



APPENDIX

D

STAKEHOLDER ENGAGEMENT





Stakeholder engagement

Exploratory Works for Snowy 2.0

Prepared for Snowy Hydro Limited
July 2017





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Stakeholder engagement

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Stakeholder engagement

Final

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Date 13 July 2018

Date 13 July 2018

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Document Control

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1 Introduction

This report provides details on stakeholder engagement activities undertaken before and during the preparation of this EIS, both as part of Snowy 2.0 and then specifically for Exploratory Works.

Stakeholder engagement commenced on the broader Snowy 2.0 before as Exploratory Works was being defined. 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 were required.

1.1 Stakeholder engagement objectives

By investing substantial resources and effort over many years, Snowy Hydro has established significant stakeholder goodwill and an enviable reputation as a trusted and respected corporate and community 'citizen'. This is reflected in exceptionally high results in community perception research. Snowy Hydro has successfully met the growing demands of societal and political expectations of corporate social responsibility by supporting the communities in which it operates on various events, activities and special projects.

Snowy Hydro has adopted a proactive and flexible 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 the demands of a diverse range of stakeholders with changing needs. The strategy has been designed to deliver the following objectives:

- create awareness of Snowy 2.0, what the project will involve, potential impacts on stakeholders and the role the project will play in the NEM among key stakeholder groups;
- retain and build stakeholder support for Snowy 2.0 and encourage positive collaboration between Snowy Hydro and stakeholders;
- build strategic relationships and work in partnership with key stakeholders to ensure the matters impacting Snowy 2.0 can be mitigated or managed;
- identify and manage emerging issues through effective two-way engagement ; and
- be customisable, flexible, and dynamic to ensure engagement strategies meet the needs of stakeholders.

The specific objectives of stakeholder engagement for Exploratory Works are to ensure identified stakeholders have a sufficient understanding of:

- the scope of Exploratory Works;
- how Exploratory Works may affect them;
- how engagement contributes to the overall approval process for Exploratory Works; and
- 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.

1.2 Stakeholder engagement framework

To ensure all objectives outlined in Section 1.1 are addressed, Snowy Hydro has developed an end-to-end framework for stakeholder engagement outlined in Figure 1.1. The framework is based on the International Association for Public Participation (IAP2)’s Public Participation Spectrum, 2014 (the Spectrum).

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 key phases are summarised below and in Figure 1.1:

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.

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

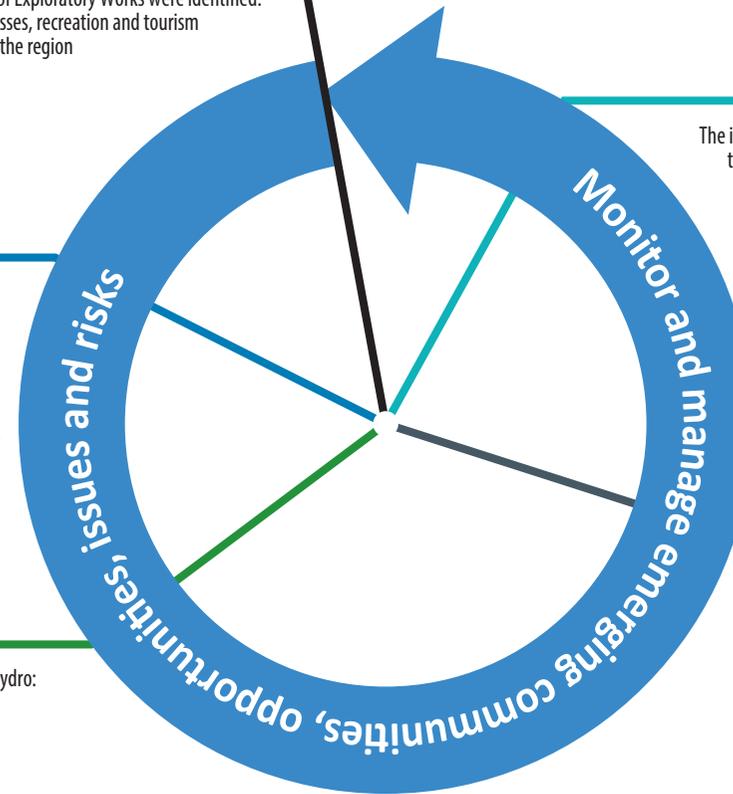
Snowy Hydro has undertaken the following activities:

- 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



1.1.1 Phase 1 – identify

Snowy Hydro identified three key stakeholder groups, being government agencies, community, and industry groups.

