



APPENDIX

STAKEHOLDER ENGAGEMENT REPORT



Stakeholder Engagement Report

Snowy 2.0 Main Works

Prepared for Snowy Hydro Limited
September 2019



Stakeholder Engagement Report

Snowy 2.0 Main Works

Report Number

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Client

Snowy Hydro Limited

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13 September 2019

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1 Introduction

1.1 Snowy 2.0 overview

Snowy Hydro Limited (Snowy Hydro) proposes to develop Snowy 2.0, a large-scale pumped hydro-electric storage and generation project which would increase hydro-electric capacity within the existing Snowy Mountains Hydro-electric Scheme (Snowy Scheme). Snowy 2.0 is the largest committed renewable energy project in Australia and is critical to underpinning system security and reliability as Australia transitions to a decarbonised economy. Snowy 2.0 will link the existing Tantangara and Talbingo reservoirs within the Snowy Scheme through a series of underground tunnels and a new hydro-electric power station will be built underground.

Snowy 2.0 has been declared to be State significant infrastructure (SSI) and critical State significant infrastructure (CSSI) by the former NSW Minister for Planning under Part 5 of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act) and is defined as CSSI in clause 9 of Schedule 5 of the *State Environmental Planning Policy (State and Regional Development) 2011* (SRD SEPP). CSSI is infrastructure that is deemed by the NSW Minister to be essential for the State for economic, environmental or social reasons. An application for CSSI must be accompanied by an environmental impact statement (EIS).

Separate applications are being submitted by Snowy Hydro for different stages of Snowy 2.0 under Part 5, Division 5.2 of the EP&A Act. This includes the preceding first stage of Snowy 2.0, Exploratory Works for Snowy 2.0 (the Exploratory Works) and the stage subject of this current application, Snowy 2.0 Main Works (the Main Works). In addition, an application under Part 5, Division 5.2 of the EP&A Act is also being submitted by Snowy Hydro for a segment factory that will make tunnel segments for both the Exploratory Works and Main Works stages of Snowy 2.0.

1.2 Purpose of this report

This report provides details on stakeholder engagement activities undertaken before and during the preparation of this EIS, both as part of Exploratory Works and then specifically for Main 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 technical specialists when and where required.

2 Stakeholder engagement framework

2.1 Stakeholder engagement objectives

The stakeholder engagement strategy has been designed to maintain our social licence and support for the project and deliver the following objectives:

- maintain and build stakeholder and community confidence and trust in Snowy Hydro with open, transparent and timely engagement.
- 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, listen to and manage emerging issues through effective two-way engagement;
- ensure communication and project information is up-to-date and communicated in a clear and transparent way; and
- be customisable, flexible, and dynamic to ensure engagement strategies meet the needs of stakeholders.

Like Snowy 2.0 Exploratory Works, the specific objectives of stakeholder engagement for Main Works are to ensure identified stakeholders have a sufficient understanding of:

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

Additionally, the stakeholder engagement strategy is aligned to the NSW Department of Planning, Industry and Environment (DPIE) community participation objectives, which were developed by DPIE to ensure community participation is inclusive, easy to access, relevant, timely and meaningful.

2.2 Stakeholder engagement framework

To ensure all objectives outlined in Section 2.1. are addressed, Snowy Hydro has developed an end-to-end framework for stakeholder engagement outlined in Figure 2.1. 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 as Snowy 2.0 progresses (including Main Works) and when stakeholder requirements change, while remaining consistent with the overarching objectives.

The key phases are summarised below and in Figure 2.1:

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

Four key stakeholder groups that require engagement have been identified:

- government
- local community
- industry groups
- media

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

- impacts and opportunities on local employment, businesses, recreation, tourism and roads
- impacts and benefits to towns, localities and services in the region
- impacts on 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, mitigate potential concerns and establish dialogue
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
- Surveys
- Community information booklets
- Focus groups
- Regular updates to the company website about the project
- Snowy Hydro's quarterly newsletter
- Ongoing consultation with NPWS, DP&E, local councils (Snowy Valleys & Snowy Monaro Regional Council)
- 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
- Media engagement
- Utilising the Snowy Hydro Discovery Centre and Visitor Centres
- Presentations at conferences

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 Main Works, including: publications and information materials, community consultation sessions, presentations, meetings, workshops, media releases, articles, interviews, website updates and surveys

5. Review

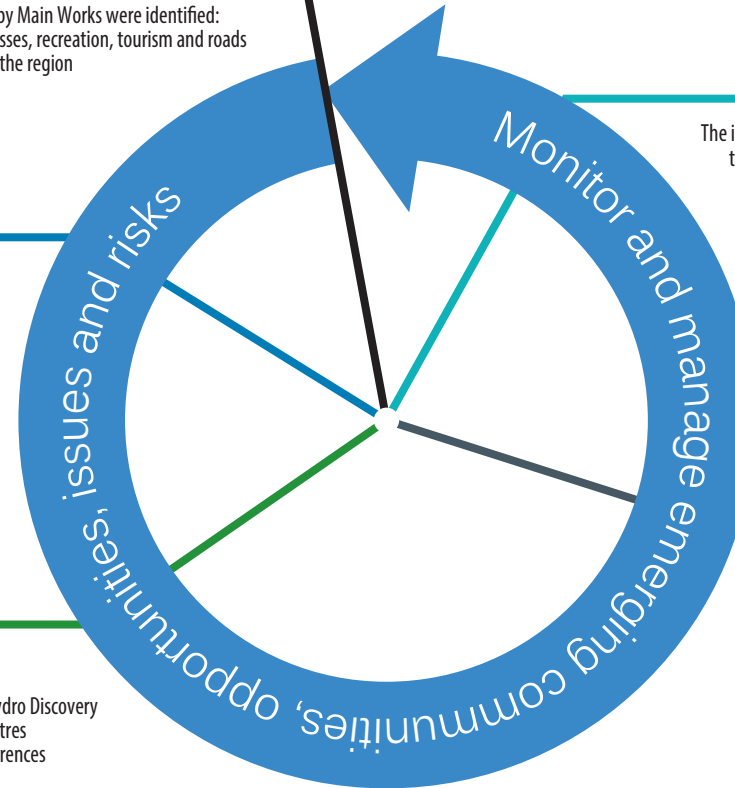
The intent of this phase is to implement a continuous improvement loop to assess the adequacy and effectiveness of engagement, and where required, change the nature of engagement

- 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 Main Works EIS



2.2.1 Phase 1 – Identify

Snowy Hydro identified four key stakeholder groups, being governments, local community, local industry groups and media.

A range of potential impacts on stakeholders (in particular the local community and local industry groups), both positive and negative, were identified early by Snowy Hydro based on existing relationships and stakeholder engagement undertaken as part of Exploratory Works. Broadly, these were:

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

Further details on the results of engagement with the local community and industry groups, is provided in Chapter 4 of this report, and within the SIA (Appendix X.1 of the EIS).

2.2.2 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 Snowy 2.0 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 2.1 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.

Table 2.1 Stakeholder engagement - levels of engagement for identified stakeholder groups

Level	Stakeholder	Stakeholder groups	Engagement goal	Commitment
Inform	Government	Local MPs and Senators Parliamentary committees	Provide stakeholders with information to assist their understanding of Snowy 2.0, including Main Works, and build advocacy	Keep informed by providing with information and updates as Snowy 2.0 advances
	Community stakeholders	local environment groups Irrigators Other local groups General public		
	Industry groups	Business groups Energy sector peak bodies Generators/retailers Regional/special interest groups Environment groups	Provide a two-way communication between Snowy Hydro and stakeholder groups	
	Media	Local media National media Trade publications	Provide stakeholders with information to assist their understanding of Snowy 2.0, including Main Works. Media reporting assists the community to understand the project	Provide the media with information on Snowy 2.0 and respond to enquiries/requests
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		
Involve	Community stakeholders	Key individuals Tourism operators	As per 'Consult' plus: Work directly with stakeholders throughout Snowy 2.0 to understand and consider issues and expectations	As per 'Consult' plus: 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
	Government	Snowy Hydro Limited's Shareholder		

2.2.3 Phase 3 – Engage

i Engagement tools

A range of tools continue to be used to support communication and engagement for Snowy 2.0 and Main Works, including:

- publications and information materials;
- community consultation sessions (open to the public);
- stakeholder presentations with audience questions and answers (Q&As);
- meetings, workshops and formal working groups (State and Federal government, SVC and SMRC);
- traditional media (media releases, articles, and interviews);
- Snowy Hydro, FGJV and KNP shopfronts - sharing and distributing information;
- Snowy 2.0 project website updates;
- social media;
- surveys; and
- Snowy Hydro staff responding to enquiries and the Snowy Hydro Discovery and Visitor Centres.

