

F COMMUNITY CONSULTATION FOR NORTHERN PIPELINE INTERCONNECTOR—STAGE 2

This appendix provides details on the process undertaken to engage and consult with key stakeholders for the Northern Pipeline Interconnector (NPI) Stage 2 draft Environmental Impact Statement (EIS).

To ensure a clear and focused consultation process, a Community and Stakeholder Engagement Management Plan for NPI Stage 2 has been developed with the intent of setting a new standard for best practice in the field of community and stakeholder engagement.

The Communication and Stakeholder Relations team will build on experience previously gained in pipeline construction and will leverage existing relationships to deliver a proactive communications program through a variety of channels.

F.1 Key Stakeholders

A wide audience has been identified for the Community and Stakeholder Engagement Management Plan for the draft EIS.

The key stakeholder groups identified included:

- *Individuals directly affected by the project*

Liaison with directly affected residents is being achieved in collaboration with the Department of Infrastructure and Planning and LinkWater Projects.

Residents who live up to 500 metres either side of the proposed alignment have been identified as ‘buffer zone’ residents, who, while their property will not be directly affected, may be impacted by construction activities (noise, dust, traffic increases).

Specific landowner groups:

- Bli Bli Valley group;
- Rosemount Anti Pipeline Action Group; and
- Yandina group.

- *Community, environmental and business/development groups interested in the project*

Interest groups have also been included in the community consultation program through ongoing discussions regarding alignment, construction and mitigation of project impacts. These groups include industry bodies, sporting associations, Chambers of Commerce, environmental and community groups.

Community groups consulted included:

- Bli Bli on Maroochy Historical Society;
 - Buderim Historical Society;
 - Cooroy-Noosa Genealogical & Historical Research Group;
 - Eumundi Museum PO;
 - Maroochy Land Care;
 - Maroochy Waterwatch;
 - Nambour and District Historical Museum;
 - Pringle Hill Progress Association;
 - Suncoast Christian College and Church; and
 - Yandina Chamber of Commerce.
- *Federal, state and local government elected representatives relevant to the project*

A series of detailed briefings have been provided to elected representatives. This process has allowed two-way information sharing with elected representatives often providing valuable insight into potential issues and opportunities along the alignment.

Federal

- Member for Fairfax, Hon. Alex Somlyay MP.

State

- Member for Glasshouse, Carolyn Male MP;
- Member for Gympie, David Gibson MP;
- Member for Maroochydore, Fiona Simpson MP;
- Member for Nicklin, Peter Wellington MP; and
- Member for Noosa, Glen Elmes MP.

Local

- Sunshine Coast Regional Council, Division 5, Cr Jenny Mackay;
- Sunshine Coast Regional Council, Division 9, Cr Vivian Griffins;
- Sunshine Coast Regional Council, Division 10, Cr Paul Tatton; and

- Sunshine Coast Regional Council, Division 12, Cr Lew Brennan.
- *Federal, state and local government agencies*
Consultation with government agencies has guided the refinement of the corridor and allowed the NNA team to leverage synergies with other projects.

Federal government departments

- Department of Environment, Water, Heritage and the Arts.

State government departments

- Department of Infrastructure and Planning;
- Department of Main Roads;
- Department of Mines and Energy;
- Department of Natural Resources and Water;
- Department of Primary Industries and Fisheries;
- Queensland Water Commission; and
- Queensland Water Infrastructure.

Local government

- Maroochy Shire Council and Maroochy Water Services;
- Noosa Shire Council and Aquagen; and
- Sunshine Coast Regional Council.

Consultation with representative of Indigenous and cultural heritage groups was also undertaken.

F.2 Consultation Activities

The following activities were undertaken as part of the community consultation process for NPI Stage 2 from January to October 2008.

- *Letters to potential directly affected landowners*
These letters introduced the project and advised landowners that their property was within the preferred corridor for investigation for the NPI Stage 2. The letters included a locality map showing the preferred corridor in relation to townships and major roads and the web address for a copy of the preferred corridor report.

The introduction letter:

- explained the NPI Stage 2 was a critical part of the South East Queensland Water Grid;
- explained the NNA and its role in the project;
- explained the different components of the NPI Stage 2;
- provided a map and an overview of the preferred corridor of investigation for the NPI Stage 2;
- provide a web link to the preferred corridor report which explains how the corridor was selected; and
- invited queries and provided the NPI Stage 2 Freecall number 1800 243 998.

Outcome

Letters were sent to 330 landowners informing them that the preferred corridor of investigation would traverse their property. In addition, 90 landowners received letters informing them that their property was no longer within the preferred corridor of investigation.

