



Bioelektra Australia

West Nowra Resource Recovery Park Stage 2 Community and Stakeholder Engagement Plan

December 2020

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1. Introduction

1.1 Project background

In 2016, GHD prepared an Environmental Impact Statement (EIS) for Shoalhaven City Council for a Resource Recovery Park (RRP), which was to be located adjacent to its existing landfill facility at Flatrock Road, West Nowra. This EIS was for a Concept Proposal for the RRP and Project Approval for Stage 1 of the proposal, which primarily included land preparation such as vegetation clearing and provision of basic infrastructure on the site.

A staged approach was adopted to enable construction of Stage 1 of the proposal to commence (subject to planning approval) while a contractor was appointed and while the details of Stage 2 were determined via the tendering and design process. The purpose of the RRP was to reduce management costs and increase the life of the Flatrock Road landfill by reducing waste to landfill (which attracts a NSW Government Waste Levy). The proposed RRP would also position Council as a leader in the recovery of recyclable materials from the waste stream by re-using and processing waste types that would normally end up in landfill.

Stage 2 works required

Council awarded Bioelektra Australia Pty Ltd (Bioelektra) with the contract to construct and operate Stage 2 of the works. Stage 2 includes the construction and operation of an integrated resource recovery facility at the site.

The Stage 2 project is defined as the construction and operation of a resource recovery facility with pre-treatment for mixed municipal waste of up to 130,000 tonnes per year, comprising:

- Shredder operations
- Sterilisation of waste through autoclaving
- Sorting and processing operations
- Other areas for processing and storing and receiving processed material
- Transformer hall
- Boiler room
- Offices and amenities

The project also includes ancillary infrastructure including:

- Weighbridges and weighbridge offices
- Circulation roadways and road reserves
- Staff and visitor car parking, including line marking
- Two sediment / detention basins
- Fencing around the perimeter of the site
- Asset protection zones (APZs)
- Liquid Petroleum Gas (LPG) station
- Pumping station and firefighting tank

The Concept Approval included construction and demolition (C&D) waste processing and an alternative waste treatment (AWT)/materials recovery facility (MRF).

C&D processing is no longer a proposed part of the project and the waste processing technology proposed by Bioelektra includes sterilisation of waste through autoclaving and materials recovery through various sorting operations.

Other ancillary infrastructure not included as part of the Concept Approval but proposed for this project include the boiler room, transformer hall, LPG station and pumping station and firefighting tank.

1.2 Previous engagement activities

As part of the Stage 1 works, stakeholder consultation was conducted in accordance with the SEARs requirements. The primary aim of these consultation activities was to provide information about the proposal, and the benefit to the Shoalhaven region, seek feedback from the community about the proposal, and to provide an opportunity for stakeholders to present their views for consideration.

Previous activities undertaken

Consultation was carried out with two main stakeholder groups; government/authority stakeholders and the local community, including; local residents and Waste Service Account Card Customers.

Stakeholders received a notification letter about the proposal; they were provided with feedback channels and invited to a set of information sessions and site tours. These activities were advertised via the newspaper and social media, where the local community were encouraged to attend.

Targeted engagement was also conducted with a number of property owners who were contacted directly to facilitate property access for site investigations.

Consultation issues raised

The consultation activities were not heavily attended, with only five residents attending a site tour. The following issues were raised during the engagement activities and submissions received as part of the Stage 1 EIS process:

- Impact on RSPCA activities – the location for the proposal is currently the Shoalhaven Animal Shelter.
- Traffic impact – concerns about increased traffic movement on Cabbage Tree Lane.
- Traffic, Noise and Air Quality – concerns raised by Office of Environment & Heritage (OEH)

1.3 Consultation risk

In considering the current status of the project, and the feedback received as part of the Stage 1 EIS, the risk level for this project is considered to be low, given there are limited changes to the impact of the RRP previously outlined in the Stage 1 EIS. Community and stakeholder interest in the project was low during Stage 1, as evidenced by the limited number of submissions received and attendance at consultation events.

However, it is important that a robust consultation process is implemented to support the Stage 2 works to manage Bioelektra's reputation and maintain community satisfaction with the project in ensuring any residual concerns relating to environmental impact, traffic, noise, safety and air quality are managed effectively.

1.4 Purpose of this plan

This plan outlines the proposed communications and stakeholder engagement approach to be undertaken by GHD to support the preparation of the Stage 2 EIS. Feedback from community and stakeholders as part of this program will be collated as feedback to the Stage 2 EIS, which will be submitted to Department of Planning, Industry & Environment (DPIE) in early 2021.

