



CHAPTER 4

ENGAGEMENT



4 Engagement

This chapter provides an overview of the engagement activities carried out before and during the preparation of this EIS.

4.1 Introduction

Stakeholder engagement commenced on the broader Snowy 2.0 before Exploratory Works was being scoped. Given the difficulty in quarantining discussion or feedback on Exploratory Works from the broader Snowy 2.0 during this time, details on engagement activities for Snowy 2.0 as the scope for Exploratory works progressed have also been included in this chapter.

Stakeholder engagement has been led by Snowy Hydro with the support of EMM and technical specialists where required. Further details on stakeholder activities are provided in Appendix D.

4.2 Objectives

Snowy Hydro's objectives of engagement for Exploratory Works are to ensure identified stakeholders have a sufficient understanding of:

- Snowy 2.0 and the scope of Exploratory Works;
- how Exploratory Works may affect them;
- how engagement contributes to the overall approval process for Exploratory Works;
- how they can participate in the approval process and be informed and consulted;
- collect qualitative and quantitative data, evidence and insights for scoping the EIS, in ways that maximise diversity and representativeness;
- understand the interests that stakeholders have in Exploratory Works, and how potential impacts are predicted to be experienced from their perspective;
- consider the views of stakeholders in a meaningful way and using these insights to inform project planning, mitigation and enhancement measures, and monitoring and management frameworks; and
- respect people's privacy, allowing them to communicate their views anonymously if they desire.

4.3 Framework

Snowy Hydro has adopted a proactive and flexible end-to-end stakeholder engagement strategy for Snowy 2.0, which will be applicable to all phases of Snowy 2.0, including Exploratory Works. It aims to meet all objectives and the demands of a diverse range of stakeholders with changing needs (Figure 4.1). The framework is based on the International Association for Public Participation (IAP2)'s *Public Participation Spectrum, 2014* (the Spectrum). The key phases and how they have been implemented for Snowy 2.0 and Exploratory Works to date are shown in Figure 4.1 and summarised below:

1. identify - identification of stakeholders and impacts;

2. design and prepare - definition of desired level of engagement (to inform, consult, involve, or collaborate), and the development of corresponding stakeholder engagement tools and methods;
3. engage - commence stakeholder engagement in line with the level identified in the previous phase, and implement relevant methods;
4. provide feedback - create mechanisms for timely two-way feedback on stakeholder needs and concerns; and
5. review - implement a continuous improvement loop to assess the adequacy and effectiveness of engagement, and where required, change the nature of engagement.

The framework will be applied throughout the lifespan of Snowy 2.0, with the ability to adapt if/when the Snowy 2.0 progresses (including Exploratory Works) and as/when stakeholder requirements change, while remaining consistent with the overarching objectives.

The following sections in this chapter summarise engagement undertaken for Exploratory Works (and Snowy 2.0 for periods before Exploratory Works was defined) with all identified stakeholders, implementing all of the key phases of the stakeholder engagement framework (including engagement activities and feedback received). Further detail on the stakeholder engagement framework and how it has been implemented is provided in Appendix D.

4.4 Engagement with stakeholders

4.4.1 Government agencies

This stakeholder group encompasses all levels of engagement (inform, consult, involve and collaborate) and includes government agencies, committees, and parliamentarians across all parties and jurisdictions.

Snowy Hydro's key drivers for engagement with government agencies include:

- maintaining bipartisan national and state-level support and shareholder buy-in which is critical for Snowy 2.0;
- sustaining momentum and minimising risks arising from changes to the external political and regulatory environment; and
- negotiating policy and regulatory outcomes to benefit all parties across all relevant jurisdictions.

In addition to investing in relationships with key government agencies and providing regular briefings and updates, Snowy Hydro has attended government forums and inter-agency meetings to ensure a coordinated approach across government services where required.

Government agency briefings, updates and meetings on Snowy 2.0 were ongoing through 2017. Briefings, updates and meetings on Exploratory Works commenced in late 2017.

Figure 4.2 provides an overview of the key engagement activities (including government agencies) undertaken on Snowy 2.0 and Exploratory Works. Further details are provided in Appendix D.

