



NGH



COMMUNITY CONSULTATION PLAN

DUNEDOO SOLAR FARM

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1 INTRODUCTION

1.1 COMMUNITY CONSULTATION PRINCIPLES

Best practice community consultation involves the community in all decision-making stages of a project. There is a role for the community from project conception, through the assessment process and on to project development. Effective community consultation has three important functions:

1. It facilitates deeper understanding of issues and decisions required for the project;
2. It improves the quality of decisions made for the project; and
3. It allows people to be involved in decisions that affect their lives.

Important community engagement principles for a project include:

- Openness – combats assumptions and misinformation.
- Inclusiveness - consultation should be diverse and representative, not responding only to the most vocal stakeholders.
- Effective communication – requiring trust between parties and tools appropriate to the task.
- A communication strategy – clarity about what is being undertaken:
 - Inform - one-way communication to deliver information about the project.
 - Consult - two-way communication to seek input into the project.
 - Collaborate and involve – seek participation in elements of the project design and implementation.
- Early rather than late – to maximise engagement opportunities.
- Accountability – the process should be monitored and evaluated to ensure its aims are being achieved.

1.2 AIM OF THIS PLAN

This Community Consultation Plan (CCP) has been developed for the Dunedoo Solar Farm on behalf of ib vogt.

The aims of the plan are to:

1. Identify effective methods to inform the community about the Dunedoo Solar Farm proposal; and
2. Facilitate engagement with the community, including input into the environmental assessment and project development.

The plan identifies:

- Community stakeholders for the project.
- Issues and risks related to the engagement of each stakeholder group.
- A consultation strategy for each stakeholder group.
- A set of activities against the project development time line to facilitate consultation.

Effective engagement will require an understanding of community stakeholders and prioritisation of potential impacts. It also relies on the community understanding the project and specific issues of interest to them, to enable effective participation. The focus of the consultation plan will be on providing this understanding and engagement.

While this plan will include the local Aboriginal community, additional consultation with Aboriginal stakeholders will be undertaken in accordance with *Aboriginal cultural heritage consultation requirements for proponents 2010* ((DECCW) 2010). The Aboriginal cultural heritage consultation process is not described in this plan and will be undertaken in addition to the consultation detailed in this document.

1.3 STRUCTURE

The structure of this plan is:

1. Proposal overview
2. Identification of community stakeholders for the project
3. Issue management – what specific issues need consideration
4. Project based activities – what vehicles will be utilised in the consultation process.

1.4 IMPLEMENTATION AND REVISION OF THIS DOCUMENT

The Dunedoo Solar Farm proposal will be assessed as a for State significant development under Part 4 of the *Environmental Planning & Assessment Act 1979*. Prior to the environmental assessment of the proposal ib vogt will request Secretary's Environmental Assessment Requirements (SEARs) from the NSW Department of Planning and Environment.

This plan has been developed to coincide with the early planning and assessment stages of the project, in order for early consultation activities to begin prior to ib vogt's request for SEARs.

If the project is approved, consultation will continue into the construction and operational phases of the project. These phases will require a new or updated plan, to reflect any changes to consultation objectives but also the increasing knowledge gained about the community, and by the community.

1.5 RELEVANT GUIDELINES

This CCP has been prepared with reference to the following guidelines / references:

- *Establishing the social licence to operate large scale solar facilities in Australia: Insights from social research for industry*, Australian Renewable Energy Agency (ARENA).
- *Beyond Public Meetings: Connecting community engagement with decision making*, Twyford Consulting 2007.

