

Ongoing Community Consultation and Communications Strategy

For The Next Generation, Eastern Creek

November 2015

urbis

URBIS STAFF RESPONSIBLE FOR THIS REPORT WERE:

Director	Susan Rudland
Consultant	Katie Inglis
Report Number	Final

All information supplied to Urbis in order to conduct a research project will be treated in the strictest confidence. It shall only be used in this context and shall not be made available to third parties without client authorisation. Confidential information will be stored securely and data provided by respondents, as well as their identity, shall be treated in the strictest confidence and all assurance given to respondents shall be fulfilled.

© Urbis Pty Ltd
ABN 50 105 256 228

All Rights Reserved. No material may be reproduced without prior permission.

You must read the important disclaimer appearing within the body of this report.

URBIS
Australia Asia Middle East
urbis.com.au

- 1 Introduction.....2**
- 1.1 This Document.....2

- 2 Stakeholder Analysis3**
- 2.1 Identified Issues.....3
- 2.2 Stakeholders3
- 2.3 Stakeholder participation level.....5

- 3 Communications & Consultation Activities.....6**
- 3.1 Integrated communications and consultation6

- 4 Complaints Management Process8**
- 4.1 Dispute resolution8
- 4.2 Monitoring and compliance reporting9

1 Introduction

The Next Generation NSW Pty Ltd (TNG) is proposing to develop an Electricity Generation Plant within Eastern Creek which will generate electricity via residue waste from the Genesis Xero Material Processing Centre and Waste Transfer Station.

The Environmental Impact Statement (EIS) for the proposed development was lodged with the Department of Planning and Environment in April 2015. In addition to detailed technical assessments, community consultation was undertaken and reported as part of the EIS according to the Director General's Environmental Assessment Requirements.

Consultation and communications included a project website (www.tngnsw.com.au); community phone line and project email; key stakeholder and agency briefings, presentations and correspondence; notifications to residences in Minchinbury and Erskine Park; door knocks; a community information day and site tour; and media releases and articles in local newspapers.

The EIS and supporting documentation was placed on public exhibition from 27 May to 27 July 2015.

1.1 THIS DOCUMENT

This document outlines a strategy for community consultation and communications through ongoing phases of the development. The Strategy responds to NSW EPA requirements for ongoing genuine dialogue and consultation with key stakeholders in accordance with the 'good neighbour' principle outlined in the NSW EPA Energy from Waste Policy Statement. The Statement says:

"It will be essential that proponents provide effective information and public consultation about energy from waste proposal. As the proposal progresses from the concept to detailed development assessment stage, proponents should engage in a genuine dialogue with the community and ensure that planning consent and other approval authorities are provided with accurate and reliable information."

The operators of an energy from waste facility need to be 'good neighbours' – particularly if near a residential setting but also where there are workers in other facilities. This would apply to waste deliveries and operating hours, but most importantly with respect to readily available information about emissions and resource recovery outcomes."

The Ongoing Community Consultation Strategy provides a framework to:

- Guide information provision and communications
- Engage with key stakeholders, residents and neighbours through ongoing phases of the development
- Support a clear and consistent approach which meets required standards of quality and offers avenues for feedback and dialogue
- Manage potential risks proactively and positively
- Outline complaints management procedures and protocols
- Comply with project requirements
- Provide appropriate authorities and auditors with verification that required community and stakeholder consultation and communications will be addressed.

This Strategy has been informed by the consultation approach and outcomes reported by KJA (March 2015) and information provided by the project team. It should be noted that timing and staging may be subject to change, pending approvals and project processes.

2 Stakeholder Analysis

2.1 IDENTIFIED ISSUES

Community consultation to date documented the following issues raised by stakeholders and community. They included:

- **Traffic** including routes, access and cumulative impacts and the number of vehicle movements that will be generated by the proposed facility
- **Potential emissions and emissions monitoring**
- **Health impacts**
- **Noise and dust concerns** including operational noise during the night time period
- **Odour management**
- **Development timeframes**
- **Construction impacts** like noise, dust, odour, water management.

NOTE: It will also be important to understand any concerns regarding combined or cumulative impacts involving any other industrial development within the precinct.

2.2 STAKEHOLDERS

Stakeholders include a range of key interests, sensitive receptors and neighbouring land-users.

The EPA defines sensitive receptors as any locations that may be affected by the facility where people are likely to work or reside (NSW DEC 2005). This includes local residents, local services, industrial uses and site owners.