A range of potential impacts on the local community and industry groups, both positive and negative, of Exploratory Works were identified early by Snowy Hydro based on existing relationships with the stakeholder groups. Broadly, these were:

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

Further details on the results of engagement with the local community and industry groups, particularly SLPs, is provided in the SIA (Appendix F).

1.1.2 Phase 2 – design and prepare

Targeted methods of consultation and engagement from the IAP2's Spectrum were identified to match the needs of each stakeholder group.

The stakeholder engagement framework is supported by four levels as follows:

1. Inform - create awareness amongst stakeholders and communicate progress of the Project in a timely manner;
2. Consult - proactively seek feedback through formal and informal mechanisms to identify and mitigate potential concerns; and establish processes for ongoing dialogue and complaints management;
3. Involve - in cases where feedback is provided on direct impacts, consider feedback when designing relevant activities; and
4. Collaborate - actively seek and incorporate stakeholder input into the design and implementation of that stakeholder-centric project activity.

Table 1.1 outlines Snowy Hydro's definition of desired level of engagement for the identified stakeholder groups, based on the desired engagement levels. Snowy Hydro has designed its approach with the intention to suit the identified stakeholder needs, with the level of engagement, communication tools, and activities tailored for each group, and periodically reviewed to ensure they remain fit-for-purpose.

Snowy Hydro recognises that stakeholder groups such as irrigators, environment groups and tourism operators, which have been categorised as community during the implementation of their stakeholder engagement framework could also be categorised as industry groups as well.

Table 1.1 Stakeholder engagement - levels of engagement for identified stakeholder groups

Level	Stakeholder	Stakeholder groups	Engagement goal	Commitment
Inform	Government	MPs and Senators Parliamentary committee	Provide stakeholders with information to assist their understanding of Snowy 2.0, including Exploratory Works, and build advocacy Provide a two-way communication between Snowy Hydro and stakeholder groups	Keep informed by providing with information and updates as Snowy 2.0 advances
	Community stakeholders	Environment groups Irrigators Other local groups General public Principal Contractors		
	Industry groups	Business groups Energy sector peak bodies Generators/retailers Regional/special interest groups Environment/green groups		
Consult	Government	Policy/regulatory agencies Federal and State departments Federal and State Ministers/Opposition spokespeople Local councils	As per 'inform' plus: Provide information and seek community stakeholder feedback	As per 'inform' plus: Listen to, acknowledge concerns, and give feedback on how input has been actioned
	Community stakeholders	Townships/communities Chambers of Commerce and community groups Recreational park users Snowy Hydro staff		
Involve	Government	Shareholder governments	As per 'Consult' plus:	As per 'Consult' plus:
	Community stakeholders	Key individuals Tourism operators	Work directly with stakeholders throughout Snowy 2.0 to understand and consider issues and expectations	Maintain a two-way dialogue to ensure concerns and aspirations are understood. Give feedback on how input has been used in making project decisions
Collaborate	Government	Key environmental and planning departments and agencies	As per 'involve' plus: Partner with stakeholders on specific aspects of Snowy 2.0's technical implications and the development of alternatives required to determine critical project decisions	As per 'involve' plus: Seek direct advice, recommendations and agreement that adherence to protocols and compliance procedures has occurred
	Community stakeholders	Local government Aboriginal stakeholder groups		

1.1.3 Phase 3 – engage

i Engagement activities

Engagement on Snowy 2.0 commenced after Snowy Hydro’s announcement of Snowy 2.0 and has been ongoing. Engagement commenced on Exploratory Works in late 2017. The following engagement activities have been undertaken by Snowy Hydro:

- Community consultations in local townships;
 - November 2017 - community drop in sessions held in Adaminaby, Talbingo, Tumut and Cooma; and
 - April to June 2018 - community briefings including project updates and information about exploratory works held in Jindabyne, Tumut, Tumbarumba, Adaminaby, Corryong, Cooma and Talbingo.
- Feedback surveys;
 - November 2017 to May 2018 - survey available online and in hard copy for community members to provide project feedback.
- Community Information Booklets;
 - Booklet one in November 2017 - introducing the project;
 - Booklet two in January 2018 - summarising the results of the Feasibility Study; and
 - Booklet three in April 2018 - regarding Exploratory Works.
- regular updates to the company website about the project;
- Snowy Hydro’s quarterly newsletter which is delivered by mail box drop provides project updates to communities in the Snowy Valleys and Snowy Monaro Regional LGAs;
- ongoing consultation with government agencies, including but not limited to NPWS, OEH, DPE, EPA and 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 industry groups.

