# **Overview**



**Chapter 26**

**Stakeholder engagement**

This chapter describes the engagement and consultation approach and activities that have gathered feedback from individuals and groups to inform and influence the planning and design of the Gas Import Jetty and Pipeline Project (the Project). AGL and APA have been regularly engaging with individuals and groups that would be directly impacted by the Project since July 2017. This includes landholders, local communities, businesses, environment and conservations groups, non-government organisations, Commonwealth, Victorian and local governments, recreational fishing and boating groups and Registered Aboriginal Parties.

Further details of community and stakeholder engagement are provided in EES Attachment V: *Community engagement reports.*

The information in this chapter reflects aggregated data and does not include a catalogue of raw data or feedback collected during engagement activities.

# **EES evaluation objective**

The *Ministerial guidelines for assessment of environmental effects under the Environment Effects Act 1978* (Ministerial Guidelines) state that a specific objective of the EES assessment process is ‘*to provide public access to information about potential environmental effects as well as fair opportunities for participation in assessment processes by stakeholders and the public*’.

#### The Minister for Planning’s decision to require an EES for the Project included a requirement that:

*The proponent is to prepare and submit to the department its proposed EES consultation plan for engaging with the public and stakeholders during the preparation of the EES. Once completed to the satisfaction of the department, the consultation plan is to be implemented by the proponent, having regard to advice from the department and the TRG.*

#### In addition, the final scoping requirements for the

**Project state that under its EES Consultation Plan:**

*...the proponent will inform the public and stakeholders about the EES process and associated investigations and provide opportunities for input and engagement during the EES investigations.*

An EES Consultation Plan was prepared in accordance with the final scoping requirements for the Project and the EES Consultation Plan Advisory Note, and published on the Department of Environment, Land, Water and Planning (DELWP) website in February 2019. The EES Consultation Plan was updated in September 2019 to reflect the revised Project timeline and is available at: [**https://www.planning.vic.gov.au/environment-**](https://www.planning.vic.gov.au/environment-assessment/browse-projects/projects/crib-point)[**assessment/browse-projects/projects/crib-point**](https://www.planning.vic.gov.au/environment-assessment/browse-projects/projects/crib-point).

# **Pipelines Act 2005**

A Pipeline Consultation Plan was also prepared in accordance with Part 4, Division 1 of the Victorian *Pipelines Act 2005* (Pipelines Act) and requirements of the Pipelines Regulations 2017 (Pipelines Regulations). Section 17 of the Pipelines Act outlines the requirements for a consultation plan for engaging in discussion with directly affected landholders with regard to the proposed Pipeline Works.

In addition to complying with the Pipelines Act, the Pipeline Consultation Plan was developed in accordance with APA’s Community Consultation Policy and Community Consultation Planning Guide. The Pipeline Consultation Plan sets out the process for consultation with landholders and occupiers affected by the proposed pipeline.

# **Approach**

The purpose of the EES Consultation Plan was to outline how the community and stakeholders would be engaged during the EES preparation. The plan was designed to integrate with the EES program of technical studies and was prepared specifically for the Project in accordance with the procedures and requirements of the Project scoping requirements, the Minister for Planning’s decision under section 8B(3)(a) of the *Environment Effects Act 1978* and the Ministerial Guidelines.

The scoping requirements require that the EES

Consultation Plan:

* identifies stakeholders
* characterises community and stakeholder interests, concerns and consultation needs and potential to provide local knowledge and inputs
* describes consultation methods and schedule
* outlines how community and stakeholder inputs will be recorded, considered and/or addressed in the preparation of the EES.

The key objectives of the EES Consultation Plan were to:

* inform stakeholders of the Project
* help communities understand key information
* consult with the community and stakeholders about opportunities to provide feedback on the EES
* involve the community in some aspects of the Project design, such as refining the pipeline alignment identifying optimum construction techniques and other ways to minimise impacts.

Engagement and consultation during the EES preparation has ranged from informing stakeholders about the Project to involving them in decisions about the Project design and management of potential impacts. This approach was broadly guided by the *IAP2 Spectrum of Public Participation* and recommendations of the *Public Participation in Government Decision-making – Better Practice Guide* (Victorian Auditor-General’s Office, 2015).

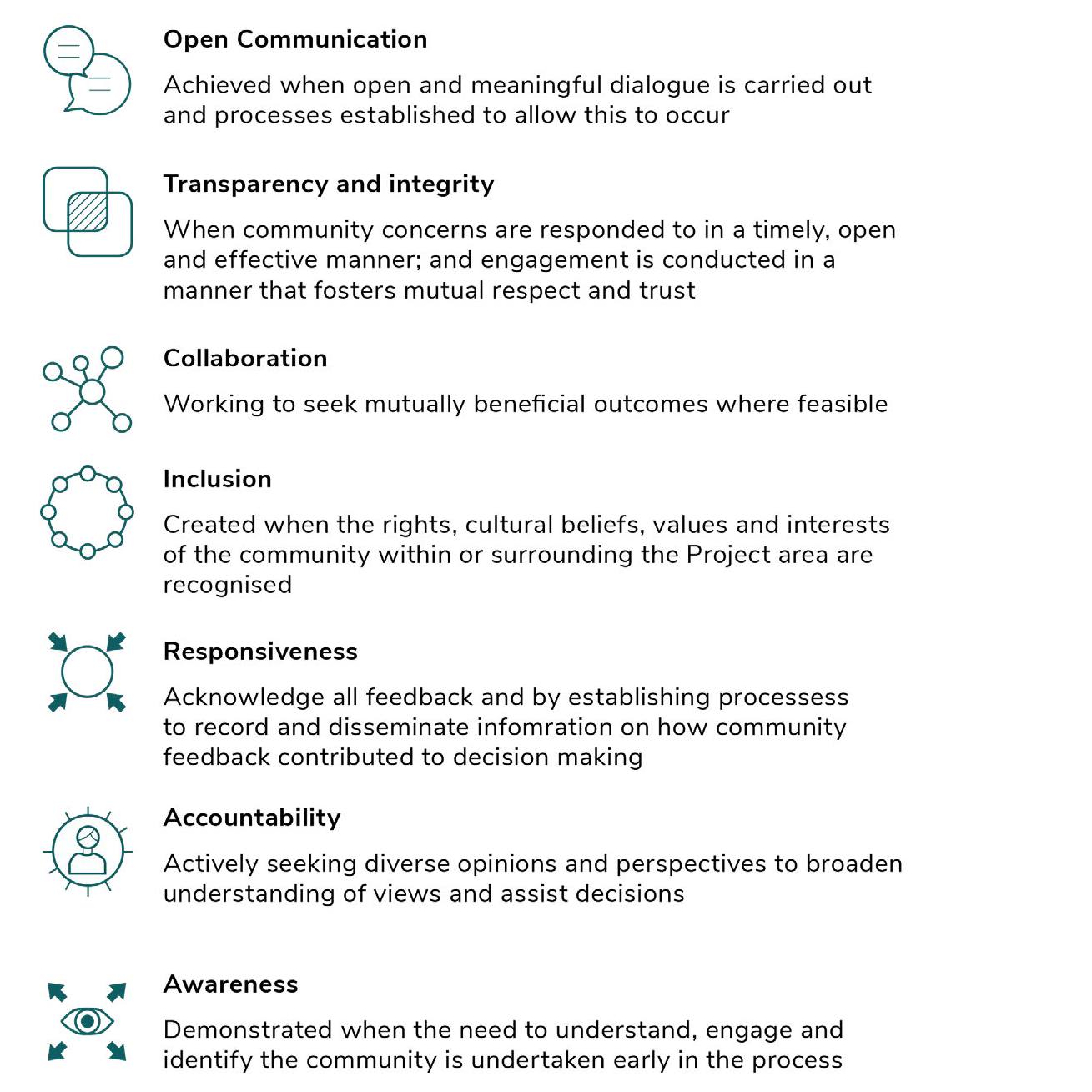
The engagement process, in keeping with the EES Consultation Plan, has been both proactive and responsive to address anticipated concerns and new issues as they emerged. Ongoing monitoring and evaluation have provided a foundation of continual improvement in how AGL and APA engage with the community and stakeholders.

AGL and APA responses to community and stakeholder feedback were directly communicated to stakeholders and summarised in interim community engagement reports published on the AGL and APA dedicated EES Project website. The reports are also provided in EES Attachment V: *Community engagement reports.*

In addition, APA developed a Pipeline Consultation Plan as part of its application for a Pipeline Licence under the Pipelines Act. The Pipeline Consultation Plan has been implemented alongside the EES Consultation Plan. Similar to the EES Consultation Plan, the approach of the Pipeline Consultation Plan was guided by the IAP2 *Spectrum of Public Participation* and recommendations of the *Public Participation in Government Decision- making – Better Practice Guide* (Victorian Auditor- General’s Office, 2015) as well as the Australian Pipelines and Gas Association (APGA) *Stakeholder Engagement Guidelines* (2015) and the Victorian Farmers Federation (VFF) *Pipeline easement guidelines* (2015).

## **Principles**

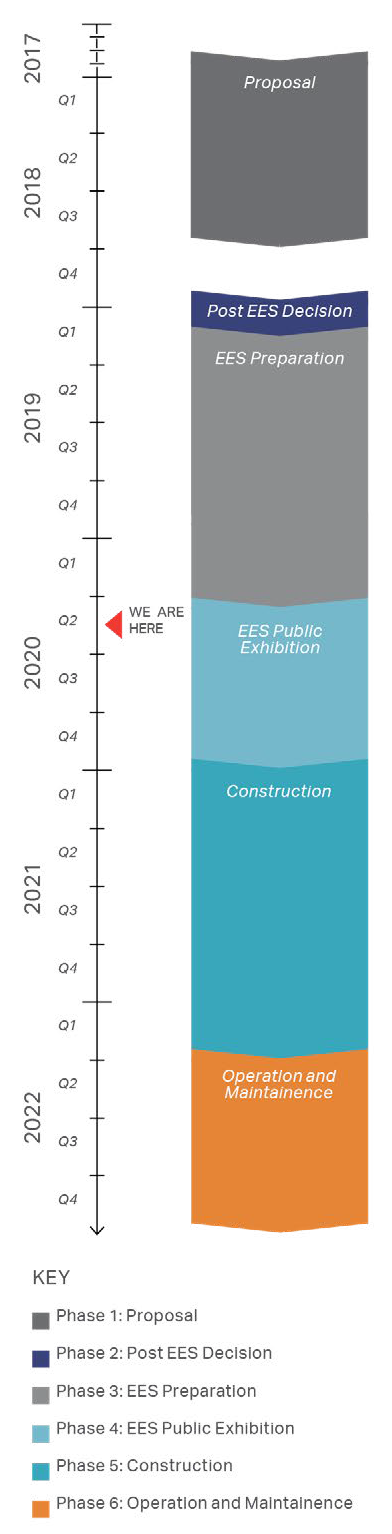
The engagement principles listed in [**Figure 26-1**](#_bookmark0) are sourced from the *Public Participation in Government Decision-making – Better Practice Guide* (Victorian Auditor-General’s Office, 2015). AGL and APA aim to respond to and implement a higher standard of consultation and engagement principles in communications and engagement for the Project.

**Figure 26-1:** Engagement principles

## **Phases**

Engagement activities can be separated into six distinct phases as shown in [**Figure 26-2**](#_bookmark1) and described in more detail in **Section** [**26.8**](#_bookmark10) (Overview of engagement) of this chapter.

**Figure 26-2:** Project engagement phases



### Phase 1: Proposal

**(June 2017 – September 2018)**

Since the Project inception, AGL and APA have aimed to generate awareness and to engage with communities and stakeholders by informing, listening and acknowledging their concerns. AGL and APA sought feedback on early concept designs for the Project.

### Phase 2: Post-EES decision (October 2018 – January 2019)

In October 2018, the Minister for Planning announced an EES was required for the Project and DELWP released the draft scoping requirements for comment. Phase 2 of the engagement aimed to create understanding around the EES and *Environment Protection and Biodiversity Conservation Act 1999* (Cth) (EPBC Act) processes and give communities opportunity to make submissions on the Minister’s draft scoping requirements for the Project.