Additionally, a range of permanent communication 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:

- Snowy Hydro website (<http://www.snowyhydro.com.au/our-scheme/snowy20/>), provides background information, maps, videos, information on approvals, frequently asked questions, and details on how to enquire about the project;
- FGJV website (www.futuregenerationjv.com.au) and site office in Cooma (as of August 2019) to help facilitate stakeholder engagement;
- a dedicated project email address (snowy2.0@snowyhydro.com.au) to facilitate project feedback and comments; and
- a dedicated project freecall number for feedback, questions and complaints.

ii Engagement activities

Engagement on Snowy 2.0 commenced in early 2017 and has been ongoing. As the design for Snowy 2.0 developed and the need for Exploratory Works became apparent, stakeholder engagement activities evolved to continue to inform and consult with stakeholders about Exploratory Works, as well as the broader Snowy 2.0 project including Main Works. Engagement on Exploratory Works was undertaken between November 2017 and the end of October 2018. Engagement since the start of November 2018 has largely focused on Main Works.

The following engagement activities have been undertaken by, or on behalf of, Snowy Hydro:

- community consultations in local townships and discussed the project with over 800 community members;
 - November 2017 – community drop-in sessions held in Adaminaby, Cooma, Talbingo and Tumut;
 - April to June 2018 – community briefings held in Adaminaby, Cooma, Corryong, Jindabyne, Talbingo, Tumbarumba, and Tumut;
 - November 2018 – community drop-in sessions held in Adaminaby, Cooma, Talbingo, Tumbarumba, and Tumut; and
 - June/July 2019 - community briefings and drop-in sessions held in Cooma, Adaminaby, Tumbarumba, Talbingo and Tumut.
- The undertaking of surveys;
 - November 2017 to May 2018 – open online survey (also available in hard copy);
 - December 2018 – telephone survey of a representative sample of residents by target gender, age groups and postcodes in the local area;
 - December 2018 – online surveys completed by a register of interested people on a Snowy Hydro contact list and visiting patrons of the Snowy Hydro Discovery Centre in Cooma;
 - June/July 2019 – open online survey (also available in hard copy through the Snowy Hydro newsletter and at community briefing sessions); and
- The provision of information materials through digital channels and in hardcopy including:
 - Snowy 2.0 community information booklets;
 - booklet one in November 2017;
 - booklet two in January 2018;
 - booklet three in April 2018;
 - booklet four in December 2018; and
 - booklet five in May 2019.
 - information available on the Snowy Hydro website and social media channels;
 - Snowy Hydro’s quarterly community newsletter which is delivered by mail box drop and provides project updates to communities in the Snowy Valleys and Snowy Monaro Regional LGAs;
- focus groups held in Cooma and Tumut in December 2018 with a representative sample of local residents;
- ongoing consultation and site visits with government agencies, including but not limited to EPA, DOI-Fisheries, DPIE, DPI-Water, NPWS, Office of Environment and Heritage (OEH), RMS and local councils (Snowy Valleys and Snowy Monaro Regional councils);

- ongoing consultation with key stakeholders such as Aboriginal groups, recreational and fishing groups;
- briefings and engagement with local communities and community stakeholders obtained through existing relationships with the community;
- briefings and engagement with local industry groups, environment groups, and business chambers, including:
 - National Parks Association;
 - Talbingo Process Association;
 - Snowy Mountains Bush User Group; and
 - Snowy Mountains Local Business Changes or Commerce.
- media engagement through media releases, editorial content, events and responding to media enquiries;
- utilising the Snowy Hydro Discovery Centre and Visitor Centres to share information about the project and showcase display materials; and
- presentations at conferences and events relevant to stakeholders.

Further details regarding engagement with the identified stakeholder groups are provided in Chapters 3 to 5.

2.2.4 Phase 4 – Feedback

The purpose of 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 during the development of the EIS for Main Works.

Chapters 3 to 5 outline the issues raised for each stakeholder group to date on Snowy 2.0 and where these issues relate to Main Works, how they have been addressed in this EIS.

Additionally, DPIE 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 DPIE.

On completion of the exhibition period, DPIE 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.

2.2.5 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:

- listened to feedback from stakeholders on their preferred styles and forms of communication and engagement as well as what information is most useful to them;
- research into better practice in community engagement; and
- validation and testing with key internal stakeholders.

3 Engagement with government agencies

3.1 Level of engagement

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.

It should be noted that Snowy Hydro's sole shareholder is the Commonwealth, as such regular briefings are held with Shareholder Ministers and their Departments on Snowy 2.0 and the broader operations and performance of the Company as a whole.

3.2 Engagement activities

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 and processes where required.

Government agency briefings, updates and meetings on Snowy 2.0 commenced after Snowy Hydro's announcement of the project and have been regular and ongoing at all levels of Government. Briefings, updates and meetings on Exploratory Works commenced in August 2017, and Main Works in late 2018.

A key forum for government engagement on Main Works are the inter-agency meetings (and sub-committee meetings) coordinated by the NSW Department of Premier and Cabinet. This State government working group consists of senior representatives from EPA, DPIE, NPWS, Roads and Maritime Services, NSW Police, NSW Department of Education, NSW Health and OEH (along with other agencies as needed) and both the Snowy Monaro Regional and Snowy Valleys councils.

Table 3.1 and Figure 3.1 provides an overview of the key engagement activities with government agencies undertaken on Snowy 2.0, including Exploratory Works and Main Works. Table 3.1 also contains key dates for aspects of the approval processes for Exploratory Works and Main Works. Key dates for Snowy 2.0 generally are **shaded green** Exploratory Works are **shaded grey** and key dates for Main Works are **shaded blue**.

Table 3.1 Government agency engagement

Date	Government agencies consulted	Consultation purpose
20 July 2017	South Eastern Regional Emergency Management Committee	Project Briefing
3 August 2017	Members of Snowy Valleys and Snowy Monaro Emergency Mgt Committees	Project briefing, site visit and emergency response planning exercise
23 August 2017	DPE	Project briefing and site visit
30 August 2017	DEE and DPE	Project approval pathway
20 September 2017	DPE	Project approval pathway
17 October 2017	DPE	Project approval pathway and CSSI submission
8 November 2017	DEE	Project approval pathway under EPBC Act
13 November 2017	NPWS	Project briefing and update on initial biodiversity findings
15 November 2017	DPI-Water	Project briefing and suitability and licensing of proposed groundwater monitoring network
30 November 2017	OEH	Project briefing and update on initial biodiversity findings
11 December 2017	EPA	Project briefing
5 December 2017	DPE	Project update, status of CSSI submission and schedule for PEA for Exploratory Works and inter-agency meetings
14 December 2017	OEH	Project briefing and update on heritage investigations
10 January 2018	Members of Snowy Valleys and Snowy Monaro Emergency Mgt Committees	Project briefing, site visit and bushfire response planning exercise
18 January 2018	DEE	Project approval pathway and potential use of bilateral agreement for Exploratory Works
19 January 2018	OEH	Project update and discussion of threatened species assessment process, including surveys
24-25 January 2018	OEH	Project update and site visit
20 February 2018	DPE	Briefing on Exploratory Works
21 February 2018	DPE	Project update
21 February 2018	SVC	Project briefing
22 February 2018	SMRC	Project briefing
27 February 2018	Snowy Valleys Emergency Mgt Committee	Project briefing
7 March 2018	NSW Minister for Planning declares Snowy 2.0 to be SSI and CSSI under EP&A Act	
7 March 2018	DPI-Water	Project update, groundwater monitoring and scope of water impact assessment
13 March 2018	DPE	Project update, scope and schedule
15 March 2018	SSI application for Exploratory Works lodged with PEA	
23 March 2018	NPWS and OEH	Project update and scope of recreational users survey for Exploratory Works
3 and 4 April 2018	EPA, DEE, DPE, NPWS and OEH	Site visit
12 April 2018	EPA, DEE, Department of Education, DPE, DPI-Fisheries, NPWS, OEH, Premiers and Cabinet RMS, SMRC and SVC	Planning focus meeting for Exploratory Works