The stakeholder database has been updated to identify sensitive receptors and stakeholders in and around the subject site, including industrial, landowning as well as residential interests. The database will act as an ongoing tool for logging and responding to stakeholder enquiries. It may be updated over time, and linked with future communications or interactions as part of the complaints management process.

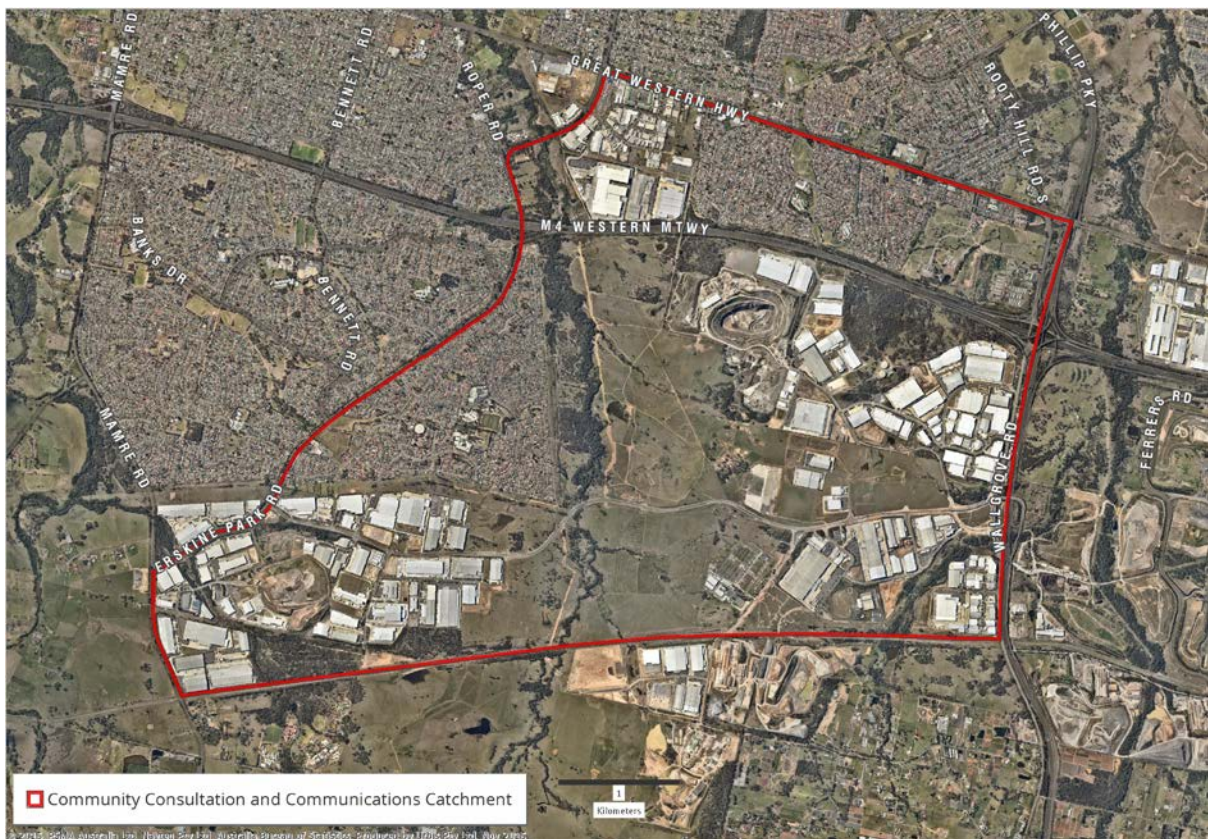
Stakeholders include:

- a) Residential – including approximately 4000 residential households in Minchinbury (between the M4 Motorway and the Great Western Highway) and Erskine Park (between Ropes Creek and Erskine Park Road).
- b) Schools and community centres – including the Erskine Park High School, James Erskine Primary School, Erskine Park Community Centre and Hall, Minchinbury Public School, St Anthony's Early Learning Centre and Minchinbury Neighbourhood Centre.
- c) Council and Government – including Blacktown City Council, NSW EPA, NSW DPE, and elected political representatives. The site is close to the Penrith Local Government Area boundary, and Penrith Council may be interested to receive regular updates. The site sits within the Federal electorate of McMahon and the State electorate of Mulgoa.
- d) Businesses – including Erskine Park Shopping Centre and Minchinbury Shopping Centre. Minchinbury Hometown is also located in the precinct, as are a number of supermarkets, cafes

and restaurants, newsagents, hair salons, automotive and building trades and other small businesses. This also includes Minchinbury Winery, Minchinbury Fruit Market, McDonalds and a number of business uses at the corner of Carlisle Avenue and Great Western Highway.