2 PROPOSAL OVERVIEW

The Proposal is to construct and operate solar photovoltaic panels solar farm that would have a capacity of up to 55 MW AC to generate power from a renewable source. The solar farm component of the Proposal includes:

- Approximately 173,000 PV solar panels, mounted on single axis tracking systems, powered by approximately 2,850 tracker motors.
- Electrical cables and conduits.
- Inverter/transformer stations, containerised or skid mounted, distributed across the site.
- Battery storage units, containerised, distributed across the site.
- On site substation containing transformer, synchronous condenser, associated HV switchgear, switch room, control room and lightning protection masts.
- Communications tower (up to 25 metres high), within the facility connection substation fenced area.
- Site office, compounds, storage shed, parking, access tracks and perimeter fencing.
- Two (2) access points via All Weather Road.
- Internal access tracks.
- Lighting, CCTV system, security fencing.
- Vegetative screening.
- A new hybrid Transmission Line (TL) to connect the solar farm into the Essential Energy transmission network, which will be handed to Essential Energy upon completion. Two (2) TL options are being considered.
- Construction of a passing bay along All Weather Road and upgrade to the Castlereagh Highway and All Weather Road junction.
- Subdivision and consolidation of lots.
- A new bay in the Dunedoo Substation and any required augmentation within the existing Dunedoo Substation. A new communications tower up to 15m tall.

The Proposal would require a connection to the Essential Energy Dunedoo Substation and the Proponent is currently considering two (2) connection options using existing and new Essential Energy TL easements. Option 1 would join the existing 852 66-kilovolt (kV) feeder easement (utilising existing infrastructure if possible) that runs south of the Development Site into the Dunedoo Substation. Option 2 would join the existing 85A 66-kV feeder easement (utilising existing infrastructure where possible) that runs southeast-northwest across the southern section of Lot 80 DP754309. The Proposal also requires upgrading/expanding the existing Dunedoo Substation for both connection options.

The Proposal is expected to operate for 30 years and construction is expected to take 10-12 months, commencing indicatively in Spring 2021. After the operating phase, the Proposal would either be decommissioned, returning the site to its existing land use; or upgraded with new photovoltaic equipment, pending any required approvals.

3 COMMUNITY PROFILE

Understanding the makeup and values of the community is essential to finding effective ways to reach the community as well as beginning to identify ways that the project may impact the community. This section provides a broad overview of the Warrumbungle LGA and Dunedoo, the nearest town to the site.

3.1 WARRUMBUNGLE SHIRE LOCAL GOVERNMENT AREA

The Warrumbungle LGA is located in Central NSW, approximately 430km from Sydney. It encompasses the townships of Baradine, Binnaway, Coolah, Coonabarabran, Dunedoo, and Mendooran. In 2016, the Warrumbungle LGA had a population of 9,384 people (ABS 2016) covering an area of 12,380 km² (Warrumbungle Shire Council 2020).

The Warrumbungle LGA is part of the South Western Slopes Bioregion of NSW, which generally experiences sub-humid climate characterised by hot summers and no dry season (OEH 2016). The average annual minimum temperature is 9.7°C and the maximum annual average temperature is 24.1 °C. The average annual rainfall is 609.4 mm, with most rain falling in December, January, and February (BOM, 2020).

In 2016, the median age of persons in the Warrumbungle Shire was 49; this is higher than the Australian average of 38 (ABS 2016). 9.8% of the population is Aboriginal and Torres Strait Islander people (ABS 2016). A large portion, 81.7% of the community were born in Australia; 1.7% in England, 0.7% in New Zealand, and 0.4% in Germany (ABS 2016).

It is estimated that 3,880 people work in the Warrumbungle LGA with the main local industry for employment being Beef Cattle Farming (Specialised) (10.7% in 2016), followed by Local Government Administration at 5.5% (ABS 2016). The LGA is renowned for wool growing, beef cattle production, cereal cropping, it's diverse natural environment and a burgeoning vine growing and horticultural industry (Warrumbungle Shire Council 2020).

