



Community Engagement and Stakeholder Management Plan

Googong Integrated Water Cycle Project – Delivery Phase

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I.0 Introduction

I.1 Project overview

Googong Township Proprietary Limited (GTPL), a partnership between Canberra Investment Corporation (CIC) and Mirvac, is responsible for the development of the Googong Township. The township will be located in the Canberra region, approximately seven kilometres south of Queanbeyan in NSW. It will be home to approximately 16,000 people and developed over the next 20-25 years.

The Integrated Water Cycle (IWC) Project will deliver a water cycle system that provides essential water and wastewater services for the Googong Township. Stage 1 of the system comprises a Water Recycling Plant (WRP), bulk water and sewage pumping stations, interim reservoirs and network pipes that will be constructed in stages as the population of the township grows (refer to Figure 1 below). The IWC is designed to meet best practice water conservation outcomes. It will reduce potable (drinking) water consumption by around 60%, and recycle well over half of the wastewater generated to irrigate open spaces in the township.

Figure 1 Googong Township location and IWC system – Stage 1 works



1.2 IWC project scope and approvals

The Googong Township IWC Project, was assessed under (the now repealed) Part 3A of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

Concept Approval for the ultimate development and a Project Approval for Stage 1 of the Googong Township IWC Project was granted by the NSW Planning Assessment Commission, under delegation from the Minister for Planning and Infrastructure on the 24 November 2011.

The Project Approval for Stage 1 of the Googong Township IWC Project includes:

- bulk water pumping station
- WRP to treat sewage from the Googong Township to a standard suitable for non-potable urban re-use and discharge to the environment, and associated pumping station
- two sewage pumping stations
- reservoirs for recycled and potable water
- rising and distribution mains for potable water, recycled water and sewage.

The IWC Project has been assessed independently of the development of the Googong Township (approved under Part 4 of the EP&A Act) and therefore has separate approval conditions. However both the Googong Township Project and the IWC infrastructure has been declared a controlled action under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

1.2.1 Conditions of approvals

The approval of the IWC Project is subject to a number of Conditions of Approval (CoA) under both the EP&A Act and the EPBC Act. Under the EP&A Act, CoA A1, states that the Proponent shall carry out the project generally in accordance with the Environmental Assessment for the IWC, Statement of Commitments (SoC) and the CoA.

There are three community and stakeholder consultation objectives within the SoCs, and four CoAs that are relevant to community and stakeholder engagement. The relevant SoCs and CoAs are outlined in tables 1 and 2 below, with a cross reference to where they are addressed either in this plan or in another plan. This plan delivers on SoC CS1 – to ensure that effective consultation with community and other stakeholders is continued throughout the implementation on the IWC Project.

Under the EPBC Act there are also a number of CoAs that are relevant to community and stakeholder engagement. A summary of the relevant conditions are:

- Preparation, approval and implementation of a Pink-tailed Worm-lizard Protection and Management Plan including a provision for public comment on the draft plan (CoA1).
- Preparation, approval and implementation of a Googong Foreshores Interface Management Strategy including details of an environmental education program about the protection of water quality in the Googong reservoir (CoA2).
- Establishment of a committee that will oversee the implementation of the Googong Foreshores Interface Management Strategy that includes relevant government agencies (CoA3).
- Publish a report annually addressing the compliance with each of the CoA (CoA6).
- Publish all management plans or strategies referred to in the CoA's on their website. This must be done within one month of each plan or strategy being approved (CoA12).

Table 1 Statement of commitments for community and stakeholder consultation

| Objective | Contents | Timing | Plan name |
|---|--|--|--|
| CS1. To ensure effective consultation with community and other stakeholders is continued | A combined consultation strategy for community stakeholders and key government agencies will continue to be implemented throughout the project. The outcomes of ongoing consultation will continue to influence the IWC Project. | Before and during construction & operation | Community Engagement and Stakeholder Management Plan (This Plan) |
| CS2. To ensure all affected stakeholders are kept informed of the construction schedule | Procedures on how the project will inform affected communities about the start of any work in their area during construction and how they will be notified at regular intervals throughout the construction process. | Construction | Community Information Plan (Appendix A) |
| SC3. To ensure coverage of water cycle issues in the broad community education strategy for the Googong Township. | Focus on minimising environmental and human health risks associated with the use of recycled water. | Before and during construction and operation | Community Education Strategy (Appendix C) |