### Phase 3: EES preparation (January 2019 – mid 2020)

Phase 3 covers the period when investigations and technical studies were conducted for the EES. Engagement activities centred on sharing the outcomes of the investigations and technical studies and providing opportunity to comment on the results of the studies to inform their ongoing development. A Technical Reference Group (TRG) was established to review the EES studies and draft impact assessments.

### Phase 4: EES public exhibition and public hearing (early/mid 2020 – early 2021)

Phase 4 includes the formal consultation process to support the EES process, including public exhibition of the EES and statutory approvals and appointment of a public inquiry to review the EES and public submissions. Following a public hearing the inquiry provides a report to the Minister for Planning to inform the Minister’s assessment of the EES.

### Phase 5: Construction (early 2021 – early 2022)

If the Project receives statutory approvals following the EES process, the Project’s construction would present different challenges. Stakeholder engagement would be reviewed to consider how to best engage with the community during construction. Engagement during construction would keep community and stakeholders informed and would include consultation with potentially affected members of the community where required about specific mitigation measures.

### Phase 6: Project operation and maintenance (early 2022 onwards)

If the Project is approved and constructed, AGL and APA would continue to consult with stakeholders during its operational life.

# **Stakeholders**

Identifying stakeholders is critical to ensuring individuals and groups who may be impacted or who are interested in the Project have opportunity to be involved in consultation.

AGL and APA have developed and maintained a list of project stakeholders since July 2017. An initial version of this list was included in the EES Consultation Plan. During preparation of the EES, the stakeholder list was continually reviewed so that engagement activities were effective and appropriate.

[**Figure 26-3**](#_bookmark2)presents an overview of stakeholders, grouping them into six distinct categories: government; interest/community groups; Aboriginal culture heritage; local residents; recreational/seasonal visitors; and business/industry.

In the ‘local residents’ category in [**Figure 26-3**](#_bookmark2), ’near neighbours’ refers to owners and/or occupants in close proximity to the Gas Import Jetty Works. ‘Landholders’ refers to owners and/or occupants directly affected by the Pipeline Works.



**Figure 26-3:** Overview of stakeholders

Knowledge of stakeholders was also informed by data gathered to support the assessment of potential social impacts (see EES Technical Report M: *Social impact assessment*) including:

* Australian Bureau of Statistics (ABS) and other relevant secondary data sources
* technical assessments prepared for the EES
* site visits to Crib Point Jetty and Woolleys Beach (March 2019), Warringine Park and areas along the pipeline alignment (January 2019)
* interviews with directly affected landholders who expressed a desire to contribute to EES Technical Report M: *Social impact assessment* (February to March 2019) – three landholders agreed to participate
* interviews with representatives of Mornington Peninsula Shire, Westernport Yacht Club, VRFish and the Crib Point Foreshore Committee.

The section below provides a snapshot of each stakeholder category, baseline findings and engagement undertaken.

## **Government**

### Technical Reference Group

In accordance with the scoping requirements, a Technical Reference Group (TRG) was established and chaired by DELWP on behalf of the Minister for Planning. The TRG has provided advice to AGL and APA throughout the EES process, particularly on the scope and preparation of the technical studies and documentation for the EES. The member organisations of the TRG for the Project are listed in [**Table 26-1**](#_bookmark3).

### Local government

The local government areas within the Project Area are:

* Mornington Peninsula Shire
* Cardinia Shire
* City of Casey.

The Project would be located near or traverse the urban settlements of Crib Point and Hastings. Elsewhere the pipeline would traverse predominantly rural land used for agricultural purposes. The urban settlements of Crib Point and Hastings accommodate largely permanent populations, as well as the ‘rural areas’ intersected by the Pipeline Works within Cardinia Shire and the City of Casey. Hastings was identified in 2006 as a ‘neighbourhood renewal’ area by the Victorian Government and a Hastings Community Hub was subsequently opened to meet a range of local needs.

### Engagement

Local governments have been engaged during the EES process through TRG meetings, Project briefing meetings, pipeline alignment development meetings and by being notified of upcoming engagement events such as community sessions. The Project also consulted with Mornington Peninsula Shire to prepare a draft Planning Scheme Amendment for the Gas Import Jetty Works (including the FSRU).

**Table 26-1:** Technical Reference Group members

|  |  |  |
| --- | --- | --- |
| **Technical Reference Group members** |  | |
| DELWP Impact Unit | Aboriginal Victoria | Melbourne Water |
| DELWP Port Phillip Region | Cardinia Shire Council | Mornington Peninsula Shire |
| DELWP Water and Catchments | City of Casey | Parks Victoria |
| DELWP Pipeline Regulations | EPA Victoria | Port of Hastings Development Authority |
| DELWP Energy | Energy Safe Victoria | Port Phillip and Western Port Catchment Management Authority |
|  | Heritage Victoria | Worksafe Victoria |

### Regulators

In addition to the government departments represented on the TRG, a number of regulators have been engaged throughout the EES process, including those listed in [**Table 26-2**](#_bookmark4). These regulators will have a role in ensuring that environmental and safety standards for the Project are met.

**Table 26-2:** Project regulators, excluding TRG

A full list of regulators and regulations applicable to the Project is detailed in EES Attachment II: *Legislation and policy report.*

|  |  |
| --- | --- |
| **Gas Import Jetty Works** | **Pipeline Works** |
| * Australian Maritime Safety Authority * Marine Safety Victoria * Harbour Master for the Port of Hastings * Port of Hastings Development Authority * Victorian Regional Channels Authority * WorkSafe Victoria * Energy Safe Victoria | * Australian Transport Safety Bureau * Transport Safety Victoria * Energy Safety Victoria * WorkSafe Victoria * VicRoads * VicTrack |

# **Aboriginal cultural heritage**

Areas of registered Aboriginal cultural heritage occur throughout the Project Area and are associated with watercourses, landforms and registered Aboriginal places. The Project Area is within the traditional lands of the Bun wurrung (also Boonwurung or Bunurong) language group and the Woi Wurrung.

### Engagement

AGL and APA consulted with Registered Aboriginal Parties (RAPs) in the Project Area. Three Cultural Heritage Management Plans (CHMPs) were completed for the Project to enable AGL and APA’s scope of works to be assessed individually.

**Chapter 21** *Aboriginal cultural heritage* and EES Technical Report P: *Aboriginal cultural heritage impact assessment* provides more detail on the outcome of the CHMP assessments.

**APA engagement**

Two of the CHMPs relate to the Pipeline Works. To develop these CHMPs, APA and the APA Agent (Archaeological Excavations) engaged with:

* Aboriginal Victoria – five meetings
* Boon Wurrung Foundation – two meetings
* Bunurong Land Council Aboriginal Corporation – 18 meetings
* Wurundjeri Land and Compensation Cultural Heritage Council – one meeting

A total of 124 days was spent with Traditional Owners completing field work and cultural heritage surveys in the Pipeline Works area for these two CHMPs, plus numerous telephone and email discussions.

**AGL engagement**

Traditional Owner consultations took place between AGL, the AGL agent (AECOM Australia Pty Ltd), heritage advisors (Biosis Pty Ltd) and a RAP (Bunurong Land Council Aboriginal Corporation) for the preparation of the CHMP for the Gas Import Jetty Works. Consultation took form of a meeting and several other exchanges during February 2019.

* + 1. **Business and Industry**

### Business

Early Project plans positioned the pipeline alignment adjacent to businesses in built up areas along the service road of Frankston–Flinders Road and in close vicinity to sections of High Street, Glendale Avenue and Marine Parade in Hastings. Businesses in this area were identified as being potentially impacted by pipeline construction activities such as noise, dust, traffic and visual amenity loss.

Potential impact on agribusiness was also identified as landholders are potentially directly impacted by pipeline easements on their properties as well as pipeline construction. Impacts to agribusinesses are detailed in **Chapter 20** *Agriculture* and EES Technical Report O: *Agriculture impact assessment.*

### Engagement

Working with the specialists developing EES Technical Report N: *Business impact assessment*, AGL and APA:

* door-knocked and provided Project information to 180 businesses in Hastings at an early stage of the EES assessments
* held discussions with Hastings businesses about the potential impacts of the pipeline and other potential alignment options to minimise impacts on businesses, such as positioning the pipeline alignment within the Stony Point rail line corridor instead of along the Frankston–Flinders Road service road
* convened two business impact forums to provide further information and collect feedback – the forum was attended by local businesses and local government representatives and included a survey of attendees to understand the size of businesses, frequency of customers to their properties, access requirements and potential impacts of the Project.

Feedback from engagement activities indicated a strong preference for a revised pipeline alignment that would reduce disruptions along Frankston–Flinders Road during construction that would impact businesses and motorists. APA subsequently secured in-principle agreement from VicTrack to re-route the section of the pipeline into the Stony Point rail line corridor.

### Commercial shipping

The Port of Hastings, including the port waters, facilities and commercial shipping channels located within Western Port between Phillip Island, French Island and the Mornington Peninsula includes:

* Stony Point Jetty and depot
* Crib Point Jetty
* Long Island Point liquid berth
* BlueScope steel wharves.

The Port of Hastings is one of four major working commercial trading ports operating in Victoria. The port’s main trade activities include the import/export of oil, liquid petroleum gas (LPG), steel and unleaded petrol (ULP). The port also supports refining/fractionation plants, gas and oil storage and load-out facilities. The port is the southern terminal for several pipelines carrying gas and oil to coastal markets, and the Western Port Altona Geelong (WAG) Pipeline to Mobil and Shell refineries in Melbourne and Geelong.

### Industry associations and peak bodies

AGL and APA regularly engaged with industry associations and peak bodies about the Project to seek their input throughout the planning phase. Concerns raised related to the economy, gas prices, security of gas supply and job creation. Industry associations and peak bodies consulted included:

* Council of Small Business Organisations Australia
* Australian Industry Group
* Victorian Chamber of Commerce and Industry
* Committee for Mornington Peninsula
* Western Port Marine Alliance.

## **Local r****esidents**

### Near neighbours

‘Near neighbours’ have been identified as people living closest to Crib Point Jetty and affected by the Gas Import Jetty Works. AGL has identified five residential properties as near neighbours who are expected to experience change as a result of the Project, or who may be exposed to potential new hazards and amenity impacts as a result of the Project.

### Engagement

AGL and APA have engaged with owners and/ or occupants of these residential properties before the announcement of the EES and throughout the development of the design and technical studies.

### Landholders

Landholders have been identified as the owners and occupiers of land that would be directly affected by the proposed Pipeline Works. A Pipeline Consultation Plan was developed as part of APA’s regulatory requirements to gain a Pipeline Licence and to complete the pipeline component of the Project.

APA has committed to proactive engagement with landholders impacted by the pipeline construction and operation, as well as the communities surrounding the pipeline corridor.

Engagement has provided affected landholders with background and reasoning for the pipeline, consultation on the pipeline alignment, and proposals to minimise impacts to properties during the Project’s construction.

### Landholder engagement objectives

The primary objectives of APA consultation activities with landholders are to:

* ensure that landholders are sufficiently informed about the Pipeline Works, the aspects they can influence and their statutory rights
* allow landholders to have input into aspects of the Pipeline Works that could affect them
* enable APA to understand the views of landholders
* ensure that consultation activities enable landholders to better understand the Pipeline Works through the timely distribution of Project information presented in an understandable format
* ensure a consistent consultation approach is adopted during the Pipeline Works
* outline the process of consultation with landholders and the complaints process to ensure consistency with regulatory requirements
* meet the statutory requirements and expectations

of regulatory agencies.

### Stages of landholder engagement

APA’s consultation methods have been developed around different stages of the Pipeline Works development in line with the requirements of the Pipelines Act. These stages form logical consultation stages, with distinct elements within in each phase relating to information provision, consultation methods and the level of engagement required with relevant landholders. The stages are shown in [**Figure 26-4**](#_bookmark6) and the activities within each stage are described below.

