

## APPENDIX I COMMUNITY CONSULTATION PLAN

# Community Consultation Plan

MAONENG SUNRAYSIA SOLAR FARM, BALRANALD

NOVEMBER 2016



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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;
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 Maoneng Sunraysia Solar Farm.

The aim of the plan is to:

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

The plan identifies:

- Community stakeholders for the project;
- Issues / 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, in order 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 – 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 plan has been developed to coincide with the early planning and assessment stages of the project.

If the project is approved, consultation will also be required to 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.

## **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*, Ipsos, Australian Renewable Energy Agency (ARENA).
- *Beyond Public Meetings: Connecting community engagement with decision making*, Twyford et al 2006.

## 2 PROPOSAL OVERVIEW

The proposed solar farm would be located on Lot 9,10,11 and 14 of DP 751179, the site covers an area of approximately 1000 hectares.

The construction phase would include:

- The installation of PV modules using polycrystalline technology with solar tracking system.
- A site office and maintenance building.
- An access road from Balranald Tooleybuc Road (Mallee Highway) to the site.
- Internal access tracks to allow for site maintenance.
- Perimeter security fencing.
- Grid connection to the substation to the north via an overhead line.
- Native vegetation screening, where required to break up views of infrastructure.

The construction phase is anticipated to take 7 to 12 months to complete and may be completed in stages.

The operational phase of the solar farm is anticipated to be 30 years. Given the strategic location of this development, the solar farm may be refurbished or redeveloped into a more efficient generator in the future, otherwise at the end of the operational life of the farm it will be decommissioned, all above ground infrastructure will be removed and the site returned to its existing land capabilities.

To avoid duplication of information and errors as the proposal is developed, all detailed proposal information is contained within the Environmental Impact Statement (currently being developed) and is not repeated here.

## 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 local government area and the local townships of Balranald and Kyalite.

### 3.1.1 Balranald Local Government Area

The Balranald Local Government area (LGA) had a population of approximately 2,353 people in the 2011 census, with a median age of 42.7 (ABS 2011). In the 2011 Census, 6.8% of the total population, were of Aboriginal and Torres Strait Islander descent and 15.2% of the population were born overseas (ABS 2011). The working age population (15-64 years) was 63.7% in 2011 (ABS 2011). The median working age for full time employment is 45, compared with the Australian average of 40 (ABS 2011).

The main local industries for employment within the Balranald LGA is agriculture, forestry and fishing which provides approximately 30.9% of employment (ABS 2014). In the past the local economy has been predominantly reliant on grains, wool, sheep and cattle farming. New industries are now emerging such as viticulture, horticulture and niche agricultural industry(council). Tourism in the region becoming an important economic driver (Balranald Shire Council 2016). A total of 39.4% of the LGA had post school qualifications (ABS 2014).

Health care and social assistance was the second largest industry at 9.9% this was followed by the retail trade at 9.5% and the accommodation and food service industries at 7.1% (ABS 2014). The unemployment rate for the area is 4.4%, which is lower than the Australian average of 5.6% (ABS 2014).

Balranald Shire Council is located 850 km south west of Sydney and 450km north of Melbourne. It includes the localities of Balranald, Euston, Kyalite and Hatfield. Some main community and economic features for the Balranald shire include:

- Education facilities in the Balranald LGA include; one preschool, one early learning centre, two playgroups, three primary schools, Broken Hill School of the air (education for isolated students), one central school (K-12) and the Balranald Central School Trade training centre (Balranald Shire Council 2016).
- Health facilities – Balranald Multi-Purpose Health Service and Hospital, aged cared facilities, home care services, retirement hostels, mobility services, Yarkuwa Indigenous knowledge centre, Vision Australia, weight loss services, hearing clinics, dentist, baby health nurse, and meals on wheels’ service (Balranald Shire Council 2016).
- Services – three banks, Australia Post, Roads and Maritime Services, Centrelink, veterinary clinic, three funeral services, two cemeteries, two newspapers (Guardian Swan Hill and The Riverine Grazier), tradespeople, driving school, accountants, secretarial services, employment services, tourism services and solicitor just to name a few (Balranald Shire Council 2016).
- Emergency services - police, NSW fire and rescue, Ambulance NSW, State emergency service, NSW Rural fire service and the Balranald rescue squad (Balranald Shire Council 2016).
- Tourism attractions include the \$1.3 million Visitor and interpretative centre (Balranald Shire Council 2016).