Table 3.1 Government agency engagement

Date	Government agencies consulted	Consultation purpose
12 April 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
19 April 2019	DEE	Project update and referral for Exploratory Works
20 April 2018	DPE	Project update
26 April 2018	DEE and OEH	Site visit and referral for Exploratory Works
30 April 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
2 May 2018	DEE	Project update and referral for Exploratory Works
11 May 2018	NPWS	Management actions and compensatory measures
14 May 2018	DPE	Project update
16 May 2018	Snowy Monaro Emergency Mgt Committee	Project briefing
17 May 2018	DPE issues SEARs for Exploratory Works	
24 May 2018	DPE	Project update
27 May 2018	SVC and SMRC	Project briefing including site visit
28 May 2018	Referral under EPBC Act for Exploratory Works submitted to DEE	
2 to 20 June 2018	Referral for Exploratory Works publicly advertised by DEE	
5 June 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
6 June 2018	Amendment to project description for Exploratory Works submitted to DPE (to facilitate subaqueous emplacement of rock within Talbingo Reservoir)	
7 June 2018	DPE	Project update and change to project description for Exploratory Works
14 June 2018	EPA, DPE and OEH	Change to project description for Exploratory Works
15 June 2018	DEE	Feedback on referral for Exploratory Works
20 June 2018	DPE issues revised SEARs for Exploratory Works	
22 June 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
22 June 2018	NPWS and OEH	Inputs into determining and delivery of offsets for Snowy 2.0
25 June 2018	DPI-Fisheries	Project briefing and potential aquatic impacts of Exploratory Works
27 June 2018	NPWS	Project update
9 July 2018	NPWS	Project briefings for Main Works
10 July 2018	The Commonwealth Assistant Minister for the Environment determined the Exploratory Works not to be a controlled action	
19 July 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
19 and 20 July 2018	EPA	Onsite project briefing and site inspection for Exploratory Works
23 July 2018	EIS for Exploratory Works submitted to DPE	
23 July to 28 August 2018	EIS for Exploratory Works publicly exhibited	
23 July 2018	South Eastern Regional Emergency Management Committee	Project Briefing
27 July 2018	NPWS	Project update and surface works locations for Main Works
31 July 2018	NPWS	Project update and surface works locations for Main Works
3 August 2018	DPE	Management plans for Exploratory Works
9 August 2018	EPA	Clarification of matters contained with Exploratory Works EIS
9 August 2018	OEH	Clarification of matters contained with Exploratory Works EIS

Table 3.1 Government agency engagement

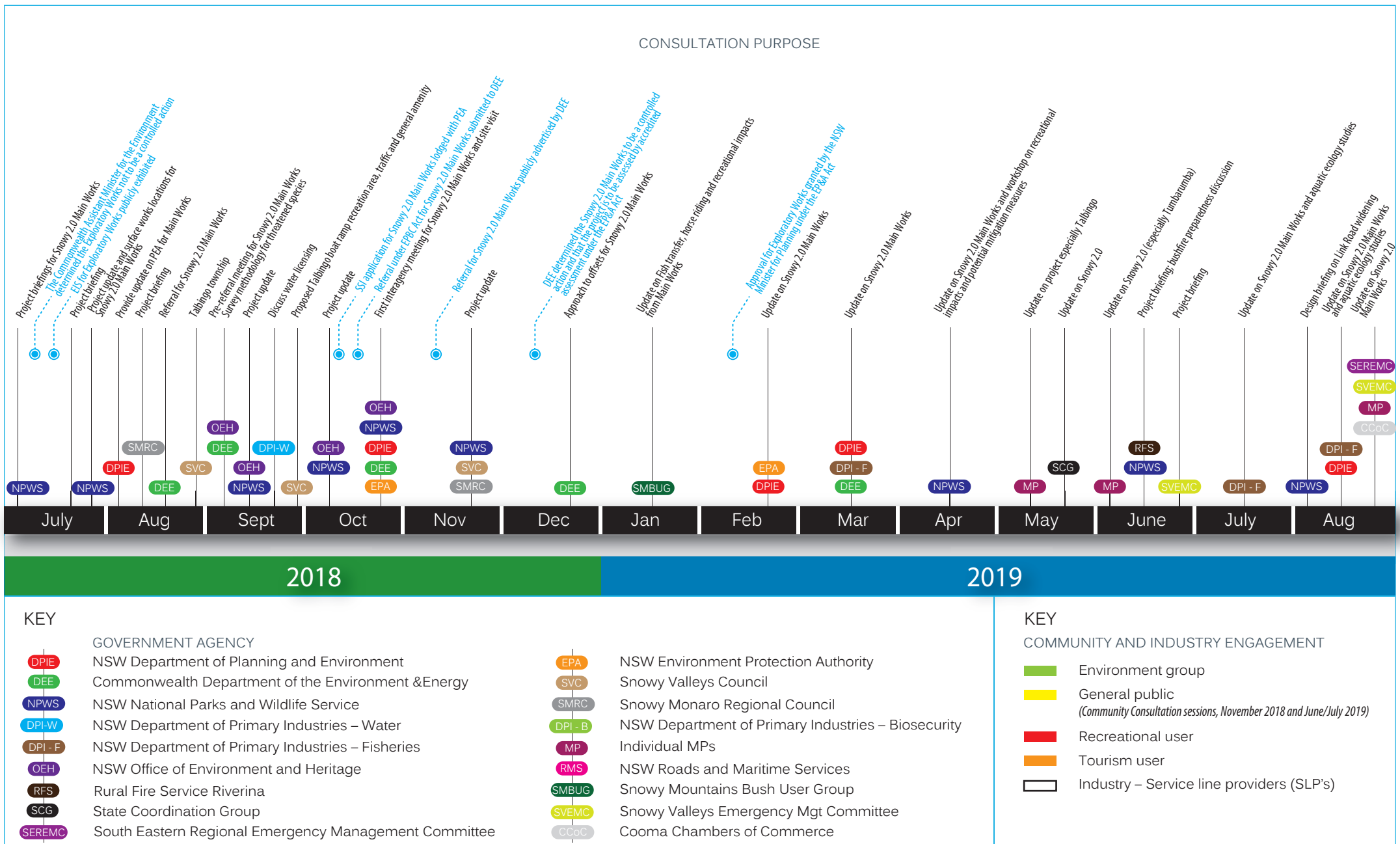
Date	Government agencies consulted	Consultation purpose
9 August 2018	DPI-Fisheries	Clarification of matters contained with Exploratory Works EIS
9 August 2018	OEH and NPWS	Develop and progress the offsets strategy for Exploratory Works
9 August 2018	RMS	Clarification of matters contained with Exploratory Works EIS
14 August 2018	DPE	Provide feedback from community meetings, obtain update on submissions on Exploratory Works EIS, and provide update on PEA for Main Works
15 August 2018	Snowy Monaro Emergency Mgt Committee	Project briefing
16 August 2018	RMS	Clarification of matters contained with Exploratory Works EIS
20 August 2018	DEE	Referral for Main Works
20 August 2018	EPA	Discuss the EPA's submission on Exploratory Works
24 August 2018	EPA	Response to matters raised in Exploratory Works EIS
28 August 2018	DPE	Outline approach to address matters raised in submissions on Exploratory Works EIS
28 August 2018	EPA, DPE, NPWS and OEH	Working group meeting for Exploratory Works
29 August 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS and project update
29 August 2018	EPA	Clarification of matters contained with Exploratory Works EIS
29 August 2018	SMRC	Clarify arrangements for waste disposal and traffic for Exploratory Works
30 August 2018	SVC	Clarification of potential impacts on Talbingo township
4 September 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS and project update
4 September 2018	DOI-Water	Discuss DOI-Water's submission on the Exploratory Works EIS
6 September 2018	Rural Fire Service	Clarify responsibilities for response to fire in the Exploratory Works area
7 September 2018	DEE	Pre-referral meeting for Main Works
7 September 2018	EPA	Provide feedback on preliminary information prepared to address the EPA's submission on Exploratory Works
7 September 2018	OEH	Survey methodology for threatened species for Main Works
7 September 2018	OEH and NPWS	Progress the offsets strategy for Exploratory Works and discuss threatened species surveys
10 September 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS
17 September 2018	EPA	Response to matters raised in Exploratory Works EIS
18 September 2018	NPWS	Update on the response to NPWS' submission on Exploratory Works and update on surface works locations for Main Works
19 September 2018	OEH	OEH submission to DPE on biodiversity and Aboriginal heritage matters on Exploratory Works
19 September 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS
20 September 2018	EPA	Response to matters raised in Exploratory Works EIS
20 September 2018	DOI-Water	Discuss water licensing
25 September 2018	DPE	Update on Exploratory Works and Main Works
27 September 2018	SVC	Discuss the proposed Talbingo boat ramp recreation area, traffic and general amenity
3 October 2018	OEH and NPWS	Briefing and update on Main Works

