

APPENDIX C COMMUNITY CONSULTATION PLAN



Oxley Solar Farm

Community Consultation Plan

OXLEY SOLAR FARM

JULY 2019



Document Verification



Project Title:

Oxley Solar Farm

Project Number:		18-666		
Project File Name:		Oxley Solar Farm CCP_final_v1.1		
Revision	Date	Prepared by (name)	Reviewed by (name)	Approved by (name)
Draft v1	4/12/18	Hannah Weiss	Louiza Romane	Brooke Marshall
Final v1	18/04/19	Louiza Romane	Brooke Marshall	Brooke Marshall
Finalv1.1	10/07/19	Minor changes		

NGH Environmental prints all documents on environmentally sustainable paper including paper made from bagasse (a by-product of sugar production) or recycled paper.

NGH Environmental Pty Ltd (ACN: 124 444 622. ABN: 31 124 444 622)

www.nghenvironmental.com.au

e: ngh@nghenvironmental.com.au

Sydney Region
18/21 mary st
surry hills nsw 2010 (t 02 8202 8333)

Canberra - NSW SE & ACT
8/27 yellourn st (po box 62)
fyshwick act 2609 (t 02 6280 5053)

Brisbane
suite 4, level 5, 87 wickham terrace
spring hill qld 4000 (t 07 3129 7633)

Newcastle - Hunter and North Coast
7/11 union st
newcastle west nsw 2302 (t 02 4929 2301)

Wagga Wagga - Riverina and Western NSW
suite 1, 39 fitzmaurice st (po box 5464)
wagga wagga nsw 2650 (t 02 6971 9696)

Bega - ACT and South East NSW
suite 1, 216 carp st (po box 470)
bega nsw 2550 (t 02 6492 8333)

CONTENTS

1	INTRODUCTION.....	1
1.1	COMMUNITY CONSULTATION PRINCIPLES.....	1
1.2	AIM OF THIS PLAN.....	1
1.3	STRUCTURE	2
1.4	IMPLEMENTATION AND REVISION OF THIS DOCUMENT.....	2
1.5	RELEVANT GUIDELINES	2
2	PROPOSAL OVERVIEW	2
2.1	OXLEY SOLAR FARM	2
2.2	CONSTRUCTION	3
3	COMMUNITY PROFILE	5
3.1	ARMIDALE REGIONAL LOCAL GOVERNMENT AREA.....	5
3.2	ARMIDALE	6
3.3	HILLGROVE	6
4	STAKEHOLDER GROUPS AND CONSULTATION STRATEGIES	6
5	ISSUE MANAGEMENT	10
6	PROJECT BASED ACTIVITIES	13
7	MONITORING AND EVALUATION	17

TABLES

Table 4-1 Stakeholder group consultation strategies.....	7
--	---

FIGURES

Figure 2-1 Site location.....	4
-------------------------------	---

ACRONYMS AND ABBREVIATIONS

ABS	Australian Bureau of Statistics
ARENA	Australian Renewable Energy Agency
CCP	Community Consultation Plan
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DPE	Department of Planning and Environment
EIS	Environmental Impact Statement
Ha	hectares
Km	kilometres
kV	kilovolts
LGA	Local Government Area
M	Metres
MW	Megawatt
NSW	New South Wales
OSD	Oxley Solar Development
PV	Photovoltaic
SEARs	Secretary's Environmental Assessment Requirements

1 INTRODUCTION

1.1 COMMUNITY CONSULTATION PRINCIPLES

Best practice community consultation involves the community in all decision making stages of a project. The community plays a role 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 enhances the quality of decisions made for the project.
3. It allows people to contribute to 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 – requires trust between parties and tools appropriate to the task.
- A communication plan – 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 communication - to maximise engagement opportunities.
- Accountability – monitoring and evaluation to ensure consultation aims are being achieved.

1.2 AIM OF THIS PLAN

This Community Consultation Plan (CCP) has been developed for the Oxley Solar Farm proposal.

The aim of the plan is to:

1. Identify effective methods to inform the community about the Oxley Solar Farm.
2. Facilitate engagement with the community. This includes allowing meaningful contributions from the community into the environmental assessment and project development.
3. Obtain social license to operate from the local community. This will allow for good long-term relationships with community stakeholders

The plan identifies:

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

Effective engagement requires an understanding of community stakeholders and prioritisation of potential impacts. It also relies on an understanding within the community of the project and specific issues of interest to them, in order for the community to contribute effectively. The focus of the consultation plan will be on providing this understanding and engagement.