### Stage one: Initial stakeholder engagement

* Identify and engage landholders and establishment of landholder database (such as title searches, landholder addresses and contact details) after the Minister for Energy, Environment and Climate Change approves the EES Consultation Plan
* Meet with regulatory agencies and other related stakeholders
* Provide Project-related information, discuss Project and collect information (recorded in the landholder database)

### Stage two: Obtaining land access for surveys

* Seek agreement for land access from affected private and public landholders for technical and other studies (such as geotechnical, environmental and cultural heritage studies)
* Clarify any specific conditions or constraints relating

to land access

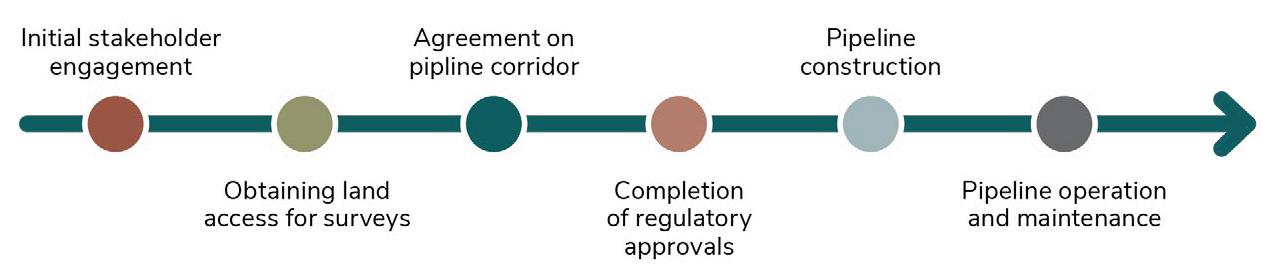
* Provide affected landholders a *Notice of Intention to Enter Land for Survey*
* Undertake required surveys in accordance with any

landholder agreements

* Negotiate easements, including discussions relating to the pipeline alignment

### Stage three: Agreement on pipeline corridor

* Provide affected landholders a *Notice of Pipeline Corridor*
* Consult with affected landholders to negotiate an easement to allow for construction and operation of the pipeline
* Negotiate easements, including construction access arrangements, compensation, rehabilitation of construction disturbance and ongoing access requirements



**Figure 26-4:** Stages of landholder engagement

### Stage four: Completion of regulatory approvals

* Complete EES and EPBC Act assessment processes
* Apply for Pipeline Licence and complete any other secondary approval applications
* Public notification of the Pipeline Licence application

(in regional newspaper)

* Engage with affected landholders and stakeholders about *Notice of Pipeline Licence Application*, once application is lodged
* Apply for Works Approval from EPA Victoria and public notification of application (to be exhibited with the EES)

### Stage five: Pipeline construction

* Once regulatory approvals are gained, APA appoints a suitably experienced construction contractor to complete the works, with Land Liaison Officers to liaise with affected landholders and stakeholders about construction activities
* Open communication with affected landholders and stakeholders during construction and management of any complaints that arise
* Once the pipeline is laid, hydrotesting and commissioning is undertaken, with notifications sent to landholders to alert them of these activities (for safety reasons)
* Full rehabilitation of the disturbed site after commissioning, with consultation continuing with landholders until rehabilitation is complete

### Stage six: Pipeline operation and maintenance

* After construction, commissioning and rehabilitation, APA would access the easement for periodic inspections and maintenance (as required)
* APA would continue relationships with landholders and stakeholders throughout the anticipated operational period of the Project
* APA would consult with the government and other stakeholders in the future about the decommissioning of the Project

### Engagement

APA has had over 3,000 interactions with affected landholders during development of the Pipeline Works. A snapshot of key engagement activities with landholders is provided in [**Table 26-3**](#_bookmark7).

**Table 26-3:** Snapshot of landholder engagement

|  |  |  |
| --- | --- | --- |
| **APA landholder engagement summary** | | |
| **Engagement activity** | **Statistics/Results**  *As of 31/03/20* | **Purpose/description** |
| Visit property | 68 | A visit is when a Land Access Officer attends a landholder’s property without a scheduled meeting to discuss land negotiations. |
| Phone conversations | 1887 | A phone conversation, incoming or outgoing, with a landholder about potential land impact queries or negotiations. |
| Emails | 1900 | An email correspondence with landholders relating to potential land impact queries or negotiations. |
| Meetings | 345 | A meeting scheduled with the landholder, sometimes with other stakeholders such as lawyers or valuers, to discuss impacts to land or land negotiations. |
| Letters | 279 | Letters sent to properties to reach landholders, including for regulatory purposes, with Project notifications or information. |

## **Interest or community groups**

### Local interest groups

Local interest groups are organised groups with shared concerns for potential risks or specific issues related to the Project and include:

* Save Westernport
* Westernport Bay and Peninsula Protection Council Inc
* French Island Community Association
* Friends of French Island
* Phillip Island Conservation Society
* Port Phillip Conservation Council
* Western Port and Seagrass Partnership
* Preserve Western Port Action Group
* Western Port Biosphere
* Dolphin Research Institute
* Western Port Oberon Association
* Phillip Island Nature Parks
* The Blue Wedges Coalition
* Friends of the Bandicoot
* Friends of Warringine Reserve
* Wildlife Coast Cruises
* Western Port Warrior Women
* Westernport Swamp Landcare Group.

### Engagement

Throughout the preparation of the EES, AGL and APA made reasonable attempts to contact local community groups at Project milestone stages including through one- on-one meetings, workshops with technical specialists, phone calls and emails. The intention was to keep key groups updated, directly or indirectly, so their members were familiar with the Project and had opportunity to ask questions and seek further information. Feedback collected has informed Project design and planning.

### Environment interest groups

A large portion of Western Port is designated as a wetland of international importance under the Convention on Wetlands of International Importance (Ramsar Convention). The high environmental value of Western Port is recognised further through the inclusion of Western Port in the UNESCO Mornington Peninsula and Western Port Biosphere Reserve, and the presence of several Marine National Parks within the Western Port Ramsar site (Churchill Island, French Island and Yaringa).

Many residents living near Western Port and beyond are keenly aware of the bay’s ecological values and are keen to ensure these are preserved. The potential impact of the Project on the environment of Western Port is a source of significant community concern.

### Engagement

AGL and APA engaged with the following environment interest groups during the EES process:

* Environment Victoria
* Friends of the Earth Australia
* Victorian National Parks Association.

In late 2019, Environment Victoria launched a campaign encouraging its members to sign an online pledge that sends a pro forma email message to AGL. The email message raised concerns about the Project’s environmental impacts on Western Port’s marine environment, impacts on local businesses and greenhouse gas emissions and highlighted the need to listen to the local community. The email message also called for the blacklisting of AGL as an energy provider if it proceeded with the EES process. As of March 2020, AGL had received and responded to emails from 1,965 individual email addresses. Feedback from the public was considered when developing the EES.

To coincide with World Wetlands Day on 2 February 2020, Environment Victoria launched a second campaign encouraging their members to sign an online pledge. The online pledge raised concerns about the Project’s potential impact on the Western Port Ramsar site. The concerns raised in Environmental Victoria’s 2019 email campaign were also repeated. As of March 2020, AGL had received and responded to emails from 1,380 individual email addresses.

### Community groups

A number of community groups with varying interest in the Project are located within or use the Project Area:

* Hastings RSL
* Rotary Club of Hastings Western Port
* Hastings Yacht Club
* Mornington Lions Club
* Westernport Angling Club
* Western Port Oberon Association.

### Engagement

Throughout the preparation of the EES, AGL and APA sought the involvement of community groups in the EES by inviting them to public events including community sessions at milestone stages. This kept key groups updated and enabled their members to be familiar with the Project. Specifically, AGL has met with and provided briefings to the Western Port Oberon Association and Westernport Angling Club.

## **Recreational or seasonal visitors**

### Recreational fishing and boating

There are various public boat ramps and jetties around Western Port which allow for berthing. Two marinas and several private yacht clubs also facilitate recreational boating and yachting. Hastings serves as the main boat landing location in Western Port. There are also boat launching ramps at Blind Bight, Corinella, Coronet Bay, Cowes, Flinders, Newhaven, Rhyll, Stony Point, Tooradin and Warneet.

AGL and APA engaged with key fishing organisations to keep them updated on the Project and sought feedback from their members by inviting them to public events and community drop-in sessions. The key fishing organisations included:

* VRFish – Victoria’s recreational fishing peak body
* Futurefish Foundation – dedicated to protecting and enhancing recreational fishing in Victoria.

AGL and APA engaged broadly with communities where boat launching ramps are located by distributing flyers providing Project updates and highlighting details of public meetings and community drop-in sessions.

### Community facilities and outdoor recreational space users

The Project would be located near or traverse across a number of open spaces, including:

* Bittern Coastal Wetlands Walk, Warringine Park
* Ted Harris Walk, Warringine Park
* Jacks Beach, Foreshore Reserve – picnic area; managed by the Crib Point and Stony Point Foreshore Committee
* Woolleys Beach, Foreshore Reserve – picnic and barbeque area, bathrooms, sand boat ramp at the southern clearing and two existing groynes that are popular for fishing; managed by the Crib Point and Stony Point Foreshore Committee.

Potential acoustic and/or visual amenity impacts of the Project at a variety of community facilities in Crib Point, Hastings and other places near the Project have been identified:

* Victorian Maritime Centre, Crib Point Terminal building
* Hastings Community Hub
* Hastings Park, Thomas Barclay Oval and Tyabb North Sports Ground and associated pavilions and facilities, including the Hastings Sports Club.

Woolleys Beach includes two cleared areas linked by a walking track and is a popular place for walking, picnicking and kayaking, as well as a location to gather. Woolleys Beach typically offers a quiet and tranquil setting for visitors, overlooking the Crib Point Jetty. At times during the year, United Petroleum vessels berth and unload at the Crib Point Jetty and make use of a processing plant at Crib Point which is near Woolleys Beach North.

AGL and APA engaged broadly with local communities with regular e-news updates and by updating the Project website, including uploading Project information sheets, booklets and reports. Community drop-in sessions were advertised in the local community via a flyer distribution campaign and advertising in local newspapers.

## **Wider community**

The Project website was launched in phase one of the EES announcement ([**www.agl.com.au/agl-apa-**](http://www.agl.com.au/agl-apa-environment-effects-statement)[**environment-effects-statement**](http://www.agl.com.au/agl-apa-environment-effects-statement)). The website aims to keep the wider community informed with Project information and about consultation and engagement opportunities. AGL and APA have encouraged the community to sign up to receive e-news Project updates and to participate in the online discussion forum and interactive feedback map on the website. A new Project website will be launched for the public exhibition of the EES (**www.gasimportprojectvictoria.com.au**) and supersede the previous website. Users visiting the previous website will be redirected to the new Project website once launched.

AGL and APA plan to open an information centre, The Pavilion, within the Project Area in mid-2020 to provide the wider community an accessible way of connecting with the Project.

### Community sentiment research

To gain an insight into community awareness and perception of the Project, AGL engaged a social research specialist to undertake a community sentiment survey. This survey was conducted in three parts (April 2019, June 2019 and October 2019) with approximately 800 participants (400 in Mornington Peninsula and 400 throughout the rest of Victoria) each survey. The survey provides a snapshot of community perceptions and a comparative sense of how perceptions may have shifted over time.