Table 3.1 Government agency engagement

Date	Government agencies consulted	Consultation purpose
3 October 2018	RTS for Exploratory Works lodged with DPE	
15 October 2018	SSI application for Main Works lodged with PEA	
16 October 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS
23 October 2018	Referral under EPBC Act for Main Works submitted to DEE	
23 and 24 October 2018	EPA, DEE, DPE, NPWS and OEH	First interagency meeting for Main Works and site visit
26 October 2018	RMS	Clarification of matters contained with Exploratory Works EIS
1 November 2018	DPE and DPI-Fisheries	Response to matters raised in Exploratory Works EIS
6 November 2018	EPA	Response to matters raised in Exploratory Works EIS
6 November to XXXX	Referral for Main Works publicly advertised by DEE	
13 November 2018	DPI-Fisheries	Response to matters raised in Exploratory Works EIS
14 November 2018	Snowy Valleys Emergency Mgt Committee	Project briefing
21 November 2018	Snowy Monaro Emergency Mgt Committee	Project briefing
26 November 2018	EPA	Exploratory Works management plans and EPL
28 November 2018	SMRC and SVC	Project update on Exploratory Works and briefing on Main Works
28 November 2018	NPWS	Update on Main Works and workshop on recreational impacts and potential mitigation measures
5 December 2018	DEE determined the Main Works to be a controlled action and that the project is to be assessed by accredited assessment under the EP&A Act	
18 December 2018	DEE	Approach to offsets for Main Works
16 January 2019	DPE	Draft conditions of Exploratory Works approval
26 January 2019	Snowy Mountains Bush User Group SMBUG	Update on Fish transfer, horse riding and recreational impacts from Main Works
7 February 2019	Approval for Exploratory Works granted by the NSW Minister for Planning under the EP&A Act	
14 February 2019	DPE	Update on Main Works
19 February 2019	EPA	Update on Main Works and licencing/regulation of Exploratory Works
5 March 2019	DEE	Update on Main Works
14 March 2019	DPI-Fisheries	Update on Main Works and aquatic ecology studies
20 March 2019	Snowy Valleys Emergency Mgt Committee	Project briefing
29 March 2019	DPE	Update on Main Works and potential modifications to Exploratory Works
2 April 2019	NPWS and OEH	Overview of results of biodiversity surveys of Main Works
9 April 2019	NPWS	Update on Main Works and workshop on recreational impacts and potential mitigation measures
7 May 2019	OEH	Consultation with species experts
16 May 2019	DPI-Fisheries	Update on Main Works and aquatic ecology studies
22 May 2019	Snowy Valleys and Snowy Monaro Emergency Mgt Committees	Snowy 2.0 Emergency Response capability gap review
24 May 2019	NSW State Coordination Group Meeting	Update senior representatives from NSW State Government Departments on Snowy 2.0 (coordinated by DPC)

Table 3.1 Government agency engagement

Date	Government agencies consulted	Consultation purpose
11 June 2019	RMS	Snowy Mountains Highway Site visit with Senior staff
14 June 2019	RMS, DPC	Workshop to discuss preliminary traffic data
17 June 2019	RFS Riverina, NPWS	Project briefing; bushfire preparedness discussion
20 June 2019	Snowy Valleys Emergency Mgt Committee	Project briefing
21 June 2019	NPWS, EPA, DPI, Councils, Cwlth, OEH	Agency focus group session
25 June 2019	RMS	Roads strategy meeting in Queanbeyan
4 July 2019	DPI-Fisheries	Update on Main Works and aquatic ecology studies
18 July 2019	NPWS	NPWS roads workshop
24 July 2019	DPI-Fisheries and DPI - Biosecurity	Update on Main Works and aquatic ecology studies, discussions regarding compliance with the Biosecurity Act
1 August 2019	OEH, NPWS	Offsets for Snowy 2.0
2 August 2019	EPA, NPWS, DPI Fisheries and DPIE	Main Works EIS progress
2 August 2019	RMS	Project update and key issues discussion in Cooma
13 August 2019	NPWS	Design briefing on Link Road widening
15 August 2019	DPC, police, Snowy Monaro Regional Council, RMS, Destination NSW	DPC committee - communications working group
19 August 2019	EPA, NPWS, DPIE, DPI Fisheries	Spoil and main works issues workshop
21 August 2019	DPIE, DPI-Fisheries and DPI - Biosecurity	Update on Main Works and aquatic ecology studies and discussions regarding compliance with the Biosecurity Act
21 August 2019	Cooma Chambers of Commerce	Update on Main Works with a focus on traffic movements
21 August 2019	RCG	Update on Main Works
21 August 2019	NSW State Coordination Group Meeting	Update senior representatives from NSW State Government Departments on Snowy 2.0 (coordinated by DPC)
22 August 2019	Snowy Monaro Emergency Mgt Committee	Update senior representatives from NSW State Government Departments on Snowy 2.0 (coordinated by DPC)
27 August 2019	South Eastern Regional Emergency Management Committee	Update senior representatives from NSW State Government Departments on Snowy 2.0 (coordinated by DPC)
28 August 2019	DEE	Briefing on Main Works and offsets
29 August 2019	RMS	Project review team update on the status of the project



3.3 Incorporating feedback and responding to issues raised

3.3.1 National Parks and Wildlife Service

The National Parks and Wildlife Service (NPWS) have been the principal NSW agency engaged through the process of developing the Main Works EIS. This has involved over 10 formal and numerous informal briefings and workshops with representatives from Kosciuszko National Park (KNP) over the last 12 months. The main issues raised by NPWS are:

- Potential impacts of the proposed works on the amenity and recreational facilities in KNP;
- Potential impacts of the proposed works on the natural and cultural heritage values of KNP; and
- Long term impacts on the KNP from Snowy 2.0 operations.

Through the design iteration process, significant effort has been put into mitigating potential impacts on the amenity, natural and cultural values of KNP by;

- minimising physical disturbance areas as much as possible (the footprint for the project is less than 0.25% of the total area of the KNP);
- using existing and limiting new access points;
- avoiding impacts to recreation facilities and access to them; and
- committing to a land-forming and rehabilitation program that maintains and/or improves the visual values and ecological processes of KNP.

Concerns about long term impacts to KNP will be addressed through the program of rehabilitation and land-forming impacted areas. It has also been agreed with KNP that a recreation plan be developed collaboratively, that identifies any permanently affected recreation facilities requiring relocation, or new or augmented visitor facilities. Lastly, the long-term tenure arrangements for operation of Snowy 2.0 within KNP, will contain provisions for maintenance of areas, roads and other assets to ensure costs are apportioned and borne by the appropriate party.

Where these measures have not fully avoided or minimised impacts, offsets are proposed that will see management actions implemented that achieve direct recreation and conservation outcomes within KNP that are proportionate with the impacts.

3.3.2 Office of Environment and Heritage

The former Office of Environment and Heritage (now DPIE) has been engaged comprehensively regarding biodiversity and heritage issues since August 2017. In the first instance ensuring that biodiversity and heritage survey methodology and targets were identified with the best available knowledge in collaboration with OEH was the priority. Thereafter, OEH has been updated on both ecological and heritage findings as surveys progressed and feedback incorporated as work progressed. The key issues identified through this process were;

- Potential impacts to threatened species and communities;
- Potential impacts to aboriginal cultural heritage; and

- Where impacts to threatened species and communities cannot be avoided developing a strategy for offsets that addresses.