1.3 STRUCTURE

The structure of this plan is:

1. Proposal overview.
2. Identification of community stakeholders for the project.
3. Issue management – specific issues that require consideration.
4. Project based activities –activities that will be undertaken to achieve the goals of this CCP.

1.4 IMPLEMENTATION AND REVISION OF THIS DOCUMENT

This plan has been developed to coincide with the early planning and assessment stages of the Oxley Solar Farm proposal.

If the proposal is approved, consultation will also be required to continue into the assessment, construction and operational phases of the project. These phases will require a new or updated consultation plan in order to reflect any changes to consultation objectives but also the increasing knowledge gained about the community. At this stage, only pre approval project stages are addressed.

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.
- *Large-scale solar energy guideline for state significant development 2018*, NSW Government.

2 PROPOSAL OVERVIEW

2.1 OXLEY SOLAR FARM

The Oxley Solar Farm proposal site is located on Lot 5 DP253346 and potentially Lot 2 DP1206469 and Lot 6 DP625427. The site is 14km southeast of Armidale, the closest regional centre. The proposal area would be located within the Armidale Regional Local Government Area (LGA). The proposed solar farm would connect to a 132 kV substation, to be constructed on-site.

The proposed Oxley Solar farm will generate up to 300 MW of renewable energy that would supply electricity to the national grid.

The current access to the proposal site is via Gara Road. It is located 3.5km south of Waterfall Way which connects Armidale to Argyle, approximately 18km to the east

Two existing transmission lines run parallel to each other just north of Lot 5 DP253346. Both lines are 132kV and run generally east – west. Both lines are currently being considered for the connection for the proposed solar farm to the grid.

2.2 CONSTRUCTION

The Oxley Solar Farm would be expected to operate for 30 years. After the initial 30-year operating period, the solar farm would either be decommissioned, removing all above ground infrastructure and returning the proposal area to its existing land capability, or repowered with new PV (photo voltaic) equipment subject to landowner and planning consents.

It is anticipated that the proposed solar farm would include development of the following infrastructure:

- Construction laydown and parking areas.
- PV modules.
- Inverter stations.
- An energy storage facility consisting of lithium ion batteries of a capacity up to 30 Mwh These would be housed in a purpose built building or within dedicated containers located in a secure compound close to the substation.
- Site office and maintenance building with associated car park.
- Internal access tracks to allow for site maintenance.
- Approximately 100 to 200 metres (depending on grid connection method) of overhead high voltage transmission lines to connect to the grid.
- Overhead lines and Underground electrical conduits and cabling to connect the arrays.
- Access track intersection treatments and upgrades, as determined by further traffic investigations.
- Native vegetation planting to provide visual screening for specific viewers, if required.