Some of the community facilities and economic features of the Warrumbungle LGA include:

- Health and community Services are numerous throughout the LGA. They include; Coonabarabran Health Service, Wellness & Awareness Dunedoo, and Western NSW Medicare Local. Other services include aged care, respite services, disability care facilities, aboriginal support organisations, employment services, youth development Programs, preschool and day care centres and family support (Warrumbungle Shire Council 2020).
- Emergency Services include: Coonabarabran Volunteer Rescue Association, NSW Rural Fire Service (Coonabarabran), NSW State Emergency Services (Tambar Springs, Dunedoo), NSW Ambulance Services (Coolah and Dunedoo) and NSW Police.
- There are seven Government Schools and five Catholic schools in the LGA. They comprise of six primary, one secondary and five primary and secondary combined schools (Australian Schools Directory 2020). TAFE's New England Institute is located at Coonabarabran and the Western Institute is located in Dunedoo (TAFE NSW 2020).
- Recreation and sporting facilities include six swimming pool facilities at Baradine, Binnaway, Coolah, Coonabarabran, Dunedoo and Mendooran and a number of ovals and recreational reserves (Warrumbungle Shire Council 2020).
- Community facilities include Binnaway Hall, Dunedoo Jubilee Hall, Coonabarabran Town Hall, Mendooran Mechanics institute, Coonabarabran Sports and Recreation Centre Hall (Warrumbungle Shire Council 2019).

- Environmental attractions include the Warrumbungle mountain range and Warrumbungle National Park. The National Park has strong connections to the Aboriginal elders who occupied the land and is rich in flora and fauna species (NPWS 2020).

3.1.1 Dunedoo

The proposal site is located approximately 2km north of the northern extent of the town of Dunedoo. The majority of Dunedoo residences are located 2-3.5km from the proposal site boundary.

The population of Dunedoo was 1,221 in the 2016 Census; comprising of 7.7% Aboriginal and Torres Strait Islander People, which is significantly higher than the Australian average of 2.8% (ABS 2016). The median age is 49, which is higher than the Australian median of 38 (ABS 2016). In Dunedoo 77.2% of the population was born in Australia; 1.2% in England, 0.6% in New Zealand, 0.5% in India, 0.3% in Canada and 0.3% in United States of America (ABS 2016).

The main local industry for employment in Dunedoo was Sheep, Beef Cattle and Grain farming at 30%; this is much higher than the Australian average of 1.3% (ABS 2013). This is followed by, school education at 9.3%, hospitals at 3.3% (the Australian comparative is 3.6%), Pharmaceutical and Other Store-Based Retailing at 2.2% and Accommodation at 2.2% (ABS 2013). Full time employment in Dunedoo was 57.7% (Australian average was 59.7%), whilst the unemployment rate in 2011 was 8.8%(ABS 2013). This was higher than the Australian unemployment rate of 5.6% (ABS 2016). The median age for full time employment was 47, with a median personal income of \$379 (ABS 2016).

Dominant occupations in the town are managers (28.9%), labourers (14.2%), professionals (13.1%), technicians and trades workers (11.2%), clerical and administrative workers (10.1%), followed by community and personal services workers (7.4%), sales workers (5.9%), and machinery operators and drivers (5.9%) (ABS 2016). The proposed solar farm would provide opportunity of employment diversification as NSW moves towards a carbon neutral economy by the year 2050.

The Dunedoo community is supported by the Dunedoo & District Development Group which seeks to ensure the growth of the town through sourcing grants, contributing to local activities and supporting the community where possible (Dunedoo- New South Wales 2020). A major activity of the Group is hosting a Bush Poetry Festival over the first weekend in March of each year. Art Unlimited, Dunedoo's annual art competition and exhibition attracts artists, photographers and ceramics and art lovers from around Australia and abroad to partake in one of regional Australia's leading art competitions.

Sporting clubs and facilities in Dunedoo include: Dunedoo Polocrosse Club, Dunedoo Swimming Club, Ballet/Dancing School, Dunedoo Junior Rugby League & Netball, Dunedoo Rugby Club, Dunedoo Tennis Club, Dunedoo Squash and Dunedoo Touch Footy Association (Dunedoo- New South Wales 2020).