- *Regular e-updates*

During the course of investigations undertaken for the EIS, regular e-updates were compiled and distributed to subscribers with an interest in the project. Subscribers included potentially directly affected landowners, elected representatives, community groups and government agencies.

The email update:

- explained the NPI Stage 2 was a critical part of the South East Queensland Water Grid;
- explained the NNA and its role in the project;
- explained the different components of the NPI Stage 2;
- provided information on what investigations were currently being undertaken in the field and within what areas;
- provided updates on the project; and
- provided contact details for the project team for questions and feedback.

Outcome

During the consultation period 37 e-updates were distributed to 127 subscribers. It is anticipated that the e-update will continue for the length of the project.

- *Correspondence with stakeholders*

During the EIS investigations, the team encouraged stakeholders to provide information to the project team that would assist in the investigations into the project. The information provided helped to inform the team of particular sensitivities along the preferred corridor for investigations.

Outcome

Correspondence received by stakeholders was forwarded to the appropriate task team for their consideration as part of their investigations into the project.

- *Fact sheets*

Fact sheets were developed to cover particular areas of interest where key stakeholders had shown a particular interest in finding out further information. Fact sheets developed included:

- the EIS process;
- community consultation;
- environmental management; and
- constructing a pipeline.

Outcome

These fact sheets were made available on the LinkWater Projects website as well as used as a part of any meeting or correspondence with stakeholders who indicated a particular interest in these areas.

- *Community newsletter*

A community newsletter providing information about the project will be mailed to key stakeholders. The community newsletter will be directly mailed to residents living in the area for the preferred corridor and adjacent communities.

Topics covered in the newsletter included:

- project overview;
- the preferred corridor;
- EIS;
- working with the community; and
- project team contact information

Outcome

The newsletter was distributed to approximately 16,600 residences and businesses along the preferred corridor for investigation. The newsletter was also sent to key stakeholders such as elected representatives and government agencies

- *Media statements and releases*

Since the initial announcement regarding the project there has only been one a statement to local media. On 21 August 2008, the Deputy Premier and Minister for Infrastructure and Planning, the Hon. Paul Lucas MP, announced the Government's preference to co-locate the pipeline within existing easements wherever possible.

Outcomes

Media monitoring has been initiated for all media services available on the Sunshine Coast to track information about the project and the South East Queensland Water Grid.

- *Project Freecall phone line - 1800 243 998*

A Freecall number was established during EIS investigations to provide stakeholders with an avenue to contact the project team with any issues or concerns regarding the investigations being undertaken and the nature of the project.

The number is staffed during business hours (8.30 am to 5.30 pm, Monday to Friday) and reverts to messagebank after hours, on weekends and on public holidays. All calls are returned within 24 hours by a NNA staff member with specific knowledge about the issue identified by the caller. A 1800 hotline has been established to field enquiries and concerns from all stakeholders.

Outcomes

During investigations the team received 165 calls from stakeholders. The Freecall number will remain operational for the full duration of the project.

- *Project email address*

A project email address, info@nnalliance.com, was set up to provide another channel for stakeholders to contact the project team with information to assist with investigations or to ask questions.

Outcomes

During the time that the email address was set up, the team received 27 emails from stakeholders. This email address will be maintained and managed for the duration of the project.

- *Consultation Management System (CMS)*

A consultation database was initiated to log and track all contact and correspondence with stakeholders identified as having an interest in the project. These stakeholders included:

- individuals potentially affected by the project
- community, environmental and business/development groups;
- federal, state and local government elected representatives; and
- federal, state and local government agencies.

The database was initially compiled using information gathered from a number of sources including:

Primary

- direct contact e.g. phone calls; and
- community meetings.

Secondary

- Department of Infrastructure and Planning;
- Maroochy Shire Council and Noosa Shire Council (now Sunshine Coast Regional Council);
- community group listings; and
- Internet.

Outcomes

Since the inception of the CMS, contact details for 920 individual stakeholders and stakeholder groups with an interest in the project have been recorded. The CMS will be maintained and managed for the duration of the project.

- *Community meetings*

Meetings were arranged for communities within and adjacent to the preferred corridor. These meetings provided an opportunity for community members, elected representatives and the project team to discuss concerns and issues in an open forum. Individuals also had direct access to project team members to discuss individual concerns

Meetings were held with the following groups:

- Woombye residents;
- Maroochy Landcare; and
- Pringle Hill Progress Association.

Each meeting ran for approximately two hours. At the end of each meeting, attendees had an opportunity to meet and talk with NNA representatives on a personal basis.

Outcomes

All attendees were provided information on the scope and progress of the project as well as contact details should they have any questions after the meeting. Information gathered from the meetings were minuted and circulated to the project team to help inform the EIS investigations.

