLAINTS

The South Coast Mariculture Lease/s is required to establish complaint handling protocols under its conditions of consent. Local Councils will be informed of the procedures so that on receipt of

any complaints they are able to redirect issues to the appropriate regulatory departments. The Feedback and Complaints handling protocol will include:

- g. A contact number and a site contact person who manages complaints: this contact person will be the South Coast Mariculture Operations Manager.
- h. A feedback and complaints register (See Section 4.1);
- i. Proposed mitigation measures and follow up with the complainant;
- j. Contingency measures when repeated complaints are received including provisions for additional monitoring and amelioration measures;
- k. Compliance performance agreements with residents; and
- l. Reporting procedures to relevant government agencies or Council.

Feedback and complaints about the construction site of the South Coast Mariculture Lease/s can be registered via the following options:

- o South Coast Mariculture
- o *Mail:* PO Box 6115, Griffith, ACT 2603
- o *Email:* info@southcoastmariculture.com.au
- o *Phone:* 1300 330 910
- o *Hotline:*
 - A hotline (number 1300 330 910) for South Coast Mariculture will be listed in local papers and on the South Coast Mariculture website prior to the construction and deployment stage.

Complaints will be communicated by the Operations Manager to the South Coast Mariculture operations team that includes the QA & Compliance Manager and Managing Director. The nature of each complaint will be discussed internally and investigated. A response to the complaint will be determined and put in writing to the complainant and appropriate mitigation measures or corrective actions will be implemented.

4.1 Feedback and Complaints Register

A feedback and complaints register will be maintained by South Coast Mariculture (See Attachment 1), which will be regularly reviewed to determine the most appropriate response. The register will list information such as the following for feedback and complaints:

- Date;
- Person/s receiving the complaint;
- Name, address and contact phone number of person(s) making the complaint;
- Specific details of the nature of the feedback or complaint; and
- Action undertaken in response to the feedback or complaint.

A record will also be made about whether the complaint originated from normal operational procedures, an 'incident' or occasional procedure:

- If from occasional procedures, discussions should be held with complainants regarding

whether it was the timing or nature of the impact and how the impacts can be better managed. In many cases an agreement can be reached between parties regarding procedures, timetables, duration and intensity;

- If it resulted from normal operation procedures, these procedures should be reviewed in discussion with the relevant approval authorities.

A summary of the feedback and complaints register will be included in the Annual Environmental Management Report that will be submitted to the Secretary. Feedback and complaints received during the past year will be compared to those received in previous years.

5. EMERGENCY CONTACTS

South Coast Mariculture has developed an Emergency Protocol to enable it to promptly and effectively deal with emergency situations (See Appendix 4). The protocol outlines contingency measures and procedures to be implemented in response to emergencies such as oil/fuel/chemical spillage, disease outbreak, mooring breach and navigation aid break-away. The protocol also includes qualified personnel, reporting requirements and the training requirements for staff.

Contingency measures and procedures for marine fauna entanglement emergencies have been detailed in Section 5 of Appendix 6 - Marine Fauna Interaction Management Plan.

South Coast Mariculture has established a contact number (1300 330 910) for the public to report all emergency events that will be available 24 hours a day, seven days a week.

6. COLLABORATION WITH TOURISM INDUSTRY

South Coast Mariculture will actively attempt to work with local businesses and other local bodies to incorporate regional tourism into the South Coast Mariculture Lease/s. A report will be submitted to the Secretary within two years of the development approval which will outline the initiatives undertaken, the outcomes of these initiatives and what additional activities (if anything) will be undertaken for the duration of the development.

At the time of writing, South Coast Mariculture has engaged extensively with local community groups, business owners, schools and government agencies; and has held meetings or workshops to foster proactive and transparent communication with the community, to listen to concerns and inform on plans of operation. A list of these stakeholders can be found in Table 1.

SCM has found that there is much community and local business support for the project but that there are also those in the community that have valid concerns. SCM is working hard to address these and to provide transparent and factual information on issues such as:

- Visual pollution and noise raised as a concern by some Callala Beach residents
- Ensuring that the mussels are available for sale locally
- Marine fauna (Whales) interactions and the risk of entanglement
- Lease infrastructure debris on foreshore post storms

SCM has developed a website (www.southcoastmariculture.com.au) which will serve to educate the community about the marine farm setup and proposed operations, and where required reports will be posted.