2. Engagement approach

The approach to engagement during this project will be guided by the IAP2 spectrum (Figure 2-1.) Based on the level of engagement with stakeholders during the Stage 1 works, and the perceived risks associated with the project, this engagement program primarily sits at the ‘inform’ and ‘consult’ levels of engagement. The IAP2 Spectrum below underpins our engagement activities, and their audiences, as reflected in sections 3, 5 of this engagement plan.

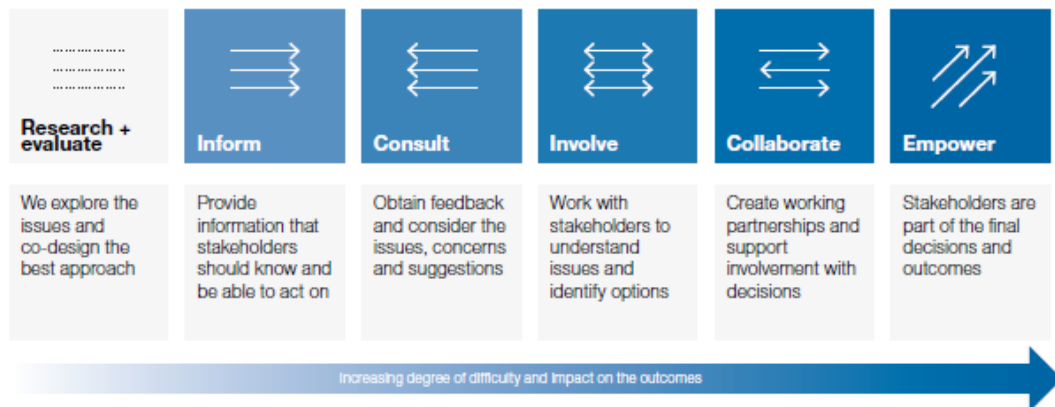


Figure 2-1 IAP2 Spectrum for Public Participation

2.1 Engagement objectives

The primary objective for this Community and Stakeholder Engagement Plan (CSEP) is to facilitate a robust and meaningful consultation process in accordance with the SEARs. The engagement plan will ensure this by:

- Understanding the context of engagement activities (what was done previously, with who, the outcomes and gaps)
- Undertaking a robust stakeholder analysis to identify appropriate community members and agencies with an interest in the project and cross checking with those identified in the SEARs
- Carrying out engagement using a variety of both traditional and digital tools to ensure project information is available and accessible to all stakeholders, particularly during COVID-19 and any associated restrictions
- Opening up communication channels between stakeholders and the project team through the implementation of a 1800 phone line and email address.

3. Stakeholder analysis

3.1 Stakeholder identification

Organisation	Number	Interest	Classification
Government Agencies (State & Federal)			
Transport for NSW – Roads		Traffic flow impacts/ haulage routes	Involve
Department of Planning, Infrastructure and Environment		Approvals	Consult
Environmental Protection Authority		Environmental impacts (including contamination)	Consult
NSW Rural Fire Service		Safety	Consult
Fire & Rescue NSW		Safety	Consult
Department of Primary Industries		Aquatic habitat impacts	Consult
Department of Trade & Investment – Mineral Resources Branch		Social impacts (jobs)	Consult
Endeavour Energy		Utilities	Consult
Jemena		Gas pipeline om proximity	Consult
Government Agencies (Local)			
Shoalhaven City Council		End client, political impacts regarding the benefit of the project Reputation management Good news stories / innovation	Consult <i>*Note works currently being complete by Bioelektra on behalf of Council – GHD's engagement role is to Consult in the same way as other stakeholders.</i>
Media			
South Coast Register Newspaper		Providing information about the project to the community	Inform
Local Community			
Residents and businesses within a 4 km radius of the project, including properties in the closest vicinity as listed below: - Flatrock Road - Bamarang Road - Yalwal Road - Cabbage Tree Lane	813 residents	Impact to surrounding area, including traffic movements, noise impacts, safety and air quality	Consult