As the design for Snowy 2.0 developed and the need for Exploratory Works became apparent, stakeholder engagement activities evolved to continue to inform stakeholders about Exploratory Works, as well as the broader Snowy 2.0.

ii Engagement tools

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

- company website (<http://www.snowyhydro.com.au/our-scheme/snowy20/>), provides background information, maps, videos, information on environmental approvals, frequently asked questions, and details on how to enquire about the project;
- the Snowy 2.0 Business Directory is an online form used to capture details of businesses interested in working with the project. This database will be used to specifically target local businesses in the engagement process;
- a dedicated project email address (snowy2.0@snowyhydro.com.au) to facilitate project feedback and comments..

Additionally, 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 (open to the public);
- stakeholder presentations;
- meetings, workshops and formal working groups (State/Federal/Local governments);
- traditional media (media releases, articles and interviews);
- Snowy Hydro and KNP shopfronts - sharing and distributing information;
- Snowy 2.0 project website updates;
- social media;
- surveys; and
- the Community Relations Team responding to enquiries.

Further details regarding engagement with the identified stakeholder groups are provided in Chapters 2 to 4.

1.1.4 Phase 4 – feedback

The purpose for phase 4 of the stakeholder engagement framework is to capture feedback during stakeholder engagement and to identify issues raised by the stakeholders to address throughout Snowy 2.0 and also during the development of the EIS for Exploratory Works.

Chapters 2 to 4 outline the issues raised for each stakeholder group to date on Snowy 2.0 and where these issues relate to Exploratory Works, how they have been addressed in this EIS.

Additionally, DPE will be responsible for exhibiting this EIS once complete, and will make the EIS publicly available. During the exhibition period, the community and other stakeholders may comment on the EIS by making a submission to DPE.

On completion of the exhibition period, DPE may require Snowy Hydro to prepare a submissions report. This report describes the response to the issues raised in any submissions, including any resulting changes to the project or mitigation measures. Therefore allowing for an opportunity to provide further feedback to stakeholders as to how their issues or concerns have been addressed.

1.1.5 Phase 5 – review

The intent of phase 5 is to implement a continuous improvement loop to assess the adequacy and effectiveness of engagement, and where required, change the nature of engagement.

As part of phase 5, Snowy Hydro has undertaken the following activities:

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

2 Engagement with government agencies

2.1 Engagement level

All levels of engagement (ie levels 1 to 4 - inform, consult, involve and collaborate) were identified for local, State and Commonwealth government agencies, government committees and parliamentarians.

2.2 Overview of engagement

This stakeholder group encompasses government agencies, committees, and parliamentarians across all parties and jurisdictions.

Since early 2017 Snowy Hydro has been engaging with government agencies. The key drivers for engagement 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
- influencing 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 to ensure a coordinated approach across government services where required.

Government agency briefings, updates and meetings on Snowy 2.0 commenced after Snowy Hydro's announcement of the project and have been ongoing. Briefings, updates and meetings on Exploratory Works commenced in late 2017.

Key government engagement on Exploratory Works included two inter-agency meetings in April 2018, meetings with a government working group containing DPE, NPWS, OEH and EPA, and briefings with Snowy Monaro Regional and Snowy Valleys councils.

Table 2.1 and Figure 2.1 provides an overview of the key engagement activities with government agencies undertaken on Snowy 2.0 and Exploratory Works.