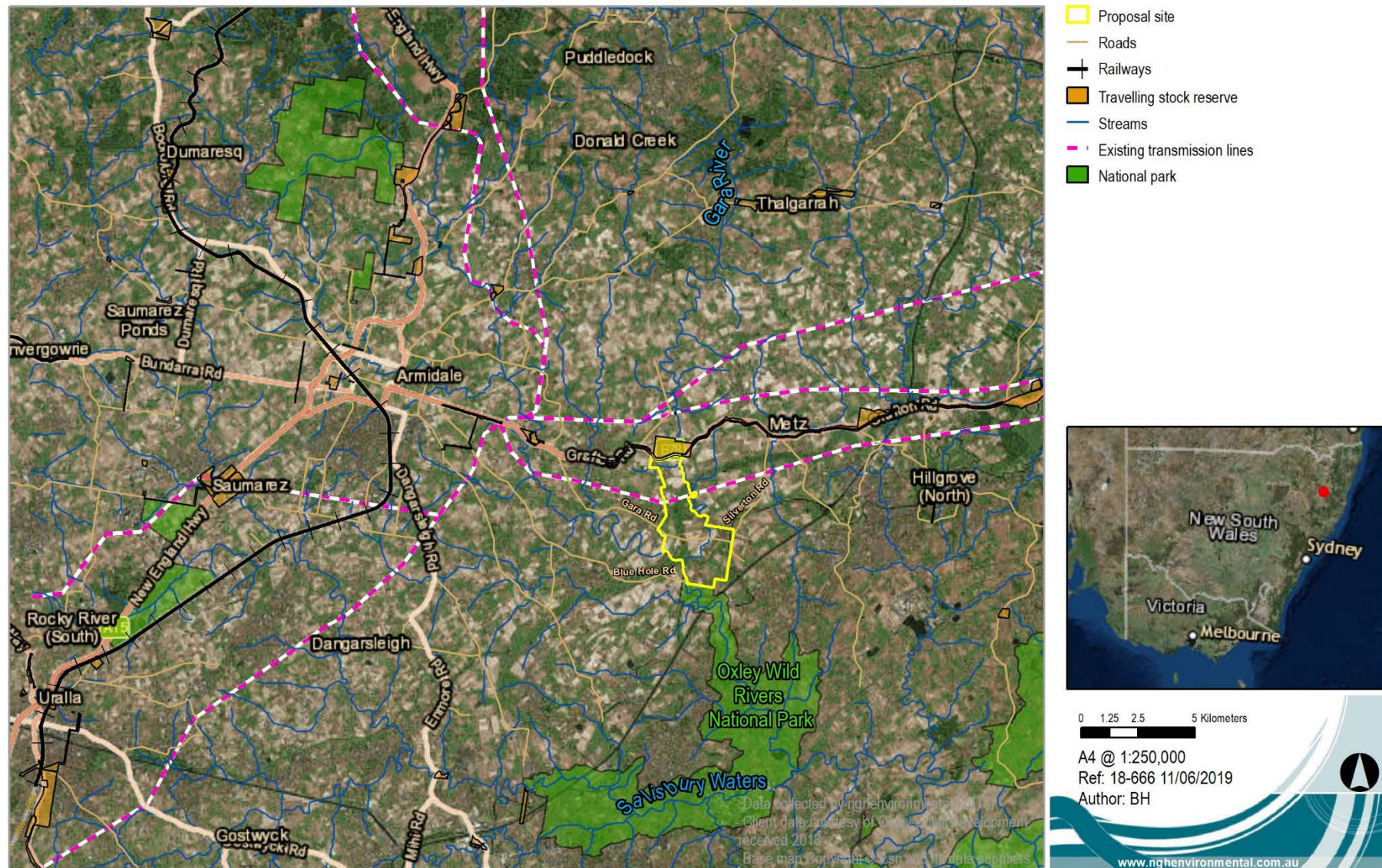


Figure 2-1 Site location

3 COMMUNITY PROFILE

Understanding the makeup and values of a community is essential to finding effective ways to reach the community. It is also important to understand ways the project may impact the community. This may not be limited to the construction and operational stages of a project but may also include the pre-lodgment assessment phase, as the project is being shaped. This section provides a broad overview of the community demographics in the Armidale Regional Local Government Area (LGA) and the local township of Armidale.

3.1 ARMIDALE REGIONAL LOCAL GOVERNMENT AREA

The proposal site is located within the Armidale Regional LGA, which covers an area of 8,621 km² in an area known as Big Sky Country. The area was formed in 2016 after the former Armidale Dumaresq Shire merged with the surrounding Guyra Shire. The 2016 Census indicates that the Armidale Regional LGA has a population of 29,449, which is a 22% increase since 2011. The median age is 36 (ABS, 2011) and Aboriginal and Torres Strait Islanders make up 7.9% of the population.

There were 7,128 people employed in the Armidale Regional LGA labour force in 2016. The median age of those working full time was 45 – 54, with a gender split of 39% female and 61% male. The highest percentage of workers (19.4%) were employed in education and training (ABS, 2016), likely due to the University of New England Armidale campus. Other major industries were healthcare and social assistance, retail, agriculture, forestry and fishing.

Socio Economic Indexes for Areas (SEIFA) is a suite of indexes created by the ABS. The Index of Relative Socio-economic Advantage and Disadvantage (IRSDAD) summarises data about economic and social conditions of people and households in an area. Ranking of NSW suburb's and LGA's are used in this report with 1 being most disadvantaged (1st decile) to 2643 being most advantaged (10th decile). The SEIFA score for the Armidale Regional LGA was 980 in 2016 (ABS, 2011). These indices of wellbeing indicate that the Armidale Regional LGA have a relatively high standard of living without many social or economic disadvantages (ABS 2016).

