



Community Consultation Plan

YANCO SOLAR FARM



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1 INTRODUCTION

1.1 GENERAL

This Community Consultation Plan (CCP) has been prepared to guide community consultation activities during the planning, assessment and construction phases of the proposed state significant solar farm at Yanco NSW.

The location and description of the proposed development is discussed further in Section 2.

1.2 AIM OF THIS PLAN

The CCP has been developed for the Yanco Solar Farm on behalf of ib vogt GmbH (ib vogt).

The aims of the plan are to:

1. Identify effective methods to inform the community about the Yanco 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 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

1.4 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.

1.5 IMPLEMENTATION AND REVISION OF THIS DOCUMENT

The Yanco Solar Farm is being assessed as a 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 planning and assessment stages of the project, for consultation activities to begin prior to lodgement of the Yanco Solar Farm development application.

If the project is approved, consultation should 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 and by the community.

1.6 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
- *Community and Stakeholder Engagement: Draft Environmental Impact Assessment Guidance Series June 2017. Guideline 6*
- *Draft Large-scale Solar Energy Guideline for State Significant Development November 2017*

2 PROPOSAL OVERVIEW

The Yanco Solar Farm proposal area is in the Leeton Local Government Area (LGA) approximately 5km south-east of the township of Leeton, as shown in Figure 2-1. The proposal area and footprint comprises of lots 142, 145 – 152, 287, 516, and part lots 521 and 572 DP 751745 (Figure 2-2). The site is accessed via Toorak Road to the west and Research Road to the east, with the Junee Hay Railway and the Gogeldrie Branch Canal intersecting the proposal area. Proposed transmission lines will traverse the property from north to south, for a connection to an existing TransGrid substation adjacent to the proposal area in the south-east corner.



Figure 2-1 Location of the proposed solar farm

Local land use is primarily agricultural, including cropping, orchards and grazing. The land is classed as follows under the Land and Soil Capability Assessment Scheme (Figure 2-4):

- Class 3: sloping land that is capable of sustaining cultivation on a rotational basis. This land can be readily used for a range of crops including cereals, oilseeds and pulses. Productivity will vary with soil fertility.

- Class 6: steeply sloping lands (20–33% slope) that can erode severely even without cultivation, or land that will be subject to severe wind erosion when cultivated and left exposed. Land generally is suitable only for grazing with limitations and is not suitable for cultivation (OEH 2012).

Neither class 3 or 6 land is considered to be Prime Agricultural Land (Emery (undated)). Crops currently cultivated and irrigated on the proposal area include oranges, grapes and cereals.

State Environmental Planning Policy (Mining, Petroleum, Production and Extractive Industries) 2007 (The Mining SEPP) does not extent as far as the proposed Yanco Solar Farm site. It is unknown if the land is classed and Biophysical Strategic Agricultural Land (BSAL), it is however unlikely given the environmental context of the land; BSAL has been described as land with high quality soil and water resources capable of sustaining high levels of productivity.

Several farm buildings and dwelling occur within the proposal area.