Table 2.1 Government agency engagement

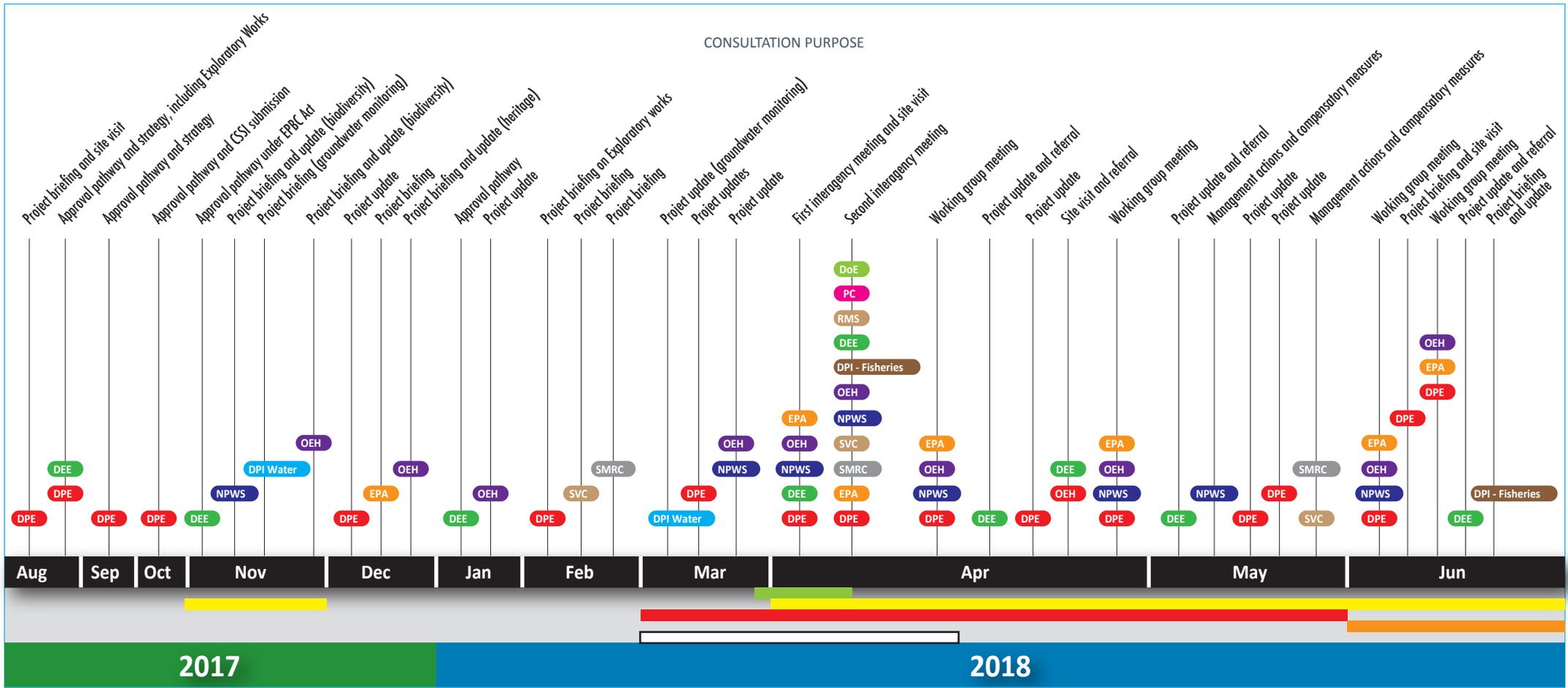
Date	Government agencies consulted	Consultation purpose
23 Aug 2017	DPE	Project briefing and site visit
30 Aug 2017	DEE and DPE	Approval pathway
20 Sep 2017	DPE	Approval pathway
17 Oct 2017	DPE	Approval pathway and CSSI submission
8 Nov 2017	DEE	Approval pathway under EPBC Act
13 Nov 2017	NPWS	Project briefing and update on initial biodiversity findings
15 Nov 2017	DPI Water	Project briefing and suitability and licensing of proposed groundwater monitoring network

Table 2.1 Government agency engagement

Date	Government agencies consulted	Consultation purpose
30 Nov 2017	OEH	Project briefing and update on initial biodiversity findings
11 Dec 2017	EPA	Project briefing
5 Dec 2017	DPE	Project update, status of CSSI submission and schedule for PEA and inter-agency meetings
14 Dec 2017	OEH	Project briefing and update on heritage investigations
18 Jan 2018	DEE	Approval pathway and use of bilateral agreement
19 Jan 2018	OEH	Project update
25 Jan 2018	OEH	Project update
20 Feb 2018	DPE	Briefing on Exploratory works
21 Feb 2018	DPE	Project update
21 Feb 2018	SVC	Project briefing
22 Feb 2018	SMRC	Project briefing
7 Mar 2018	DPI Water	Project update, groundwater monitoring and scope of water impact assessment
13 Mar 2018	DPE,	Project updates scope and schedule
23 Mar 2018	NPWS and OEH	Project update and scope of recreational users survey
3 and 4 Apr 2018	DPE, DEE, NPWS, OEH and EPA	First interagency meeting and site visit
12 Apr 2018	DPE, EPA, SMRC, SVC, NPWS, OEH, DPI - Fisheries, DEE, RMS, Premiers and Cabinet, Department of Education	Second interagency meeting
12 Apr 2018	DPE, NPWS, OEH and EPA	Working group meeting
19 Apr 2019	DEE	Project update and referral
20 Apr 2018	DPE	Project update
26 Apr 2018	OEH and DEE	Site visit and referral
30 Apr 2018	DPE, NPWS, OEH and EPA	Working group meeting
2 May 2018	DEE	Project update and referral
11 May 2018	NPWS	Management actions and compensatory measures
14 May 2018	DPE	Project update
24 May 2018	DPE	Project update
May 2018	SVC and SMRC	Project briefing including site visit
5 Jun 2018	DPE, NPWS, OEH and EPA	Working group meeting
7 Jun 2018	DPE	Project update and change to project description
14 Jun 2018	DPE, EPA and OEH	Change to project description
15 Jun 2018	DEE	Feedback on referral