- Environmental attractions are abundant in the area including Yanga National Park, Mungo National Park (world heritage listed), Euton regional Park, Kemendok National Park, Euston Weir, Lock 15, Ben Scott Memorial Bird Trail, Yanga Lake Red Gum Bird Hide, Murrumbidgee Valley National Park, Five Rivers fishing trail and Lake Benanee (Balranald Shire Council 2016).
- Transport – the Sturt Highway goes east to west through Balranald and Euston (Balranald Shire Council 2016).
- Recreational and sporting facilities include the Greenham Park sporting complex; encompassing two ovals, swimming pool and accommodates various sporting clubs. Other facilities include the, cricket club, gun club, football club, golf club, motorbike club, fishing club, netball association, tennis association, swimming club, Balranald aerodrome, pony and Bowls Club (Balranald Shire Council 2016).
- Community facilities including library, Theatre Royal, community halls and the Balranald discovery centre. The Balranald discovery centre includes the interpretive pavilion, men's shed and historical sites i.e. museum, old gaol and Wintong school (Balranald Shire Council 2016).
- Clubs – 16 sport and recreational clubs, 2 school associations, 2 social clubs and 14 community clubs (Balranald Shire Council 2016).
- Churches – Anglican, Catholic, Presbyterian and Walkabout Ministry (Balranald Shire Council 2016).
- Yanga Homestead located in the Yanga National Park. This homestead was built in 1870 and the homestead is renowned for its unique Murray pine 'drop log' design (OEH 2016)
- Embedded deep into the local history is the biography of C.P. Gibson '*BES – The best of two worlds biography*'. Bes was the overseer of Yanga station for many years and is thought to be an important link between the past, present and the future European and Indigenous Australian (Balranald Shire Council 2016).

### **3.1.2 Balranald**

Balranald is a small township located 45km from Mildura, population 1200; the town crosses over the Murrumbidgee River and is a former paddle-steamer port (NSW Government 2016). Balranald is rich in Indigenous, Australian and European history (NSW Government 2016).

Local attractions include:

- Heritage Park;
- Balranald heritage trail.

The biggest annual community event in Balranald is the Australia day celebrations, held on January 26<sup>th</sup> each year. It is a family day that celebrates not only the present it encompasses the rich heritage of the town (NSW Government 2016).

Sunraysia Solar Farm is located approximately 18 kilometres south of Balranald.



Figure 1 Australia Day celebrations in Balranald (NSW Government 2016).

### **3.1.3 Kyalite**

The small village of Kyalite is located 37km south of Balranald, Tooleybuc is 18km and Swan Hill is 56km on the Balranald Tooleybuc Road (Discover Balranald and surrounds 2016). The town was originally named Wakool crossing, this is due to the Wakool and Edward Rivers forming a junction in the town (Discover Balranald and surrounds 2016). The town was renamed Kyalite in 1927. A railway service ran in the area from 1928 to 1943, but was deemed not a success and was discontinued (Discover Balranald and surrounds 2016). Kyalite is renowned as a fishing hotspot along the Murray River and is home to the largest commercial Pistachio farm in Australia (the Murrumbidgee River converges into the Murray River) (Discover Balranald and surrounds 2016).

The Kyalite pub is an icon building in the village, even Burke and Wills stopped by in September 1860 (Kyalite Pub N.D). This is classed as an iconic Australian pub and is the heart of the community including the 'reading' of the pub wall (Kyalite Pub N.D). The pub's amenities include being a general store, deli, fishing shop, issuer of NSW fishing licenses, camping supplies, automotive supplies and general hardware (Kyalite Pub N.D). There is one caravan park located within the hotels vicinity (Kyalite Pub N.D). The annual Inter-club fishing competition on the long weekend in March is started by the pub releasing assorted native fingerlings into the river system (Kyalite Pub N.D).



Figure 2 The iconic Kyalite pub (Kyalite Pub N.D)

Sunraysia Solar Farm is located approximately 15 kilometres north of Kyalite.