Sam Gordon, SCM Managing Director, Hika Rountree SCM Operations Manager and the SCM board are fully committed to proactive and transparent communication with the community. It is important to SCM that they not only become an accepted member of the community but a valued member of the community.

7. CONSULTATION

In the preparation of the Community Stakeholder Communications Plan the following personnel were consulted.

- Graeme Bowley – Senior Policy Officer, NSW Department of Primary Industries – Fisheries

8. SSI – 5657 CONSENT CONDITIONS TABLE OF REFERENCE

The table below lists the SSI – 5657 Jervis Bay Shellfish Aquaculture Lease consent conditions and references the location in the EMP and Appended Sub Plans that the condition has been addressed.

Table 2: SSI – 5657 SCMCAL Consent Conditions and Reference Location in EMP and Appended Sub Plans

Condition	Location of Reference
Condition E1 – Environmental Management Plan Prior to the commencement of operation, the Proponent shall revise and update the draft Environmental Management Plan (EMP), included with the RTS for the development to the satisfaction of the Secretary. The revised EMP is to include: (a) the strategic framework for environmental management of the development; (b) the statutory requirements that apply to the development; (c) the role, responsibility, authority, and accountability of all the key personnel involved in environmental management of the development; (d) the management measures that would be implemented to address environmental issues; (e) how the environmental performance of the development would be monitored and managed; (f) the procedures that would be implemented to respond to any non-compliances and emergencies including a contact number to report emergency events; and (g) include copies of the various strategies and plans that are required under the development.	The South Coast Mariculture Environmental Management Plan (EMP) plus Sub Plans – Appendices 1 to 7. a) Strategic framework is set out in Section 2.1. b) Statutory framework is set out in Section 2.2 c) Roles and responsibility of key personnel are set out in Section 2.1. d) Management measures are set out in the individual management plans provided as appendices to the EMP, and briefly outlined in the EMP e) Environmental performance of the development would be managed through annual reporting and independent environmental audits, as set out in Section 2.3, monitoring of water quality & the benthic environment is outlined in section 4.1.3, 4.3 f) Procedures for non-compliances / incidences are set out in Section 2.3 and 2.6 and in the Emergency Protocol in Appendix 4. An emergency contact list is provided at Attachment 7. It is noted that the Planning Secretary must be notified of all incidents/emergencies in accordance with condition E8 and E9 of the approval. g) Copies of all plans have been provided as appendices to the EMP.
Condition	Location of Reference
Condition E2 – Management Plan Requirements	The South Coast Mariculture EMP and attachments covers this

The Proponent shall ensure that the Management Plans required under this approval are prepared in accordance with any relevant guidelines, and include: (a) detailed baseline data; (b) a description of: • the relevant statutory requirements (including any relevant approval, licence or lease conditions); • any relevant limits or performance measures/criteria; and • the specific performance indicators that are proposed to be used to judge the performance of, or guide the implementation of, the development or any management measures; (c) a description of the measures that will be implemented to comply with the relevant statutory requirements, limits, or performance measures/criteria; (d) a program to monitor and report on the: • impacts and environmental performance of the development; and • effectiveness of any management measures (see € above); (e) a program to investigate and implement ways to improve the environmental performance of the development over time; (f) a protocol for managing and reporting any: • incidents; • complaints; • non-compliances with statutory requirements; and • exceedances of the impact assessment criteria and/or performance criteria; and (g) a protocol for periodic review of the plan.	requirement.
Condition	Location of Reference