1. Identify

Three key stakeholder groups that require engagement have been identified:

- government agencies
- community
- industry groups

A range of potential impacts both positive and negative, of Exploratory Works were identified:

- impacts and opportunities on local employment, businesses, recreation and tourism
- impacts and benefits to towns, localities and services in the region
- impacts on roads; the environment and heritage

2. Design and prepare

Four levels of engagement were assigned to each stakeholder group; they include:

1. **Inform** – create awareness amongst stakeholders and communicate progress
2. **Consult** – proactively seek feedback through formal and informal mechanisms
3. **Involve** – in cases where feedback is provided on direct impacts, consider feedback when designing relevant activities
4. **Collaborate** – actively seek and incorporate stakeholder input into the design and implementation

3. Engage

The following engagement activities have been undertaken by Snowy Hydro:

- Community consultations in local townships
- Feedback surveys
- Community information booklets
- Regular updates to the company website about the project
- Snowy Hydro's quarterly newsletter
- Ongoing consultation with NPWS, DP&E, local councils (Snowy Valleys and Snowy Monaro Regional councils)
- Ongoing consultation with key stakeholders such as Aboriginal groups
- Briefings and engagement with local communities and community stakeholders obtained through existing relationships with the community; and
- Briefings and engagement with local business

A range of permanent engagement channels have been established for Snowy 2.0 to seek input from stakeholders and to support stakeholder engagement on an ongoing basis

A range of tools continue to be used to support communication and engagement for Snowy 2.0 and Exploratory Works, including: publications and information materials, community consultation sessions, presentations, meetings, workshops, media releases, articles, interviews, website updates and surveys

5. Review

The intent of this phase is to implement a continuous improvement loop to assess the adequacy and effectiveness of engagement, and where required, change the nature of engagement

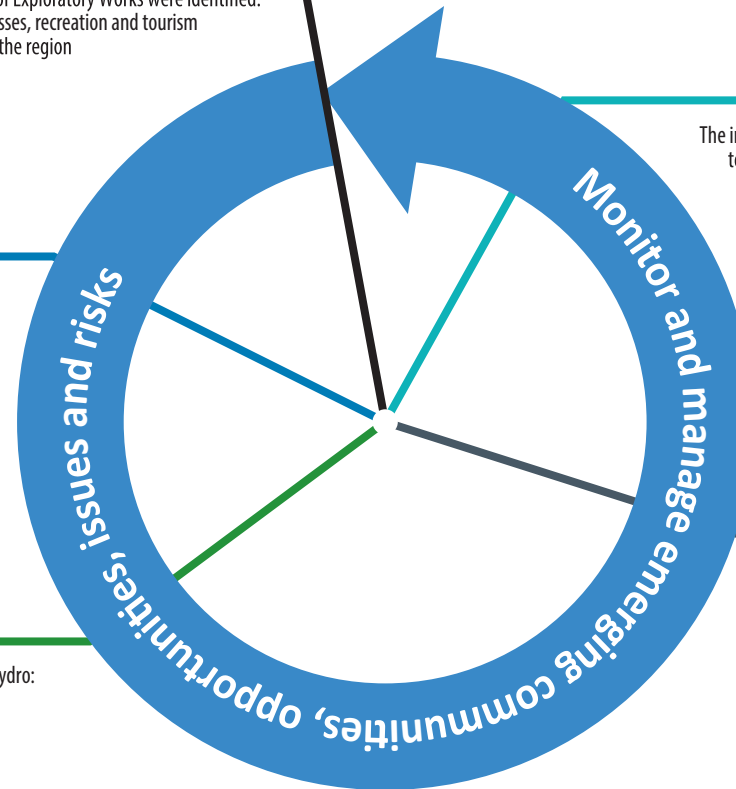
Snowy Hydro has undertaken the following activities:

- research into better practice in community engagement
- validation and testing with key internal stakeholders

4. Feedback

Purpose is to capture feedback during stakeholder engagement and to identify issues by the stakeholders to address throughout Snowy 2.0