## **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
<ul style="list-style-type: none"> <li>Adjacent neighbours</li> </ul>	<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>The two closest receivers to the site are located 0.9 km from the Balranald Tooleybuc Road inside the proposal zone. These are derelict buildings located within the proposal site:</p> <p>Residence 1:</p> <ul style="list-style-type: none"> <li>Latitude: -34.818317</li> <li>Longitude: 143.499566</li> </ul> <p>Residence 2:</p> <ul style="list-style-type: none"> <li>Latitude: -34.818865</li> <li>Longitude: 143.499181</li> </ul> <p>Residence 3:</p> <ul style="list-style-type: none"> <li>Latitude: -34.835102-</li> <li>Longitude: 143.507651</li> </ul> <p>This receiver is approximately 1.5km from the proposal site, south on the Balranald Tooleybuc Road. Due to the vegetation in the area there is no significant visual or noise impacts anticipated.</p> <p>There are no residential properties immediately adjacent to the Balranald Tooleybuc Road from the turn off to Kyalite Road (Kyalite) to the Sturt Highway (Balranald). There is a property with a residential building 6.5 kilometres north of the proposal site (Latitude - 34.734343; Longitude 143.523065). The neighbouring land holder on which this residential building is located south of the project site</p>	<p><b>Meet first</b> – Inform and consult</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. Letters of support or consent should be sought to support the project and commitments made as required to address identified impacts.</p>

Stakeholder group	Defining characteristics	Consultation strategies
<ul style="list-style-type: none"> <li>Near Neighbours (local residents of Balranald community)</li> </ul>	<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>The proposed solar farm is located approximately 18kms south of Balranald and Kyalite, along the Balranald Tooleybuc Road. This area is predominantly rural land and there will be minimal detrimental direct impacts.</p> <p>Positive direct impacts will flow on to the local community from the construction to the operational phase. This includes economic impacts in the local community. This is a large development with potential to define the locality in many ways.</p> <p>There are no residential dwellings between the proposal site and the turn off from Sturt's Highway onto the Balranald Tooleybuc Road.</p>	<p><b>Inform and Consult</b></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. Letters of support or consent should be sought to support the project and commitments made as required to address identified impacts.</p>
<ul style="list-style-type: none"> <li>Local Businesses</li> </ul>	<p>There are no businesses located within 5 km of the site.</p> <p>Businesses in the townships of Balranald and Kyalite would positively benefit from the economic flow on effect of the proposal.</p>	<p><b>Inform and Consult</b></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. Letters of support or consent should be sought to support the project and commitments made as required to address identified impacts.</p>

Stakeholder group	Defining characteristics	Consultation strategies
<ul style="list-style-type: none"> <li>Special interest groups</li> </ul>	<p>Special interest groups, for example, recreational groups, sporting groups.</p> <p>There is a number of sporting clubs within the Shire of Balranald. None of these will be directly impacted by the proposed development site.</p>	<p><b>Inform and Consult</b></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>
<ul style="list-style-type: none"> <li>Representative bodies</li> </ul>	<p>Representatives of groups such as:</p> <p>Balranald Shire Council</p>	<p><b>Inform and Consult</b></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>
<ul style="list-style-type: none"> <li>Media</li> </ul>	<p>Outlets to ensure a clear message is delivered:</p> <p>Local radio, television, newspapers.</p>	<p><b>Inform</b></p> <p>A contact should be provided to this group, for further information if required.</p>
<ul style="list-style-type: none"> <li>Broader community</li> </ul>	<p>There are 3 residence or business located within 2-10 km of the proposal site. While direct impacts are unlikely, the project would be a large new development for the broader community.</p>	<p><b>Inform</b></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
<ul style="list-style-type: none"> <li>Balranald Shire</li> </ul>	<p>While direct impacts are unlikely, the project would be a large new development for the broader community.</p>	<p><b>Inform</b></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>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 to project manager.</p>
Misinformation: Word of mouth / rumours first source of information	Feel left out, disengaged, misinformed	Direct communication early to local community – adjacent landowners first, near neighbours second, then the wider community.
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 dissemination 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 project that demonstrates how benefits are felt at the local level.</p>

Issue	Risks	Mitigation strategies
The approvals process can be complex.	Perception that the process is too difficult to become involved in.  Suspicion that input will not be valued.	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.
Distrust in environmental assessment process.	Distrust of impact identification and mitigation strategies.	Establish credentials of assessment team and Epuron. Present these in the EIS and in newsletters etc.  Make participation easy – create opportunities to discuss issues with the team.
Fear of unknown / complex information	Exaggerated fears / misunderstanding of information.	Layman explanations of issues.  Offer to follow up – one on one, or special interest meetings.
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.
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 dissemination of materials, i.e. sport clubs.