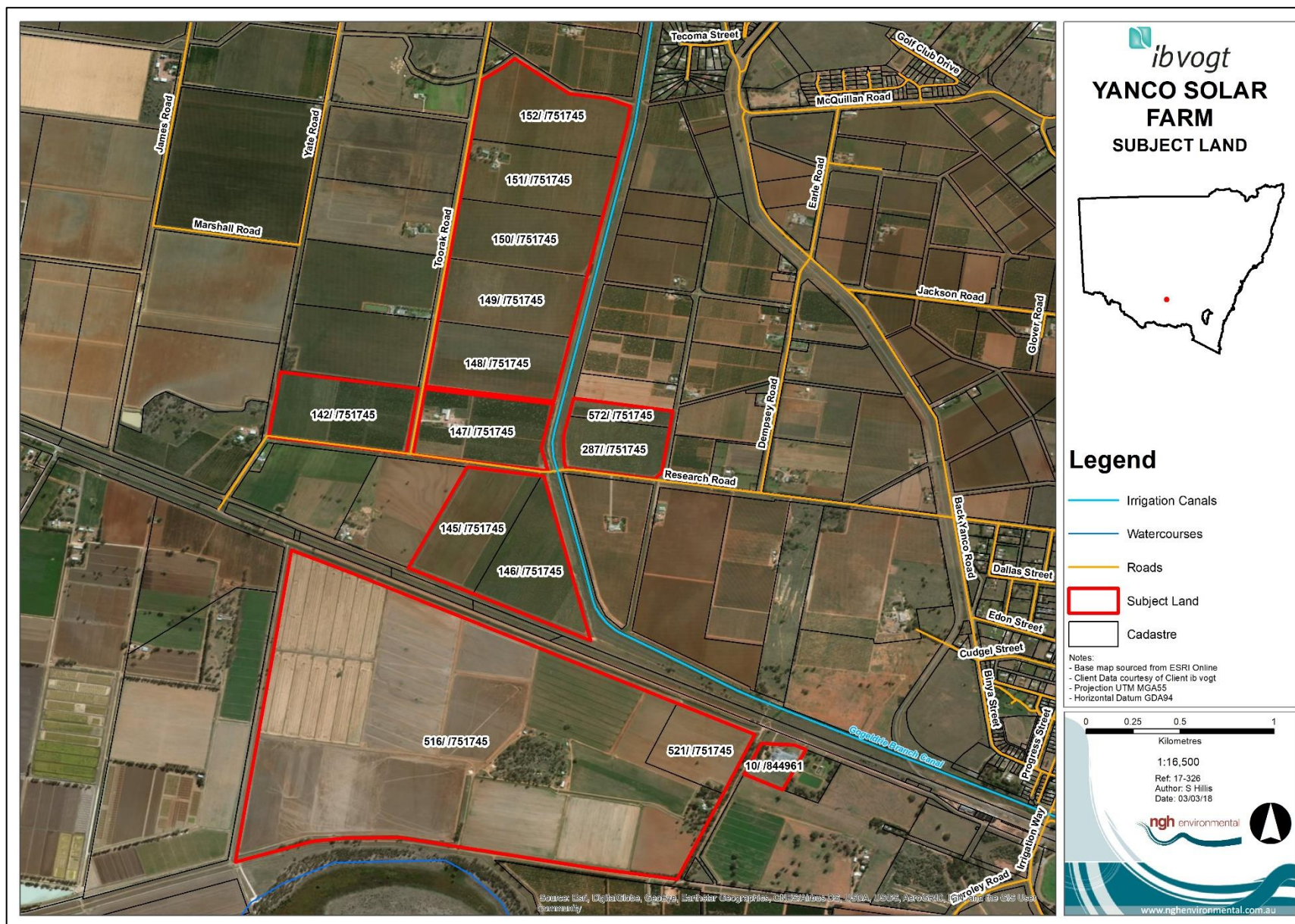


Figure 2-2 Yanco Solar Farm Subject Land

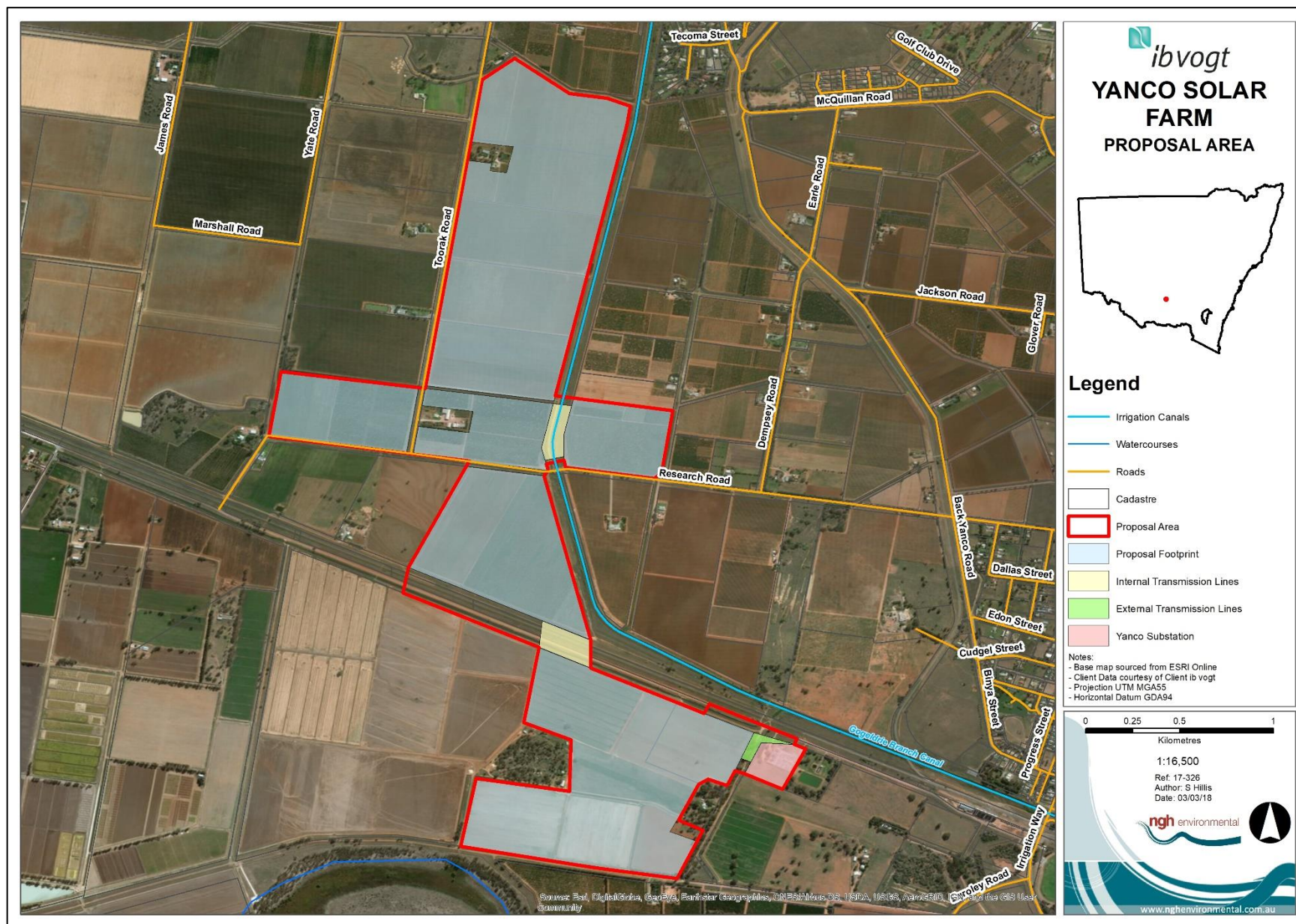


Figure 2-3 Proposed solar farm footprint

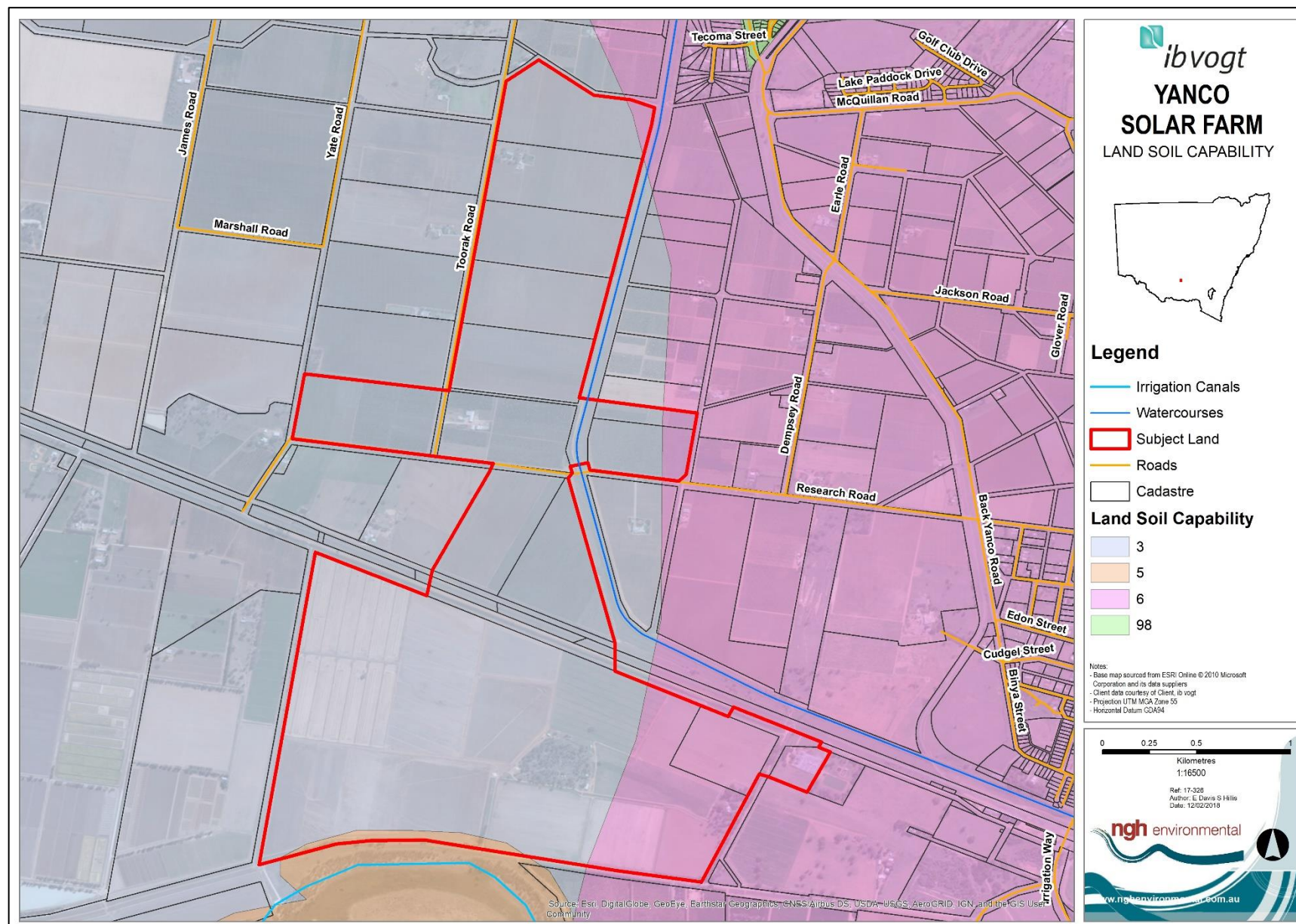


Figure 2-4 Land Soil Capability

2.1 PROPOSED DEVELOPMENT

The proposal involves the construction of a ground-mounted photovoltaic solar farm which would generate approximately 120MW of renewable energy.

The solar farm arrangement is flexible and adaptable and would be designed to avoid impacts where feasible and minimise and mitigate environmental impacts if avoidance is not possible. The design would consider the results of consultation with all stakeholders and the Environmental Impact Statement (EIS) to be prepared. The EIS will detail how the feedback received during consultation has influenced the final proposal design.

The proposal would consist of the following components:

- Single axis tracker photovoltaic solar panels, mounted on steel frames (up to approximately 350,000 PV solar panels)
- Battery storage to store energy on site, allowing energy to be stored on site during periods of low demand and released to the network during periods of higher demand
- Inverters, a transformer and electrical conduits
- On site substation
- Site office, site compound, vehicle parking areas, access tracks and perimeter fencing
- 33kv electrical transmission line to connect the proposal to the existing Yanco substation.

The proposed infrastructure footprint is shown in Figure 2-3. This includes all land likely to be directly impacted by the construction, operation and decommissioning of the proposal, including auxiliary construction facilities (site compound, laydown, stockpiling etc.) and all considered options.

Potential for Impact

The Proposal has potential to result in visual and noise impacts to neighbouring houses and road users adjacent to the site. The site is located within a rural area with large lot agricultural production and sparsely distributed residences usually located some distance from main roads. There are approximately 250 potential uninvolved residences within 1km of the Yanco site (Figure 2-5).