Opportunities for future feedback will include the exhibition period for the Exploratory Works EIS



i Feedback received from regulatory government agencies and matters raised

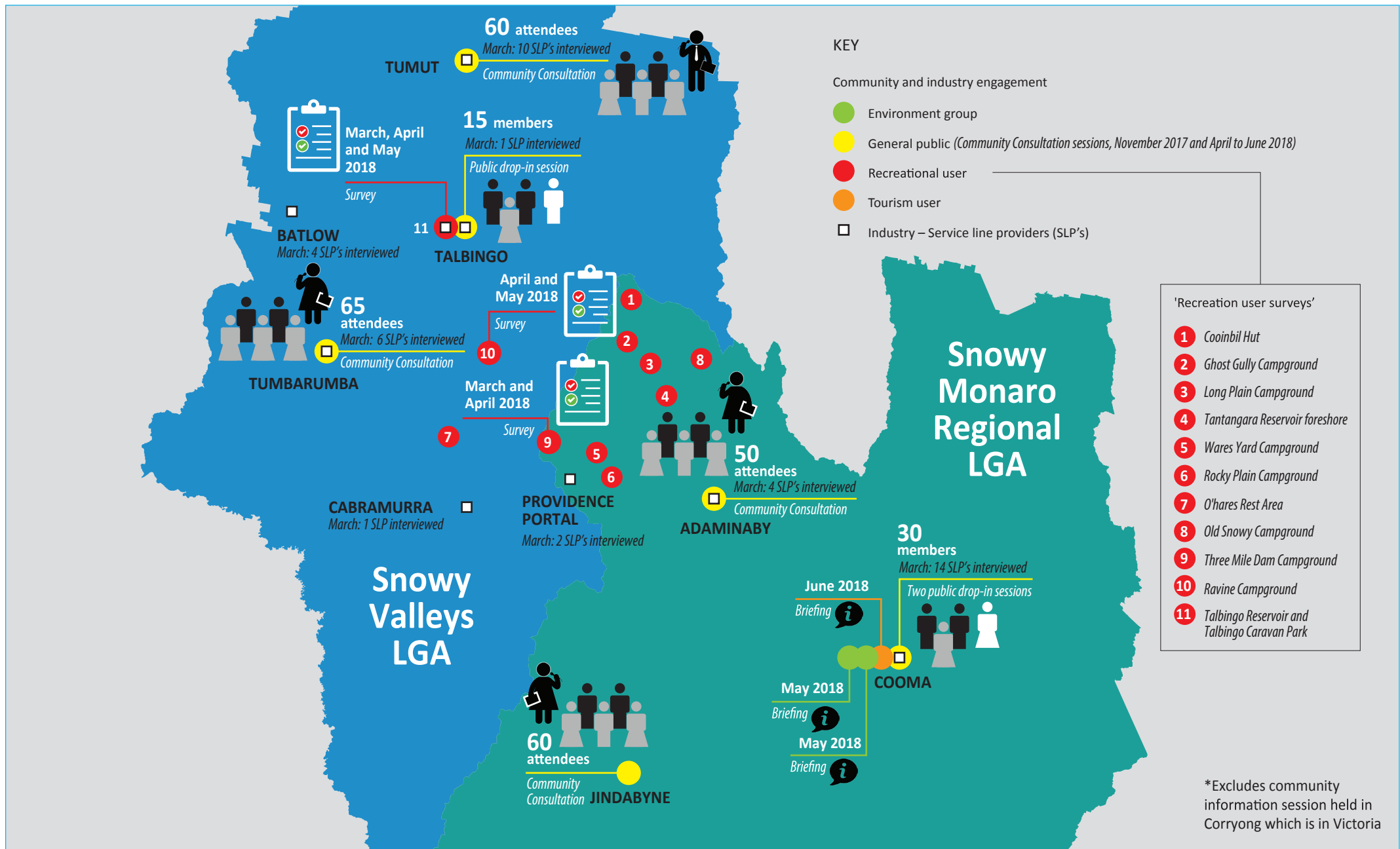
Government agency feedback and matters raised have been provided in the SEARs (Appendix A).

4.4.2 Community

Snowy Hydro has established strong relationships with community stakeholders and a sound understanding of local community needs. Snowy Hydro's key drivers for engagement with the community include:

- establish Snowy Hydro as the point of focus for community and government enquiries;
- build stakeholder and community confidence and trust in Snowy Hydro and the decisions it makes;
- ensure the local community and stakeholders are kept informed about the progress of the project through timely and targeted consultation activities;
- understand the drivers and concerns of local communities (Snowy Monaro Regional and Snowy Valleys LGAs) and stakeholders;
- provide a range of opportunities for the community and stakeholders to ask questions, provide input and feedback so that concerns or expectations can be considered, managed or mitigated during the development of the EIS;
- manage community and stakeholder expectations through clear messages and project information;
- build and strengthen partnerships with the community and stakeholders to maximise project and community outcomes;
- create a feedback loop back to the community regarding how their concerns and expectations have been addressed; and
- monitor and evaluate stakeholder feedback to measure success and the appropriateness of communication mechanisms being used.