Condition C1 – Deployment of Lease Infrastructure The Proponent shall prepare and implement a Construction and Deployment Environmental Management Plan, to the satisfaction of the Secretary. The plan must be prepared in consultation with Council and any other relevant stakeholders, and: (a) be approved by the Secretary at least one month prior to deployment; (b) include details of the species to be farmed; (c) include detailed plans of infrastructure to be used at each of the proposed Leases, including the final lease layout and mooring plans, and include maximum number, type and colour of buoys to be used at each Lease site; (d) detail all reasonable and feasible design measures used to minimise the potential visual impact of the development from Callala Beach and Vincentia (including orientation); (e) detail the location of the land-based site(s) (if any) for the construction or storage of Lease Infrastructure and indicative timeframe for all deployment activities; (f) include if necessary, details on traffic, noise and waste management; (g) describe the procedures that would be implemented to keep the local community and relevant agencies informed about construction/deployment activities; and procedures to receive and handle complaints; and describe the procedures to decommission any construction site including removal of all construction facilities and restoration of the site to its original state.	Appendix 1 - Construction Deployment and Traffic Management Plan. a) The plan has been submitted to the Secretary for approval. b) Species to be farmed are outlined in Section 2. These align with the approved list of species in the approval. c) Detailed plans of infrastructure to be used are provided in Section 6. d) A qualitative commentary around measures to be implemented to minimise visual impacts is provided in Section 8. e) Details of land-based sites are provided at Section 3. Timetable for deployment is provided at Section 4. f) Details on traffic, noise and waste management are provided at Section 5. g) A Community Stakeholder Communication Management Plan (Appendix 2) has been prepared to provide the mechanisms for disseminating information during operation. An outline of communication tools is provided in Section 10. Details of complaints management is at Section 12. h) Decommissioning is outlined in Section 13.
Condition	Location of Reference

Condition C11 – Structural Integrity and Stability Monitoring Program The Proponent shall prepare and implement a Structural Integrity and Stability Monitoring Program, prior to deployment and to the satisfaction of the Secretary. The Program shall include but not be limited to: a) weekly monitoring including an inspection checklist to investigate the effectiveness of the infrastructure design, including how often repairs are made and whether line tautness is being maintained; and b) details of servicing requirements of anchors, ropes, chains and connectors. Servicing must be undertaken at least annually; c) details of actions that would be undertaken to rectify any structural integrity issues, particularly in the event that infrastructure breaks away from the Leases after storm events.	A Structural Integrity and Stability Monitoring Program is provided in Attachment 8 of the South Coast Mariculture EMP a) A monitoring schedule is provided at Table A of Attachment 8. b) Details of servicing requirements are provided in Table A. c) Actions to rectify structural integrity issues are outlined in Table B.
Condition	Location of Reference
Condition D5 – Disease, Parasite and Pest Management Plan a) The Proponent shall prepare a Disease, Parasite and Pest Management Plan in accordance with the Draft EMP, to assist in the identification and treatment of potential diseases, parasites and pests. b) The Plan shall include details on the monitoring of the health of cultured stock and inspection of longline infrastructure to identify any disease or parasite issues that may arise.	Appendix 7 – Disease, Parasite and Pest Management Plan a) Details on the monitoring of the health of cultured stock are provided at Section 4 Hatchery. b) Details on the inspection of longline infrastructure to identify any disease or parasite issues are provided at Section 5 including details of the removal and harvest of diseased and dead stock is provided at Section 6.
Condition	Location of Reference
Condition D9 – Marine Fauna Interaction Management Plan The Proponent shall finalise and implement the Marine Fauna Interaction Management Plan detailed in the Draft EMP prior to the commencement of operation, to the satisfaction of the Secretary. The	Appendix 6 - Marine Fauna Interaction Management Plan a) Procedures for the recording of all observations of marine fauna interactions are outlined in the Observer Protocol in Section 3.