- e) Industrial land owners and users – including the Corporate Group Alexandria Landfill Pty Ltd, ThaQuarry Pty Ltd, Australand, Hanson, Jacfin, the Department of Planning and Environment and Sargents. A number of warehousing, logistics and distribution type businesses occupy land in the area close to the site, including Airbonne Australia Pty Ltd, Animal Supplies Wholesale, Asics Oceania, BAM Wine Logistics, Best & Less, CEVA Logistics, DHL Supply Chain, Goodman, Freight Distribution Management, Kmart, Myer Distribution Centre and LG Electronics.

The following outlines the catchment for community consultation and communications surrounding the subject site. This area includes sensitive receptors as defined by the NSW EPA.



2.3 STAKEHOLDER PARTICIPATION LEVEL

The International Association for Public Participation (IAP2) spectrum of public participation outlines the level of influence stakeholders will have in any given project:

FIGURE 2 – IAP2 SPECTRUM OF PUBLIC PARTICIPATION

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

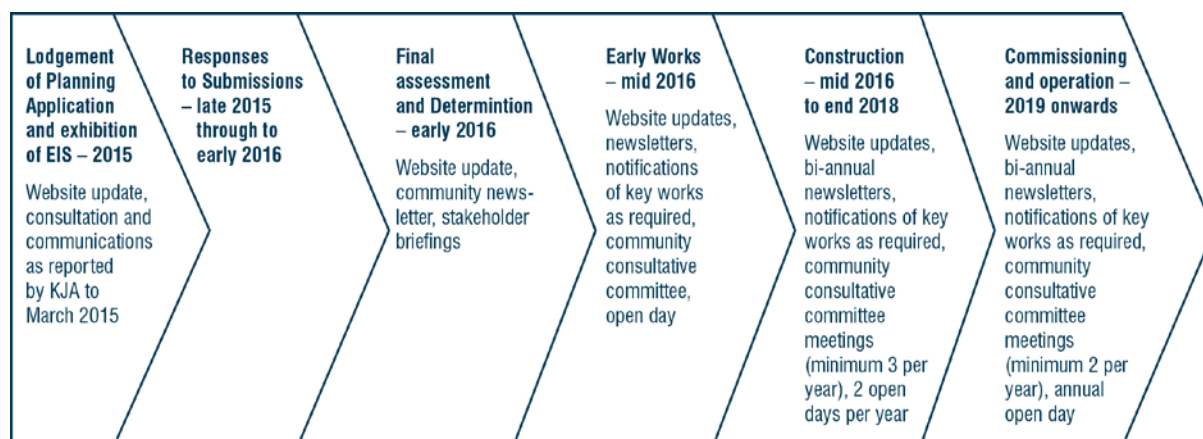
- **Inform:** to provide stakeholders with balanced and objective information to assist them in understanding the problem, opportunities and/or solutions.
- **Consult:** to obtain feedback on analysis, alternatives and decisions.
- **Involve:** to work directly with stakeholders to ensure their aspirations are understood and considered.
- **Collaborate:** to partner with stakeholders in each aspect of the decision including development of alternatives and identification of the preferred solution.
- **Empower:** to place final decision-making in the hands of stakeholder.

This Strategy includes activities to inform, consult and involve stakeholders through future phases of the project.

3 Communications & Consultation Activities

3.1 INTEGRATED COMMUNICATIONS AND CONSULTATION

The Community Consultation and Communications Strategy is aligned with key phases of activity from approval and determination through to operations. This is outlined in broad phases as follows:



It should be noted that the timing of phases may change, subject to planning, approvals and project processes.

Key mechanisms for community consultation and communications will include:

1. Stakeholder Database

All stakeholder inquiries and contacts will be added to the stakeholder database. The database will act as an ongoing tool for logging and responding to stakeholder enquiries. It may be updated over time, and linked with future communications or interactions as part of the complaints management process.

2. Letterbox and email notifications

Where a particular planned activity may have some effect on immediate or near neighbours, advice will be provided to affected community members and stakeholders via mail, letterbox or email notification. Notices will include details of the activity, timing, duration and contacts for further information. All impacted community members and stakeholders will be notified of the planned activity at least seven (7) days prior to the commencement of the likely impact.