Table 2 Conditions of approval relevant to community information, consultation and involvement

| CoA No. | Condition requirements | Document reference |
|---------|--|--|
| A14 | <p>Prior to the commencement of construction, the Proponent shall prepare and implement a Community Information Plan which sets out the community communication and consultation processes to be implemented during construction and operation on the project. The Plan shall be prepared in consultation with Queanbeyan City Council and to the satisfaction of the Director-General, and include but not be limited to:</p> <ul style="list-style-type: none"> (a) procedures to inform the local community of planned investigations and construction activities, including blasting works (if any); (b) procedures to inform the relevant community of construction traffic routes and any potential disruptions to traffic flows and amenity impacts; (c) procedures to consult with local landowners with regard to construction traffic to ensure the safety of livestock and to limit disruption to livestock movements (d) procedures to inform the community where work outside the construction hours specified in condition C7, in particular noisy activities, has been approved; (e) procedures to inform and consult with affected landowners to rehabilitate impacted land; (f) procedures to inform the community of operational activities, including results of monitoring undertaken in accordance with conditions D7 to D9; and (g) procedures to inform the community of their rights, including those relevant to the management of visual and noise amenity and the process for lodgement of complaints, as identified under this Approval. | Appendix 1: Community Information Plan |
| A15 | <p>Prior to the commencement of construction, the Proponent shall ensure that the following are available for community complaints for the life of each project related to the subject concept plan approval (including construction and operation) or as otherwise agreed by the Director-General:</p> <ul style="list-style-type: none"> (a) a 24-hour telephone number on which complaints about construction and operational activities at the site may be registered (b) a postal address to which written complaints may be sent; and (c) an email address to which electronic complaints may be transmitted. <p>The telephone number, postal address and email address shall be advertised in a newspaper circulating in the area of the project on at least one occasion, prior to the</p> | Appendix 1: Community Information Plan |

| CoA No. | Condition requirements | Document reference |
|---------|---|---|
| | commencement of construction; and at six-monthly intervals during construction and for a period of two years following commencement of operation of the project. These details shall also be provided on the Proponent's internet site required by condition 3.2 of the associated Concept Plan Approval. The telephone number, the postal address and the email address shall be displayed on a sign near the entrance to the construction site(s), in a position that is clearly visible to the public. | |
| A16 | The proponent shall record details of all complaints received through the means listed in condition A15 of this approval in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to: <ul style="list-style-type: none"> (a) the date and time of the complaint; (b) the means by which the complaint was made (telephone, mail or email) (c) any personal details of the complainant that were provided, or if no details were provided, a note to that effect; (d) the nature of the complaint; (e) any action(s) taken by the Proponent in relation to the complaint, including timeframes for implementing the action; and (f) if no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken. The Complaints Register shall be made available for inspection by the Director-General upon request. | Appendix 2: Complaints and enquiries management procedure |
| A17 | The Proponent shall provide an initial response to any complaints made in relation to the project during construction or operation within 48 hours of the complaint being made. The response and any subsequent action taken shall be recorded in accordance with condition A16. Any subsequent detailed response or action is to be provided within two weeks, or as otherwise agreed by the complainant/Director-General. | Appendix 2: Complaints and enquiries management procedure |

1.3 Project timing

The IWC Project will be delivered concurrently with the development of the Googong Township and is being constructed and operated in stages to ensure the infrastructure is correctly sized to meet the incremental level of demand. Each stage will be constructed and operated by different contractors. Project milestones during the delivery phase of Stage 1 are summarised in the table below.

Table 3 Stage 1 project milestones

| Stage | Date |
|--|-----------------------|
| Begin construction first subdivision stage | June 2012 |
| Begin construction Stage A – Network (West) | January 2013 |
| Begin construction Stage A – Network (East) | May 2013 |
| Pink-tailed Worm-lizard Protection and Management Plan approved | August 2013 |
| Commence surface water and ground water baseline monitoring | September 2013 |
| Commence operation of Stage A – Network | Early 2014 |
| Googong Foreshores Interface Management Strategy approved | December 2013 |
| Start Water Recycling Plant early works (bulk earthworks) | Early 2014 |
| Begin construction of Stage B Network | Early 2014 |
| Award design and construct contract for Stage AB – WRP | Mid 2014 |
| Begin construction of Stage AB – WRP | Mid 2014 |
| Commence operation of Stage B Network | Late 2014 |
| Submit Water Management Plan with baseline data for approval | Late 2014 |
| Receive raw sewage at Water Recycling Plant | Early 2015 |

| Stage | Date |
|---|------------------|
| Commence discharge of recycled water to environment | Early 2015 |
| Commence distribution of recycled water to network (Water Recycling Plant handed over to QCC) | Mid to late 2015 |

[Note: Those marked in bold have already commenced]

1.4 Purpose of this document

As indicated in the sections above, the IWC project will be delivered across a number of different stages, over a long timeframe, by different contractors, at the same time as the Googong Township and is subject to a number of approval conditions. Given this, the purpose of this document is to provide the overarching approach for community and key stakeholder engagement for the IWC project.

