



Summary of draft Community Engagement Plan

Prepared for Gloucester Gas Community Consultative Committee

Barbara Campany | November 2011 | AGL External



Structure of presentation

- › Context
- › Consultation Objectives
- › Consultation Approach
- › Stakeholders
- › Project phases
- › Engagement Processes
- › Communication Protocols
- › Monitoring, checking and reporting
- › Management Review
- › CCC Terms of Reference

Context

- › A public document – important to include context of the CEP
- › Describes coal seam gas in the Australian context
- › Describes the upsides and downsides to developing the industry
- › Describes AGL's commitment to:
 - » ensuring rigour in field development, and transparency of monitoring and reporting processes
 - » building a sustainable community partnership for the longer term
- › AGL acknowledges that earning community trust is vital to creating sustainable community partnerships.

Consultation Objectives

Key objectives have been defined as follows:

- › Ensure factual information about the project is widely available to those stakeholders with an interest
- › Provide stakeholders with an opportunity to ask questions
- › Identify areas of concern with respect to the project and respond to these within a timely manner
- › Build relationships with stakeholder groups within the area
- › Demonstrate how community feedback is being used in the development of the project.

Following the focus group sessions, these were confirmed. Many participants highlighted the need for AGL to ensure that better transparency and balance transpired in the consultation provided and the information disseminated.

Consultation approach

- › Designed to identify a consultation approach that aims to achieve the objectives
- › It is also designed to identify a consultation approach somewhat determined by types of issues and level of perceived impacts on the community and stakeholders
- › Essentially includes:
 - » Identifying stakeholders
 - » Developing factual information about the project and development
 - » Conducting awareness raising events to inform and engage stakeholders about the project, and seek their input
 - » Providing community updates as the project progresses
 - » Providing feedback mechanisms
 - » Providing timely, and accurate responses
 - » Providing documented concerns, enquiries and feedback
 - » Providing ongoing and meaningful consultation

Stakeholders

- › Additional stakeholders in the focus group sessions were identified and are now included in the stakeholder list
- › The stakeholder list is dynamic and people will move in and out of consultation processes depending on their personal interest at any given time
- › Consultation program is designed to facilitate this process
- › The *stakeholders and area of interest matrix* (p12) is to help AGL to recognise and adequately respond to the various key interests of the stakeholders

Project Phases

- › Communication activities will vary in response to the different stages of the project. Some of these include:
 - » Land and access arrangements
 - » Field survey and development work
 - » Refinement of the pipeline corridor
 - » Water monitoring, management, modelling and reporting
 - » Soil and waste management
 - » Central processing facility
 - » Access and road development
- › A draft outline of key project milestones for the first six months has been included in the CEP. This will be expanded upon over the coming weeks/months as the project plan is refined.

Stakeholder engagement processes

- › This list was further refined by the focus group research.
- › Preferences for active/personal engagement processes include:
 - » Group meetings
 - » Information sessions
 - » Community forums
 - » Project briefings (Stroud Road)
- › Preferences for passive / support engagement include:
 - » Project newsletter / community update
 - » Fact sheets
 - » Letters (Stroud Road)
 - » Complaints line (Gloucester)

Communication protocols

A number of communication protocols have been developed to enhance engagement processes overall. These include:

- » Timing and distribution of communication material
- » Traffic change notifications
- » Enquiries and complaints management
- » Unresolved complaints / disputes
- » Media protocols.

Monitoring, checking and reporting

This has been included to facilitate the monitoring, checking and reporting on potential issues and measuring the effectiveness of the stakeholder engagement program.

Reporting will include:

- › Quarterly reporting to the CCC that incorporates
 - » Stakeholder engagement – including economic and social benefits reporting
 - » Environmental reporting
- › Publishing of reports to the AGL Gloucester Gas website.

Management Review

- › Management review is to ensure that rigour is retained and systems and processes are continuously evaluated.
- › The AGL Gloucester Gas project team will have specific roles in the consultation processes. These are still being identified and will be completed and included in the final draft.

Community consultative committee

- › Review of ToR
- › 8.1.1 The aims
- › 8.1.2 Protocols
 - » General protocols
 - » Membership
 - » Independent chair
 - » Advisers
 - » Minutes and support
 - » Meetings
 - » Restrictions
 - » Gaps?