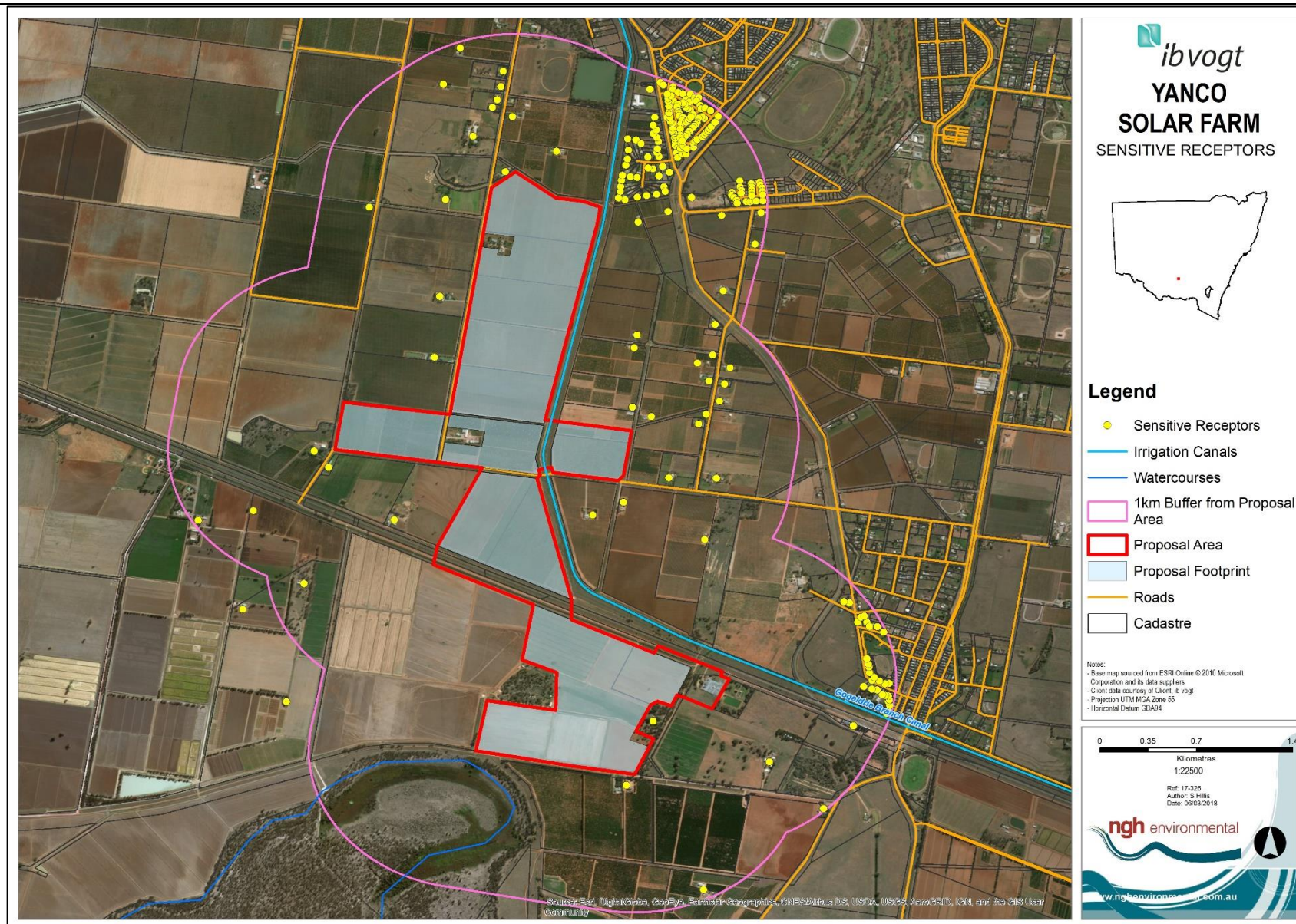


Figure 2-5 Sensitive Receptors

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 Leeton LGA and Yanco, the nearest town to the site.

3.1 LEETON LOCAL GOVERNMENT AREA

Leeton Shire is located within the Riverina area, approximately 584km from Sydney, 470km from Melbourne and 371km from Canberra. The LGA is 1,167 km², and encompasses the towns of Leeton, Yanco and Whitton and the villages of Murrami and Wamoon (Leeton Shire Council 2017).

Leeton Shire also forms part of the Murrumbidgee Irrigation Area (MIA), and was purposely built as part of the irrigation scheme. The MIA contributes to 38% of NSW's vegetable production.

Murrumbidgee Irrigation Area

The MIA covers an area of 660,000ha of which about 170,000ha is irrigated. Water is supplied by Burrinjuck and Blowering Dams in the upper Murrumbidgee Catchment. Water released from Burrinjuck and Blowering Dams flows down the Murrumbidgee and Tumut Rivers to their junction near Gundagai, then continues to flow down the Murrumbidgee river to Berembed Weir. Water is diverted from the weir to Bundidgerri Storage, which is the start of the irrigation canal system owned by Murrumbidgee Irrigation. The main canal feeds supply channels that take irrigated water to farms (Murrumbidgee Irrigation 2017).

The next significant point is the Yanco Regulator. The Gogeldrie Branch Canal diverts water off the Main Canal through the back of Yanco to Leeton.

3.2 YANCO

The town of Yanco, 5km south-east of Leeton, came into existence when the railway line was extended from Narrandera to Hay (Leeton Shire Council 2017). The population is approximately 500 people, and is home to the Yanco Powerhouse Museum, McCaughey Park, Murrumbidgee Rural Studies Centre and Yanco Agricultural High School.