2.3 Feedback received and issues raised

Government feedback and issues raised have been provided in the SEARs.



3 Engagement with the community

3.1 Level of engagement

All levels of engagement (stages 1-4 - inform, consult, involve and collaborate) were identified for the community).

3.2 Overview of engagement

3.2.1 General

Snowy Hydro has established strong relationships with community stakeholders and a sound understanding of local community needs.

Snowy Hydro's key drivers for engagement 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.

As mentioned in Section 1.1.2, Snowy Hydro recognises that stakeholder groups such as irrigators, environment groups and tourism operators, which have been categorised as community during the implementation of their stakeholder engagement framework can also be categorised as industry groups as well.

3.2.2 Community consultation

A series of community consultation sessions were held in November 2017, and April and May 2018. The November 2017 sessions were for Snowy 2.0, while the April and May 2018 sessions were specifically

aimed at Exploratory Works (refer to Photograph 3.1 and Photograph 3.2). The sessions were supported by information booklets widely distributed within the local community.

The community consultation sessions in November 2017 were held in Adaminaby, Cooma, Talbingo and Tumut. They aimed to:

- connect with communities proximate to the Snowy 2.0 project area;
- provide information about Snowy 2.0;
- provide factual information about Snowy 2.0 and reduce speculation;
- obtain feedback about public perceptions of Snowy 2.0; and
- to reinforce Snowy Hydro’s positive reputation in the community.

The community consultation sessions were advertised in the local papers and on the radio.

A total of 281 visitors attended the sessions across the four communities, 46 in Adaminaby, 102 in Cooma, 30 in Talbingo and 103 in Tumut.

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.

The community consultation sessions in April, May and June 2018 were held in Adaminaby, Cooma, Corryong, Jindabyne, Talbingo, Tumbarumba and Tumut. The aim of these sessions were the same as those for the first round of sessions, but with a focus on Exploratory Works.

The format of the sessions was tailored to the needs of each community and members of the public were encouraged to ask questions and provide feedback).

The sessions were advertised using social media networks, as well as news and editorial coverage in local newspapers and radio. Table 3.1 provides an overview of the details for the Exploratory Works community consultation sessions.

Table 3.1 Exploratory Works community consultation - details

Location	Details
Jindabyne	<ul style="list-style-type: none"> • Chamber of Commerce hosted the meeting held at Rydges Horizons; • 60 attendees; • Audience includes a mix of small business owners, tourism operators, consultants, media; and interested residents.
Adaminaby	<ul style="list-style-type: none"> • Eucumbene Chamber of Commerce hosted the meeting held at the Snowy Scheme Museum; • 50 attendees; and • Audience includes a mix of tourism and business operators and local residents.
Tumbarumba	<ul style="list-style-type: none"> • Chamber of Commerce hosted the meeting held at Nest Cafe; • 65 attendees; and • Audience includes a mix of business owners, including real estate agents, tourism operators and shop owners as well as concerned residents.

Tumut	<ul style="list-style-type: none"> ● Chamber of Commerce hosted the meeting held at Tumut Bowling Club; ● 60 attendees; ● Audience includes mainly small business owners as well as media and local residents; and ● Information was also made available at the Tumut Festival of the Falling Leaf where Snowy Hydro had a marquee, with Snowy 2.0 booklets available and public questions answered.
Talbingo	<ul style="list-style-type: none"> ● A public “drop-in” session was held at the Snowy Scheme display in Talbingo; and ● Approx 15 members of the public dropped by to talk one-on-one with project team members.
Cooma	<ul style="list-style-type: none"> ● Two public “drop-in” sessions were held, the first one in Centennial Plaza and the second outside the Cooma Visitors Centre; and ● Approximately 30 members of the public talked one-on-one with project staff and collected project booklets.
Corryong	<ul style="list-style-type: none"> ● Held at the Corryong Memorial Hall; ● 80 attendees; ● Audience includes local businesses, farmers, members of the Upper Murray Business Inc and of the Memorial Hall committee.