Plan shall detail measures to remedy, alleviate and reduce the incidence of marine fauna entanglements. The Marine Fauna Interaction Management Plan shall include: a) procedures for the recording of all observations of marine fauna interactions with the lease areas including longlines and vessels, as outlined in the EIS and the RTS; b) contact details of an Entanglement Committee, which would monitor the implementation and effectiveness of the Marine Fauna Interaction Management Plan, and provide advice to the Proponent in the unlikely event of marine fauna entanglement with the Lease infrastructure; and c) response procedures, drills and training that would be carried out to ensure appropriate responses to deal with entanglement incidences.	b) Contact details for the Entanglement Committee are provided at Table 1 in Section 4. c) Training and response are outlined in Section 4.2.
Condition	Location of Reference
Condition D12 – Benthic Monitoring Program The Proponent shall prepare and submit a Benthic Monitoring Program, to the satisfaction of the Secretary within 6 months of the date of this approval. The Program shall include but not necessarily be limited to: a) representative background monitoring to establish baseline conditions for the Leases, including benthic fauna and TOC parameters, for a suitable time period; b) the use of multiple control sites and identification of the frequency of sampling to ensure the monitoring program is spatially and statistically meaningful; c) collecting data at least annually after the Leases are approved, irrespective of whether the Leases are stocked with shellfish; d) a minimum monitoring period of at least three years from the commencement of operation; e) identification of trigger(s) and ameliorative measures (including video surveys) in the event that adverse impacts to benthic fauna relevant	Appendix 3 - Water Quality and Benthic Environment Monitoring Program a) Representative background monitoring for benthic fauna and TOC conditions is described in Section 3. Baseline sampling will be carried out before stocking and then annually for a minimum of 3 years. b) South Coast Mariculture uses a BACI (Before After Control Impact) approach to monitoring. Six control sites have been identified. A sampling design is outlined in Table 1. c) Section 3.1.4 confirms the sampling will occur prior to installation of the leases and at least annually after the lease is granted, irrespective of whether the lease is stocked with shellfish. d) Baseline sampling will be carried out before stocking and then sampling will be carried out annually for a minimum of 3 years e) Section 3.1.6 and Section 3.2.6 note that if any 'significant changes' to the marine benthic environment are identified, then appropriate management regimes will be employed to ameliorate these impacts (e.g. destocking or following). ROV survey and footage is proposed to be used.

to the development are identified; f) identify triggers that would decrease monitoring efforts; and g) reporting of the monitoring results to the Secretary and EES annually within the Annual Report, including commentary on any effects of the Leases compared to relevant guidelines, pre-lease sampling or control sites.	f) Section 3.2.6 states that monitoring efforts would be decreased if no significant long-term impacts have been identified. g) Commitment to report monitoring results in the Annual Report is detailed in Section 2.5
Condition	Location of Reference
Condition D14 – Waste Management Plan The Proponent shall develop a Waste Management Plan prior to the commencement of operation, to the satisfaction of the Secretary. The plan is to include measures to ensure that: (a) all waste including biofouling is appropriately stored, handled and disposed of in a timely manner; (b) waste generated by the project is minimised; (c) details of where all waste would be stored; and (d) all waste generated by the Project is classified in accordance with the EPA's Waste Classification Guidelines and disposed of to a facility that may lawfully accept the waste.	Appendix 5 - Waste Management Plan a) Measures to ensure waste is appropriately stored, handled and disposed of are detailed in Section 3. b) Minimisation of waste generated is outlined in Section 4. c) Section 3 outlines how waste will be collected and disposed. d) Wastes have been classified and disposal destinations identified for each waste type in Table 1 in Section 2.
Condition	Location of Reference
Condition E5 – Community Stakeholder Plan The Proponent shall prepare and implement a Community Stakeholder Plan for the development to the satisfaction of the Secretary. This plan must be approved by the Secretary prior to commencement of deployment, and include: (a) identification of all relevant community and other stakeholders; (b) details of procedures and mechanisms used to inform the community (including local aboriginal communities) and stakeholders of the development's progress and potential	Appendix 2 - Community and Stakeholder Communications Management Plan a) A list of community and other stakeholders is provided at Section 2. b) Details of procedures to inform the community are outlined in Section 3. c) Feedback and complaints processes are outlined in Section 4. d) Contact details are provided in Section 5 and Section 6, including a 24-

employment opportunities; (c) processes to receive and manage feedback and complaints; and (d) phone, email and mail contact details for the development, including a 24-hour contact number.	hour contact number.
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9. DOCUMENT CONTROL REGISTER

Appendix 2 – Community Stakeholder Communications Management Plan						
Version Number	Date Issued	Date Submitted to Department	Date Reviewed by Department	Revisions Requested by Department or other stakeholders	Comments	Version Approved by Department
1	October 2020	22 June 2021	June / July 2021	Yes	Assessed by NSW EES and NSW Fisheries	Revisions required
2	July 2021	29 July 2021	August 2021	Yes	Assessed by NSW EES, NSW Fisheries and NSW Marine Parks	Revisions required
3	August 2021	03 September 2021	September 2021			

ATTACHMENT 1 FEEDBACK AND COMPLAINTS REGISTER

No.	Date	Name	Contact details	Nature of feedback/complaint	Action taken
1					