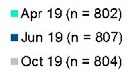
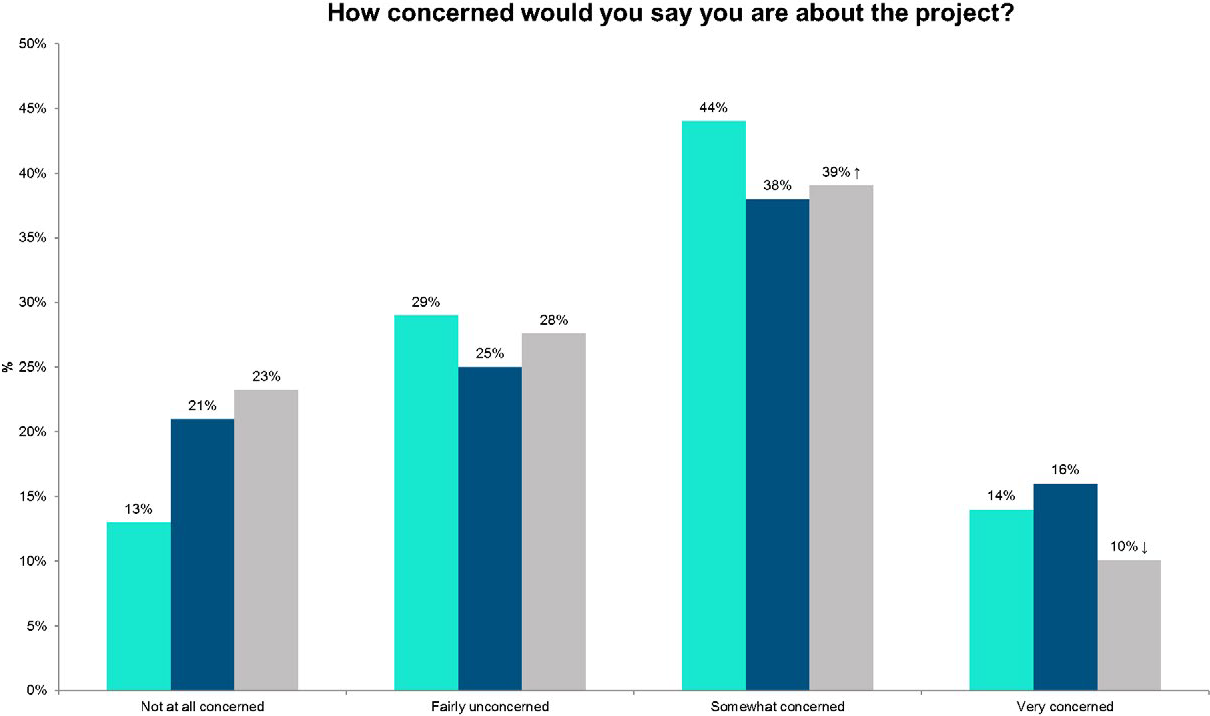
**Figure 26-5:** AGL community sentiment survey (all respondents)

The survey also provides an indication of factors which may enable or detract from the Project’s social licence among specific groups. ‘Social licence’ generally refers to the level of community trust, comfort and acceptance towards a project, concept or entity.

Survey results indicated that community awareness of the Project in Mornington Peninsula was highest in June 2019 (63 per cent of people surveyed had heard of or maybe heard of the Project) after a lower level of awareness recorded in the earlier April 2019 (52 per cent). The October 2019 survey showed a similar level of awareness (51 per cent) to the April 2019 survey.

When results from the Mornington Peninsula surveys are combined with surveys conducted throughout the rest of Victoria, the results indicate that people became increasingly informed about the Project – 44 per cent were either somewhat or very informed in April 2019 and this rose to 56 per cent in October 2019. People local to the Mornington Peninsula were found to be more likely to seek or had sought information about the Project. When considering communication methods most likely to inform views about the Project, direct engagement such as AGL events, website content and direct conversations with staff appear to be the most effective.

As shown in [**Figure 26-5**](#_bookmark8), when considering all survey respondents over the three surveys, the number concerned about the Project reduced over time. Of those surveyed in April 2019, 58 per cent were somewhat concerned or very concerned, which had reduced to 49 per cent in the October 2019 survey.



# **Engagement channels**

A broad range of engagement tools and techniques have been employed to provide as many opportunities as possible for stakeholders to be involved in engagement and consultation.

**Table 26-4:** Engagement channels

The engagement channels are summarised in [**Table**](#_bookmark9)[**26-4**](#_bookmark9). Further details of the reach of the channels and engagement results are provided in EES Attachment V: Community engagement reports.

|  |  |
| --- | --- |
| **Channel** | **Purpose** |
| Advertising and promotions | Local newspapers and letterbox drops promoted upcoming engagement activities such as community drop-in sessions to local households and businesses. Flyers were distributed to notify local residents of session times and locations, directing them to more information via the Project website and online engagement hub. |
| Business doorknocks | Doorknocks of businesses along the proposed pipeline alignment to promote awareness of the Project and business forums, and to understand perceptions of issues and opportunities within the local business community. |
| Business forums | Two events held to gather feedback from businesses that would be impacted by Project construction to inform the EES Technical Report N: *Business impact assessment.* |
| Community drop-in sessions | Community drop-in sessions were held in Hastings, Crib Point, Grantville, Cardinia, Pearcedale, Cowes and Officer. The sessions aimed to present information and collect feedback. Sessions were held at key milestones, including exhibition of the draft EES scoping requirements, preparation of the EES specialist investigations and before and during exhibition of the EES. Drop-in sessions were held in venues within the Project Area to allow a wide cross section of the community to attend. Events were widely promoted via local and regional print media, e-news updates, the Project website, letterbox drops, letters to directly affected properties and by providing social media content. |
| E-news | The community and stakeholders were encouraged to sign up to receive e-news updates when they visited the Project website or attending a community drop-in session. E-news updates were sent at regular intervals (milestone triggers) to keep people informed and to highlight opportunities for engagement and consultation. |
| Government briefings | Briefings with government representatives informed them of the progress of the Project and the EES. |
| Landholder engagement | Landholder engagement provided general Project updates, statutory documents, commenced negotiations and gained feedback throughout the EES process. Letters were delivered to directly impacted households and businesses to inform them of Project information at milestones and ahead of major engagement activities such as community drop-in sessions. |
| Meetings | Meetings held with stakeholders and community representatives individually or in small groups to provide updated Project information, seek understanding of stakeholder and community concerns and potential opportunities for future engagement. |
| Fact sheets and publications | Online and printed collateral has included Project overview, background as well as information about field investigations, the design progress, statutory planning and construction. These were provided at community drop-in sessions and are published on the Project website. |
| Online discussion forum | A public online discussion forum allowed community members to participate in themed discussions. Community members can ask questions, receive answers and share feedback. The discussion forum was hosted on AGL’s Community Hub, linked from the Project website. |
| Online interactive feedback map (Social Pinpoint) | An interactive map using the Social Pinpoint platform linked from the Project website. A map of the Project Area allows people to drag and drop comments, provide suggestions or feedback and ask questions about important places or the Project more broadly. |

|  |  |
| --- | --- |
| **Channel** | **Purpose** |
| Project telephone hotlines | Project telephone hotlines allow members of the public to speak to APA and AGL Project staff via dedicated 1800 numbers. All calls, responses and actions required are recorded in a secure stakeholder database. The Project hotline is promoted via the Project website and all engagement collateral and advertisements. |
| Project email addresses | Dedicated community enquiry email addresses for the Project allow the public to provide feedback, make comments and ask questions directly to AGL and APA. Emails, responses and actions are logged and recorded in a secure stakeholder database. The Project email addresses are promoted via the Project website and all engagement collateral and advertisements. |
| *Proposed* Community Pavilion | An accessible local space for people to drop to learn and keep updated about the Project. |
| Public presentation | The Project team delivered presentations to the community in local venues, with the community  having opportunity to ask questions. |
| Surveys | Surveys collected detailed feedback on particular Project themes. |
| Technical Reference Group (TRG) sessions | Regular meetings with the TRG informed government and industry stakeholders of the progress of the Project and EES. |
| Webpages | A Project website was established, and AGL and APA also created webpages on their business websites for the Project which are kept updated as new information becomes available. Content is prepared to optimise accessibility for users. The Project website links to the online interactive feedback map and online discussion forum and provides all engagement collateral and details of the email, phone and postal addresses for the Project.  The APA published the Pipeline Consultation Plan on its website to enable wider community access |
| Workshops | Workshops provided affected groups opportunity to build understanding of the Project as well as capacity to be involved in aspects of Project development. |

* 1. **Over****view of engagement**
     1. **Phase 1: Proposal**

**(June 2017 – September 2018)**

Phase 1 consisted of raising public awareness and understanding of the Project. Communication and engagement activities included stakeholder and landholder meetings, community meetings and presentations, the launch of the Project website and email updates.

Phase 1 involved 49 engagement sessions including meetings, public presentations and community drop- in sessions. A detailed list of phase 1 engagement is provided in EES Attachment V: *Community engagement report.*

The objectives of phase 1 engagement activities were to:

* raise public awareness of the Project
* highlight potential environmental risks and outline how they would be investigated
* contact landholders to advise of the potential pipeline alignment and to identify how their property may be impacted by the Pipeline Works
* gain approval for site investigations for Project planning and the development of the pipeline alignment.

Phase 1 engagement also involved AGL sharing drafts assessments for flora and fauna, marine ecology, visual and assessment with key local interest groups to seek their feedback. These draft environmental assessment reports and additional assessment reports were all published on the Project website for public comment.

Community members, environment groups and science- based research organisations were invited to comment on the reports before AGL submitted the EES Referral.

* + 1. **Phase 2: Scoping requirements period (October 2018 – January 2019)**

Phase 2 engagement aimed to introduce the EES process and inform the community about the Project’s regulatory commitments.

In December 2018, AGL and APA held community drop- in sessions in Cardinia and Hastings with around 60 people attending. The objectives of the drop-in sessions were to:

* inform the community of the EES process
* promote the opportunity to comment on the

Minister’s draft scoping requirements

* provide details of the regulatory agencies which would be represented on the Technical Reference Group (TRG) for the Project
* collect preliminary feedback on demographics, potential impacts of the Project and preferences for future engagement activities.

DELWP representatives attended the sessions and answered questions about the regulatory process. A total of 50 submissions were received on the Minister’s draft scoping requirements. The scoping requirements were finalised by the Minister in February 2019.

AGL and APA’s EES Consultation Plan was posted on the DELWP website and outlined the engagement activities that were committed to throughout the EES process.

## **Phase 3: EES preparation (January 2019 – early/mid 2020)**

Phase 3 engagement saw the focus of community engagement activities shift from discussing the Project and planning process to sharing the outcomes of investigations and technical studies undertaken for the EES. AGL and APA introduced early EES findings to the community for comment before the EES exhibition (estimated June 2020).

Phase 3 involved a variety of communication and engagement activities described in [**Table 26-5**](#_bookmark11). Objectives of the activities were to:

* gather further community feedback about the Project and technical studies to inform the planning process
* increase public awareness and understanding of

Project benefits and potential impacts

* inform the community of Project regulatory

requirements to complete the EES

* continue engaging with Gas Import Jetty Works ‘near neighbours’, affected Pipeline Works landholders and other stakeholders
* report back to key stakeholders and the wider community on engagement activities and how feedback informed and influenced the Project.

The TRG was convened during phase 3 to review the EES specialist studies and draft documentation.

Face-to-face engagement occurred throughout Western Port and in the towns of Crib Point, Hastings, Pearcedale, Cardinia, Officer, Grantville and Cowes. Digital public engagement platforms were also launched during this time and would remain active until phase 5 of the engagement process (construction) is complete.