Photograph 3.1 **Community consultation session at Talbingo**



Photograph 3.2 Community consultation sessions - Tumut Festival of the Falling Leaf

3.2.3 Recreational users

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 a survey of recreational users of the KNP and Talbingo Reservoir. Results of surveys are summarised below, but can be found in full in TRC's report which is contained in Appendix C of the SIA (Appendix F).

Recreational user surveys were undertaken between 30 March and 14 April 2018 when recreational usage of the KNP and Talbingo Reservoir was expected to be at a peak. A total of 83 groups were surveyed by TRC which represented approximately 775 park users (based on group size).

Surveys were conducted at Three Mile Dam and Lobs Hole Ravine in the KNP, Talbingo Reservoir and Talbingo Caravan Park on the following dates:

- 30 March, 31 March and 1 April 2018 (Easter weekend);
- 7 and 8 April 2018; and
- 14 April 2018 (first weekend of the NSW and ACT school holidays and the final weekend of the Victorian school holidays).

3.2.4 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 the two local commercial horse riding operations.

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

The principal of one of the commercial horse riding operations 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.

3.2.5 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 2010).

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;
- 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,

In accordance with Section 4.2 and 4.3 of the Aboriginal cultural heritage consultation requirements for proponents 2010 (NSW DECCW 2010b) guidelines, information with regard to the project, proposed consultation process and assessment methodology was issued to the RAPs for comment on 5 August 2017.

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 Northern and Southern MOU Kosciuszko Advisory Groups on 11 September 2017 and 16 September 2017, respectively.
- Snowy Hydro provided a further presentation to the Northern MOU Kosciuszko Advisory Group on 9 April 2018 and the Southern MOU Kosciuszko Advisory Groups 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 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 ACHA (see Appendix O of the EIS) 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 the EIS, no response has been received. Any responses received after finalisation of the EIS will be provided within the submissions report, if required.

3.2.6 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.

3.2.7 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 the KNP.

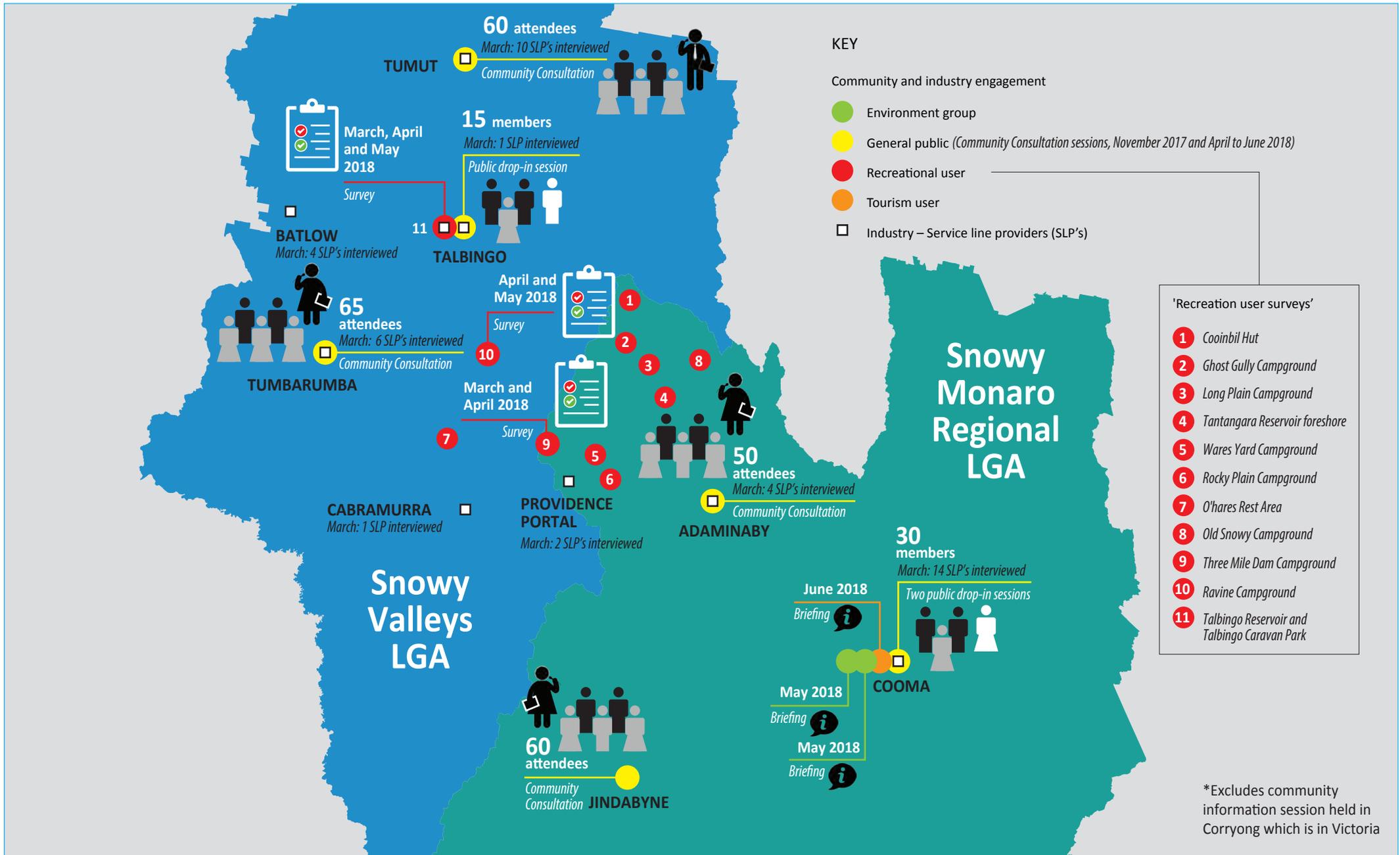
Based on the briefings with the NPA on 7 May and 21 May 2018, and the TEC on 21 May 2018 both groups stated that their main concern with Snowy 2.0 centred around the viability of the project in light of the increased take-up of renewable energy generation projects. Both groups stated that, in their view,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