The Dunedoo District Diary is a local community publication for Dunedoo and surrounding district. Dunedoo District Diary consists of local news, events and information. This fortnightly publication, distributed every second Wednesday, reaches approximately 2,500 people in the areas of Dunedoo, Leadville, Birriwa, Cobbora, Elong Elong, and Mendooran (Outback Press 2020).

Community Groups include:

- "Crafty Chicks" Group which meet Wednesdays in the Westpac building
- Creative Silk Painting Group.
- Dunedoo Jewellery Making Group.
- Dunedoo Country Women's Association.

- Dunedoo Branch of the Red Cross.
- Dunedoo Hospital Auxiliary.
- Dunedoo Lions Club.
- Dunedoo Anglican Women.
- Talbragar Trimmers.
- Pole Walking Group.

4 STAKEHOLDER GROUPS AND CONSULTATION STRATEGIES

It is important to identify all key stakeholder groups and relevant characteristics and tailor engagement strategies to suit each group. Different levels of engagement suit varying degrees of potential impacts in the community. Where impacts are less significant, for example, the International Association for Public Participation (IAP2) consultation spectrum suggests approaches such as 'Inform' and 'Consult'. Greater impacts on communities require approaches such as 'Involve', 'Collaborate' and 'Empower'. Appropriate strategies are set out below for each stakeholder group.

Stakeholder group	Defining characteristics	Consultation strategies
1. Adjacent neighbours	<p>Neighbours adjacent to the project and those who may be directly affected, for example: those with a view of infrastructure, noise or vibration from haulage route or construction activities.</p> <p>Non-involved residences located within 1 km of the site may experience direct impacts.</p>	<p>Meet first – Inform and consult (prior to request for SEARs).</p> <p>Understanding the values and potential impacts to this group is highly important.</p> <p>Face to face consultation and direct feedback is required.</p> <p>Mitigation strategies may require changes to the project or the development of specific plans of management i.e. screening visual impact.</p> <p>All consultation should be documented.</p>
2. Near Neighbours	<p>Neighbours to the project and those who may be directly affected, for example: those with a view of infrastructure, noise or vibration from haulage route or construction activities.</p> <p>Being a major development close to a small settlement, direct impacts may be of great interest to residents and businesses. This is a large development with potential to define the locality in many ways.</p> <p>The township of Dunedoo and isolated residences located between 1km and 4km from the site and may experience direct impacts.</p>	<p>Inform and consult</p> <p>Understanding the values and potential impacts to this group is highly important. It will assist the assessment process and development of appropriate mitigation strategies.</p> <p>The opportunity for face to face consultation and direct feedback is required.</p> <p>All consultation should be documented.</p>

Stakeholder group	Defining characteristics	Consultation strategies
3. Local Businesses	Businesses located within 4km of the site (including Dunedoo) may experience direct impacts.	<p>Inform and Consult</p> <p>Understanding the values of this group will assist the assessment process and development of appropriate mitigation strategies.</p> <p>Direct contact and direct feedback is required. Potential opportunity to distribute project information and understand community sentiment.</p> <p>All consultation should be documented.</p>
4. Special interest groups	Special interest groups, for example, recreational groups, sporting groups.	<p>Inform and Consult</p> <p>These should be directly contacted.</p> <p>Specific information or assessment may be required to understand and mitigate impacts for these groups.</p> <p>An avenue to provide feedback or ask questions should be provided.</p>
5. Representative bodies	Representatives of groups such as: <ul style="list-style-type: none"> • Dunedoo & District Development Group • Mudgee Visitor Information Centre • Dunedoo Central School 	<p>Inform and Consult</p> <p>Specific information may be required for this group.</p> <p>An avenue to receive information and provide specific feedback or ask questions should be provided.</p>
6. Media	Outlets to ensure a clear message is delivered: Local radio, television, newspapers (e.g. Dunedoo District Diary, Mudgee Guardian, The Mudgee Weekly), project website.	<p>Inform</p> <p>A contact should be provided to this group, for further information if required.</p>
7. Broader community	Residents and businesses within 4km of the proposed solar farm. While direct impacts are unlikely, the project would be a large new development for the broader community.	<p>Inform</p> <p>Newsletters, advertisements, website information used to relay information about the project.</p> <p>A contact should be provided to this group, for further information if required.</p>