OEH were actively engaged through the development of the biodiversity, including:

- consultation regarding survey method and effort to be employed during the biodiversity surveys for Snowy 2.0, both in person and through provision of a survey protocol;
- consultation with species experts such as Linda Broome (Smoky Mouse), Dave Hunter (Boooroolong Frog, Alpine Tree Frog, Northern Corroboree Frog, Alpine She-oak Skink), Geoff Robertson (orchids) and Keith McDougall (Clover Glycine, Alpine bogs and fens) regarding surveys methods, timing of surveys, and knowledge sharing;
- meetings to provide updates on findings of the biodiversity surveys as they progressed, and how these were being considered in the design process; and
- consultation on key issues, to seek early input and resolution.

3.3.3 Environment Protection Authority

The NSW Environment Protection Authority (EPA) has been consulted in relation to Snowy 2.0 Main Works since February 2019. This has involved briefings and workshops with regional officers of the EPA and head office technical assessment teams. The primary matters raised during these engagement sessions were;

- Potential impacts to local water quality from surface water runoff from disturbed construction areas;
- Potential impacts to local water quality from process tunnel and waste water from accommodation and other construction facilities; and
- Potential impacts on reservoir water quality from the excavated material placement.

The EPA's emphasis has been on pushing the Project to meet the NSW ANZECC/ARMCANZ 2000 water quality objectives as far as possible. The Water Assessment (Appendix J) and associated mitigation measures have been prepared with a view to achieving this to the maximum extent that it is reasonable and feasible.

In terms of achieving this for surface water runoff, the EPA's concerns will be addressed through a range of cultural, physical design and administrative measures including;

- establishing a strong culture of pollution prevention and providing access to a highly experienced and skilled pollution control expertise;
- focusing prevention of pollution through design (eg clean water diversion) and source controls;
- minimising disturbance and the amount of time disturbed areas are exposed and closing site prior to weather events that could result in pollution; and
- monitoring and responding rapidly to any potential pollution causing event and taking corrective action.

In terms of addressing the EPA's concerns about sewage and process water treatment plants we expect to address them by ensuring that discharges meet the water quality objectives for process and waste water, to the maximum extent that this is reasonable and practicable.

In terms of addressing the EPA's concerns about water quality in the reservoirs from placement of excavated material, the Project is pursuing opportunities to reduce the amount of available fines from excavated material to water.

3.3.4 Department of Primary Industries – Fisheries

Engagement with the Department of Primary Industries (DPI) Fisheries and Biosecurity during Main Works EIS development have involved face-to-face briefings and workshops with representatives on at least five occasions and followed on from numerous meetings throughout the development of the Exploratory Works EIS. Key matters raised through the period of engagement with DPI Fisheries have been:

- potential impacts on native aquatic species and recreation as a result of potential pest fish (Redfin) transfer between Talbingo and Tantangara, and further potential impacts from distribution upstream and downstream, if not contained;
- potential impacts on recreational fish (trout) as a result of potential Redfin transfer;
- potential transfer of pathogens and in particular the EHN virus through the power waterway; and
- potential impacts to threatened species (Murray Crayfish) as a result of excavated material placement in Talbingo.

As a consequence of the feedback received, significant effort has been directed to extensively assessing the potential for transfer of pest fish species, as well as the practical and feasible controls available (see Appendix M.2 of the EIS).

Additionally, the project has committed to augmenting the recreational fishing resource through stocking of larger trout in Tantangara that can survive predation from Redfin, should the pest species be transferred.

The Aquatic Ecology Impact Assessment (see Appendix M.2) considers the risks of the EHN virus. There is no history of outbreaks in Talbingo. The assessment also found that the number of outbreaks and virulence of them, has been in decline and there has been no outbreak detected since 2011. The potential for use of UV to mitigate this potential risk is being assessed and discussions with DPI about the value of installing this is ongoing.

The direct impacts to Murray crayfish from placement of excavated material is being mitigated through reductions in the overall placement area, pre-clearance surveys, and translocation. Where these do not adequately mitigate the impacts to Murray Crayfish, offsets will be necessary that are commensurate with the impacts.

3.3.5 Roads and Maritime Services

Engagement with Roads and Maritime Services (RMS) has been very positive throughout the entire consultation process. Both Snowy Hydro and RMS have been working together to achieve the best outcome for the Project and safety in general, whilst taking into account the existing road requirements of the region and ensuring all parties such as local council are equally engaged.

There have been at least workshop/meetings between the Project team and RMS, with a site visit for the RMS team led by Snowy Hydro to help further the understanding of the level of upgrade and maintenance work required, as well as the existing issues that are present with the Project region. Both the Snowy Hydro and RMS teams have been actively sharing information such as model data and proposed designs in order to ensure all issues are raised and that an agreeable solution can be found.

In regards to the key matters discussed through these meetings and workshops, the following provides a summary:

- Existing road utilisation and known issues within the road network for the Project;
- Traffic modelling and the comparison between existing baseline and average and peak project loading;
- Review and discussions on concept designs for road intersection across the Project site and on the main haul routes to site;
- Project routes to-site for main delivery of freight and equipment; and
- Managing and scheduling Project required works with RMS existing planned maintenance and works;

The key matters have been addressed within the Traffic and Transport Impact Assessment (see Appendix Q of the EIS) and on-going consultation with RMS and other key road agencies post submission.

3.3.6 Rural Fire Service

To date Snowy Hydro have met with local representatives of both the Cooma Monaro and Riverina RFS units on several occasions, in addition to providing regular Project updates at the Snowy Monaro and Snowy Valleys Local Emergency Management Committees. RFS representatives have attended for several site familiarisation visits to Project locations and have been extensively consulted in the development of the Project Bushfire Management plans and Emergency Management Plans. Prior to the commencement of the bushfire season each year, Snowy Hydro will attend the local bushfire management committees to obtain the latest information regarding the bushfire outlook

In relation to emergency egress Lobs Hole Ravine work areas in response to a bushfire threat, Snowy Hydro have met with the RFS to discuss appropriate forms of egress for the Project

Snowy Hydro will continue to liaise with RFS as the Project progresses and will continue to respond to concerns raised by the RFS.

4 Engagement with the community

4.1 Level of engagement

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

4.2 Engagement activities

4.2.1 General

Throughout the development of the Project, Snowy Hydro has endeavoured to ensure that strong relationships with community stakeholders were established, and a sound understanding of local community needs was identified.

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 key 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.

4.2.2 Community consultation

A series of community consultation sessions were held in November 2017, April and May 2018, November 2018 and June/July 2019.

The November 2017 sessions were for Snowy 2.0 generally, while the April and May 2018 sessions included information on Snowy 2.0 generally and Exploratory Works. The November 2018 and June/July 2019 sessions were specifically aimed at Main Works. 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 factual information about Snowy 2.0 and reduce speculation;
- obtain feedback about public perceptions of Snowy 2.0; and
- answer any questions from the communities.

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

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 on the Snowy Hydro website. The survey was included in the information booklet and 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 was the same as those for the first round of sessions, but also included information on Exploratory Works.

The community consultation drop-in sessions in November 2018 were held in Cooma, Adaminaby, Tumbarumba, Talbingo and Tumut over both day and night-time periods. The aim of these sessions was the same as those for the preceding consultations and also included updates about progress on Snowy 2.0.

The format of the June/July 2019 sessions included both formal presentations and drop-in sessions, held during the day and at night, to provide as many opportunities for engagement as possible. Information about Main Works project design and general updates about the Project were provided, supported by printed hand-outs, community booklets, information banners etc.

The format of all 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 promoted widely using social media advertising and networks, local radio and newspaper advertising, local radio and newspaper articles and interviews, plus printed posters displayed in towns.

At the same time as the June/July 2019 community information sessions, Snowy Hydro undertook a survey to obtain feedback about Snowy 2.0. The survey was available in hard copy at the sessions, in the June edition of the Snowy Hydro community newsletter and printed as a separate handout and available at the Snowy Hydro Discovery Centre.

Table 4.1 provides an overview of the details for the community consultation sessions held in November 2017, April 2018 and May 2018.

Table 4.1 **Community consultation sessions in November 2017, April 2018 and May 2018 - details**

Location	Details
Jindabyne	<ul style="list-style-type: none"> • Chamber of Commerce hosted the meeting held at Rydges Horizons; • 60 attendees; and • 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"> • Tumut 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 • approximately 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; and • audience includes local businesses, farmers, members of the Upper Murray Business Inc and of the Memorial Hall committee.