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.

An overview of engagement with the community is shown in Figure 3.1.



3.3 Feedback received and issues raised

3.3.1 General public

i Community consultation sessions

Feedback received at community consultation sessions and survey in November 2017, and April to June 2018 was generally positive about Snowy 2.0 and Exploratory Works. Employment opportunities and economic benefits were highlighted as key positives for local communities.

Table 3.2 outlines the feedback and issues 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 issues 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 3.2 Community feedback and issues raised

Issues raised during community consultation	Where addressed in the EIS
<p>Local employment and business opportunities:</p> <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 5.8
<p>Recreation and tourism:</p> <ul style="list-style-type: none"> • access to Talbingo and Tantangara reservoir as well as other areas of KNP; • horse riders - access to Tantangara Road, Tantangara Reservoir, Wares Yards etc; • dam 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 5.3 and 5.8
<p>Impacts or benefits to towns in the region:</p> <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 5.8
<p>Roads:</p> <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 5.7
<p>Workforce:</p> <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 5.8

Table 3.2 Community feedback and issues raised

Issues raised during community consultation	Where addressed in the EIS
<p>Environmental impacts:</p> <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 5.2, 5.5 and 5.8
<p>Heritage:</p> <ul style="list-style-type: none"> ● impact on Washington Hotel ruins; ● impact on Aboriginal heritage; ● consultation with local Aboriginal groups; 	Section 5.6
<p>Other issues:</p> <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 5.9

ii Survey

At the time of writing this EIS, 70 respondents have completed the survey, the results of which are summarised below. A detailed summary of the survey results is provided in Appendix F.

The survey asks three questions:

1. If Snowy 2.0 goes ahead, how important are the following issues to you?
 - reliability in the electricity network;
 - flora and fauna of the KNP;
 - recreational Experiences within KNP;
 - maximising benefits to our communities;
 - minimising impacts on the community during construction;
2. What benefits/positives can you see coming out of Snowy 2.0 if it goes ahead? and
3. Are there any aspects of Snowy 2.0 that concern you?

In relation to the first question, the survey results show:

- 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. A justification for Snowy 2.0 can be found in Section 1.5, Section 3.2 and Chapter 7 of the EIS.
- 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. The economic impacts of Exploratory Works are summarised in Section 5.8 of the EIS and provided in full in Appendix U.

- 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. Potential biodiversity impacts of Exploratory Works are summarised in Section 5.2 of the EIS and provided in full in Appendix G. Potential impacts to recreational users of KNP are re summarised in Section 5.3 of the EIS and provided in full in Appendix F.
- 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.