This plan will provide a road map for how and who delivers on community and stakeholder engagement to meet the conditions for the IWC Project. It will outline the key internal and external stakeholders, potential issues and risks as well as the engagement approach for the IWC project. More detailed processes and procedures will be outlined in the following documents:

- Community Information Plan (Appendix 1)
- Complaints Management Procedure (Appendix 2)
- Community Education Strategy (Appendix 3)

This plan is not a communications and engagement plan for the Googong Township development however it does acknowledge that there needs to be engagement across the two project teams. This plan and Appendices should be read in conjunction with the relevant Construction Environmental and Operational Management Plans that have or will be developed prior to construction or operation of a particular stage (i.e. Stage A – Network, Stage AB – WRP).

2.0 Key external stakeholders

The stakeholders involved in the IWC project are many and varied. The stakeholder list below provides an overview of stakeholders who are likely to or have shown an interest in the IWC project as well as their likely interest.

| Stakeholder | Interest in the IWC project |
|--|--|
| Political | |
| <ul style="list-style-type: none"> ▪ Federal Member for Eden Monaro ▪ State Member for Monaro ▪ Mayor and Councillors of Queanbeyan City Council ▪ Mayor and Councillors of Palerang Council | <ul style="list-style-type: none"> ▪ Progress of the IWC project ▪ Management of community feedback and complaints |
| Federal government | |
| Department of Environment (formally Sustainability, Environment, Water, Population & Communities, SWEPAC) | <ul style="list-style-type: none"> ▪ Conditions of approval under the EPBC Act ▪ Construction and operational impacts on species of national significance |
| State government | |
| ACT Territory and Municipal Services (TAMS) | <ul style="list-style-type: none"> ▪ Googong Foreshores interface with the IWC Project |
| NSW Department of Planning & Infrastructure (D&PI – formerly Dept of Planning) | <ul style="list-style-type: none"> ▪ IWC environment construction and operation plans (development and implementation) relevant to the department's responsibilities ▪ Appointment of Environmental Representative |
| NSW Health Department – Greater Southern Area Health Service (GSAHS) | <ul style="list-style-type: none"> ▪ IWC environment construction and operation plans (development and implementation) relevant to the department's responsibilities. ▪ Recycled water educational material ▪ IWC Project compliance with relevant water quality guidelines to ensure public health and safety |
| Office of Environment & Heritage (OEH – formerly DECCW – formerly DWE) NSW Office of Water (NOW) | <ul style="list-style-type: none"> ▪ IWC environment construction and operation plans (development and implementation) relevant to the department's responsibilities ▪ IWC Project compliance with relevant environmental licences and guidelines ▪ IWC Project compliance with aboriginal heritage policies, procedures and guidelines |
| NSW Department of Industry | <ul style="list-style-type: none"> ▪ IWC environment construction and operation plans (development and implementation) relevant to the department's responsibilities |
| Roads and Maritime Services Authority (RMS – formerly RTA) | <ul style="list-style-type: none"> ▪ IWC environment construction and operation plans (development and implementation) relevant to the department's responsibilities in particular the Traffic Management Plan ▪ Construction or operational impacts on traffic |
| NSW Primary Industries (within NSW Department of Trade and Investment)/ NSW Independent Pricing and Regulatory Tribunal (IPART) | <ul style="list-style-type: none"> ▪ Operation of the IWC including the pricing of services |
| Local government | |
| Queanbeyan City Council (QCC) | <ul style="list-style-type: none"> ▪ Construction and operation of the Network and WRP ▪ IWC environment construction and operation plans (development and implementation) relevant to the QCC's responsibilities |