Photograph 4.1 **Community consultation session at Talbingo**



Photograph 4.2 **Community consultation sessions - Tumut Festival of the Falling Leaf**

Table 4.2 provides an overview of the details for the community consultation sessions held in November 2018 and June/July 2019.

Table 4.2 **Community consultation sessions in November 2018 and June/July 2019 – details**

Location	Details
Adaminaby	<ul style="list-style-type: none"> November 2018 drop-in session held in the main street of Adaminaby (day) with 34 attendees Main discussion topics were fishing access, fishing impacts In June 2019 the session (night) was held at Adaminaby Bowling Club, with a formal presentation and Q&As - 50 attended Questions covered business, jobs and training, opportunities to attract visitation from workers, water levels in lakes and road impacts
Tumbarumba	<ul style="list-style-type: none"> Held at Nest cafe (drop-in session, night) and the main street of town (day) in November 2018 with 25 attendees - wet weather Topics included jobs and business opportunities, recreational impacts, general interest In June 2019 the session was held at Nest Cafe (night) with a formal presentation and Q&As in the cinema area. There were 51 attendees Topics raised included jobs and business opportunities, local content, general information about pumped-hydro and construction of the Project
Tumut	<ul style="list-style-type: none"> In November 2018 sessions were held at Wynyard Park in the main street (drop-in, day) and Tumut Golf Club (drop-in, night) with 45 total attendees Issues raised included recreation access, fishing and general information about project and construction In June 2019 sessions were held at Wynyard Park (drop-in, day) and Club Tumut (formal presentation, night). There was a total of 96 attendees Discussion topics centred around jobs/business opportunities, readiness for project packages, general general project information, Snowy 2.0 capability re storage and generation, roads
Talbingo	<ul style="list-style-type: none"> Drop-in sessions were held at Talbingo shops (day) with 25 attendees in November 2018 and 22 in June 2019 Topics included project design and its impacts/benefits for Talbingo, fishing and reservoir access, general project and construction information
Cooma	<ul style="list-style-type: none"> In November 2018 sessions were held at Centennial Park (day) and Alpine Hotel (night) with 31 attendees Topics raised were general project and construction information, job opportunities, fishing/recreation access In June/July 2019 there were sessions at Centennial Park (drop-in, day) and Cooma Ex-Services Club (formal presentation, night). Attendees totalled 94 Topics raised included jobs and business opportunities, environmental impacts, design and technical components of project and general interest



Photograph 4.3 **Community consultation sessions June 2019 - Club Tumut**



Photograph 4.4 **Community consultation sessions June 2019 - Centennial Park, Cooma**

In addition to the community consultation sessions, Snowy has made a significant effort to ensure that regular updates have been held with local members of industry, as well as key groups from the local community. Over the past two years numerous consultations have occurred across the Snowy Valleys Council (SVC) and the Snowy Monaro Regional Council (SMRC) regions. Examples of these updates have include:

- meetings with Chambers of Commerce monthly;
- attending Cooma connect monthly;
- attending Jindabyne connect monthly;
- meeting with major local employers e.g. Valmar, Monbeef, Horizon, Birdsnest , retail groups, timber mills etc.;
- meetings with principals and staff of local schools;
- monthly meetings with Mayors;
- regular meetings with Councillors;
- regular meetings with the local police force;
- presentations delivered to the local Lions, Rotary, Probus and Motor Clubs.

4.2.3 Recreational users

TRC Tourism Pty Ltd (TRC) was engaged to undertake an assessment of potential impacts of Snowy 2.0 on recreational users. The first assessment (TRC, 2018) assessed potential impacts of Exploratory Works. The second assessment (TRC, 2019) which is contained in Appendix X.2 of the EIS, assesses potential impacts on recreational users.

Throughout the past two years, Snowy Hydro has kept various recreational groups informed of the development of the Project, as well as working to identify any key issues that may arise. Some examples of these recreational user engagements are presented below.

Snowy Hydro engaged in presentations to the Snowy Mountains Bush User Group at Long Plain Hut on the 26th of January 2019, and again on the 12th of April 2019, with the presentations being held in Tumut and Long Plain. Both of the presentations were well attended, with well over 50 attendees at each. The Tumut event focused predominantly on the impact to fishing as a result of the proposed works, whilst and the Long Plain event was predominantly focused around recreational horse riders and other key environmental issues in KNP. Some of the key concerns raised included:

- Access arrangements to Tantangara Dam and Wares Yards (During both the constructional and operation periods of the Project);
- The transfer of Redfin during operation of the new Power Station;
- The final design/configuration of recreational areas and campsites at Tantangara post the completion of the Project; and
- The poor existing state of horse campsites across KNP in general and the need for toilet upgrades across the park.

A meeting was held with key representatives from the Adaminaby Fishing Club. The event was well received. The key issues raised during this meeting included concerns around future water levels within Eucumbene Dam and what the expected future water diversions might look like through the Providence Portal during the operational phase of the Project.

In March 2019, a presentation on the Project was held to the Cooma Car Club in, as well as a presentation to the 4WD association of NSW in February 2019. The key issue raised by both parties during these consultations regarded road safety, predominantly relating to the Snowy Mountain roads and during some of their key events held throughout the year.

For more details on the key impacts to recreational users, see the detailed assessment completed by TRC mentioned above.

4.2.4 Tourism operators

Regular meetings and updates have been provided to two horse riding tour businesses located close to KNP, specifically the one operator that regularly uses Tantangara Road and Wares Yards. Both operators fully understand the potential impacts of the 2.0 project on their businesses.

Ski resorts have been regularly updated about the Project progress over the past 18 months. Some of the key matters that were discussed during the various consultations included around the added accommodation stress in the local region, as well as potential opportunities associated with Snowy 2.0 personnel utilising the resorts during downtime.

A presentation to the key caravan park and fishing tour operators from Frying Pan, Adaminaby, Old Adaminaby and Buckenderra was delivered was hosted by Snowy Hydro in Cabramurra during November, 2018. Most were interested in accommodation opportunities for workers on the Project and concerned about lake levels.

The Recreational User Impacts Assessment by TRC assesses and documents some of the key impacts to local tourism operators in more detail. Talbingo Business owners and Caravan Park operators have been directly consulted and kept up to date of any direct impacts from 2.0.

4.2.5 Aboriginal stakeholders

A formal process of Aboriginal community consultation has been conducted as a component of this assessment in accordance with the guidelines as set out in the NSW DPIE's *Aboriginal cultural heritage consultation requirements for proponents 2010* (NSW DECCW 2010b).

The consultation process was initiated at the beginning of the Snowy 2.0 project during geotechnical works. It has continued throughout the Exploratory Works and Main Works.

The consultation process has been documented previously in the following Aboriginal Cultural Heritage Assessment Reports prepared for Snowy 2.0:

- Snowy 2.0 Feasibility Study - Access and Corrective/Emergency Maintenance at Ravine and Tantangara Reservoir Aboriginal Cultural Heritage Assessment Report. Julie Dibden 28 January 2017 (This 2017 ACHA supported AHIP C0003441 issued for the works); and
- Snowy 2.0 Exploratory Works – Aboriginal Cultural Heritage Assessment Report. Julie Dibden 20 July 2018.

Updated information about Snowy 2.0 and the cultural heritage assessment inclusive of additional areas in the Project footprint was provided to RAPS on 13 May 2019.

The Registered Aboriginal Parties (RAPS) for the Snowy 2.0 project are:

- Iris White, on behalf of the Ngarigo people;
- Koomurri Ngunawal Aboriginal Corporation (since deregistered via email on 22/12/17);
- Corroboree Aboriginal Corporation;
- Bega Local Aboriginal Land Council;
- Lindsay Connolly, Steve Connolly and Ramsey Freeman;
- Brungle-Tumut Local Aboriginal Land Council;
- Arnold Williams, on behalf of the Ngunnawal Elders Corporation;
- Ellen Mundy;
- John Dixon; and
- Toomaroombah Kunama Namadgi Indigenous Corporation.

Additionally, field assistance was provided by several participants on behalf of the Northern MOU group. Further details are provided in Appendix P.1 of the EIS.

4.2.6 Irrigators

Multiple consultation sessions were held with key irrigators that may be directly or indirectly affected by the operation and commissioning of the new power station. During all consultations held the irrigators raised two key issues, clarification of the Snowy Water Licence Release (whether there would be any changes to the existing license) and the quality of water during the construction and operational phases of the new power station. The date and locations of these irrigator consultations are listed below:

- A Snowy 2.0 focused presentation was delivered at an irrigators conference in Balranald, May 2018;
- A Snowy 2.0 focused presentation was delivered key irrigators and local government officials in Wagga, March 2019; and
- Key irrigator, Aucott Limited, attended an update in Cooma, April 2019.