**Table 26-5:** Engagement activities during phase 3: EES preparation (January 2019 – early/ mid 2020)

|  |  |  |
| --- | --- | --- |
| **Activity** | **Results** | **Target Group** |
| Advertising and promotion | Two half-page advertisements in several editions of six local newspapers with a combined readership of 161,000.  Letterbox drop of a flyer across the Project Area  to 30,000 residents and businesses. | Wider community |
| Business doorknocks | Two days of door-knocking local businesses. | Businesses located close to the proposed pipeline corridor in Hastings |
| Business forums | Two forums held in Hastings with 10 people attending. | Businesses located close to the proposed pipeline corridor in Hastings |
| Community drop-in sessions | Ten drop-in sessions with 270 people attending. | Communities around Western Port and rural areas traversed by the pipeline |
| E-news | Seven emails sent (397 AGL subscribers) and eight update emails sent (267 APA subscribers). particular Project themes. | Near neighbours and landholders, interest and community groups, recreational users and the wider community |

**26-18**

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|  |  |  |
| --- | --- | --- |
| **Activity** | **Results** | **Target Group** |
| Government briefings | 18 Council briefings held, several emails sent to four government representatives and three letters received from two government representatives. | Local councillors and council officers within Project Area, state MPs and federal MPs including Neale Burgess MP (Hastings); Greg Hunt MP (Flinders); Chris Brayne MP (Nepean); Jordan Crugnale MP (Bass) |
| Landholder engagement | Five formal letters sent to all landholders. Frequent engagement via phone calls, emails and meetings by APA Land Access team.  See **Sectio**[**n 26.6.2**](#_bookmark5) of this chapter for further details. | Landholders and stakeholders impacted by the Pipeline Works |
| Fact sheets and publications | Seven EES factsheets Two publications | Wider community |
| Online discussion forum | 55 participants posted over 185 comments | Capturing interested people beyond the Project Area. Demographic that could not attend face-to- face engagement activities. |
| Online interactive feedback map (Social Pinpoint) | 20 comments received | Community members with geographical questions/concerns. Demographic that could not attend face-to-face engagement activities. |
| Project telephone hotlines | Over 35 phone enquiries (AGL and APA  combined) | Wider community |
| Project email addresses | Over 100 email enquiries (AGL and APA  combined) | Wider community |
| Proposed Community Pavilion | Opening mid-2020 | Wider community in Hastings and surrounding suburbs |
| Surveys | Two surveys online and hardcopy available at face-to-face engagement activities  68 survey responses collected | Community members attending face-to-face engagement activities or wanting to provide detailed feedback online |
| TRG sessions | 12 meetings held | Members of the TRG appointed as part of the EES process |
| Webpages | AGL and APA joint EES webpage, hosted on AGL website, linking to two Project webpages on AGL and APA websites respectively  AGL Project webpage –  33,898 unique visits and average time on page  4:27 minutes  (*8 October 2018 – 31 March 2020*)  APA Project webpage –  3,592 unique visits and average time on page  2:39 minutes  (*8 October 2018 – 31 March 2020*)  AGL and APA joint EES webpage –  3,017 unique visits and average time on page 10:57 minutes  (*8 October 2018 – 31 March 2020*) | Wider community |
| Workshops | Two workshops held in Hastings 13 people attended in total | Targeted affected stakeholders such as the ‘near neighbours’ and local activist groups. |

**Figure 26-6:** Engagement activities in February-March 2019

* + 1. **Phase 4: Public exhibition and public inquiry (mid 2020 – late 2020)**

Phase 4 of the engagement process consists of formal activities to support the EES process, including public exhibition of the EES and appointment of an independent inquiry to review the EES and public submissions by the Minister for Planning in accordance with the Ministerial Terms of Reference. The inquiry is expected to run a public inquiry process.

The objectives of this engagement period are to:

* exhibit the Project EES and the impact assessments completed as part of the EES process
* exhibit the Pipeline Licence application under the Pipelines Act, the Works Approval application under the *Environment Protection Act 1970*, and the draft Planning Scheme Amendment to the Mornington Peninsula Planning Scheme under the *Planning and Environment Act 1987*
* support the public inquiry process by providing

information on formal avenues to make a submission

* report back to key stakeholders and the community on engagement and planning outcomes and how their feedback was considered in the Project design.

The aim of this public exhibition and public inquiry process is to give the community and stakeholders the opportunity to make written and oral submissions about the Project and the EES. All submissions made will be considered by the independent inquiry appointed to review the EES and following the public hearing the inquiry will provide the Planning Minister with a report recording considerations and recommendations.

This is the opportunity for the community to read all exhibited EES documents and understand how feedback has shaped the Project.

## **Phase 5: Construction (early 2021 – early 2022)**

If the Project receives all required approvals, phase 5 would include the period between EES assessment and activities related to the construction of Gas Import Jetty and Pipeline Works, continuing until stakeholders are satisfied with the rehabilitation of the disturbed areas.

Community engagement would continue during construction of the pipeline. A Stakeholder Engagement Management Strategy would be prepared to facilitate ongoing consultation between AGL and APA and the community (including relevant councils, government authorities, adjoining affected landowners and businesses and other community groups directly impacted by the Project). The Stakeholder Engagement Management Strategy would be a requirement of the Environmental Management Plan for the Gas Import Jetty Works. For the Pipeline Works, the Stakeholder Engagement Management Strategy will be consistent with the Consultation Plan being prepared for the Pipeline Licence.

The Stakeholder Engagement Management Strategy would:

* identify people and organisations to be consulted during the design and work phases
* set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the Project
* identify opportunities to provide information regularly about construction activities, schedules and milestones
* detail the measures for advising the community in advance of upcoming works (where necessary)
* set out procedures and mechanisms for consulting with relevant council(s) and government authorities/ agencies
* set out procedures and mechanisms:
  + through which the community can discuss or provide feedback to AGL and APA
  + through which AGL and APA would respond

to enquiries or feedback from the community

* + to resolve any issues and mediate any disputes that may arise in relation to environmental

management and delivery of the Project.

The Stakeholder Engagement Management Strategy would be implemented for the duration of the construction works and for 12 months following completion of construction.

The EES has identified mitigation measures which would be incorporated into the conditions of statutory approvals and environment management plans for the construction and operation of the Project. These measures include consultation and notification requirements. See [**Table**](#_bookmark19)[**26-10**](#_bookmark19) in **Section** [**26.9.5**](#_bookmark18) of this chapter for mitigation measures relating to community issues.

During construction, stakeholders would be made aware of communication paths to notify and communicate with construction personnel. Construction impacts on the local community would be minimised by AGL and APA as much as practicably possible. Following construction, communication would relate to the reinstatement and rehabilitation of disturbed areas in the pipeline alignment in accordance with the easements negotiated with each landowner and to ongoing operations of project facilities including the FSRU at Crib Point Jetty.

If the Project proceeds, AGL would establish a $7.5 million Community Fund managed by a panel of local community members. AGL recognises that while importing LNG would secure gas supply for Victoria, it needs to share some of the benefits with the local community. The intention of the Community Fund is not to increase community support for the Project but to share the benefits and ensure fairer outcomes for the local community. The distribution of the funds in relation to community needs has not yet been decided. During phase 5 of the engagement, AGL would work with the community to establish arrangements for the fund to be led and operated by the local community, addressing concerns they identify in their own communities.

## **Phase 6: Project operation and maintenance (early/mid 2022 onwards)**

AGL and APA would continue to communicate and engage with stakeholders through the operational life of the Project. AGL and APA would comply with statutory approval conditions and management plans which require stakeholder consultation or communication.

APA would implement an ongoing easement maintenance program including APA representatives to access landholder properties as necessary. This access is to maintain vegetation for line of sight requirements and to ensure the easement access is preserved.

# **Community feedback**

## **Collection of feedback**

Engagement has involved a broad range of stakeholders, community groups and individuals since 2017 and before preparation of the EES began. These early conversations established Project awareness in the local community and helped AGL and APA identify key areas of community concern.

Feedback has been formally collected and monitored since the Victorian Minister for Planning determined an EES was required on 8 October 2018, through to EES exhibition.

[**Figure 26-7**](#_bookmark12) shows the mechanisms and opportunities available for communities and stakeholders to provide feedback during preparation of the EES.

Feedback collected through these channels continues to inform the planning, design and delivery of Project communication and engagement activities.

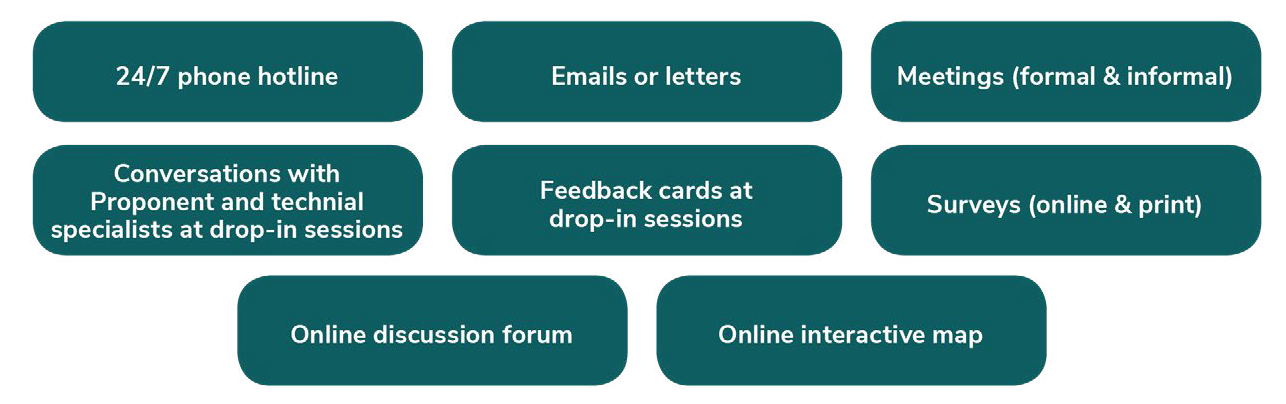
Engagement information collected during the EES preparation was also provided to technical specialists for their consideration in the design of the Project and to be addressed in their technical studies.

[**Table 26-8**](#_bookmark16) and [**Table 26-9**](#_bookmark17) indicates how AGL and APA have incorporated feedback from stakeholders and the community into the design of the Project.

[**Table 26-10**](#_bookmark19) in **Section** [**26.9.5**](#_bookmark18) of this chapter identifies

where community feedback is addressed in the EES.

**Figure 26-7:** Sources of community feedback



## **Summary of engagement**

A total 1,027 community interactions were collected between 8 October 2018 and 31 March 2020. Queries and community feedback received were categorised into 11 themes for consistent analysis and to capture changes in community interest throughout the EES process. Where feedback contained multiple themes, each theme was counted.

[**Figure 26-8**](#_bookmark13) illustrates the proportion of mentions for each theme. The 11 themes are ordered below according to the frequency of mentions during the engagement.

* + - 1. Marine impacts (29 per cent)
      2. Consultation (16 per cent)
      3. Land impacts (12 per cent)
      4. Safety (9 per cent)
      5. Project rationale (7 per cent)
      6. Regulatory approvals (6 per cent)
      7. Community impacts (6 per cent)
      8. Climate Change (5 per cent)
      9. Noise or vibration (5 per cent)
      10. Construction (3 per cent)
      11. Visual impacts (2 per cent)

Community priorities for each theme changed over the engagement period, as shown in [**Table 26-6**](#_bookmark14). The themes shown in [**Table 26-6**](#_bookmark14) were assessed as at March 2019, September 2019 and March 2020.

More than 50 per cent of community feedback related to the marine impacts, land impacts and consultation themes. Marine impacts remained the most frequently mentioned issue throughout the engagement program. The consultation theme increased five per cent from March 2019 to March 2020 to become the second most prominent theme.

The themes with the largest percentage change during the engagement program were:

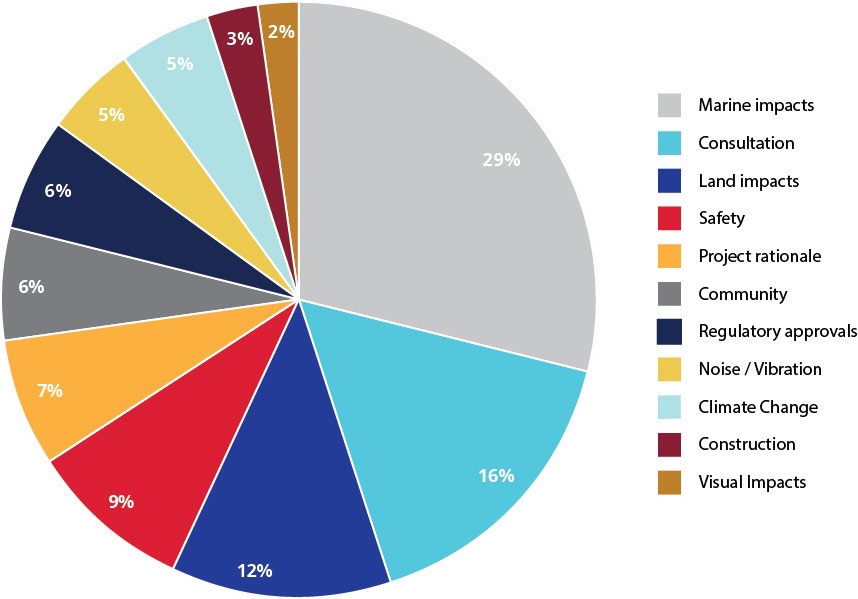
* Climate change (increase in mentions from 0 per cent

in March 2019 to 5 per cent in March 2020)

* Project rationale (decrease in mentions from 11 per cent in March 2019 to 7 per cent in March 2020)
* Marine impacts (decrease in mentions from 33 per cent in March 2019 to 29 per cent in March 2020)
* Regulatory approvals (increase in mentions from 3

per cent in March 2019 to 6 per cent in March 2020).