| Stakeholder | Interest in the IWC project |
|--|---|
| | <ul style="list-style-type: none"> ▪ Community Information Plan – development and implementation ▪ IWC Project team’s management of feedback and complaints (legacy issue) |
| Palerang Council (PC) | <ul style="list-style-type: none"> ▪ Progress of the IWC Project ▪ Potential impacts on Palerang Council local government area (if any) |
| Affected regional utility providers | |
| Actew | <ul style="list-style-type: none"> ▪ Construction and operation of the Network and WRP once constructed ▪ IWC environment construction and operation plans (development and implementation) relevant to the Actew’s responsibilities ▪ IWC Project team’s management of feedback and complaints (legacy issue) |
| <ul style="list-style-type: none"> ▪ ActewAGL ▪ TransGrid ▪ Country Energy | <ul style="list-style-type: none"> ▪ Construction and operation impacts of the IWC Project on their services (if any) |
| Indigenous groups | |
| <ul style="list-style-type: none"> ▪ Buru Ngunawal Aboriginal Corporation ▪ King Brown’s Tribal Group ▪ Little Gudgenb River Tribal Council ▪ Yukembрук Merung ▪ Ngambri Local Aboriginal Land Council ▪ Ngunnawal Local Aboriginal Land Council (NLALC) | <ul style="list-style-type: none"> ▪ Management of previously identified heritage sites in accordance to Heritage Management Plans ▪ Management of heritage artefacts identified during construction of the IWC Project ▪ Construction and operational impacts on heritage sites |
| Environmental groups | |
| <ul style="list-style-type: none"> ▪ Molonglo Catchment Group ▪ Murrumbidgee Catchment Management Authority ▪ Queanbeyan Landcare Inc ▪ Friends of Googong Parkcare/Foreshores ▪ Bush on Boundary Group | <ul style="list-style-type: none"> ▪ Management of flora and fauna in accordance with construction and operation environmental management plans and other protected species management plans ▪ Water quality monitoring plans and results. ▪ Construction impacts on local flora and fauna |
| Local community | |
| <ul style="list-style-type: none"> ▪ New Googong township residents – neighbourhood 1A ▪ Wickerslack Lane Residents Association ▪ Jerrabomberra Residents Association ▪ Fernleigh Park Estate Community Group ▪ Private landowners on Googong Dam Road and Old Cooma Road) ▪ Googong Ranger (Territory and Municipal Services) | <ul style="list-style-type: none"> ▪ Protection of water quality and access ▪ Water quality monitoring results ▪ Construction and operation impacts of the IWC on local residents including traffic, vibration, visual amenity, flora and fauna. ▪ Management of Googong Foreshores Interface Management Plan and EPBC listed species – Pink-tailed Worm-lizard and Hoary Sunray. |
| Business | |
| <ul style="list-style-type: none"> ▪ Local Businesses ▪ Queanbeyan Business Council ▪ Property agents | <ul style="list-style-type: none"> ▪ Management of and information on construction and operation impacts of the IWC on local businesses including traffic, vibration, visual amenity, flora and fauna |

| Stakeholder | Interest in the IWC project |
|---|--|
| Media | |
| <ul style="list-style-type: none">▪ Queanbeyan Age▪ Canberra Times | <ul style="list-style-type: none">▪ IWC Project progress▪ Management of complaints▪ Construction and operation impacts of the IWC Project (if any) |

3.0 Key internal stakeholders

The table below outlines the key internal stakeholders, that have a role in or interest in, stakeholder and community engagement for the IWC Project. These internal stakeholders include GTPL personnel, contractors and consultants. Their interest and responsibilities with respect to engagement and stakeholder management for the IWC Project are outlined in the table below. These stakeholders are sometimes referred to as the IWC Project Team or Project Partners in this document when they all have a role to play in the collective success of the IWC Project.