Stakeholder group	Defining characteristics	Consultation strategies
<p>8. Warrumbungle Shire Council</p>	<p>The regions history has been rich in the irrigated cropping and sheep farming. The proposed solar farm would provide an economic stimulus for the area, during construction, and would be a positive step forward in the renewable energy sector.</p> <p>While direct impacts are unlikely, the project would be a large new development for the broader community.</p>	<p>Inform</p> <p>Advertisements and website information used to relay information about the project.</p> <p>A contact should be provided to this group, for further information if required.</p> <p>Direct contact with specific representative groups (Chamber of Commerce).</p>

5 ISSUE MANAGEMENT

A set of project-specific issues and risks to maximising community engagement in the project have been identified below. These issues pose potential risks to the effective identification and mitigation of impacts important to the community. Mitigation strategies have been developed below, specific to the identified issues. These have been incorporated into the Project-based Activities, in Section 6.

Issue	Risks	Mitigation strategies
The project may define / overwhelm the locality	<p>This may polarise the community.</p> <p>They may not feel that the project reflects their values.</p> <p>The scale of the project may overwhelm the existing local character.</p>	<p>Education material about the role of solar energy in the country’s energy mix, the technology and its impacts.</p> <p>Early dissemination of information about the project and its specific justification and benefits, particularly with reference to developing new income streams on agricultural land and the ability to restore the land capability after decommissioning.</p> <p>Identify practical mitigation measures to help preserve community character.</p> <p>Seek direct input into how the project may reflect the communities ‘personality’ and values and how the benefits of the project may be spread to the local community.</p> <p>Clear communication of key environmental impacts and mitigation strategies of the project.</p> <p>Offer direct contact to project manager.</p>
Misinformation: Word of mouth / rumours first source of information	Feel left out, disengaged, misinformed, disempowered.	Direct communication early to local community – adjacent landowners first, near neighbours second, then the wider community.

Issue	Risks	Mitigation strategies
Lack of support for project	<p>Lack of interest, leading to low levels of public support.</p> <p>Unaddressed concerns may generate opponents of this project.</p> <p>Large proportion of jobs in the local area are reliant on the agricultural Industry, diversification may influence support of development of renewable infrastructure.</p>	<p>Early dissemination of information about the project and its justification and project benefits.</p> <p>Clear communication of key environmental impacts and mitigation strategies.</p> <p>Make participation easy – to ensure all concerns are addressed.</p> <p>Be creative – seek support for renewable project that demonstrates how benefits are felt at the local level.</p>
The approvals process can be complex.	Perception that the process is too difficult to become involved in.	<p>Clearly illustrate approvals process.</p> <p>Clearly define opportunities for community input including what is required and when it is required.</p> <p>Communicate back, identifying where input has been used.</p> <p>Reinforce this at each relevant stage for community input – pre lodgement, during public exhibition etc.</p>
Distrust in environmental assessment process.	<p>Distrust of impact identification and mitigation strategies.</p> <p>Suspicion that input will not be considered or valued.</p>	<p>Establish credentials of assessment team and RES Australia Pty Ltd. Present these in the EIS and in newsletters etc.</p> <p>Make participation easy – create opportunities to discuss issues with the team.</p> <p>Explain how input will be taken into account at various stages.</p>
Fear of unknown / complex information	Exaggerated fears / misunderstanding of information.	<p>Layman explanations of issues.</p> <p>Offer to follow up – one on one, or special interest meetings.</p>