Notifications may be provided for any activity where there may be an impact that could result in community concern or complaints, for example out of hours works, bright night lights. An email database will be maintained of community members and stakeholders who nominate to receive updates and information by email.

3. Community newsletters

General and ongoing updates will be profiled through bi-annual community newsletters. The newsletters will be distributed to all within the identified catchment, and reflect progress updates, latest news and community events as appropriate. It will detail current operational, environmental and community issues, initiatives and site activities. The newsletters will include the agreed project contact information to invite feedback and responses to the latest news.

4. Project signage

Appropriate signage, including variable message signs, will be erected to provide information on traffic changes in place or to be anticipated. Prior to construction works commencing, project signs will be erected showing project details, project name, work start and end dates.

5. Email

A dedicated project email address will appear on all required published information relating to construction activities. On receipt of an email, the Construction Manager (or delegate) will log the email and handle as an enquiry or complaint.

6. 1800 number

A dedicated 1800 hotline (with out of hours mobile support).

7. Community information business cards will be provided to all staff to provide to any local residents or community members. The cards will outline the 1800 number, website URL and email address. This will provide one point of contact and offer clear and consistent information.

8. Website updates

The Facility website will be maintained to provide the wider community with access to facility monitoring results, details of current activities, policies, environmental management plans and monitoring programs and any other information in relation to the site operation that may be considered of interest to the community. This will include community newsletters and updates, the complaints hotline number, a complaints register which will be updated on a monthly basis, a copy of the Environmental Management Strategy and associated plans and programs, and records of the Community Consultative Committee (see below).

It will be the responsibility of the Site Operations Manager to maintain the Website.

9. Community Open Days

Community open days and community BBQs are an effective way to engage with local neighbours and residents, offer site tours and educate the community about the operations and benefits of energy from waste. This will help to establish points of contact, build relationships, and demystify the process. It is suggested an open day is held bi-annually during the construction phase, with annual events post construction.

10. Community Consultative Committee

A Community Consultative Committee is proposed to build relationships, inform key neighbours and provide ongoing updates and mechanisms for feedback. This is particularly important during the construction phase, to communicate proposed works, anticipate any issues and manage responses accordingly. During this period, the Committee is proposed to meet a minimum of three times per year.

The Committee may be maintained post construction to continue to support good neighbour relationships and dialogue during operations. The Committee may include up to 15 invited representatives from surrounding residences, landowners, Council and agencies. Residents would be recruited through mailouts, doorknocks and stakeholder analysis. Proceedings would be facilitated by an independent Chair, with minutes distributed and available on the project website.

It will be the responsibility of the Site Operations Manager to ensure minutes of the Committee meetings are taken and that these minutes are made available on the website.

4 Complaints Management Process

The Next Generation will maintain a community response line accessible 24 hours per day.

The Site Operations Manager is responsible for ensuring that the currency and effectiveness of the service is maintained.

The community response line will be advertised at least quarterly in the local press.

Details will be provided on the Next Generation website. The Site Operations Manager is responsible for ensuring the Hotline is advertised.

As a minimum, notification of complaints received via the community response line is to be provided by immediate SMS relay to the Site Operations Manager.

Complaints and enquiries do not have to be received on the Hotline and may be received in any other form.

Any complaint or enquiry relating to environmental management or performance is to be relayed to the Site Operations Manager and as soon as practical.

All employees are responsible for ensuring the prompt relaying of complaints.

The Site Manager is responsible for ensuring that all complaints are appropriately investigated, actioned and that information is fed back to the complainant, unless requested to the contrary.

A Complaints Register will be set up and maintained, and will contain:

- The date and time of the complaint
- The means by which the complaint was made
- Any person details of the complainant that were provided
- The nature of the complaint
- Record of operational and meteorological condition contributing to the complaint
- All relevant work directions and correspondence and file notes; and
- If no action was taken in relation to the complaint, the reasons why no action was taken

The Site Operations Manager is to communicate all complaints to the Managing Director, General Manager and the relevant site functional manager as soon as practical, but as a maximum on the next working day.

A summary of complaints received and actions taken is presented to the Next Generation CCC as part of the operational performance review.

A summary of complaints received and actions taken are included in the Annual Environmental Management Reports and the Annual Returns to the OEH.

4.1 DISPUTE RESOLUTION

In the event of a disagreement between The Next Generation and a member of the community, the Site Operations Manager will undertake the necessary liaison and communication to reach a resolution, which will involve an offer for a one on one meeting with the resident to discuss the issue.