Table 4 Internal stakeholders interest and responsibilities

| Role | Interest and responsibilities |
|---|--|
| GTPL Assistant Project Director IWC | <ul style="list-style-type: none"> ▪ Oversight of the management of the IWC Project and its regulatory approvals ▪ Maintaining the reputation of the Googong Township and IWC Project ▪ Approval and oversight of communication plans and materials for the IWC Project ▪ Liaison with government stakeholders and provision of information when an environmental incident occurs |
| GTPL Development Manager IWC | <ul style="list-style-type: none"> ▪ Ensuring the timely delivery of the IWC Project ▪ Maintain the reputation of the IWC Project and relationships with key stakeholders and the local community ▪ Supports GTPL Assistant Project Director IWC ▪ Oversight of sub-contractors during the interim operation of the network |
| GTPL Assistant Development Manager | <ul style="list-style-type: none"> ▪ Supports GTPL's Development Manager |
| GTPL Development Manager EPBC | <ul style="list-style-type: none"> ▪ Oversees the compliance of the IWC Project with EPBC conditions of approval |
| Environmental Approvals Leader (RPS) | <ul style="list-style-type: none"> ▪ Provide strategic advice and oversight of the environmental approvals for the project ▪ Attend stakeholder and community meetings (where required) to provide information on the management of environmental impacts of the project (i.e. water quality, noise, vibration, flora and fauna) |
| Environmental Approvals Manager (RPS) | <ul style="list-style-type: none"> ▪ Support the Environmental Approvals leader in stakeholder and community meetings (where required) ▪ Project manage the environmental approvals for the IWC Project ▪ Draft and oversee the implementation of construction and operation plans |
| IWC Communications Manager (RPS) | <ul style="list-style-type: none"> ▪ Monitor and respond to complaints and enquiries from the IWC Project feedback mechanisms (1800, mail and email address) ▪ Ensure that the website is updated to reflect the latest construction and operations plan ▪ Co-ordination and management of the response to community complaints within CoA timeframes (refer to Complaints Management Procedure) ▪ Support for education materials on the IWC Project ▪ Maintains and updates the IWC Project Consultation Management System (CMS) |
| Technical Consultants (various) | <ul style="list-style-type: none"> ▪ Provide advice and support on technical aspects of procurement, design, construction and operation of the IWC Project as well as water quality monitoring and modelling advice |
| Construction Managers (multiple depending on the stage of construction) | <ul style="list-style-type: none"> ▪ Ensure all works comply with relevant environmental regulatory and IWC project requirements as outlined in relevant Construction Environmental Management Plan (CEMP) ▪ Plan construction works in a manner that avoids or minimises impact on the surrounding community ▪ Ensure that timely notification is provided to the local community on planned investigations, constructions activities (particularly noisy or out of hours work) ▪ Ensure that complaints are investigated and responded to within the timeframe and |

| Role | Interest and responsibilities |
|---|---|
| | <p>process outlined in the Complaints Management Procedure</p> <ul style="list-style-type: none"> ▪ Ensure all complaints and enquiries are recorded in the IWC Project CMS (achieved through monthly reporting process) ▪ Ensure that the construction workforce understands their requirements with relation to engaging with the local community, key stakeholders and the media |
| Operation Managers (interim GTPL sub contractors, Actew and QCC) | <ul style="list-style-type: none"> ▪ Ensure operations comply with relevant environmental regulatory and IWC project requirements as outlined in relevant Operation Environmental Management Plan (OEMP) ▪ Ensure that timely notification is provided to the local community on operational activities (particularly noisy or out of hours work) ▪ Ensure that complaints are investigated and responded to within the timeframe and process outlined in the Complaints Management Procedure ▪ Ensure all complaints and enquiries are recorded in the IWC Project CMS ▪ Ensure that the construction workforce understands their requirements with relation to engaging with the local community, key stakeholders and the media |
| GTPL media advisor | <ul style="list-style-type: none"> ▪ Responsible for all contact with the media regarding the IWC Project |
| GTPL community facilitator | <ul style="list-style-type: none"> ▪ Management of any enquiries or complaints relevant to the development of the Googong Township. |

4.0 Issues and risks

The following table outlines some of the possible issues and risks with relation to the construction and operation of the IWC Project.