The Armidale Regional LGA is located in northern New South Wales (NSW) and brings approximately 750,000 visitors annually to experience various events and attractions. The region's natural attractions include areas of wilderness and wild rivers, granite boulder formations and waterfalls within world heritage listed national parks. The area also holds significant Aboriginal heritage, including rock art sites. Some of the main community and economic features for the Armidale Regional LGA are:

- Education and research facilities
 - Including the University of New England, 11 public primary schools, two public high schools, and five private schools.
 - Commonwealth Scientific and Industrial Research Organisation (CSIRO) in Armidale.
- Health facilities
 - Including a major public and private hospital in the Armidale city centre.
 - Hunter New England Area Health Service in Armidale.
- Transport services
 - Including the Armidale airport, coach and bus services, and a Country Link train service.
- Recreational and sporting facilities

- Including the Armidale City Gymnastics Club and Armidale Sport and Recreation Centre.
 - Oxley Wild Rivers National Park.
 - Waterfall Way Tourist Drive.
- Community facilities
 - Including showgrounds, parks, saleyards, halls and libraries.

3.2 ARMIDALE

The closest township to Oxley Solar Farm is Armidale, located approximately 14km north-west of the proposed Oxley Solar Farm. In 2016, Armidale had a population of 23,352 people, a workforce of 10,520 people and a median age of 34. The discovery of gold in the mid-19th century led to the towns establishment and rich history. Town facilities included a university, TAFE, schools, hospitals, and airport. Armidale was well known for its cathedral and heritage buildings. The primary employment industries in Armidale were education, agriculture and healthcare. The surrounding land was primarily used for large lot agricultural enterprises (ABS, 2016). The Metz Solar Farm, a 115 MWac solar photovoltaic project, is located 20km east of Armidale and is planning construction early 2019 (Clenergy 2018).

3.3 HILLGROVE

The closest town to Oxley solar farm is the town of Hillgrove is located approximately 9km east of the proposed Oxley Solar Farm. In 2016 Hillgrove had a population of 176 people with a median age of 45. The primary employment industry in Hillgrove was specialised beef cattle farming, and other major industries of employment included sheep-beef cattle farming, higher education, meat processing and landscape construction services (ABS, 2016).

4 STAKEHOLDER GROUPS AND CONSULTATION STRATEGIES

It is important to identify key stakeholder groups and relevant characteristics of each of the groups so that engagement strategies can be tailored in order to best suit them. Different levels of engagement will be appropriate for different groups, depending on the potential interest or impacts on the groups:

- Where impacts are minor, 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'.

Proposed strategies are set out below for each stakeholder group. Levels of engagement may change, depending on issues identified during the consultation process.



Table 4-1 Stakeholder group consultation strategies

Stakeholder group	Defining characteristics	Consultation strategies
1. Adjacent neighbours	<p>Neighbours on land adjacent to the project site, for example: those with a view of infrastructure, or with potential for noise or vibration from the haulage route or construction activities.</p> <p>2 residence located adjacent of the site. These residences are owned by the land owner and are therefore project-involved.</p>	<p>Inform, consult, involve, collaborate</p> <p>As a project-involved landowner, extensive consultation will be undertaken as part of the project's development. Impact on this landowner do not require assessment however, given their involvement in the project.</p>
2. Near neighbours and residents of Oxley Solar Farm	<p>Impacts for this group would be less than adjacent neighbours but being a major development close to a small settlement, direct impacts may be of great interest to residents. This is a large development with potential to define the locality in some ways.</p> <p>There are 32 residences within 2km of the proposal area. A number are expected to have a view of the proposed solar farm.</p>	<p>Inform, consult, involve</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 and in gaining social license to operate from the local community.</p> <p>The opportunity for face to face consultation and direct feedback should be provided upon request. All consultation should be documented.</p>