3.3 BIOREGION

Leeton Shire is part of the Riverina Bioregion of NSW, which generally experiences a dry semi-arid climate with hot summers and cool winters (OEH 2016). Seasonal temperatures vary little across the bioregion. Highest rainfall occurs in May and September. Climate statistics for the Bioregion are as follows (OEH 2016):

Table 1 Riverina Bioregion Climatic Data

Riverina Bioregion – Climate Variable Information	
Mean annual temperature	15-18°C
Minimum average monthly temperature	2.2-4.6°C
Maximum average monthly temperature	30.6-33.7°C
Mean annual rainfall	238-617mm
Minimum average monthly rainfall	13-36mm
Maximum average monthly rainfall	26-70mm

3.4 POPULATION

The median age of persons in Leeton Shire is 40; this is higher than the Australian average of 38 (ABS 2016). The 2011 census records state that 5.7% of the population are Aboriginal and Torres Strait Islander people (ABS 2016). A large portion, 81.6% of the community were born in Australia; 2.5% in Europe, 1% in New Zealand and 1.6% in Asia (ABS 2016).

3.5 ECONOMY

Leeton Shire has a strong economy with the Gross Regional Product valued at \$527 million in 2016 (Leeton Shire 2016). It is estimated that 4656 people work in Leeton Shire with the main local industry for employment being manufacturing (20.2% in 2011) followed by agriculture, forestry and fishing (10.8 %), education and training (10.6%), retail trade (10.4%), health care and social assistance (7.7%), public administration and safety (5.5%) and construction (5.2%) (ABS 2013).

Leeton is base for the SunRice Headquarters, with rice contributing \$148 million to the regional economy in 2014. In 2015, there were 4,000 tonnes of walnuts processed in Leeton and 2016 saw 40,000 head of cattle processed at JBS Riverina Feedlot.

Leeton Shire has several large industries with a global presence including:

- SunRice
- Coprice
- Pacific Fresh
- The Leeton Juicing Co.
- JBS Swift
- Freedom Foods
- Walnuts Australia
- United World Enterprises (UWE)
- Southern Cotton

3.6 COMMUNITY FACILITIES

Some of the community facilities of the Leeton LGA include:

- Health and community Services: Leeton Hospital, Leeton Community Health Centre, Leeton Family Clinic, Leeton medical practice, Leeton Physiotherapy Centre, Leeton Dental Surgery, Carter Family Chiropractic Centre, a psychologist and Murrumbidgee Medical and Primary Care Centre. Other services include aged care, mental illness support groups, disability care facilities, aboriginal support organisations, employment services, youth development Programs, preschool and day care centres and family support (Leeton Shire Council 2016).
- Emergency Services: Fire and Rescue NSW (Leeton), NSW State Emergency Services (Leeton), NSW Ambulance Services (Leeton) and NSW Police.
- Education Services: There are nine Government Schools and two Catholic schools in the LGA, comprising of seven primary, three secondary and one primary and secondary combined schools (Australian Schools Directory 2017). TAFE's Riverina Institute is located at Leeton (TAFE NSW 2017).
- Recreation and sporting facilities: swimming pool facilities at Leeton and Whitton and several sports fields (Leeton Shire Council 2016).

- Community facilities: Leeton Multipurpose Community Centre, CWA Halls (Yanco, Murrumbidgee), Leeton Community Church, 1st Leeton Scout and Guide Halls, Leeton Soldiers Club, Leeton Roxy Community Theatre and Leeton Shire Library (Leeton Shire Council 2016).

3.7 ADVERTISEMENT

There are three main newspapers distributed in the area:

- The Narrandera Argus is an independent bi-weekly colour newspaper published Tuesdays and Thursdays
- The Irrigator is a local community publication for Leeton Shire Council. The Irrigator consists of local and national news, events and information. This publication is published every Tuesday and Friday (The Irrigator 2017)
- The Area News is published every Monday, Wednesday and Friday, and covers the wider Griffith area including Leeton

3.8 COMMUNITY GROUPS

Leeton has numerous community groups and services, including (but not limited to):

- Australian Air League – Boys Air Cadets
- CanAssist
- GROW
- Guides and Brownies
- Leeton Art Society
- Leeton Inner Wheel Club
- Leeton and Yanco Lions Club
- Leeton Red Cross
- Leeton Scouts Group
- Murrumbidgee and Yanco Country Women's Association
- Salvation Army