| Issue | Risk | Response |
|---|---|--|
| <p>Potential and perceived IWC construction and operation impacts including (but not limited to):</p> <ul style="list-style-type: none"> Noise and vibration Visual amenity Flora and fauna Biosecurity Water quality and security | <ul style="list-style-type: none"> Increase in complaints from the local community Unwanted media coverage Reputational risks to the IWC Project and Project Partners Googong Township sales decline Delays in construction of the IWC Project | <ul style="list-style-type: none"> Preparation of CEMP and OEMP to identify and mitigate potential construction and operational impacts Preparation of Water Management Plan that outlines water quality baseline and ongoing monitoring requirements Establishment of a Bush on Boundary (BoB) Group to engage with the local community and key environmental groups on issues Timely information to the local community on the potential impacts and mitigation measures |
| <p>Community enquiries about the IWC project are not managed in a timely manner</p> | <ul style="list-style-type: none"> Enquiries turn into complaints Unwanted media coverage | <ul style="list-style-type: none"> Manage enquiries within the timeframes outlined in the Complaints Management Procedure Regular updates to the GTPL media advisor on potential complaints/issues |
| <p>Community complaints not managed in a timely manner</p> | <ul style="list-style-type: none"> Increased complaints Unwanted media coverage Decline in reputation of project and project partners | <ul style="list-style-type: none"> Manage complaints within the timeframes outlined in the Complaints Management Procedure Regular updates to the GTPL media advisor on potential complaints/issues |
| <p>Uncoordinated IWC project response to the community or key stakeholders</p> | <ul style="list-style-type: none"> Mixed messages received by community and key stakeholders Incorrect information provided to the media Delay in IWC Project responses Enquiries turn into complaints Escalation of community concerns to local MPs or Council or the media Increased complaints | <ul style="list-style-type: none"> Development of clear and consistent key messages for both the Googong Township and IWC Project Clear IWC Project Team roles and responsibilities with relation to stakeholder and community engagement that are communicated to the Googong Township Project team (and vica versa) Regular updates to the GTPL media advisor on potential complaints/issues |
| <p>Negative media attention due to community complaints or incorrect information</p> | <ul style="list-style-type: none"> IWC Project and project partners reputation Possible IWC Project delays including flow on effects to the Googong Township development | <ul style="list-style-type: none"> Manage complaints within the timeframes outlined in the Complaints Management Procedure Timely provision of information to the local community on potential impacts and mitigation measures Regular updates to the GTPL media advisor on potential complaints/issues |

5.0 Engagement approach

Successful delivery of the IWC is reliant on the relationships that the IWC Project team have built and will continue to build and maintain with councils, government stakeholders and the local community. These relationships have been developed over a number of years and will need to continue throughout the life of the IWC Project. With these relationships the IWC Project team will be able to manage the issues and risks presented in the previous section and meet the SOC CS1 and the overall objective of this strategy: 'to ensure that effective engagement and consultation with community and other stakeholders is continued'.

A continuing, solid and respectful relationship with all these groups will ensure that:

- the reputation of the IWC Project and the project partners is maintained throughout the construction and operation of the project
- complaints and enquiries are managed appropriately and are not escalated outside of the IWC Project
- the IWC Project can continue to meet its conditions of approvals under EP&A Act and EPBC Act
- no unnecessary delays occur to the IWC Project due to community or stakeholders concerns.

In order to achieve this the IWC Project team needs to continue to:

- regularly and proactively engage with stakeholders at all levels about the progress of the IWC and development of plans and procedures
- deliver a co-ordinated and proactive approach to engaging key stakeholder and the local community
- identify and resolve community and stakeholder issues in a timely manner
- understand and support IWC Project team members in their roles and responsibilities with regards to community and stakeholder engagement
- provide high quality, relevant and timely communications that is targeted to the stakeholder needs and easily understood by the relevant audience (key stakeholder or community)
- develop, update and only use approved key messages when communicating with the local community and key stakeholders
- contribute to positive media coverage by communicating progress at key milestones internally and pass on media enquiries to the GTPL media spokesperson
- always include the IWC Project contact details on all IWC project communication material.

The following sections will outline engagement principles, tools, issues and records management as well as continuous improvement practices.

5.1 Engagement principles

Central to achieving the objectives of this plan and underpinning our approach to the IWC Project is a number of communication principles, these are:

- Consistency – information will be consistent throughout IWC Project communications
- Transparency – communications will be transparent and timely to ensure the development of trust and effective relationships
- Coordinated – stakeholder communications will be coordinated so as to provide relevant information and avoid duplication of information
- Positive – communications will focus on presenting positive IWC Project messages that promote the IWC Project

- Accessible – IWC Project information will be made easily accessible to key stakeholders and the community through the use of a variety of communication tools
- Responsive – all communications with the community and stakeholders will be prompt and responsive to the needs of stakeholders and changes in the IWC Project and its phases
- Respect – the views, needs and reasonable desires of the community and stakeholders will be respected and included in IWC Project planning wherever possible.

5.2 Engagement tools

A range of engagement tools will be used during the construction and operation stages of the IWC Project. The following sections outlines the engagement tools used communicate and engage externally key stakeholders and the community.