4.2.7 Environmental groups

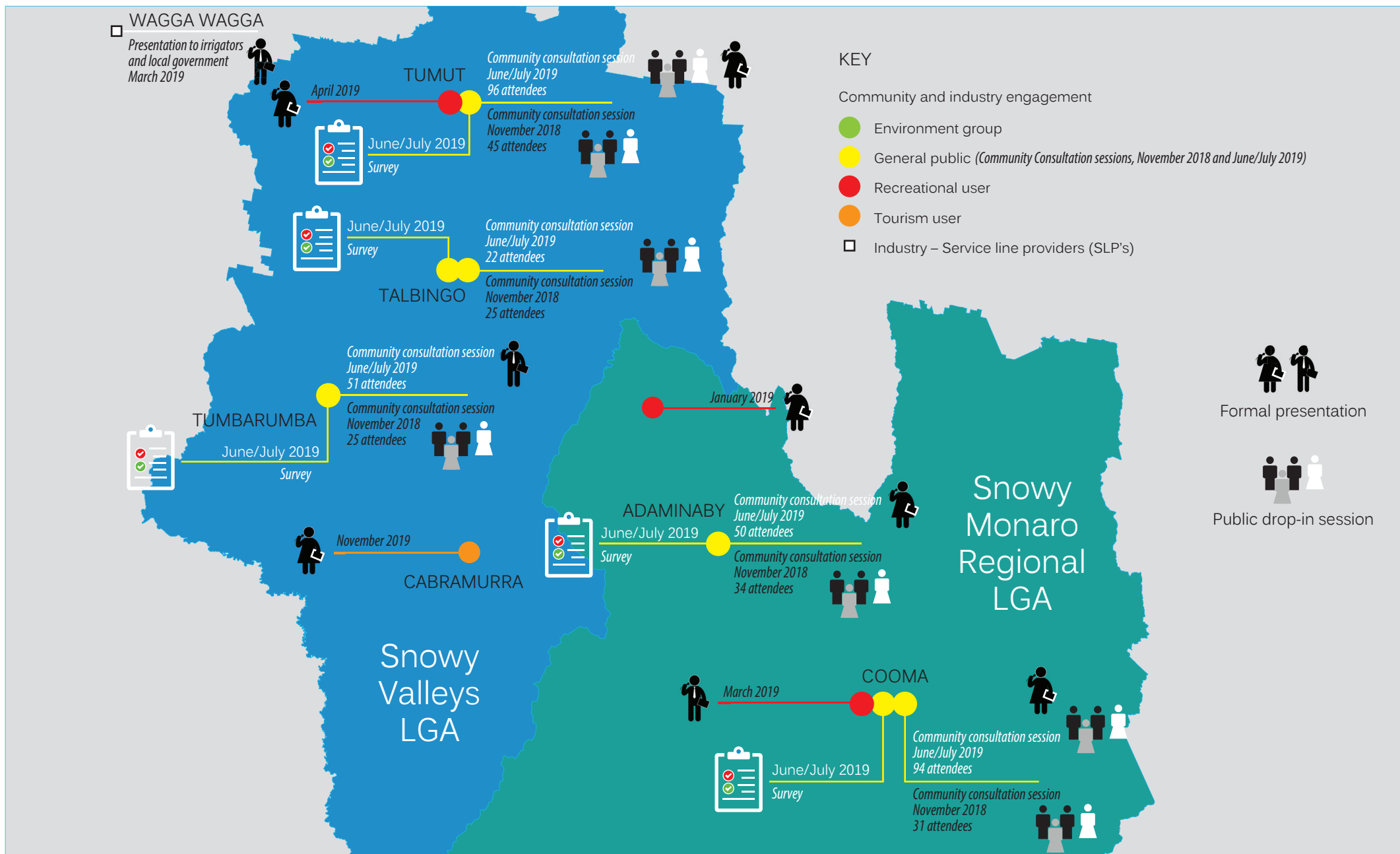
During the briefing on 21 May 2018, the Colong Foundation stated that it was opposed to any works such as Snowy 2.0 within national parks. As such, the Colong Foundation stated that it was opposed to Snowy 2.0 being undertaken within the KNP.

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. TEC 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, included:

- possibility that multiple approvals would be sought for different components of Snowy 2.0;
- potential impact of work 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.

Subsequent to the briefings and the publication of the EIS for Exploratory Works (EMM 2018) the NPA contacted Snowy Hydro to state that it does not support the construction of major infrastructure within national parks. As such, the NPA is opposed to Snowy 2.0 being undertaken within KNP.



4.3 Incorporating feedback and responding to issues raised

4.3.1 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. Employment opportunities and economic benefits were highlighted as key positives for local communities.

Feedback and sentiment about Snowy 2.0 remained positive in the November 2018 and June/July 2019 sessions. Business and employment opportunities, local economic benefits and broader energy consumer benefits were highlighted as key positives for local communities.

Table 4.3 outlines the feedback and issues raised by the community during the community consultation sessions in November 2017, and April to June 2018.

Table 4.3 Community feedback and issues raised during community consultation sessions in November 2017, and April to June 2018

Issues 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; and• how do locals find out about or express their interest in being involved with the Project?	Section 6.14
Recreation and tourism: <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; and• opportunities for tourism (eg viewing areas or signage for the Project).	Section 2.5.2 Section 6.2 Section 6.13 Section 6.14
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?; and• short and long term housing availability.	Section 6.13 Section 6.14
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?; and• 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 6.9
Workforce: <ul style="list-style-type: none">• how many workers will live in the accommodation camps?;• where will the workers come from?; and• what will they do in their swing off?	Section 6.13

Table 4.3 Community feedback and issues raised during community consultation sessions in November 2017, and April to June 2018

Issues raised during community consultation	Where addressed in the EIS
Environmental impacts:	
• impact of drilling on Yarrangobilly Caves;	Section 6.2
• impact of subaqueous placement of excavated rock (turbidity and water quality);	Section 6.4
• risk of transfer of Redfin from Talbingo Reservoir to Tantangara Reservoir; and	Section 6.13
• impact from construction sites and accommodation camps.	
Heritage:	Section 6.7
• impact on Washington Hotel ruins;	Section 6.8
• impact on Aboriginal heritage; and	
• consultation with local Aboriginal groups.	
Other issues:	Section 2.4
• impact on health or emergency services;	Section 6.13
• 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?; and	
• environmental monitoring.	

Table 4.4 outlines the feedback and issues raised by the community during the community consultation sessions in November 2018, and June/July 2019.

Table 4.4 Community feedback and issues raised during community consultation sessions in November 2018 and June/July 2019

Issues raised during community consultation	Where addressed in the EIS
Local employment and business opportunities:	Section 6.13
• opportunities for businesses and individuals to participate;	Section 6.14
• access to packages for small operators/businesses;	
• process for business pre-qualification, project readiness and job applications; and	
• training opportunities.	
• Recreation and tourism:	Section 2.5.2
• access to Talbingo and Tantangara reservoirs, Lobs Hole;	Section 6.13
• impacts to fishing and tourism;	Section 6.14
• horse riders - access to recreation sites; and	
• tourism benefits from off-shift workers recreating locally.	
Impacts or benefits to towns in the region:	Section 6.13
• benefits for economies of local towns;	Section 6.14
• impacts for towns (eg Talbingo, Tumut) not perceived as central to the Project;	
• benefits of families of workers moving to towns;	
• impacts on services such as health and schools; and	
• short and long-term housing availability.	