Stakeholder group	Defining characteristics	Consultation strategies
3. Small Local Businesses	<p>Local businesses in the regional city centre of Armidale may be impacted by the influx of workers during construction.</p> <p>This development may be of particular interest to business owners in the area. Opportunities and potential impacts will need to be considered.</p> <p>Local business can benefit the project by distributing information about the project and may play a large part in influencing community opinions.</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 and in gaining social license to operate from the local community.</p> <p>The opportunity for face to face consultation and direct feedback should be provided upon request. Potential opportunity to distribute project information and understand community sentiment. These stakeholders should have access to the latest project information (such as by newsletter and website).</p> <p>All consultation should be documented.</p>
4. Representative bodies	<p>Representatives of groups such as:</p> <ul style="list-style-type: none"> • Armidale Regional Council • Armidale Chamber of Commerce • Armidale Local Aboriginal Land Council 	<p>Inform</p> <p>Specific information may be required for these groups.</p> <p>An avenue to receive information and provide specific feedback or ask questions should be provided.</p> <p>The opportunity for face to face consultation and direct feedback should be provided upon request.</p>
5. Agencies	<p>Roads and Maritime Services</p> <p>Rural Fire Service</p> <p>Office of Environment and Heritage</p> <p>National Parks and Wildlife Service</p> <p>Environment Protection Authority</p> <p>Department of Industry – Water</p> <p>Department of Industry – Crown Land</p>	<p>Inform</p> <p>Specific information may be required for these groups. It will assist the assessment process and development of appropriate mitigation strategies.</p>

Stakeholder group	Defining characteristics	Consultation strategies
6. Special interest groups	<p>There may be benefit in contacting special interest groups, to ensure that any special areas of interest will be addressed in the assessment of the project. Local information can be important for the assessment stage.</p> <p>Some that have been identified specific to this proposal include:</p> <ul style="list-style-type: none"> • Sustainable Living Armidale • The Tourism Group Armidale • National Parks Association of NSW (Armidale branch) 	<p>Inform</p> <p>The group should be specifically contacted.</p> <p>Specific information or assessment may be required to understand and mitigate impacts for these groups.</p> <p>These stakeholders should have access to the latest project information (such as by newsletter and website).</p> <p>An avenue to provide feedback or ask questions should be provided.</p>
7. Broader community	<p>It is important to ensure a clear and consistent message is delivered to the broader community.</p> <p>There may be opportunities and impacts to the broader community that are important to understand during the assessment of the project.</p> <p>Accommodation and services for project construction staff and other economic matters may be of interest.</p>	<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 / provision of feedback.</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 and ultimately, to achieving social license to operate from the community. Strategies have been developed below, specific to the identified issues. These have been incorporated into the Project-based Activities, in Section 6.

Table 5-1 Risks and strategies

Issue	Risks	Strategies
The project may define / overwhelm the locality / Township of Armidale / Town of Hillgrove	<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>Early and easily accessible distribution 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. This may include material about the role of solar energy in the country's energy mix, the technology and its impacts. Particularly, visualisations (representative montages) can assist to understand the actual versus perceived impacts.</p> <p>Seek direct input into how the project may reflect the communities 'personality' and values. 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 with project manager.</p>
Spread of misinformation / feel left out of engagement	<p>Rural residences can be difficult to contact and word of mouth travels very fast in small communities.</p> <p>Feel left out, disengaged, misinformed.</p>	<p>Direct communication early to local community – adjacent landowners first, near neighbours second, then the wider community.</p> <p>Multiple means to identify all relevant residences undertaken – mapping, Council, engagement with other members of the community. It can be difficult to locate all residences and contact all landowners.</p>
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>Early and easily accessible distribution of information about the project and its justification and 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 energy by demonstrating how benefits can be contributed at the local level</p> <p>Look for opportunities such as ways the project could benefit local businesses.</p>

Issue	Risks	Strategies
The approvals process can be long and complex.	Perception that the process is too difficult to become involved in. Suspicion that input will not be valued. Overly technical information provided, use of jargon.	Clearly illustrate approvals process. Clearly define opportunities for community input including what is required and when it is required. Communicate back, identifying where input has been used. Reinforce this at each relevant stage for community input – pre lodgement, during public exhibition etc. Milestone events should be identified early and celebrated.
Distrust in environmental assessment process.	Distrust of impact identification and mitigation strategies.	Establish credentials of assessment team and Oxley Solar Development. Present these in the EIS and in newsletters etc. Make participation easy – create opportunities to discuss issues with the team.
Representative	Risk of biased consultation, serving only the 'squeaky wheel'. 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 distribution of materials, i.e. sport clubs.
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 and proposal development.
- Receipt of EIS format and content requirements from Department of Planning and Environment (DPE).
- Detailed assessment and proposal development.
- EIS on public exhibition and response to submissions.