Various engagement activities have been undertaken with different community groups including the general public, recreational users, tourism operators, irrigators, environment groups and Aboriginal stakeholders. Figure 4.2 and Figure 4.3 provides an overview of engagement activities with the community.



i General public

a. Community consultation sessions

A series of community consultation sessions were held in November 2017 and April to June 2018. The November 2017 sessions were for Snowy 2.0, while the April to June 2018 sessions were specifically aimed at Exploratory Works.

Feedback received at community consultation sessions was generally positive about Snowy 2.0 and Exploratory Works. Employment opportunities and economic benefits were highlighted as key positives for local communities.

Table 4.1 outlines the feedback and matters raised by the community during the community consultation sessions for Exploratory Works, and where (if applicable to Exploratory Works) they have been addressed in the EIS. It should be noted that the feedback and matters raised in the two rounds of community consultation sessions (for Snowy 2.0 in November 2017 and Exploratory Works in April to June 2018) were generally the same.

Table 4.1 Community feedback and matters raised

Matters raised during community consultation	Where addressed in the EIS
Local employment and business opportunities: <ul style="list-style-type: none">• this is the biggest issue locally;• opportunities for businesses and individuals to participate;• how do locals find out about or express their interest in being involved with the project?	Section 5.7 Appendix R (Social assessment)
Recreation and tourism: <ul style="list-style-type: none">• access to Talbingo and Tantangara reservoirs as well as other areas of KNP;• horse riders - access to Tantangara Road, Tantangara Reservoir, Wares Yards etc;• waste water levels on Talbingo, Tantangara and Eucumbene reservoirs (ie will they fluctuate?);• impacts to tourism and fishing;• opportunities for tourism (eg viewing areas or signage for the project);	Sections 5.2 and 5.7 Appendix M (Surface water assessment) Appendix R (Social assessment)
Impacts or benefits to towns in the region: <ul style="list-style-type: none">• benefits to local towns if the workforce is FIFO and DIDO;• what airport will be used for FIFO workforce?• short and long term housing availability;	Section 5.7 Appendix R (Social assessment)
Roads: <ul style="list-style-type: none">• impact of project on traffic on local roads (traffic etc);• how will the large equipment be transported to site?• will local roads be upgraded as part of the project, including Bobeyan Road (between Adaminaby and Canberra) and Elliot Way/Link Road (between Kiandra and Tumbarumba);	Section 5.6 Appendix Q (Traffic and transport assessment)
Workforce: <ul style="list-style-type: none">• how many workers will live in the accommodation camp?• where will the workers come from?• what will they do in their swing off?	Section 5.7 Appendix R (Social assessment)

Table 4.1 Community feedback and matters raised

Matters raised during community consultation	Where addressed in the EIS
Environmental impacts: <ul style="list-style-type: none"> • impact of drilling on Yarrangobilly Caves; • impact of subaqueous placement of excavated rock (turbidity and water quality); • risk of transfer of Redfin from Talbingo Reservoir to Tantangara Reservoir; • impact from construction sites and accommodation camps; 	Sections 5.1, 5.2, 5.4 and 5.7 Appendix F (Biodiversity development assessment) Appendix L (Subaqueous excavated rock placement assessment within Barge access infrastructure) Appendix N (Groundwater assessment) Appendix R (Social assessment)
Heritage: <ul style="list-style-type: none"> • impact on Washington Hotel ruins; • impact on Aboriginal heritage; • consultation with local Aboriginal groups; 	Section 5.5 Appendix O (Aboriginal cultural heritage assessment) Appendix P (Historic cultural heritage assessment)
Other issues: <ul style="list-style-type: none"> • impact on health or emergency services; • can communications in the area be improved as part of the project? • what will happen to construction camps and sites after the project is finished? • environmental monitoring. 	Section 5.8 and 6 Appendix E (Rehabilitation strategy) Appendix V (Bushfire risk and hazard assessment)

b. Surveys

At the same time as the November 2017 community information sessions, Snowy Hydro undertook a survey to obtain feedback about Snowy 2.0 and recreational usage of the KNP. The survey was available in hard copy at the sessions and also on the Snowy Hydro website. The survey was included in the information booklet and also printed as a separate handout.