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
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>There is one dwelling within the proposal area and a number of farming buildings within the proposal area and footprint, with additional dwellings and buildings directly adjacent (Figure 2-5).</p>
2. Near Neighbours	<p>Being a major development within a small town, direct impacts may be of great interest to residents and businesses.</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>Face to face consultation and direct feedback is required, and mitigation strategies may require changes to the project or the development of specific plans of management i.e. screening visual impact.</p> <p>The centre of Yanco and the Leeton Central Business District are within 3km of the proposal area potentially affecting a large number of homes.</p>
3. Adjacent and Local Businesses	<p>Being close to the town of Leeton and within the town of Yanco, there are many businesses located within 3 km of the site (Error! Reference source not found.). This includes schools, accommodation, function facilities and eateries, a winery, and other goods and service suppliers.</p> <p>Some businesses may be directly or indirectly affected through view of infrastructure, noise or vibration from haulage route or construction activities.</p> <p>Positive impacts would be generated during construction through demand for accommodation, catering, supply of tools, plant, fuel, services, labour etc. Local businesses would be given the opportunity to tender for the supply of services for the project both during construction and during operation.</p> <p>Farming could also be considered a business and is addressed through the neighbour's analysis in Section 6.3.</p>

Stakeholder group	Defining characteristics
4. Special interest groups	<p>Special interest groups were identified specific to this proposal:</p> <ul style="list-style-type: none"> • Griffith and District Citrus Growers Association Inc. • Landcare Irrigation Area Collective • Murrumbidgee Landcare • Yanco Agricultural High School and Yanco Public School • Yanco Agricultural Institute • Yanco Creek and Tributaries Advisory Council
5. Representative bodies	<p>Representatives of groups such as:</p> <ul style="list-style-type: none"> • Chamber of Commerce • Local State and National members of Parliament • Leeton and District Local Aboriginal Land Council • Leeton Visitors Information Centre • Leeton Shire Council • Murrumbidgee Irrigation Ltd. • NSW TrainLink • TransGrid
6. Media	<p>Outlets to ensure a clear message is delivered:</p> <p>Local radio, television, newspapers, project website.</p>
7. Broader community	<p>The project is likely to be of interest to the broader local and regional community.</p> <p>The region's history has been rich in 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>Direct impacts to citrus and grape production, and reduction in agricultural land in the region are likely.</p>
8. Leeton Shire	<p>Consultation with the Leeton Shire Council and broader community has commenced. There is a perception and agreeance amongst the community that the land is classified as prime agricultural land.</p> <p>While broad scale direct impacts are unlikely, perceived negative impacts to agricultural capacity and productivity are likely.</p>