5.2.1 Stakeholder engagement tools

Key stakeholder engagement for the IWC Project is generally categorised by the interaction with key departmental agencies, local council and services providers on IWC Project updates as well as consultation and approval of relevant plans, policies and procedures. The following tools have and will continue to be used by the project team to engage with key stakeholders on the IWC Project:

- stakeholder briefings and presentations to provide an update on the IWC Project progress or provide early advice on a particular issue and proposed resolution
- group or one-on-one meetings to discuss and resolve a particular issue or provide IWC Project updates
- letters and email correspondence to seek approval or consult with key stakeholders on
- phone calls to discuss issues or provide a general update on the IWC Project.

These tools will be used as required to ensure the delivery of a particular stage within the IWC Project. Project plans for particular stages outline when and how consultation will occur with particular stakeholders. Details of relevant consultation with government agencies are included in CEMP and OEMPs.

5.2.2 Community engagement tools

Community engagement for the IWC Project, generally involved the provision of timeline information and engagement with the local community. However it does include some interaction and engagement with key stakeholders such as local Councils, MPs and service providers through the provision information updates. The processes and procedures for communicating, engaging and educating the on the IWC Project are outlined in:

- Community information plan (Appendix 1)
- Complaints management procedure (Appendix 2)
- Community education strategy (Appendix 3).

An example of some of the tools included in these strategies (but not limited to) include:

- Advertising to provide the wider community IWC Project updates and construction timeframes
- Construction notifications, factsheets and signage to advise the local community of upcoming works
- A dedicated community hotline and email address to manage and respond to community enquiries and complaints in a timely manner
- Individual and group meetings dependant on the issue that needs to be addressed
- Doorknocking to advise of significant construction impacts, out of hours or emergency work

- A dedicated website to provide information on Stage 1 and public access to statutory and technical documentation for the IWC
- Key messages to inform the community of the IWC Project, key stages and possible construction impacts and mitigation measures
- Factsheets, posters and letters to provide specific information on about the operation of the IWC system
- Public displays for changes of IWC Project scope or to provide information on significant construction stages, impacts and mitigation measures (as required).

Responsibilities for these activities are outlined in the relevant attached plans.

5.2.3 Media engagement

GTPL is responsible for maintaining relationships with and contact from the media. If a IWC Project team member is contacted by a media organisation the enquiry should be immediately referred immediately to GTPL media advisor.

5.3 Issues tracking and records management

The IWC Project team have established two databases to ensure the capture of stakeholder and community engagement records. The purpose of these tools is to:

- ensure a coordinated approach to messaging and interaction with stakeholder groups
- monitor, track and respond to issues in a timely manner
- report on enquiries and complaints including response and timeframes, to senior managers and government
- identify trends to issues, enquiries and complaints and adapt the engagement approach as required.

5.3.1 Stakeholder engagement records – Acconex

This tool allows the IWC Project team share and save relevant documents and correspondence relating to the stakeholder engagement on relevant plans, policies and procedures. All Project Team members have a role in ensuring that this tool is up to date.

5.3.2 Community records – Consultation Manager

Every contact with the community and some key stakeholders will be recorded in the IWC Project wide stakeholder database – Consultation Manager. The stakeholder database will ensure the following information is captured:

- Date and time of enquiry/complaint/compliment
- Stakeholder contact details
- Stakeholder's preferred method of response
- The nature of the enquiry/complaint/compliment
- Record of team members taking the enquiry/complaint/compliment
- Record of the team members involved in resolving the enquiry/complaint/compliment
- Action taken to resolve the enquiry/complaint/compliment.

The IWC Communications Manager has the primary responsibility for maintaining this database however all Project Team members have the responsibility of ensuring that relevant community engagement activities are provide to the IWC Communications Manager to be included in this database.

5.4 Continuous improvement

To ensure that the IWC Project team continues to maintain and improve on their engagement approach with key stakeholders and the community this plan and the supporting plans and procedures will be reviewed and updated (as required) every six months. In reviewing these plans the following information will be taken into account:

- IWC Project team feedback on the plans/procedures including useability and relevance to the project
- Wider Googong Township project team feedback on engagement tools and procedures or lessons learnt from the construction of the township
- Feedback from community and key stakeholders captured through Acconex and Consultation Manager or informally through the IWC Project team
- Any formal feedback through community and stakeholder surveys (if applicable).

The IWC Communication Manager will be responsible for the review and update of this plan.

Appendix I

Community Information Plan

Appendix 2

Complaints Management Procedure

Appendix 3

Community Education Strategy