At the time of writing this EIS, 70 respondents from the general public have completed the survey, the results of which are also summarised below in Table 4.2. A detailed summary of the survey results is provided in the social assessment in Appendix R.

Additionally, TRC Tourism Pty Ltd (TRC) was engaged to undertake an assessment of potential impacts of Exploratory Works on recreational users. To ascertain potential impacts, TRC undertook surveys between 30 March and 14 April 2018 of recreational users of the KNP and Talbingo Reservoir. Results of surveys are also summarised in Table 4.2, but can be found in full in TRC's report which is contained in Appendix C of the social assessment (Appendix R).

Table 4.2 Results of surveys

Survey results – Snowy 2.0 and usage of KNP	Where addressed in the EIS
A large majority of respondents (84%) see the reliability of the electricity network to be important or extremely important. Respondents noted that Snowy 2.0 would contribute to increased stability of the network.	Chapter 3
Most respondents (over 75%) think that maximising the economic benefits of Snowy 2.0 within local communities is important or extremely important. This includes employment opportunities in the local area.	Section 5.7
The majority of respondents (66%) stated that flora and fauna of the KNP was important or extremely important. Similarly, the majority of respondents (almost 75%) stated that recreational use of KNP was important or extremely important.	Sections 5.1 and 5.2
Notwithstanding the above, while 59% of respondents stated that minimising impacts on local communities during the construction phase of Snowy 2.0 was important or extremely important, 36% of respondents stated that impacts didn't concern them or was not important.	N/A
<p>Answers to the question 'what benefits/positives can you see coming out of Snowy 2.0 if it goes ahead?' were categorised according to key themes, as follows:</p> <ul style="list-style-type: none"> • reliability/affordability of supply - 27.6%; • employment opportunities - 23.7%; • economic benefits - 19.7%; • renewable/clean energy - 15.7%; and • positive tourism impacts - 6.5%. <p>Other themes included environment (1.3%), access to KNP (1.3%) and opportunities for contractors (1.3%).</p> <p>The interest in employment opportunities and economic benefits by over 40% of respondents is consistent with the level of interest expressed in face to face discussions with attendees at the community consultation sessions.</p>	N/A
<p>Answers to the question 'are there any aspects of Snowy 2.0 that concern you?' were also categorised according to key themes, as follows:</p> <ul style="list-style-type: none"> • environmental concerns - 30.8%; • access to KNP - 12.1%; • cost of the project - 9%; • water levels or flows - 6%; • excavated rock management - 6%; and • adverse tourism impacts - 6%. 	N/A

Table 4.3 Results of surveys

Survey results – Snowy 2.0 and usage of KNP	Where addressed in the EIS
Survey results - recreational users	
<p>The results indicate that the Lobs Hole Ravine area within the KNP:</p> <ul style="list-style-type: none"> • is not a high visitation area; • visitors are generally from within the local area; • users value the scenery, remoteness, unspoiled nature and lack of crowds at the site; • for those with a family connection to the site, the history of the place was also important; • for a proportion of people, Lobs Hole Ravine is the only place in KNP they visit; and • most of those surveyed will be likely to go elsewhere in KNP if they cannot go to Lobs Hole Ravine. 	Appendix R (Recreational users assessment within Social assessment)
<p>The results of the surveys indicate that Talbingo Reservoir:</p> <ul style="list-style-type: none"> • is characterised by high levels of repeat visitation; • fishing, swimming and water skiing were the most popular activities; • the scenery and the activities were the most highly valued attributes; • a high proportion of visitors don't go elsewhere in KNP; and • lake levels were a significant concern to users of the reservoir. 	Sections 5.2 and 5.7

ii Tourism operators

One-on-one meetings regarding Snowy 2.0 and Exploratory Works have been held with key local tourism operators including the owner of Selwyn Snow Resort as well as proprietors of two local commercial horse riding operations.

Snowy Hydro has also attended Tourism Snowy Mountains meetings to update the committee and seek feedback.

The principal of one commercial horse riding operation raised concerns regarding potential impacts of construction activities from Snowy 2.0 on its operations, including investigations works such as the geotechnical drilling. However, it was acknowledged that works associated with Exploratory Works will not have an impact on its operations.