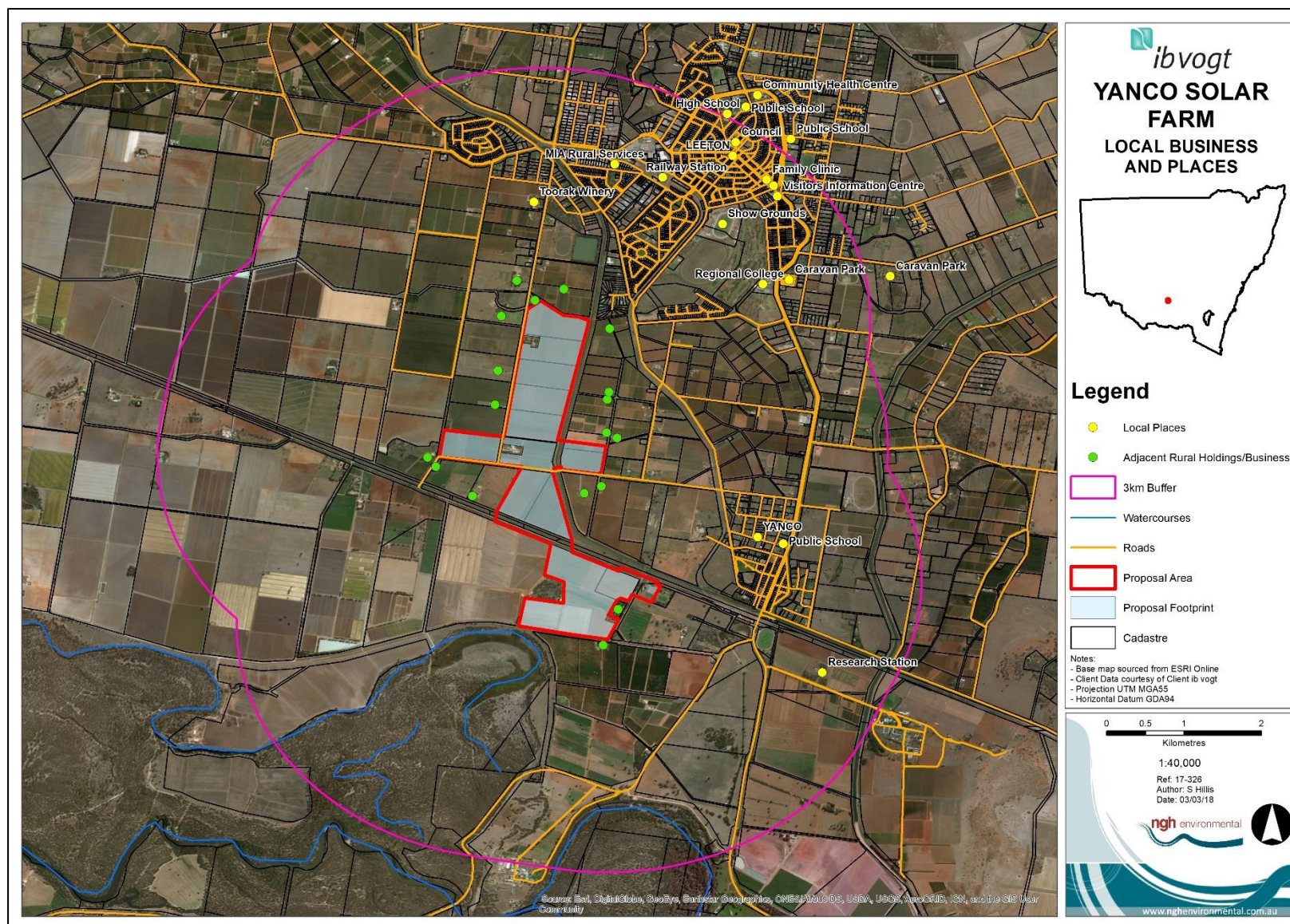


Figure 4-1 Local Places and Business

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	<p>Feel left out, disengaged, misinformed, disempowered.</p>	<p>Direct communication early to local community – adjacent landowners first, near neighbours second, then the wider community.</p>

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.	<p>Perception that the process is too difficult to become involved in.</p>	<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 ib vgt. 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 considered at various stages.</p>

Issue	Risks	Mitigation strategies
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. 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 should remain key spokesperson 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 should 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.

6.3 CONSULTATION STRATEGIES

Stakeholder group	Issue	Consultation objective	Community engagement activities	Consultation Strategies
Decision to proceed with early investigations, proposal development, and receipt of SEARs				
Adjacent landowners	May define locality Lack of understanding of project Lack of support	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. All consultation will be documented.
Council	Lack of understanding of project Lack of support Political pressure from community	Inform and engage	Ensure that the information is available Build relationship to understand their key issues	Face to face meeting. Specific information may be required. An avenue to receive information and provide specific feedback should be provided.
Near neighbours	May define locality Lack of understanding of project Lack of support Unequal distribution of benefits	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 Yanco 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 	Newsletter/ factsheet drop Include feedback form and opportunity for follow up call by Project Manager. Key milestones communicated through a dedicated website, links to other projects and accreditations

Stakeholder group	Issue	Consultation objective	Community engagement activities	Consultation Strategies
			local employment opportunities, or establishment of a Community Fund. Offer to meet Face to Face with Project Manager.	
Local business owners	Lack of understanding of project	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. Lack of understanding of project	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 Key milestones communicated through a dedicated website, links to other projects and accreditations
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

Stakeholder group	Issue	Consultation objective	Community engagement activities	Consultation Strategies
Near neighbours	May define locality Lack of support Fear of unknown, complex information	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? Identify ways simplify and present the key information, seek feedback.	Competitions, Adopt a tree, other programs Open house – specialist and project 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				

Stakeholder group	Issue	Consultation objective	Community engagement activities	Consultation Strategies
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 Publicise results of competition signage / logo?	Newsletter
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, newspaper, local media Approach local business
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	Consultation Strategies
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