In the case of an Environmental Complaint which is unable to be resolved to the satisfaction of the Complainant by the Site Operations Manager, one or more of the CCC will be invited to consult in

relation to each such complaint received and in relation to the relevant investigation and attenuation measures which are implemented as a result of that complaint.

The purpose of this is to ensure the presence of and involvement by one or more impartial persons in the process so that verification is available, if required.

A six monthly review of work procedures and/or noise control procedures shall be undertaken in response to complaints or to issues raised by the Residents Committee.

In the event that the Complainant is dissatisfied with the actions taken by Site Management, the Site Operations Manager will convene a mediation meeting to which the Complainant, a Community Representative and an External Consultant with expertise in the area of the complaint will be invited for the purposes of exploring the issues and of mediation and reaching resolution with the Complainant.

Unresolved complaints may be referred to the NSW Department of Planning.

4.2 MONITORING AND COMPLIANCE REPORTING

The various community consultation measures identified above will ensure that:

- Any complaints are logged and appropriately recorded;
- All relevant initial data is obtained in order to determine whether a prima facie case exists to support the view that the complaint relates to the site and that an exceedance has or may have occurred;
- The Site Operations Manager will ensure that an effective complaint investigation is immediately carried out in order to determine the likely cause of the exceedance; and
- If as a result of investigation an exceedance of site environmental parameters is found to exist then appropriate measures will be immediately implemented (if required) by the issue of Work Directions or changes to operational procedures depending upon the nature or extent of the measures taken.

Appendix A

List of Stakeholders

STAKEHOLDER CATEGORY	NAME
Residents	Residents to the north (approx 2,000)
	Residents to the west (approx 2,000)
Industry/ business	Airbonne Australia Pty Ltd
	ALSPEC
	Animal Supplies Wholesale
	Asics Oceania
	Australand
	BAM Wine Logistics
	Bantex
	Best & Less
	Cassons
	CEVA Logistics
	CEVA Logistics
	Clifford Hallam Healthcare
	CH2
	Costa Logistics
	DATS
	Dial a Dump Industries
	DHL Supply Chain
	Freight Distribution Management
	Fulfilment Centre
	Fulton Hogan
	Goodman
	Hanson
	Ingram Micro
	Jacfin
	Keuhna and Nagal
	K Mart Ltd
	Layher Pty Ltd
	Life's Good
	Macism
	Maketa
	Mayer
	Milton Tradings
	Myer Distribution Centre
	Nover and Co Pty Ltd
	Ontex Australia
	Ricoh Australia
	Sargents Pies
	SK Steel Australia
	ThaQuarry Pty Ltd
	The Corporate Group Alexandria Landfill
FUJITSU General (Aust) Pty Limited	
QLS Logistics	
Transgrid	
Coles Logistics	

STAKEHOLDER CATEGORY	NAME
Industry/ business	Coles Group Limited
	UEA Electrical
	Chemson Pacific Pty Ltd
	Xylem Water Solutions Australia Ltd
	Aldi
	Capral (formerly OneSteel)
	FedEx
	OfficeMax
	Sydney West Substation
	Woolworths Distribution Centre
	Coles Myer Distribution Centre
	Pinegrove Memorial Park
	Guardian Funerals Inc
	Zammit Logistics
	Advance Pilot Car Services
	Minchinbury Shopping Centre
	Distillery Woodfire Restaurant
	Minchinbury Winery
	Car City Minchinbury
	Col Wallis Motors
	Auto Trader
	Mates Rates
	Budget And Upmarket Tiles
	Building Solutions NSW Pty Ltd
	Fencing & Gate Centre
	Extreme Tyres
	Swimart Pool & Spa Services
	Packaging Traders Pty Ltd
	Dada Tiles
	Linfield Furniture
	Natasha Marie Clothing
	McDonald's
	Forty Winks
	Beds N Dreams Outlet Centre Minchinbury
	Minchinbury Lighting PTY Ltd.
	Elite Martial Arts & Fitness Centre
	T Foster & Sons
	Middy's
	My Baby Warehouse
	BP Minchinbury
Minchinbury Fruit Market	
Minchinbury Lounge Factory	
Reece Plumbing	
Doors Plus	
Young Estate	
Ozace Designs	