4. Engagement action plan

Date	Task	Description	Considerations	Outcome	Responsibility	Status
21/10/2020	Prepare Agency notification letter	Following receipt of finalised project description, prepare project collateral listed to inform stakeholders of the project's Stage 2 commencement. Letter will also request comments relating to the proposal and offer telecom briefings to agencies who request it.	Issue via email Bioelektra to advise contacts.	Relevant agencies are aware of the project and have an opportunity to provide comment.	GHD comms to prepare and issue Bioelektra approval for issue	Completed
16/10/2020	Directly affected landowner correspondence	Prepare directly affected landowner letter detailing the project and requesting a meeting to discuss. Letter will be personally addressed and include the community flyer as an attachment for further information.	Issue via post. Bioelektra to confirm if this is to be on GHD or Bioelektra letterhead.	Directly affected landowners are aware of the project and potential impacts. Project team are available to provide additional information if required.	GHD comms to prepare and issue. Bioelektra approval for issue	Completed
31/8/2020 – 9/11/2020	Ongoing support to technical teams for specialist studies	Management of community 1800 phone line and email address to field any inbound enquiries relating to the project during field investigations. 1800 number and email, as well as media information to be provided to field crews to direct community members on site.	N/A	All project team are aligned in messaging during EIS preparation.	GHD Comms	Completed
n/a	Meetings with directly impacted landowners	Meet with landowners to outline the project and the potential impacts. Opportunity to ask questions of the project team, and to provide an update on the EIS timing. Comments from discussions to be included in the EIS.	To be attended by one technical team member and one communications team member to facilitate.	Landowners have the opportunity to ask questions of the project team to manage their concerns.	GHD comms and tech team Assumed Bioelektra representative in attendance	Not required – offered to landowners, no response

Date	Task	Description	Considerations	Outcome	Responsibility	Status
			Meetings may be held via telecom, depending on property owner preferences and potential Covid-19 restrictions	Mitigation measures to be discussed, where required.		
22/10/2020	Issue local community flyer	Local community flyer will be prepared to advise the commencement of the project to surrounding community. It will include project timelines, detailed about site investigations and opportunities to comment through the EIS exhibition process. The flyer will also advertise the information session. Recipients will be asked to register for further updates via email or 1800 phone line.	Issue via distribution organisation. Project distribution area to be advised by Bioelektra. Potential to leverage existing Council platforms/public spaces for display of the flyer. Approx. 4 km distribution radius expected (TBC)	Local community are aware of the project, have relevant project information and info session is advertised.	GHD to draft and arrange distribution Bioelektra to confirm distribution area. Bioelektra approval for issue Assumed Bioelektra will cover disbursement costs (distribution)	Completed
22/10/2020	Prepare high level Information Session plan including - Advertisement - Venue location - Materials for display - Safety management for COVID-19 (if in person)	Prepare newspaper advertisement for the exhibition of the EIS to be included in the South Coast Register Newspaper. Advertisement flyer to be letterbox dropped to surrounding residents (as indicated above). Stakeholders who engaged with the project team and registered to be on the distribution list, to receive an email advertising the EIS as well.	Information session may need to be held as an online forum, depending on COVID-19 restrictions.	Project team are aware of the planning required to deliver a project information session on time.	GHD comms to manage If face to face sessions, assumed Bioelektra will cover disbursement costs (advertising, venue hire, refreshments etc.)	Completed

Date	Task	Description	Considerations	Outcome	Responsibility	Status
					Assumed Bioelektra representative in attendance.	
25/11/2020	Project information session	Information session held at convenient time in local area (or online due to Covid-19 restrictions) for community attendance.	Opportunity for online capabilities to manage those who can't make it or COVID-19 restrictions. Session attended by GHD Comms, technical teams and a member of Bioelektra.	Local community have the opportunity to find out more about the project and provide their feedback for the EIS.	GHD to plan and attend. Recommended one Bioelektra representative also attend.	Completed
December 2020	Inputs into EIS	Summarising comments from Agency briefings and community, compile feedback into a consultation summary for inputs into the EIS.	n/a	Community and stakeholder feedback considered as part of the EIS.	GHD comms to draft	In progress
Ongoing	Monitoring of community 1800 and email address	GHD will distribute the community engagement team contact information to establish a contact channel between the project team and the community.	n/a	Community and stakeholders have a way to contact the project team for any enquiries.	GHD comms to manage with escalation to Bioelektra for complaints or media enquiries.	Ongoing

5. Project communication protocols and reporting

Action	Description
Internal Stakeholders	<u>GHD Project Manager</u>: Anna Montgomery <u>GHD Communications Lead</u>: Mel Dunn <u>GHD Communications Support</u>: Carla Pignatelli <u>Client Project Manager</u>: Michael Lobos <u>Client Communications</u>: TBC
Measurement and tracking	We will record all incoming and outgoing correspondence between external parties and the project team in an excel spreadsheet. The information will then be used to inform the consultation inputs into the EIS.
Enquiries and complaints management	Feedback, enquiries and complaints can be submitted by: • Phone – 1800 810 680 • Email: community.input@ghd.com All enquiries and complaints are to be addressed immediately where possible. If an enquiry requires further information or a complaint cannot be resolved immediately, an interim response must be provided to the complainant within: • five business days for a verbal interaction From the initial contact, details of the enquiry and complaint to be forwarded immediately to Bioelektra.

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Revision	Author	Reviewer		Approved for Issue		
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