The amount or frequency of feedback relating to construction and visual impacts did not change between March 2019 and January 2020.

**Figure 26-8:** Key community themes raised

**Table 26-6:** Change in community issue themes raised during the engagement period

**Issue theme**

**As at**

**As at**

**As at**

**% Change**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **March 2019 (% of mentions)** | **September 2019 (% of mentions)** | **March 2020 (% of mentions)** | **March 2019-**  **March 2020** |
| Marine impacts | 33% | 30% | 29% | -4% |
| Consultation | 11% | 17% | 16% | +5% |
| Land impacts | 14% | 13% | 12% | -2% |
| Safety | 11% | 9% | 9% | -2% |
| Project rationale | 11% | 11% | 7% | -4%\* |
| Community | 5% | 6% | 6% | +1% |
| Regulatory approvals | 3% | 6% | 6% | +3% |
| Climate Change | - | - | 5% | +5%\* |
| Noise/vibration | 7% | 5% | 5% | -2% |
| Construction | 3% | 3% | 3% | equal |
| Visual impacts | 2% | 2% | 2% | equal |

*\* Climate change-specific feedback progressively increased during the Project. In March and September 2019, feedback relating to climate change and greenhouse gas was captured in the ‘project rationale’ theme. For March 2020 reporting purposes, climate change-specific feedback has been grouped separately from the ‘project rationale’ theme to demonstrate this change. This contributed to the decrease in feedback under the ‘project rationale’ theme.*

## **Themes from community feedback**

This section summarises each of the 11 community feedback themes raised, including how interest levels changed during the preparation of the EES and how the Project has responded to or engaged with issues relating to each theme.

### Potential marine impacts

Potential marine impacts in Western Port remained the most prominent community concern throughout the engagement process. Communities emphasised the importance of thorough technical investigation in the preparation of the EES, particularly with respect to the potential impacts of the FSRU’s operation on the marine ecosystem.

### Consultation

The Project consultation process received positive feedback as well as suggestions on how to improve consultation and engagement. Consistent consultation concerns raised relating to the independence of technical specialists, how feedback was influencing the EES process, and the Project’s ‘social licence’ requirements.

### Potential land impacts

Participants reiterated the importance of the technical studies and sought assurance the studies would consider possible environmental impacts along the proposed pipeline alignment. Potential land impacts remained among the top three most frequently mentioned themes of feedback. The most common mention of potential land impacts during the EES preparation related to flora and fauna.

### Safety

Feedback indicated a similar level of community concern about pipeline safety and the safety of the FSRU and gas import process. Specifically, people sought assurance that technical studies considered worst-case scenario hazards, details of how the Project would mitigate safety risks, and consideration of risks of spillage and soil contamination.

### Project rationale

AGL and APA received feedback on the Project in general, including the rationale for the Project, state of the gas market, site selection of Crib Point and the use of fossil fuels.

While the EES scoping requirements outline the specific matters to be investigated, feedback about the Project rationale related to more general concerns and impacts. This feedback was not addressed through technical investigations, although AGL and APA considered issues and provided responses where possible.

### Climate change

Feedback about climate change progressively increased during the development of the EES. Feedback related to use of fossil fuels, the transition into renewable energy sources, understanding the Project’s life cycle assessment of greenhouse gas emission levels and how the long-term and cumulative impacts are being studied.

Community feedback relating to climate change and greenhouse gas collected between March and September 2019 were captured under the ‘project rationale’ theme. Feedback received since September 2019 that included climate change or greenhouse gas-related comments has been grouped separately from ‘project rationale’ into this climate change theme. This demonstrates the progressive increase in climate change as a feedback topic. It also contributes to a decrease in feedback under the ‘project rationale’ theme between September 2019 and March 2020.

### Community impacts

Positive and negative mentions of community impacts included topics such as further industrialisation of Western Port and potential stimulation to the local economy. Overall, a majority believed the Project would have negative impacts on the community, although this sentiment differed between locations and community interest groups.

Some groups who oppose the Project are concerned potential adverse community impacts not being sufficiently understood or addressed. Concerns about the further industrialisation of Crib Point and Western Port were also raised consistently during the preparation of the EES.

Positive comments, particularly from the local business community, related to opportunities for the Project to stimulate the local economy. Others made suggestions for ways the Project could support the local community, such as by supporting local sporting associations or local environmental rehabilitation projects.

### Regulatory approvals

AGL and APA heard equal proportions of questions about the EES process and technical impact assessment studies. DELWP representatives attended several community sessions in February and March 2019 and August and September 2019. Community members were able to discuss the EES process and other regulatory approvals such as the Pipeline Licence application and Works Approval application. Questions were asked directly to DELWP representatives, which led to independent responses about the regulatory approvals process.

### Noise or vibration impacts

Questions were frequently raised during the preparation of the EES about operational noise from the FSRU and the impacts of vibration above and below water. In particular, various requests were received for further details of noise data and methodology and the potential for noise and vibration to impact migratory birds.

### Construction

Construction feedback focused on the potential effects of construction along the pipeline alignment. Areas of interest in order of frequency were: spoil and waste during construction; air quality impacts; economic impacts to businesses; and traffic impacts.

### Visual impacts

Some people expressed concerned about the visual impacts of the FSRU at Crib Point and around Western Port. Concerns about visual impacts comprised a small proportion of all community feedback received during the preparation of the EES. Nearly half the feedback about visual impacts related to FSRU light spill. Other feedback related to the physical visual impact of the FSRU or industrialisation in Western Port, and visual impacts during construction of the pipeline.

## **Project response to**

**stakeholder concerns**

Since Project conception, APA and AGL have incorporated feedback from stakeholders and the community into the design of the FSRU operation and the pipeline alignment.

In response to wider community concerns about the safety of the FSRU, AGL will assess the FSRU under the most stringent safety standards so it is safe for the surrounding community.

11 revisions to the pipeline alignment have been made since the Project began, with many in response to consultation and negotiation with landholders and other stakeholders. A trenchless approach (including horizontal directional drilling method) to installing the pipeline has been adopted at 39 locations along the 57-kilometre alignment resulting in an approximate combined total of 9 kilometres of the pipeline to reduce or mitigate impacts of the Pipeline Works.

Revisions to the pipeline alignment have increased the overall pipeline by 1.5 kilometres. [**Table 26-7**](#_bookmark15) provides a snapshot of revisions to the pipeline alignment.

**Table 26-7:** Changes to pipeline alignment

|  |  |  |
| --- | --- | --- |
|  | **Early alignments** | **Revision 11** |
| Number of trenchless sections | 33 | 39 |
| Length of trenchless section | 4.7 km | 9 km |
| Overall pipeline length | 55 km | 57 km |
| Total number of changes to the pipeline | 0 | 133 |

[**Table 26-8**](#_bookmark16)summarises feedback from the wider community and Project responses. [**Table 26-9**](#_bookmark17)summarises feedback from landholders and Project responses.

**Table 26-8:** Project response to stakeholder concerns: wider community

|  |  |
| --- | --- |
|  | **Wider community** |
| **Issue** | **Response** |
| **Safety concerns about the pipeline and FSRU** | **Going beyond the standard safety assessments and commitments usually attributed to this kind of project:**   * As part of the pipeline design development, APA has gone beyond the minimum requirements as specified under AS 2885. This includes increasing the depth of cover and wall thickness of the pipeline to reduce safety risks to communities. * The pipeline alignment avoids certain areas (such as near houses, schools, nursing homes and hospitals) for the considerations of public safety. * Although the FSRU would not have been classified as a major hazard facility, it will be assessed in a manner that is consistent with the requirements for a major hazard facility in Victoria. It is anticipated the FSRU operator will submit a safety case (incorporating a safety management system and emergency plans) to WorkSafe Victoria for approval before the facility starts operating. |

**26-26**

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|  |  |
| --- | --- |
|  | **Wider community** |
| **Whale strikes by LNG tanker ship** | **Ensuring the potential impact of whale strikes in Western Port is assessed:**   * The potential for LNG carriers to strike whales when travelling through Western Port has been incorporated into the EES Technical Report A: *Marine biodiversity impact assessment.* |
| **Impacts on the marine environment – residual chlorine and temperature of wastewater discharge** | **Modifying the FSRU design to include six discharge ports:**   * The FSRU would be designed with discharge ports that are horizontal, near the water surface and with a high discharge velocity (greater than or equal to five metres per second). FSRUs are typically constructed with one or two discharge ports. * When operating in an open loop operation, the six-port discharge design would facilitate mixing of cooler seawater and residual chlorine to achieve effective dilution. * Ongoing monitoring of the marine environment via a detailed monitoring regime of the FSRU would occur to ensure it is operating in accordance with its licence conditions. |
| **Impacts on**  **marine environment –**  **entrainment** | **Adjusting the positioning and velocity of intake design to reduce entrainment of marine species:**   * Most biota occur near the water surface or the seabed. Seawater intake for the FSRU would be positioned at least three metres above the seabed and at least two metres below the water surface to avoid these areas and to reduce entrainment. * Smaller intake grilles are proposed to reduce the likelihood of larger mobile marine animals and drifting debris from entering the seawater heat exchange system. * Reduced water velocity of less than 0.15 metres per second of water intake design would   prevent marine organisms from entering the seawater exchange system.   * The intake would be oriented parallel to the ambient tidal currents and flush with the hull, so the water must enter the intake horizontally to enable marine vertebrates the opportunity to detect the lateral currents and swim away from the intake. * Ongoing monitoring of species would occur by sampling the intake to monitor potential organisms being entrained and to ensure it is operating in accordance with its licence conditions. |
| **Greenhouse gas** | **Open loop and closed loop have been assessed for the operation of the FSRU regasification system. The FSRU would operate primarily in open loop regasification mode, which would minimise greenhouse gas emissions compared to operating in closed loop regasification mode.** |
| **Amenity impact in densely populated area of Hastings** | **Moving the pipeline alignment from Frankston–Flinders Rd to the rail corridor:**   * The pipeline alignment was relocated from along Frankston–Flinders Road to the Stony Point rail line corridor. Consultation occurred through two business forums, meetings and face-to-face engagement. * This revised pipeline alignment responded to community concerns about potential amenity disruptions to local businesses during construction, such as changes in noise, dust, air quality and traffic restricting access to businesses. * The revised pipeline alignment reduced amenity impacts of the Project’s construction. |
| **Concerns about the natural environment** | **Using HDD to avoid known threatened species:**   * Community and stakeholders, regulators and the TRG have reiterated the importance of preserving species listed as threatened. * HDD methodology is proposed at Kilometre Point (KP) 1 to KP 2 to avoid the population of Merran’s Sun Orchid (*Flora and Fauna Guarantee Act 1988* (FFG Act) listed) present species. * Boring methodology is proposed at KP 34 where there is a known presence of the Southern Brown Bandicoot (FFG Act listed, EPBC Act Endangered). |
| **Impacts to shorebird roosting habitat** | **Increasing studies of shorebird roosting habitat to inform the FSRU design:**   * Feedback from the TRG and other stakeholders resulted in further studies on the shorebird environment to be used as empirical evidence for the EES. * Noise measurements were completed at Long Island Point (primary habitat) where the birds are already exposed to industrial noise. |