Further stages will apply pending project approval.

During this progression, 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. Early studies update – meet the community face to face.
3. EIS submitted – explain avenues for input.
4. Approval – celebrate in a way that involves the community.



Table 6-1 Proposed engagement activities

Stakeholder group	Issue	Consultation objective	Community engagement targets	Format
Decision to proceed with early investigations, proposal development, and receipt of SEARs				
Adjacent landowners	Misinformation / left out of engagement Lack of support for project	Inform, consult, involve, collaborate	Early distribution of information about solar development generally. Early distribution of information about the proposal and its justification and benefits. Seek direct input to include in assessment approach and development of proposal.	Face to face meetings with Project Manager. Encourage ongoing direct contact with Project Manager during project development.
Near neighbours, Armidale local community and Hillgrove local community	Misinformation / left out of engagement May define locality Lack of support Unequal distribution of benefits	Inform and consult	Early distribution of information about solar development generally. Early distribution of information about the project and its justification and benefits. General feeling toward solar development.	Request to meet face to face or by phone with the Project Manager. Follow up with newsletter introduction to the project, contact number provided for feedback and follow up, supplementary information on website. Touch base at milestones to seek feedback.
Local small business owners	Misinformation / left out of engagement Lack of support for project	Inform and consult	Build relationship with these owners and staff as they may assist to 'get the word out'. Discuss specific impacts and opportunities.	Face to face meeting / direct contact with Project Manager. Encourage ongoing direct contact with Project Manager.
Broader community	Distrust in environmental assessment process. The approvals process can be complex.	Inform	Make information on the project team and assessment team available.	Newsletter to include graphic showing stages of the process and opportunities for input. Show also project location and provide project justification

Stakeholder group	Issue	Consultation objective	Community engagement targets	Format
Agencies	May hold site specific Information that is required to be considered early in the design process	Inform and consult	Discuss specific impacts and opportunities.	Phone call/seek initial feedback
Detailed assessment and proposal development				
Adjacent landowners	Lack of support	Inform, consult, involve, collaborate	Discuss and understand specific impacts on these receivers. 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, consult, involve, collaborate	Identify ways the community can participate in the project and seek input on these: Vegetation screen planting, adopt a tree (one for project, one for landowner?) Signage / logo for solar farm (will be prominent part of the village?) Other renewable or energy saving programs that the proponent could support?	Touch base at milestones to seek feedback.
Armidale local community	Distrust in environmental assessment process. Unequal distribution of benefits Risk of biased consultation, serving only the 'squeaky wheel'.	Inform and consult	Update community on detailed project, its impacts Seek input – any additional concerns, input into visual assessment if required. Meet assessment specialists. Feed information into the final assessment to ensure all community issues have been identified and addressed by the project, differentiating between stakeholder groups.	Open house information day (provide links to relevant information, provision of feedback forms - also now on website).

Stakeholder group	Issue	Consultation objective	Community engagement targets	Format
Broader community	Representative	Inform and consult	Outline ways they can continue to have input into project Seek broad feedback on how the community feels about solar farms generally and this project specifically.	Media release, link to website (including feedback form).
Agencies	Statutory obligations	Inform and consult	Address Agency comments from SEARs and consult as necessary	Phone call.
EIS on public exhibition, submissions reporting				
Adjacent landowners	Relationship with landowners and community	Inform, consult, involve, collaborate	Update on project status.	Phone call update.
Near neighbours	Relationship with community	Inform and consult	Update on project status. Outline ways they can continue to have input into project.	Phone call update.
Armidale local community	Relationship with community	Inform and consult	Update on project status. Outline ways they can continue to have input into project.	Newsletter update.
Broader community	The approvals process can be long and complex.	Inform	Update on project status. Outline ways they can continue to have input into project.	Media release.
Approval determination				
Adjacent landowners	Relationship with landowners and community	Inform, consult, involve, collaborate	Update on project status.	Phone call update.
Near neighbours and Armidale local community	Relationship with community	Inform	Update on project status. Thank the community for their involvement.	Phone call update.
Broader community	Relationship with community	Inform	Update on project status. Thank the community for their involvement.	Media release.

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.
- Monitor if the activities are reaching a diverse and representative section of the community; do new activities need to be implemented?
- Has relevant information been passed back to:
 - Those developing the detailed project description
 - Assessment staff.