Answers to the second question were categorised according to key themes, as follows:

- 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%.

Other themes included environment (1.3%), access to KNP (1.3%) and opportunities for contractors (1.3%).

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.

Answers to the third question were also categorised according to key themes, as follows:

- 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%.

Up to 30.8% of respondents indicated that one of the key aspects of concern was the impact on the environment, followed by a reduction in access to the KNP, representing 12.1%. Only 6% of the respondents indicated that impacts on tourism were of concern.

Some of the respondents involved in the community consultation sessions were also recreational users in the KNP, these users were found to be participating in the following activities: camping, fishing, horse

riding, bushwalking, bike riding and caving. These users raised concern with regard to restricted access to the KNP during construction.

As stated above, a justification for Snowy 2.0 can be found in Chapter 1 of the EIS. All relevant potential environmental, social and economic impacts of Exploratory Works can be found in Section 5.8 and provided in full in the appendices F and U. This includes potential economic impacts, impacts to tourism and users of KNP, and impacts associated with the management of excavated rock both on land and subaqueously.

3.3.2 Recreational users

The results of the recreational users surveys undertaken by TRC indicate that the Lobs Hole Ravine area within the KNP:

- 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.

The results of the surveys indicate that Talbingo Reservoir:

- 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.

Potential impacts to recreational users are addressed in TRC's report which is contained in Appendix C of the SIA (Appendix F).

3.3.3 Tourism operators

The principle of Cochran Horse Treks raised concerns regarding potential impacts of construction activities from Snowy 2.0 on their 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 their operations.

Feedback from Selwyn Snowfields 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.

3.3.4 Aboriginal stakeholders

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 K 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 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 is provided in the ACHA (Appendix K).

3.3.5 Irrigators

Feedback from irrigators at the Murray Darling conference was positive about the project as attendees were aware that the project will have no impact on downstream water availability.

Attendees at the far western councils meeting were concerned initially about water quality, however with reassurance that the project would have no impact on Snowy Hydro's existing water license these concerns were allayed.

3.3.6 Environment groups

During the 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 the 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. It was suggested at the briefing on 21 May 2018 that due to the take-up of these renewable energy projects, the need for Snowy 2.0 would be redundant in five years. Both groups stated that, in their view, there was not enough information publicly available that justified the project progressing, particularly within the KNP.

Other concerns raised by the NPW and TEC, included:

- 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.

4 Engagement with industry groups

4.1 Level of engagement

Engagement identified for industry groups was stage 1 (inform). Notwithstanding this, as a result of engagement undertaken with SLPs as part of the SIA, stage 2, 3 and 4 engagement has and will be undertaken (ie consult, involve and collaborate).

4.2 Overview of engagement

Engagement with industry groups is critical to help build a base of third-party supporters and help manage issues as they arise. They are essential in building support for Snowy 2.0. Snowy Hydro has been proactively targeting and engaging with these industry influencers and providing them with updates on a regular basis.

Key drivers for engagement:

- building external advocacy and third party support from key 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.

As mentioned in Section 1.1.2, Snowy Hydro recognises that stakeholder groups such as irrigators, environment groups and tourism operators, which have been categorised as community during the implementation of their stakeholder engagement framework can also be categorised as industry groups as well.

4.2.1 Service level providers

A number of SLPs in the Snowy Monaro Regional and Snowy Valleys LGAs were engaged in relation to Snowy 2.0 and Exploratory Works. The objectives of the engagement was:

- 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; and
- to ascertain the views of SLPs on Snowy 2.0 and Exploratory Works.

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 were undertaken in Tumbarumba and Batlow on 10 and 11 April 2018.

Table 4.1 provides a summary of SLPs interviewed, which have been categorised into the type of service provided. Further details are provided in the SIA contained in Appendix F.

Table 4.1 Number of SLPs interviewed (categorised by type of service provided)

Type of service provided	Number interviewed
Child care services	5
Tourist accommodation services	15
Health care services	8
Education services	8
Real estate services	3
Community and/or governance and economic services	2
Snowy Hydro township	1
TOTAL	42

Note: Some of the SLPs were counted twice in as they provide two services (ie accommodation and hospitality).

An overview of engagement with industry is shown in Figure 3.1.

4.2.2 Feedback and issues raised

A summary of the results of engagement with the SLPs is provided below. Detailed results of this engagement can be found in the SIA in Appendix F.

The SLP's 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 in town. 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 SIA which can be found in Appendix F.

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 is defined.