**Table 26-9:** Project response to stakeholder concerns: Landholders

|  |  |
| --- | --- |
|  | **Landholders** |
| **Issue** | **Response** |
| **Impacts to national parks and conservation reserves along the pipeline alignment, particularly the Western Port Ramsar site** | * The pipeline alignment options were revised to avoid the Western Port Ramsar site. Early alignment options near Koo Wee Rup were discounted due to the potential negative impacts on the ecological character of Western Port. * HDD construction has been adopted in two sections of Warringine Park to limit vegetation removal and avoid surface impacts on the Ramsar site at KP 4 as well as a single HDD crossing of Watson Creek at KP 18 for similar reasons. |
| **Pipeline Works impact areas of environmental sensitivity or value** | * The proposed pipeline alignment has been selected in recognition of the area’s environmental sensitivities. This alignment has no impact on coastal saltmarsh or mangrove communities and avoids swamp scrub and grassy woodland ecological vegetation communities in the south and western part of the nature reserve. * HDD is proposed at KP 13 to avoid impacts on the local population of River Swamp Wallaby Grass (FFG listed, EPBC Vulnerable) * At KP 20, a 40-metre tall tree that is unlikely to have listed significance but is significant to neighbouring landholders has been avoided by revising the pipeline alignment around this tree. |
| **Impacts to waterbodies on private**  **land** | * Owners and occupiers at KP 20 were engaged to identify a private property pond at Langwarrin Creek and avoid it by proposing HDD. |
| **Impacts to known sites of cultural significance** | * Boring methodology is proposed at KP 11 under the remains of the Denhams Road Farmhouse, Victorian Heritage Inventory Site. |
| **Impeding future land use or development** | * Extensive consultation was completed with landholders to ensure the alignment on property had least impact on property value and potential land uses. * Forty-two alignment revisions were adopted following consultations with landholders to minimise impacts of the pipeline to the current or proposed uses of properties. * At KP 43, the alignment was revised to skirt along the boundary of the property. * A property incorporating a major industrial development proposal was avoided at KP 47. |
| **Impacts on good to high quality**  **agricultural land** | * Early pipeline alignment options were dismissed due to the potential impact of construction on areas with high-value agricultural production. * The proposed alignment traverses mainly north of these areas of high-value agricultural production within larger land parcels with less intensive agricultural production (for example, grazing) * An example of mitigating impacts to quality agricultural land is at KP 30, where the   construction methodology was changed to HDD. |
| **Impacts on transport networks** | * Boring methodology has been implemented into the design to avoid transport easements in KP 8 to KP 9, including the intersection of Marine Parade and Frankston– Flinders Road and the Stony Point rail line. |
| **Impacts of constructability and space necessary for access, workspace and stringing space and construction ROW** | * Trenchless construction is proposed in the area along Coolstore Road and Hodgins   Road (KP6) as it is too narrow for standard trenched construction. |
| **Impacts of safety on future urban development** | * Considering the urban development and sensitive uses around Pakenham South, the proposed pipeline alignment would have less impact from a public safety and design perspective to alternative alignment options that would cross through the Pakenham East rail depot and traverse the Pakenham East Precinct Structure Plan. |

## **F****eedback addressed in the EES**

Key community issues raised between 8 October 2018 and 31 March 2020 are summarised in [**Table 26-10**](#_bookmark19). The table identifies the Project component each issue relates to, the EES chapter and technical report where the issue is discussed, and the mitigation measure proposed.

AGL would lead the Gas Import Jetty Works which includes the FSRU at Crib Point Jetty and the Crib Point facility.

**Table 26-10:** Feedback addressed in the EES

APA would lead the Pipeline Works which include the on-shore facilities from Crib Point to Pakenham within the Project Area.

DELWP is responsible for regulating the EES submission and assessment processes.

EES Attachment V: *Community engagement reports* provide summaries of engagement activities and issues raised.

**26-28**

Stakeholder engagement – Chapter 26

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| **Marine impacts** |  |  |  |
| Requests for detail of the marine  studies included in the EES. | Gas Import Jetty Works | Surface water, marine biodiversity and aquatic ecology specialists assessed the potential impacts to marine species under the EES scoping requirements issued by the Minister for Planning. This was in consideration of requirements for Project approvals, including the Pipeline Licence, the EPA Works Approval and the EPBC Act Approval. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Request for studies on specific  species including:   * short-tailed shearwater birds * dolphins * whales * seals * penguins, * ghost shrimp * plankton * mangroves * seagrasses | Gas Import Jetty Works | The EES scoping requirements identifies the flora and fauna species to be investigated, which included a wide range of species the community held concerns about | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Request for studies to include potential impact on endangered species as well as general marine life. | Gas Import Jetty Works | While the EES scoping requirements set out the flora and fauna to be investigated, particularly those listed as threatened or migratory, the marine biodiversity impact assessment also considered the potential impact of the Project on non-threatened marine species and ecological communities. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Concerns about the FSRU open and closed loop regasification processes. | Gas Import Jetty Works | Open loop, closed loop and combined loop regasification systems were assessed for the EES. The open loop regasification mode is proposed to be used as the primary regasification mode onboard the FSRU. Closed loop regasification would be used when the open loop regasification mode is not available (i.e. during maintenance) and combined loop regasification would be used when the water temperature is close to 10ºC or below.  A Works Approval application will seek approval from EPA Victoria for the FSRU to ensure that the FSRU operates in compliance with relevant standards and conditions requiring monitoring, reporting and auditing. This would ensure potential impacts to the marine environment are assessed and mitigating measures identified as necessary. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment*  **Chapter 3** *Project*  *development*  **Chapter 4** *Project*  *description* |

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**26-29**

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| Concerns about residual chlorine in wastewater discharge from the FSRU. | Gas Import Jetty Works | Open loop, closed loop and combined loop regasification systems were assessed for the EES along with the potential impact of chlorine discharge into Western Port. Investigations assessed current marine ecological and biodiversity values, water movements, quality and temperature in Western Port. Marine biologists investigated seabed habitats to understand the current ecosystem around Crib Point to make an assessment on the impacts. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Concerns about cold water discharge from FSRU. | Gas Import Jetty Works | Open loop, closed loop and combined loop regasification systems were assessed for the EES along with the potential impact of cooler seawater discharge into Western Port for open loop mode and warm seawater discharge for closed loop mode. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Concerns about impacts to recreational marine activities within the Project Area. | Gas Import Jetty Works | The community reiterated the value of the marine environment and recreational spaces in and around Crib Point. Details of exclusion zones, marine traffic restrictions and safety requirements around the Gas Import Jetty are detailed in the EES. | **Chapter 4** *Project*  *description*  **Chapter 16** *Safety, hazard and risk*  EES Technical Report K: *Safety, hazard and risk impact assessment* |
| Concerns about impacts to the commercial fishing industry in Western Port. | Gas Import Jetty Works | The FSRU and onshore facility, while new to Western Port, would operate under the same shipping and safety parameters as existing industry uses. The EES includes a social and economic assessment of potential impacts to commercial fishing. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment*  **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment* |
| Concerns about impacts to marine life due to an increase in shipping activity in Western Port. | Gas Import Jetty Works | Currently, the Port of Hastings hosts around 150 vessels each year. AGL has evaluated the potential impact of increased shipping in the area from the Project. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment*  **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment* |
| **Construction** |  |  |  |
| Queries about the frequency of  Project updates to community. | Gas Import Jetty and Pipeline Works | Mailing list subscribers were provided e-news updates on Project milestone stages during the EES process. The consultation efforts by AGL and APA are outlined in this chapter. | **Chapter 26** *Stakeholder engagement*  **Section** [**26.8**](#_bookmark10) (of this chapter) Overview of engagement |
| Queries about the technical information presented to community during information sessions. | Gas Import Jetty and Pipeline Works | The focus of engagement events during the EES was to inform communities of the process and provide opportunities for involvement. Engagement has identified community concerns and gathered feedback which was provided to technical specialists and the Project for consideration, including to mitigate potential impacts. The EES outlines consultation efforts by AGL and APA. | **Chapter 26** *Stakeholder engagement*  **Section** [**26.8**](#_bookmark10) (of this chapter) Overview of engagement |

**26-30**

Stakeholder engagement – Chapter 26

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| Concerns about the integrity of communication and engagement information provided. | Gas Import Jetty and Pipeline Works | The EES outlines consultation efforts by AGL and APA. | **Chapter 26** S*takeholder engagement*  EES Attachment V: *Community engagement reports* |
| Questions about the methodology for collecting community feedback and integration into EES process. | Gas Import Jetty and Pipeline Works | Community feedback was vital to completing studies for the EES. The Project consultation approach is outlined in the EES. | **Chapter 26** *Stakeholder engagement*  **Section** [**26.8**](#_bookmark10) (of this chapter) Overview of engagement  EES Attachment V: *Community engagement reports* |
| **Land impacts** |  |  |  |
| Concerns about the potential impact to land, flora, fauna and general ecology along proposed pipeline route. | Pipeline Works | APA completed comprehensive terrestrial investigations for the EES to inform measures to reduce or avoid effects on listed, threatened and protected species, or on Western Port habitat and along the pipeline route. | **Chapter 7** *Terrestrial and freshwater biodiversity* EES Technical Report B: *Terrestrial and freshwater biodiversity impact assessment* |
| Concerns about the potential impact to specific terrestrial species including:   * Southern Brown Bandicoot * Growling Grass Frog * Orange Bellied Parrot * Merran’s Sun Orchid. | Pipeline Works | APA has heard the local community concerns for specific flora and fauna. The pipeline alignment has been refined to limit impacts. Studies were completed based on what was outlined in the EES scoping requirements and in response to feedback. The pipeline has been designed to minimise impacts to these specific flora and fauna. | **Chapter 7** *Terrestrial and freshwater biodiversity* EES Technical Report B: *Terrestrial and freshwater biodiversity impact assessment* |
| Concerns about the impacts to agricultural land and farm production. | Pipeline Works | APA has revised the pipeline alignment to avoid intensive agricultural land wherever practicable. An agriculture impact assessment was undertaken for the EES. | **Chapter 20** *Agriculture*  EES Technical Report O: *Agriculture impact assessment* |
| Concerns about private property  impacts and land acquisition. | Pipeline Works | Easement acquisition is understandably one of the most sensitive issues for landholders. APA has undertaken significant landholder consultation to understand their concerns and to minimise impacts to their property where possible. A social impact assessment was undertaken for the EES. | **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment*  **Chapter 17** Land use EES Technical Report L: *Land use impact assessment* |
| Concerns about the disturbance during construction to Warringine Park in Hastings. | Pipeline Works | Measures to minimise potential impacts have been adopted such as: following the existing cleared pipeline easement; using existing site access tracks; and using HDD for installation of the pipeline at two park sections. | **Chapter 7** *Terrestrial and freshwater biodiversity* EES Technical Report B: *Terrestrial and freshwater biodiversity impact assessment* |