STAKEHOLDER CATEGORY	NAME
Industry/ business	Bidwell Car Repairs
	Australian Outdoor Living NSW
	Minchinbury Party Hire
	Killa Bee Holdings
	Truck Parts Australia
	TLE Electrical Minchinbury
	Boresi Fencing
	Bluey's Crane and Float Repairs Pty Ltd
	EIP Diesel
	Ultra Refigeration PTY Ltd.
	Kidz Fun Factory
	Camsons
	Eddie Road Lunch Shop
	Lounge King
	Hot Springs Outlet
	Big Wheel Tyre & Mechanical Repairs
	Office Force
	Snatch Cafe
	Star Track Express
	Beds & Mattresses
	Minchinbury's Bakery
	Real Estate One Minchinbury
	Minchin Garden Chinese Restaurant
	IGA Minchinbury
	Liquorstop
	Minchinbury Winery
	Iglesia Ni Cristo
	Voyager Motel
	Lung Po Shan
	7-Eleven Eastern Creek
	CMC Coil Steels
	Cafe Rae
	Linfox
	Blue Star Logistics Pty
	PMA Solutions Pty
	Coates Hire Seven Hills (P)
	JM Produce
	A Plus Finance & Property PTY
	Erskine Park Newsagency
	Top Quality Work Wear
SUPA IGA Erskine Park	
Chemmart Pharmacy Erskine Park	
The Stir Crazy Noodle Bar	
Deli Divine	
Domino's Pizza Erskine Park	
Vybe By TMC	

STAKEHOLDER CATEGORY	NAME
Industry/ business	Thai Square @ Erskine Park
	Erskine Park Bakery
	Erskine Park Shopping Centre
	Liquorland Erskine Park
	Gotties Woodfire Pizza
	Hair Extravaganza
	ALDI Erskine Park
	Diamond Star Catering
	Camel's Bins
	Erskine Park Shopping Centre
	CCA
	Linfox
	The Hair Shack
Government	
State Government	Premier and Minister for Western Sydney: The Hon Mike Baird
	Department of Premier and Cabinet: Secretary Mr Blair Comley
	Minister for Environment and Heritage: The Hon Mark Speakley
	Minister for Resources and Energy The Hon Anthony Roberts
	Parliamentary Secretary for Western Sydney, Mr Ray Williams
	NSW Opposition Leader and Shadow Minister for Western Sydney: The Hon Luke Foley
	Shadow Minister for Industry, Resources and Energy: Adam Searle
	Shadow Minister for Environment: Ms Penny Sharpe
Members of Parliament	Mr Ed Husic, Federal Member for Chifley
	Mr Chris Bowen, Federal Member for McMahan
	Mr John Robertson, State Member for Blacktown
	Mr Richardson Sanderson Amery, State Member for Mount Druitt
	Mrs Tanya Davies, State Member for Mulgoa
State Government agencies	NSW Department of Planning and Infrastructure
	Sydney Water
	NSW Environment Protection Agency
	NSW Trade and Investment
Local Government	
Blacktown City Council and Councillors	Mayor and Ward 4 Councillor, Cr Stephen Bali
	Ward 5 Councillor, Cr Jacqueline Donaldson
Penrith City Council and Councillors	Mayor Cr Jim Aitken (South Ward Councillor)
	Cr Prue Car, East Ward
	Cr Greg Davies, East Ward
	Cr Maurice Giroto, East Ward
	Cr Jackie Greenow, East Ward
	Cr Tricia Hitchen, East Ward
Western Sydney Regional Organisations of Councils	49 Campbell St, Blacktown, 2148. Ph 9671 4333

STAKEHOLDER CATEGORY	NAME
Community groups/ service providers/ churches	The Salvation Army
	Salvos Store
	Church of Jesus Christ of Latter-day Saints
	Minchinbury mosque
	Afford - The Australian Foundation for Disability
	Sunnyfield
	Blacktown District Environment Group
	Minchinbury Jets Soccer Club
	Minchinbury Residents Action Group
	Western Sydney Conservation Alliance Inc
	Whalan Action Group
	Minchinbury Neighbourhood Centre
	Erskine Park Community Centre
	St Clair Somoan Community of God
	Church of the Foursquare Gospel Minchinbury
	FCF Life Centre
Deerubbin Local Aboriginal Land Council	
Mt Druitt Historical Society	
Schools/ preschools	James Erskine Primary School
	Erskine Park High School
	Minchinbury Public School
	St Anthony's Early Learning Centre
Business chambers	NSW Business Chamber
	Regional Development Australia – Western Sydney
	Greater Blacktown Business Chamber
	Mt Druitt Chamber of Commerce