- *Meetings with federal, state and local government officials*

Meetings were held with government agencies to provide details on the project and the NNA. These meetings help to facilitate a cooperative working relationship and ensures the project meets all federal, state and local government requirements. Government agencies consulted includes:

- Aquagen;
- APA Group;
- Department of Infrastructure and Planning;
- Department of Main Roads;
- Department of Natural Resources and Water;
- Department of Primary Industries;
- Energex;
- Environmental Protection Agency;
- Sunshine Coast Regional Council;
- Noosa Shire Council;
- Queensland Rail;
- Queensland Transport;
- Queensland Water Commission;
- Queensland Water Infrastructure;
- Veolia; and
- Water Pipeline Procurement Centre.

- *Meetings and briefings with federal, state and local elected representatives*

Meetings were held with elected representatives of local, state and federal governments to provide details on the project and the NNA. As more information became available on the project, the Communication and Stakeholder Relations team updated the elected representatives.

Level of government	Title	Name
Federal	Member for Fairfax	Hon. Alex Somlyay MP
State	Member for Glasshouse	Carolyn Male MP
	Member for Gympie	David Gibson MP
	Member for Maroochydore	Fiona Simpson MP
	Member for Nicklin	Peter Wellington MP
	Member for Noosa	Glen Elmes MP
Local	Sunshine Coast Regional Council, Division 5	Cr Jenny Mackay
	Sunshine Coast Regional Council, Division 9	Cr Vivian Griffins
	Sunshine Coast Regional Council, Division 10	Cr Paul Tatton
	Sunshine Coast Regional Council, Division 12	Cr Lew Brennan

All elected representatives were also subscribed to the e-updates that is regularly sent out to stakeholders.

F.3 Issues Identified from Community Consultation

In engaging with the community and key stakeholders, a number of issues have been identified that will need to be managed and addressed during the project.

General community

Issues	Detail	Action/strategy
Potential linkage with Traveston Crossing Dam	Given the proximity of NPI Stage 2 to the proposed Traveston Crossing Dam site, a number of members of the community asked whether the pipeline would link with Traveston Crossing Dam.	In all communication with the community it has been clearly stated that NPI Stage 2 involves construction of about 50 km of pipeline between the Landers Shute Water Treatment Plant (WTP) and Noosa WTP.
Water being taken from Mary River catchment	As the pipeline will initially take water south to Caboolture and Morayfield, many community members felt that water was being 'stolen' from the Sunshine Coast for Brisbane and as a result they would be put on water restrictions. Residents living in the northern section of the pipeline felt that Lake Macdonald would be drained as a result.	Water will not be drawn from Lake Macdonald but from the Noosa Water Treatment Plant which draws water from the Mary River (at Coles Crossing). At all community and landowner meetings attendees were informed that the pipeline would have the ability to be augmented to provide two-way flow.

Issues	Detail	Action/strategy
Potential impact on endangered flora and fauna within the area	Concerns were raised over the potential impact construction would have on endangered species endemic to the area and what action would be taken to mitigate any impacts.	The EIS includes a Planning Environmental Management Plan (PEMP) outlining considerations for management of potential impacts construction may have on the local environment. (See Appendix Q.)
Public safety during construction particularly increase in traffic	Concerns were raised, particularly by the SunCoast Christian College, as to how safety in and around works site will be managed to ensure no injury to the public.	A Traffic Management Plan is to be developed that identifies the steps to be taken to mitigate this issue. See Appendix Q.
Potential impact of the project on lifestyle and health	Many of the residents are concerned what effect dust and noise will have on their quality of life during construction and how this will be managed.	The EIS includes a PEMP as a forerunner to a construction EMP to manage potential impacts construction may have on the local environment. See Appendix Q.
Potential impact on local infrastructure such as roads	Concerns were raised as to how increased heavy traffic will impact on the condition of roads in the local area.	A Traffic Management Plan is to be developed that identifies the steps to be taken to mitigate this issue. See Appendix Q.
Timing of construction including length of time taken for construction to be completed	Questions were asked regarding how long it will take for construction and reinstatement to be completed.	In all communication it has been stated that construction durations in specific areas are difficult to determine because of the vast differences in terrain, soil type, and pipeline complexities. Information has been developed that explains the construction process and construction methodologies
The exact location of the preferred corridor and pipeline	During the EIS investigations, a number of preferred corridors were investigated. Some areas proposed for the preferred corridor generated significant community concerns and resistance to the project	For the majority of the preferred corridor the route uses existing easements. The preferred corridor report was released to the public in July and revised report in August 2008 via the LinkWater Project's website. Landowners whose property is traversed by the preferred corridor received a letter informing them of that fact.
How areas will be reinstated once construction if finished	Concerns were raised by landowners particularly in light of media reports on issues of reinstatement for a similar project.	A discussion of steps to be taken to mitigate this issue is included in Appendix Q.