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**26-31**

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| **Project rationale** |  |  |  |
| Queries on why AGL needs to import gas. | Gas Import Jetty and Pipeline Works | Reasons for importing gas and the benefits for  affordability of power are detailed in the EES. | **Chapter 2** *Project rationale* |
| **Site selection** |  |  |  |
| Queries of why Crib Point was selected as the project location. | Gas Import Jetty and Pipeline Works | Reasons for site selection are detailed in the EES. | **Chapter 2** *Project rationale* **Chapter 3** *Project development* |
| Queries of the need for the Project if Australia currently exports gas. | Gas Import Jetty and Pipeline Works | Community members sought further information about how the Australian gas market operates, particularly supply and demand influences and the import and export of gas in Australia. The limitations of accessing the gas that Australia currently exports is detailed in the EES. | **Chapter 2** *Project rationale* |
| Concerns about investing in natural gas instead of renewable energy projects. | Gas Import Jetty and Pipeline Works | AGL and APA heard a strong preference for investment in renewable energy projects rather than natural gas. Reasons for the importation of gas are detailed in the EES. | **Chapter 2** *Project rationale* |
| **Safety** |  |  |  |
| **Jetty and onshore facility** |  |  |  |
| Concerns about the FSRU safety systems and likelihood of incidents to occur. | Gas Import Jetty Works | AGL worked with international FSRU risk and safety specialists to identify, minimise and manage the risks to the greatest extent possible. This would be ongoing through detail design. Safety hazard and risk assessments are detailed in the EES. | **Chapter 16** *Safety, hazard and risk*  EES Technical Report K: S*afety, hazard and risk impact assessment* |
| Concerns about the potential impact to the Crib Point community if an incident was to occur. | Gas Import Jetty Works | The EES assesses key issues associated with the construction and operation of the Project, including workforce, nearby operations and public safety risks, including risks associated with or compounded by potential external threats (e.g. bushfire). Safety hazard and risk assessments are detailed in the EES. | **Chapter 16** *Safety, hazard and risk*  EES Technical Report K: *Safety, hazard and risk impact assessment* |
| Concerns that AGL had not prepared for worst-case scenarios and accidents. | Gas Import Jetty Works | AGL heard the community’s concern on the likelihood, and consequence, of hazardous events. An initial QRA has been completed which assesses the risk to people from major accident events. The results are included in the EES. Additional QRAs would be completed during detail design as part of the process to continually assess the risks to ensure the risk to the community is as low reasonably possible. | **Chapter 16** *Safety, hazard and risk*  EES Technical Report K: S*afety, hazard and risk impact assessment* |
| **Pipeline** |  |  |  |
| Concerns about the impacts to landholders, local community and businesses during construction and operation of the pipeline. | Pipeline Works | APA has taken all measures to minimise the potential risks in pipeline design, construction and operation. A thicker pipeline material would be used and the pipeline would be buried deeper into the ground. Gas pipelines are situated in easements carefully delineated after consultation with landholders and investigations into safety, environmental and property impacts. Safety studies were completed on the construction and operation of the pipeline. | **Chapter 16** *Safety, hazard and risk*  EES Technical Report K: S*afety, hazard and risk impact assessment*  **Chapter 19** *Business* EES Technical Report N: *Business impact assessment* |

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Stakeholder engagement – Chapter 26

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| **Community impacts** |  |  |  |
| Concerns that the project will further industrialise Crib Point and Western Port. | Gas Import Jetty and Pipeline Works | The EES assesses the amenity impacts of further industrialisation. These impacts would be minimised by applying noise, light and screening mitigation measures. | **Chapter 14** *Landscape and visual*  EES Technical Report I: *Landscape and visual impact assessment* |
| Concerns about locals experiencing loss of local amenity value. | Gas Import Jetty and Pipeline Works | The landscape and visual impact assessment assessed visual amenity impacts on the surrounding area of the Project and provides guidance on how to mitigate impacts. | **Chapter 14** *Landscape and visual*  EES Technical Report I: *Landscape visual impact assessment* |
| Requests for information on opportunities for economic stimulation in local economy. | Gas Import Jetty and Pipeline Works | AGL and APA heard that economic stimulation to the local area from the Project would be welcomed. The EES assesses the social impact of increased economic activity in the local area the Project would generate. | **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment* |
| Requests for information on a community fund to support local community. | Gas Import Jetty and Pipeline Works | AGL would establish a Community Fund if the Project proceeds. AGL intends for the fund to be community led, so that it best addresses local needs and wants on how to allocate the fund. | **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment* |
| Queries about how the local community benefit from downward pressure on gas prices. | Gas Import Jetty and Pipeline Works | AGL and APA heard questions asking how the Project will improve gas prices local residents and businesses within the Project Area, and wider Victoria. Local and wider community benefits are outlined in the EES. | **Chapter 2** *Project rationale* |
| Queries on the scope of Aboriginal Cultural Heritage studies. | DELWP and Pipeline Works | APA and AGL are working with the Bunurong Land Council to develop a Cultural Heritage Management Plan (CHMP) for areas where Registered Aboriginal Parties (RAPs) are the approval authority. This area expands from Crib Point to Pearcedale. A CHMP for non-RAP areas that cover the northern part of the Project footprint is currently being coordinated with Aboriginal Victoria. | **Chapter 21** *Aboriginal cultural heritage*  EES Technical Report P: *Aboriginal cultural heritage impact assessment* |
| **Climate change** |  |  |  |
| Community members asked how the Project helps Australia transition to renewable energy sources to reduce emissions of carbon dioxide. | Gas Import Jetty Works and Pipeline Works | The EES outlines the rationale for the Project relating to securing energy resources, while also assessing how the Project would contribute to clean energy targets. | **Chapter 2** *Project rationale* |
| Questions asked on whether the greenhouse gas assessment would include long-term and cumulative impacts to Western Port. | Gas Import Jetty Works and Pipeline Works | The Greenhouse gas impact assessment estimates the annual greenhouse gas emissions expected over the 20-year Project life in comparison to Victoria’s annual greenhouse gas emissions | **Chapter 11** *Greenhouse gas* EES Technical report F: *Greenhouse gas impact assessment* |
| Community sought Life Cycle Assessment for greenhouse gas intensity of imported LNG considering factors such as different extraction techniques and transportation from worldwide locations. | Gas Import Jetty Works and Pipeline Works | The EES assesses how the Project would be impacted by environmental factors of climate change in future. Greenhouse gas emissions from transport of the LNG are included in the greenhouse gas impact assessment. | **Chapter 23** *Climate change risk*  **Chapter 24** *Sustainability*  **Chapter 11** *Greenhouse gas* EES Technical report F: *Greenhouse gas impact assessment* |

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| **Noise or vibration** |  |  |  |
| Queries on how and where noise tests were conducted in the Project Area. | Gas Import Jetty and Pipeline Works | AGL and APA have carried out noise monitoring at nearby residences and modelled noise emissions from the operation of a FSRU to develop an accurate representation of existing noise and vibration conditions. The EES includes more information about noise-modelling data and mitigated measures. | **Chapter 13** *Noise and vibration*  EES Technical Report H: *Noise and vibration impact assessment* |
| Requests for FSRU and associated onshore facility noise data results. | Gas Import Jetty and Pipeline Works | AGL undertook a noise assessment as part of the feasibility study for the Project. Further noise and vibration assessment of the FSRU’s operational noise and the associated onshore facility was undertaken for the EES to evaluate compliance with EPA guidance. | **Chapter 13** N*oise and vibration*  EES Technical Report H: *Noise and vibration impact assessment* |
| Concerns about noise impacts below water line when the FSRU is operating. | Gas Import Jetty Works | The FSRU would generate noise during the regasification process. The EES assesses the potential impacts of noise on people, birds and the marine environment. Impacts to marine life below the water line are also assessed. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Concerns about vibration impacts caused by operational FSRU and increased shipping activity in Western Port. | Gas Import Jetty Works | An underwater noise assessment was completed for the EES. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment* |
| Concerns about noise impacts on shorebirds caused by the Gas Import Jetty Works. | Gas Import Jetty Works | Noise monitoring tests have been conducted to understand current noise levels where shorebirds nest and have modelled expected noise emissions from the FSRU operation.  The EES includes more information about noise- modelling data and mitigation measures. | **Chapter 6** *Marine biodiversity*  EES Technical Report A: *Marine biodiversity impact assessment*  **Chapter 13** *Noise and vibration*  EES Technical Report H: *Noise and vibration impact assessment* |
| Concerns about noise and vibration disturbance levels to residents and businesses along the proposed pipeline route. | Pipeline Works | APA does not anticipate noise or vibration impacts to nearby residences during pipeline operation. Noise and vibration studies are outlined in the EES. | **Chapter 13** *Noise and vibration*  EES Technical Report H: *Noise and vibration impact assessment*  **Chapter 19** *Business* EES Technical Report N: *Business impact assessment* |

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Stakeholder engagement – Chapter 26

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
|  |  | **Construction** |  |
| Concerns that the Stony Point rail line would be disrupted during pipeline construction. | Pipeline Works | Disruptions to rail services would be minimised by using an HDD construction method. Any construction impacts to the rail line are detailed in the EES. | **Chapter 15** *Transport EES Technical Report J: Transport impact assessment* |
| Queries about the potential impact to residents in Hastings during pipeline construction. | Pipeline Works | APA would notify affected community and other stakeholders of road closures and night works. Traffic management and detours would minimise the effects on people’s movements. The potential impact on residents is detailed in the EES. | **Chapter 15** *Transport* EES Technical Report J: T*ransport impact assessment*  **Chapter 13** N*oise and vibration*  EES Technical Report H: *Noise and vibration impact assessment*  **Chapter 18** *Social*  EES Technical Report M:  *Social impact assessment* |
| Queries about potential traffic  impact to local businesses in Hastings during pipeline construction. | Pipeline Works | APA has carried out engagement with Hastings businesses to understand their needs and how to maintain access and amenity during construction. Traffic impacts were assessed for the EES. Traffic management and mitigation measures would mitigate potential impacts on local businesses. | **Chapter 19** *Business* EES Technical Report N: *Business impact assessment*  **Chapter 15** *Transport* EES Technical Report J: *Transport impact assessment* |
| Requests for the alignment to be  rehabilitated post-construction. | Pipeline Works | APA heard concerns about rehabilitation of areas after the pipeline’s construction. APA would offset any vegetation removal, as determined by DELWP and the Commonwealth Government. Rehabilitation plans are outlined in the EES. | **Chapter 7** T*errestrial and freshwater biodiversity* EES Technical Report B: *Terrestrial and freshwater biodiversity impact assessment* |
| Concerns about the impacts to the groundwater table during HDD construction. | Pipeline Works | APA heard questions from the community about the impacts on groundwater of trenchless construction or using HDD. The EES includes an assessment of groundwater impacts. | **Chapter 9** *Groundwater* EES Technical Report D: *Groundwater impact assessment* |

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| **Issue raised** | **Project component** | **How it is addressed in the EES** | **Location in EES** |
| **Visual impacts** |  |  |  |
| Concerns about the FSRU being a permanent visual impact. | Gas Import Jetty Works | The EES assesses visual impacts from local viewpoints and to areas of local significance with environmental and passive recreational value. | **Chapter 14** *Landscape and visual*  EES Technical Report I: *Landscape and visual impact assessment* |
| Concerns about light spill impacts from 24/7 operation of the FSRU. | Gas Import Jetty Works | The FSRU and visiting LNG carriers must comply with specific national and international regulations and legal obligations to ensure a safe working environment and so it is visible to Port vessel masters. AGL would avoid or minimise light spill while ensuring compliance with these legal standards. The EES identifies measures to mitigate light spill. | **Chapter 14** *Landscape and visual*  EES Technical Report I: *Landscape and visual impact assessment* |
| Requests for the specific impacts of light-spill from the FSRU on migratory bird species. | Gas Import Jetty Works | Community concerns were heard about the FSRU’s impact on bird species in Western Port.  Light spill impacts to specific species including  migratory birds were assessed for the EES. | **Chapter 7** *Terrestrial and freshwater biodiversity* EES Technical Report B: T*errestrial and freshwater biodiversity impact assessment* |

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Stakeholder engagement – Chapter 26

# **Monitoring and evaluation**

The EES consultation program would continue to be monitored and evaluated to satisfy the requirement of the *Environment Effects Act 1978* and other legislation relating to Project approvals.

Consultation would continue to consider community and stakeholder needs and to provide opportunities to contribute feedback to inform the Project. AGL and APA actively seeks feedback from participants at engagement events and via online platforms to continue to improve their processes.

Consultation and engagement updates are provided at TRG meetings. These discussions include a summary of events, activities and participation as well as ongoing or emerging issues and how these have been addressed or are being responded to. Where necessary, the EES Consultation Plan and implementation program are reviewed and modified in response to feedback to improve the engagement approach and efficiency.

Summary reports of major rounds of engagement held in February to March 2019 and April to September 2019 are provided in EES Attachment V: *Community engagement reports*. The reports detail the issues raised and how they were addressed during the preparation of the EES. The reports are also available on the Project website.

Pending the granting of statutory approvals, AGL and APA are committed to ongoing engagement with the local community and stakeholders during construction and operation of the Project. The Environmental Management Framework (EMF) for the Project and the conditions of any statutory approvals would inform and contribute to the engagement approach. The ongoing engagement strategy would reflect relevant issues impacting the community.