Feedback from Selwyn Snow Resort has indicated that they are positive about the project and that their main concern would be around availability of holiday accommodation in the area over the winter months as well as the potential increase in traffic on the Link Road and Snowy Mountains Highway. Potential traffic impacts are addressed in Section 5.6.

iii Irrigators

Two briefings with irrigators were held on the 11 October 2017 in Renmark and 27 February 2018 in Balranald. Irrigation interests were focused on the security water releases under the Snowy Water Licence. These stakeholders were generally supportive of Snowy 2.0 as long as there were no changes to the volume of water being released from the Murray and Tumut developments for consumptive uses.

There will be no changes to water being released from the Snowy Scheme as part of Exploratory Works.

iv Environment groups

Briefings were held with a number of environmental groups, which included the Colong Foundation, National Parks Association (NPA), Nature Conservation Council (NCC) and the Total Environment Centre (TEC). During a briefing on 21 May 2018, the Colong Foundation stated that it was opposed to any works such as Snowy 2.0 within national parks. As such, the Colong Foundation stated that it was opposed to Snowy 2.0 being undertaken within KNP.

Based on the briefings with the NPA on 7 May and 21 May 2018, and the TEC on 21 May 2018 both groups stated that their main concern with Snowy 2.0 centred around the viability of the project in light of the increased take-up of renewable energy generation projects. Both groups stated that, in their view, there was not enough information publicly available that justified the project progressing, particularly within KNP.

Other concerns raised by the NPA and TEC principally related to Snowy 2.0 rather than Exploratory Works. These concerns were:

- possibility that multiple approvals would be sought for different components of Snowy 2.0 (like Exploratory Works);
- potential impact of works required to upgrade the transmission network for Snowy 2.0;
- impact of maximising water storages in Tantangara Reservoir;
- impact of the disposal of excavated rock in the reservoirs; and
- transfer of Redfin from Talbingo Reservoir to Tantangara Reservoir and its tributaries.

The justification for Snowy 2.0, including Exploratory Works, is provided in Sections 1.5, 3.2 and Chapter 7 of the EIS. The approval process for Exploratory Works is provided in Section 3.3 of the EIS.

Some matters raised during the engagement process have been identified as best to address in subsequent EIS(s), as will they will be more in line with subsequent scope of works or not relevant to Exploratory Works. Other matters raised that are not relevant to Exploratory Works or Snowy 2.0 will be addressed by Snowy Hydro through current communication channels.

v Aboriginal stakeholders

New South Wales Archaeology Pty Ltd (NSW Archaeology) was engaged to undertake an Aboriginal cultural heritage assessment (ACHA) of Exploratory Works. As part of this assessment, NSW Archaeology undertook a formal process of Aboriginal community consultation in accordance with the guidelines as set out in the NSW OEH's *Aboriginal cultural heritage consultation requirements for proponents* 2010 (NSW DECCW 2010b).

In order to identify, notify and register Aboriginal people who may hold cultural knowledge relevant to determining the cultural significance of Aboriginal objects and/or places in the project area, correspondence dated 31 July 2017 was sent to:

- NSW OEH Queanbeyan office;
- Wagonga and Brungle-Tumut Local Aboriginal Land Councils;

- the Registrar, *NSW Aboriginal Land Rights Act 1983*;
- the National Native Title Tribunal, requesting a list of registered native title claimants, native title holders and registered Indigenous Land Use Agreements;
- Native Title Services Corporation Limited (NTSCORP Limited);
- Snowy Monaro Regional Council and Snowy Valleys Council; and
- Cooma Local Land Services.

In addition, advertisements were placed in the Monaro Post on 2 August 2017 and Tumut and Adelong Times on 4 August 2017.

Following information received from OEH, further letters of notification were sent to potential Aboriginal parties on 3 August 2017.

There are five Registered Aboriginal Parties (RAPs) for Exploratory Works:

- Iris White, on behalf of the Ngarigo people;
- Koomurri Ngunawal Aboriginal Corporation;
- Corroboree Aboriginal Corporation;
- Bega Local Aboriginal Land Council; and
- Lindsay Connolly, Steve Connolly and Ramsey Freeman.

A late registration of interest was received from the Brungle-Tumut Local Aboriginal Land Council in December 2017, the Ngunnawal Elders Corporation, via email on 28 February 2018 and Ellen Mundy in June 2018.

The RAPs were engaged frequently during the process of preparing the ACHA, including during fieldwork and following preparation of the draft ACHA.