Table 4.4 **Community feedback and issues raised during community consultation sessions in November 2018 and June/July 2019**

Issues raised during community consultation	Where addressed in the EIS
Roads: <ul style="list-style-type: none"> • impact of construction traffic on main and local roads; • transport of large equipment; • local road upgrades; and • closure of roads due to construction. 	Section 6.9
Workforce: <ul style="list-style-type: none"> • duration of swings and facilities in the accommodation camps; • where will the workers come from and how will they be mobilised?; and • transport to site and FIFO. 	Section 6.13
Environmental impacts: <ul style="list-style-type: none"> • impact of subaqueous placement of excavated rock (turbidity and water quality); • fluctuation of dam levels on Talbingo, Tantangara and Eucumbene reservoirs; • risk of transfer of Redfin from Talbingo Reservoir to Tantangara Reservoir; and • impact from construction sites and accommodation camps. 	Section 6.2 Section 6.4 Section 6.13
Other issues: <ul style="list-style-type: none"> • viability of project/cost of pumping; • impact on existing local workforce/employee availability; and • what will happen to construction camps and sites after the Project is finished?. 	Section 2.3 Section 3.1 Section 6.13

ii Survey - 2017

70 respondents completed the 2017 survey, the results of which are summarised below.

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; and
 - 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.
- 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 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.
- 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.

A justification for Snowy 2.0 can be found in Chapter 3 of the EIS. All relevant potential environmental, social and economic impacts of Main Works can be found in Chapter 6 of the EIS and provided in full in the Appendices A-Y. 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 subaqueous placement.

iii Survey - 2019

48 respondents completed the 2019 survey, the results of which are summarised below. A detailed summary of the survey results is provided in Appendix X.1.

The survey asks three questions:

1. In relation to Snowy 2.0, how important are the following issues for you?
 - reliability in the electricity network;
 - flora and fauna of Kosciuszko National Park;
 - opportunities for recreation within Kosciuszko National Park;
 - maximising economic benefits for our communities; and
 - minimising impacts on the community during construction.
2. What benefits/positives do you think Snowy 2.0 will bring? and
3. Are there any aspects of Snowy 2.0 that concern you?

4.3.2 Community Stakeholder Groups

Table 4.5 Community stakeholder groups key issues summary

Issues raised during stakeholder consultation	Where addressed in the EIS
Recreational Users	Section 2.5
<ul style="list-style-type: none">• Access arrangements to Tantangara Dam and Wares Yards• The transfer of Redfin into Tantangara• Final configuration of recreational areas at Tantangara	Section 6.4
Tourism Operators	
<ul style="list-style-type: none">• Access arrangements to Tantangara Dam and Wares Yards• Accommodation stress in the local area	Section 2.5 Section 6.13
Irrigators:	
<ul style="list-style-type: none">• Clarity on any changes to the Snowy Water License• Quality of water during both construction and operations	Section 6.2
Environmental Groups:	Section 6.2
<ul style="list-style-type: none">• The transfer of Redfin into Tantangara• Impacts on the disposal of rock into reservoirs• Impact of maximising water levels in Tantangara	Section 6.4

5 Engagement with industry groups

5.1 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).

5.2 Engagement activities

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 previously stated, 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.

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 were:

- 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 5.1 provides a summary of SLPs interviewed, which have been categorised into the type of service provided.

Table 5.1 **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.

5.3 Incorporating feedback and responding to issues raised

A summary of the results of engagement with the SLPs is provided below. Detailed results of this engagement can be found in SIA for Exploratory Works (Appendix F of the Exploratory Works EIS).

The SLP's perception and attitude towards 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 X.1.

6 Ongoing engagement activities

Stakeholder engagement on Snowy 2.0 has been comprehensive to date and reflects the importance Snowy Hydro places on maintaining support for the Project and maintain Snowy Hydro's social licence to operate. Locally Snowy 2.0 is already bringing economic opportunities to the region and is creating jobs. Snowy 2.0 is a critical project for the NEM and will, along with the mighty Snowy Scheme, underpin Australia's renewable energy future for generations to come. The Project is also a chance to build on the proud legacy of the original Snowy Scheme and put the region back in the spotlight.

As previously discussed, Snowy Hydro's stakeholder engagement approach provides for ongoing stakeholder engagement as Snowy 2.0 progresses. The following section provides an overview of Snowy Hydro's intended approach to communication throughout delivery of Main Works and how it aligns with DPIE's community participation objectives outlined in Section 2.1.

Community and Stakeholder Management Plans have been developed for Snowy 2.0 and provide a framework for the management of community and stakeholder relations and communication for the project's Main Works. Snowy Hydro will continue to work with all stakeholders as the approval process for Snowy 2.0 progresses.

6.1 Engagement activities during the construction of Main Works

New channels will be developed during Main Works as deemed appropriate. This could include more use of social media. As part of the established webpages, Snowy 2.0 will also provide an interactive story map on the Project website that community members can access to see the latest construction information, daily transport movements, road diversions and forecast monthly transport movements.

During Main Works, communication will shift to an information provision framework, using targeted communication to ensure those who need to know about construction activity and implications, do. Mass-distribution communication will be used to ensure the local community are aware of any construction-related impacts likely to cause disruption. Local networks and key stakeholders will be asked to use their communication channels and regular forums to promote construction activity ahead of their programmed occurrence, to spread this information further.

6.2 Construction management communication

A Main Works Communication Action Plan will be developed three months prior to Main Works commencement to plan for all upcoming construction activities including traffic and transport movements that may impact the local community and travelling public. Due to the long duration of Snowy 2.0, this action plan will be a working document and updated regularly as the Project progresses.

Additionally, some indicative tools and engagement activities that may be used to communicate construction activities during Main Works include:

- Targeted communication:
 - briefings for local councils and emergency services, meetings/briefings with key stakeholders such as directly impacted residents, business owners and the wider community;
 - construction disruption letters to affected properties and construction notification emails to key stakeholders;
 - construction information sessions for the community;

- Mass-distribution communication:
 - community consultation sessions;
 - community announcements/road work alerts;
 - community and media events at project milestones;
 - public display materials;
 - Snowy Hydro Discovery Centre;
 - project fact sheets and traffic management communications supporting collateral;
 - e-newsletters, freecall 1800 information line which operated 24/7; and
 - project website and social media accounts, email addresses for feedback and enquiries.

In addition, a Crisis Communication Procedure has been developed to ensure an effective and appropriate response to any incident on site.

6.3 NSW Government - Traffic and Transport Communication Working Group

As part of the NSW DPC's Snowy 2.0 coordinal group a Snowy 2.0 Traffic and Transport Communication Working Group has been established including communication and media representatives from Snowy Hydro, Future Generation Joint Venture, NSW Police, Transport NSW, Destination Southern NSW, Snowy Monaro Regional Council and Snowy Valleys Council. The group will continue to meet and operate throughout Main Works.

The purpose of this group is to share resources and communication tools to ensure all communication channels and resources are utilised to inform the local community and general public of the Project's traffic and transport activity and likely impacts.

6.4 Complaints handling

Snowy 2.0 is committed to providing a clear, effective and open complaint management process for the Project. Ideally, most stakeholder concerns will be resolved at first contact. However, should it become necessary to escalate a complaint, there is a clear process to support the management and escalation of complaints.

A Complaint Management and Dispute Resolution Procedure has been developed for Snowy 2.0 with an overview of the process and procedures established to manage complaints and disputes. Regular reporting will also occur from within the Project in relation to complaints raised, outcomes and process changes arising from such complaints.

A register of community inquiries will be maintained through the Snowy 2.0 stakeholder management software and updated as inquiries or complaints are received and resolved. All complaints and actions will be published on the Project webpage.

6.5 Online communications

During Exploratory Works, communication has been developed to educate and prepare the community for the likely impacts of construction activity, especially during Main Works. Some communication channels for the Project have already been established such as www.futuregenerationjv.com.au and www.snowyhydro.com.au/our-scheme/snowy20/.

6.5.1 6.6 Snowy 2.0 information centre

A Snowy 2.0 information centre/project office is being established to provide a one-stop shop for the local community. Due to the isolated nature of the site location and camp accommodation this information centre/project office will be positioned prominently and will be easily accessible within Cooma.

A community suggestion box will also be included for the community to offer feedback and suggestions for improvement. The information centre/project office is planned to include interactive displays, photographic installations and a project construction video. Project staff will be available to answer community questions when required.

6.5.2 6.7 Media

Media briefings, especially to local media throughout the Project's life cycle, will form the cornerstone of a media strategy to deliver key information to the public. To disseminate key project messages into the public domain and to ensure that media are armed with information relating to this project, a series of media briefings will be held throughout the Project construction. Other activities to support this strategy may include:

- Construction updates in local community newspapers/newsletters;
- media scheme tours and events;
- Inclusion of construction updates in existing project communication materials; and
- Production of a promotional video for the lifecycle of the Project.