Issue	Risks	Mitigation strategies
Relationship with community	Risk that during the long approval and assessment process, the community will lose enthusiasm, become disengaged or negative.	Milestone events should be identified early and celebrated. Emphasise community – solar farm partnership.
Representative	Risk of biased consultation, serving only the most vocal community members. Sections of the community may be “overpowered” and may be marginalised.	Ensure community is engaged in a forum that minimises risk of debate being side tracked. Follow up with smaller groups where required. Use established social (and media) channels in dissemination of materials, i.e. sport clubs. Provide a range of ways for community to access information and input views.
Unified message	Differing messages may create confusion and mistrust.	Limit points of contact. Have message clearly set out for use, rather than reinventing it for each consultation activity.
Unequal distribution of benefits	Residents close to the development are likely to feel more strongly.	Identification of stakeholder groups should reflect differences in impacts.

6 PROJECT BASED ACTIVITIES

The following table outlines the different project stages and associated community consultation objectives and activities, in chronological order. The stages include:

- Decision to proceed with early investigations, proposal development.
- Receipt of SEARs.
- Detailed assessment and proposal development.
- EIS on public exhibition, submissions reporting.
- Approval determination.
- Construction contract award.
- Construction commences.
- Operation commences.
- Decommissioning commences.

6.1 MILESTONES

Milestone events should be celebrated, and used as an opportunity to keep the community on board. Milestones can include:

1. Announce project – notify near residents first, follow up with consistent information.
2. Receipt of SEARs.
3. Early studies and agency consultations update – meet the community face to face.
4. Proposal finalised and EIS submitted – explain avenues for input.
5. Submissions Report submitted – explain avenues for input.
6. Approval – celebrate in a way that involves the community.
7. Construction contractors awarded - opportunity for local employment.
8. Construction commences - sod turning ceremony.
9. Operation commences – public open day for commissioning.

6.2 THROUGHOUT PROCESS

Relevant to all activities:

- One person would remain key spokesperson, this would be Andrew Wilkinson, ib vogt Project Manager, to:
 - Limit points of contact, ensuring a clear message and no contradictions in terminology or project information.
 - Retain personal direct relationship with the community, identifiable face for the project.
- Feedback would be sought using a standard form where possible, allowing this information to inform the assessment (example provided in Appendix A). This form would be made available during meetings and on the project website.

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
Decision to proceed with early investigations, proposal development, and receipt of SEARs				
Adjacent landowners	May define locality Lack of support Other concerns	Inform and engage	Early dissemination of information about solar development generally. Early dissemination of information about the project and its justification and benefits. Seek direct input to include in assessment approach and development of proposal.	Face to face meeting Include feedback form and encourage direct contact with Project Manager.
Council	Misinformation Lack of support	Inform and engage	Ensure that the information is available Build relationship to understand their key issues	Face to face meeting
Near neighbours (including Dunedoo township)	May define locality Lack of support Unequal distribution of benefits Other concerns	Inform and engage	Early dissemination of information about solar development generally. Early dissemination of information about the project and its justification and benefits. Seek direct input to include in assessment approach and development of proposal, regarding: <ul style="list-style-type: none"> • General feeling toward solar development • Specific feeling toward the Dunedoo solar proposal • Specific concerns • Ways the project may reflect the communities 'personality' and values. • How the benefits of the project may be spread to the local community. For example, economic stimulus and local employment opportunities, or establishment of a Community Fund. Offer to meet Face to Face with Project Manager.	Newsletter/ factsheet drop Include feedback form and opportunity for follow up call by Project Manager.