Issue	Risks	Mitigation strategies
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

Mile stone 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 update – meet the community face to face
4. 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

### 6.2 THROUGHOUT PROCESS

Relevant to all activities:

- One person would remain key spokesperson, this would be Qiao Han, Group Vice President, Maoneng, to:
  - Limit points of contact, ensuring a clear message, there is 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. This form would be made available during meetings and on the project website.

Stakeholder group	Issue	Consultation objective	Community engagement activities	Format
<b>Decision to proceed with early investigations, proposal development, and receipt of SEARs</b>				
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.	<b>Face to face meeting</b> <b>Include feedback form and encourage direct contact with Project Manager.</b>
Council	Misinformation Lack of support	Inform and engage	Ensure that the information is available Build relationship to understand their key issues	<b>Face to face meeting</b>
Near neighbours (Balranald and Kyalite local communities)	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"> <li>• General feeling toward solar development</li> <li>• Specific feeling toward the Balranald solar proposal</li> <li>• Specific concerns</li> <li>• Ways the project may reflect the communities 'personality' and values.</li> <li>• How the benefits of the project may be spread to the local community?</li> </ul> Offer to meet Face to Face with Project Manager.	<b>Newsletter / factsheet drop</b> <b>Include feedback form and opportunity for follow up call by Project Manager.</b>

Local business owners	Misinformation	Inform and engage	<p>Ensure that the information is available to the local community first.</p> <p>As well as letter drop, meet local business owners and offer to leave information with them to distribute.</p> <p>Build relationship with these owners and staff as they may assist to 'get the word out'.</p>	<b>Face to face meeting with local business owners</b>
Near neighbours (Balranald and Kyalite local communities)	Distrust in environmental assessment process	Inform	<p>Ensure the timelines and the stages for community input are clearly documented - use graphics and indicate where we are now at for the assessment.</p> <p>Make information on the project team and assessment team available</p>	<p><b>Factsheet to include graphic showing stage of the process and opportunities for input</b></p> <p><b>Website, links to other projects and accreditations</b></p>
Broader community	<p>Distrust in environmental assessment process.</p> <p>The approvals process can be complex.</p>	Inform	Preliminary project announcement, including stage of assessment, likely timelines, ways in which the community can be involved.	<b>Media release, link to website</b>
<b>Detailed assessment and proposal development</b>				
Adjacent landowners	<p>May define locality</p> <p>Lack of support</p>	Inform and engage	<p>Feed information into the final assessment to ensure all their issues have been identified and addressed by the project.</p> <p>Seek letter of support for the project.</p>	<b>Face to face meeting / Phone call</b>

Stakeholders including Aboriginal representatives, OEH, land owner, Council	Misinformation Lack of support	Inform and engage	Ensure that the information is available Build relationship to understand their key issues	<b>Face to face meeting (Stakeholders meeting)</b>
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"> <li>• Vegetation screen planting, adopt a tree (one for project, one for landowner?)</li> <li>• Signage / logo for solar farm (will be prominent part of the town?)</li> <li>• Other renewable or energy saving programs that the proponent could support?</li> </ul> Seek letters of support for the project.	<b>Competitions, Adopt a tree, other programs</b>
Near neighbours	Fear of unknown, complex information	Inform and engage	Identify ways simplify and present the key information, seek feedback.	<b>Open house – specialist and project information</b>
Broader community	Unequal distribution of benefits  Risk of biased consultation, serving only the ‘squeaky wheel’.	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	<b>EIS update</b>

<b>EIS on public exhibition, submissions reporting</b>				
Adjacent landowners	Relationship with landowners and community	Inform and engage	Reinforce stage in the project and ways to have input	<b>Face to face meeting / Phone call</b>
Near neighbours	Relationship with community	Inform and engage	Celebrate milestone, reinforce stage in the project and ways to have input	<b>Newsletter</b>
Near neighbours	Fear of unknown, complex information	Inform and engage	Special interest groups – address specifically in meeting.	<b>Meeting with group</b>
<b>Approval determination</b>				
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 Results of competition: signage / logo?	<b>Newsletter</b>
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.	<b>Media release</b> <b>Website</b>
<b>Construction contract award</b>				
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?	<b>Newsletter</b>

<b>Construction commences</b>				
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.	<b>Newsletter</b> <b>Event: sod turning</b>
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	<b>Website</b>
<b>Operation commences</b>				
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.	<b>Newsletter</b> <b>Event: public open day</b>
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	<b>Website</b>

<b>Decommissioning commences</b>				
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.	<b>Newsletter</b>
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	<b>Website</b>

## 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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