Potential directly affected landowner

Issues	Detail	Action/strategy
The potential impact the alignment or corridor may have on future development plans	Some landowners were concerned with the impact the pipeline would have on the future development of their property.	The preferred corridor is mostly contained within existing easements where restrictions on development are already in place.
The impact construction will have on existing infrastructure such as houses, sheds, fencing	Concerns have been raised in relation to structures that are in close proximity to the preferred corridor and potential damage that could be caused by construction	Condition assessments will be undertaken on all permanent structures that are in close proximity to the project. A discussion of steps to be taken to mitigate this issue is included in Appendix Q.
The potential impact that ongoing operation of the pipeline and associated infrastructure (vents, valves etc)	Landowners are concerned about the location of facilities and structures, such as air and drain down valves, on their land and the frequency of maintenance.	Discussions with landowners have provided important feedback regarding the refinement of the preferred corridor, the proposed pipeline alignment and proposed siting of facilities. Discussions will be ongoing.
The impact of construction on business operations, particularly farming operations.	Many landowners who use their property for business, cropping or grazing are concerned about the impact the pipeline will have on their business/operations during and after construction.	Concerns raised by landowners have been considered as part of the route selection. In consultation with landowners, the investigation team takes into consideration large infrastructure such as dams and buildings when determining the preferred corridor.
Compensation for disruption and taking an easement of the property	Landowners have asked what monetary compensation can be received taking of an easement on their property and / or loss of income and business	Matters of this nature will be managed by the Department of Infrastructure and Planning.
Potential impact the project will have on lifestyle and health	Many of the residents are concerned with the effect dust and noise will have on their quality of life during construction and how this will be managed.	The EIS includes a PEMP as a forerunner to a construction EMP to manage potential impacts construction may have on the local environment. See Appendix Q.

F.4 Ongoing Communication

The Communication and Stakeholder Relations team will use a variety of techniques to communicate with stakeholders. Many of these tools have been used successfully on previous projects; however, some innovative approaches will be employed to set new standards in stakeholder engagement.

- Public information displays will be hosted throughout the community consultation period for the EIS, providing an opportunity for stakeholders to ask both general questions about the project, and questions specific to the alignment and the stakeholder's local area.
- The 1800 hotline has been established to field enquiries and concerns from all stakeholders. This service will continue throughout construction as a means of contacting the project team to report (and then mitigate) construction effects.

- Thorough communication to relevant stakeholders prior to construction will be achieved through doorknocking and correspondence sent out or letterbox dropped to areas which may encounter some construction effects (i.e. along roads which may be haulage routes or properties which may back on to directly affected properties).
- A website has been established for the project which has feedback mechanisms available for stakeholders to interact with the project team. This website also provides general maps of the project, frequently asked questions and regularly updated information about the progress of the project. A regular email is sent out to a broad range of stakeholders also providing information about the progress of the project.
- Younger stakeholders will also be involved in the project through the development and delivery of an integrated schools program covering various aspects of the project including the environment, community, cultural heritage, engineering and construction. The program will be developed to integrate with school syllabus and key learning areas. Developing a program of this nature is an effective way of engaging students, parents, staff and the school's community in discussions about the project and its effect on them.
- A protocol has been established to manage and respond to enquiries and complaints from stakeholders. The protocol will prioritise enquiries and will set guidelines for how all enquiries are dealt with. This will build on the Coordinator-General's recommendation in his report on the Stage 1 EIS.

New and innovative ways to communicate with stakeholders are also being investigated. The team is currently investigating:

- an SMS Messaging system for directly affected landowners to alert them of upcoming construction activities; and
- establishing a moderated Community Reference Group to discuss activities and receive community input to the project's processes and communication activities.

F.5 Communications during Operational Phase of Project:

Information gathered during the planning and construction phase of the project will be transferred to the Operations and Maintenance Alliance for their ongoing requirements to service the pipeline and its associated facilities.

F.6 Cross-team Interaction

The Communications and Stakeholder Relations team is dedicated to working across discipline teams to achieve positive outcomes for stakeholders throughout the project development phase and the project delivery phase.

This is achieved through the inclusion of design, construction, environment and corridor team members in discussions and negotiations with stakeholders. Cross team interaction extends to the equal role Communication and Stakeholder Relations team members play in decision-making at the Alliance Management Team level.