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
Local business owners	Misinformation	Inform and engage	Ensure that the information is available to the local community first. As well as letter drop, meet local business owners and offer to leave information with them to distribute. Build relationship with these owners and staff as they may assist to 'get the word out'.	Face to face meeting with local business owners
Broader community	Distrust in environmental assessment process. The approvals process can be complex.	Inform	Ensure the timelines and the stages for community input are clearly documented - use graphics and indicate where we are now at for the assessment. Make information on the project team and assessment team available. Preliminary project announcement, including stage of assessment, likely timelines, ways in which the community can be involved.	Factsheet to include graphic showing stage of the process and opportunities for input Website, links to other projects and accreditations Media release, link to website
Detailed assessment and proposal development				
Adjacent landowners	May define locality Lack of support	Inform and engage	Feed information into the final assessment to ensure all their issues have been identified and addressed by the project.	Face to face meeting / Phone call
Near neighbours	May define locality Lack of support	Inform and engage	Identify ways the community can participate in the project and seek input on these: <ul style="list-style-type: none"> Vegetation screen planting, adopt a tree (one for project, one for landowner?) A competition for the signage / logo for solar farm Other renewable or energy saving programs that the proponent could support? 	Competitions, Adopt a tree, other programs
Near neighbours	Fear of unknown,	Inform and engage	Identify ways simplify and present the key information, seek feedback.	Open house – specialist and project information

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
	complex information			
Broader community	Unequal distribution of benefits Risk of biased consultation, serving only the most vocal community members.	Consult and inform	Feed information into the final assessment to ensure all community issues have been identified and addressed by the project, differentiating between stakeholder groups	Newsletter, Website
EIS on public exhibition, submissions reporting				
Adjacent landowners	Relationship with landowners and community	Inform and engage	Reinforce stage in the project and ways to have input	Face to face meeting / Phone call
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input	Newsletter
Near neighbours	Fear of unknown, complex information	Inform and engage	Special interest groups – address specifically in meeting.	Meeting with group, if required.
Approval determination				
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input. Thank the community for their support	Newsletter

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
			Publicise results of competition signage / logo?	
Broader community	Differing messages may create confusion and mistrust. The approvals process can be complex.	Inform	Keep project information up to date. Provide link to relevant information including feedback form. Provide a contact for further information.	Media release Website
Construction contract award				
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input. What opportunities for local employment?	Newsletter
Construction commences				
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input. Notify about impacts that can be expected, avenues to complain, for more information. Develop an agreed notification protocol for potentially disruptive or high impact activities.	Newsletter Event: sod turning Face to face meetings
Broader community	Differing messages may create confusion and mistrust.	Inform	Keep project information up to date Provide link to relevant information including feedback form Provide a contact for further information	Website

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
Operation commences				
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input Notify about impacts that can be expected, avenues to complain, for more information.	Newsletter Event: public open day Face to face meetings
Broader community	Differing messages may create confusion and mistrust.	Inform	Keep project information up to date Provide link to relevant information including feedback form Provide a contact for further information	Website
Decommissioning commences				
Near neighbours	Relationship with community	Inform and engage	Reinforce stage in the project and ways to have input Notify about impacts that can be expected, avenues to complain, for more information.	Newsletter Face to face meetings
Broader community	Differing messages may create confusion and mistrust.	Inform	Keep project information up to date Provide link to relevant information including feedback form Provide a contact for further information	Website

7 MONITORING AND EVALUATION

To ensure this plan is effective during the implementation of activities, and adapts as required to new information, the following review actions will be undertaken alongside implementation activities:

- Appoint and maintain a consultation manager for the project to implement activities and review this plan regularly.
- Keep an accurate record of all feedback from consultation activities and all correspondence with the community.
- Monitor regularly and respond promptly to email and phone queries.
- Are the activities reaching a diverse and representative section of the community; do new activities need to be implemented?
- Has relevant information been passed back to:
 - Project developers?
 - Assessment staff?

8 REFERENCES AND RESOURCES

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APPENDIX A COMMUNITY FEEDBACK FORM