The following additional consultation has been undertaken:

- letters dated 16 June 2017 were sent to Wagonga and Brungle-Tumut Local Aboriginal Land Councils to provide preliminary advice about the project;
- NSW Archaeology and Snowy Hydro provided a preliminary presentation to the KNP Northern and Southern Memorandum of Understanding (MOU) Advisory Groups on 11 September 2017 and 16 September 2017, respectively; and
- Snowy Hydro provided a further presentation to the KNP Northern MOU Advisory Group on 9 April 2018 and the Southern MOU Advisory Group on 4 May 2018.

An updated project consultation process and heritage assessment methodology was provided to RAPs on 14 January 2018. One response was received (refer to Appendix 5 of Appendix O for further information) with a question regarding traditional boundaries. Snowy Hydro subsequently responded to the question via telephone and provided mapping as requested.

Updated information about Exploratory Works and a copy of the draft ACHA was provided to RAPs on 21 April 2018 for a review and consideration of the potential impacts of Exploratory Works on Aboriginal heritage and proposed management strategies. However, at the time of finalisation of this EIS, no responses have been received. Any responses received after finalisation of this EIS will be provided within the submissions report, if required.

The results of consultation with Aboriginal stakeholders are provided in the ACHA which has been provided at Appendix O.

4.4.3 Local industry groups

Engagement with local industry groups is considered critical to inform industry about Snowy 2.0 and Exploratory Works and manage issues as they arise. Snowy Hydro has been proactively engaging with industry groups and providing them with updates on a regular basis.

Snowy Hydro's key drivers for engagement:

- building external advocacy and third party support from key local industry bodies and business groups;
- communicating and promoting a consistent understanding of the benefits of the project through industry group events and conferences; and
- fostering industry momentum, support for and/or alignment with the industry group's strategic policy and regulatory positions.

A number of service level providers (SLPs), including businesses, in the Snowy Monaro Regional and Snowy Valleys LGAs were engaged in relation to Snowy 2.0 and Exploratory Works to gain an understanding of baseline service levels within the LGAs, including baseline data for medical real estate, childcare, short term accommodation, and hospitality services.

The first round of interviews was undertaken in Cooma and Tumut on the 6 and 7 March 2018. These are the two largest regional centres in the Snowy Monaro Regional and Snowy Valleys LGAs. The second round of interviews were undertaken in Talbingo, Cabramurra, Providence Portal, Adaminaby, Tumut and Cooma on 19, 20 and 21 March 2018. A third round of interviews was undertaken in Tumbarumba and Batlow on 10 and 11 April 2018.

An overview of engagement with industry is shown in Figure 4.3.

A summary of the results of engagement with the SLPs is provided below. Detailed results of this engagement can be found in the social assessment in Appendix R.

The SLPs perception and attitude towards the Exploratory Works and Snowy 2.0 can be summarised as follows:

- generally SLPs, particularly local businesses, welcome Snowy 2.0 as they believe the project will result in an increase in the local population and bring economic stimulus and income to the region;
- most SLPs believe that there is sufficient capacity in the services they provided to cater or absorb demands from Snowy 2.0 and Exploratory Works, and such do not believe that they will have a significant impact on the services they offer;

- there was particular interest in the proposed workforce arrangements, potential employment opportunities for local people and how local people could position themselves for jobs or contracts with Snowy Hydro or its contractors;
- there was some concern amongst business owners in the region that Snowy 2.0 could potentially attract their workers and that as a result they would lose staff;
- some SLPs, particularly those in Cooma, are concerned there is lack of residential land available. They are concerned that should workers and their families relocate to town for a number of years, there would not be enough residential land for new housing development, and not enough quality housing to attract buyers; and
- the tourist accommodation operators would like to receive ample notice prior to workers taking up their accommodation, as they often have repeat visitors during peak times (ie summer and winter).

These matters are addressed in the social assessment which can be found in Appendix R.

4.5 Ongoing stakeholder engagement

Stakeholder engagement on Snowy 2.0 and Exploratory Works has been comprehensive to date and reflects the importance Snowy Hydro places on this aspect to its business. As previously discussed, Snowy Hydro's stakeholder engagement framework provides for ongoing stakeholder engagement as Snowy 2.0 progresses. As such, Snowy Hydro will continue to work with all stakeholders as the approval process for Exploratory Works progresses and design and approval schedule for the broader Snowy 2.0 project is defined.