

## 3 Consultation

The chapter describes stakeholder engagement and consultation activities undertaken for the proposed modification, including matters raised by stakeholders and how these have been addressed.

### 3.1 Consultation approach

AGL has undertaken extensive stakeholder engagement and consultation about the broader GGP, including the gas transmission pipeline, since it was first proposed, in 2008, and throughout its planning, design and EA. This has included open days, information sessions, face-to-face meetings and briefing sessions, media releases, newsletters, information sheets and convening the Gloucester Community Consultative Committee (GCCC) comprising community, government and AGL representatives. Consultation is ongoing and will continue throughout its construction and operation. Details are provided in the AECOM (2009a) EA and AECOM (2010) *Gloucester Gas Project Submissions Report*.

The NSW Department of Planning and Infrastructure (DP&I) did not issue DGRs identifying specific consultation requirements for the proposed modification. However, AGL has identified and consulted with relevant stakeholders during planning and design of the proposed modification and preparation of this EA.

The proposed pipeline corridor realignments and TRS are minor modifications to the GGP. Accordingly, consultation and notification were generally undertaken as part of regular consultation activities for the broader GGP. Consultation specifically focussed on the proposed modification targeted landowners directly affected by the proposed realignments, Aboriginal groups registered as stakeholders for the pipeline corridor, and the DP&I. AGL's established GGP consultation tools were used where possible.

The stakeholder engagement and consultation program aimed to:

- identify relevant stakeholders;
- provide them with clear information about the proposed modification and its potential impacts, using existing established communication channels where possible;
- seek feedback on the proposed modification and the proposed approaches to minimising impacts, and identify opportunities to incorporate feedback into the design;
- ensure key stakeholder views were understood and effectively addressed in the pipeline's planning and this EA; and
- provide feedback on how issues raised had been addressed.

## 3.2 Consultation methods and outcomes

### 3.2.1 Identified stakeholders

AGL has proactively identified and engaged with relevant stakeholders about the proposed modification. All stakeholders identified and consulted about the approved GGP are considered to have an interest in the proposed modification. Stakeholders identified and specifically targeted for notification and consultation for this modification are as follows:

- Commonwealth Department of the Environment (DoE);
- NSW government agencies, being the:
  - DP&I;
  - Office of Environment and Heritage (OEH);
  - Environment Protection Authority (EPA);
  - National Parks and Wildlife Service (NPWS);
  - Office of Water (NOW);
  - Office of Coal Seam Gas (OCSG);
  - Department of Trade and Investment, Regional Infrastructure and Services (DTIRIS) – Crown Lands Division; and
  - RMS;
- local government, including for those LGAs the modified pipeline corridor alignment is within, being Port Stephens, Maitland City and Newcastle City councils, and others along the approved pipeline corridor alignment, being Gloucester Shire, Great Lakes and Dungog Shire councils;
- pipeline corridor landowners;
- TransGrid;
- Registered Aboriginal Parties (RAPs) for the GGP; and
- the general community.

### 3.2.2 Consultation to date

Consultation undertaken in respect of the approved pipeline is described by AECOM (2009a, 2010). AGL's consultation has been ongoing since these reports were published. This has included extensive targeted consultation with landowners potentially affected by the pipeline corridor, by meetings, phone calls and correspondence about proposed activities, access options, and agreements to grant easements.

Each landowner along the proposed realigned sections has been consulted about property access to undertake ground truthing surveys. They were consulted about the potential location of the pipeline and whether they had any concerns prior to ground truthing surveys commencing. Once the surveys were completed, plans of each property were prepared and delivered to the relevant landowner for discussion.

The landowners were also consulted about access for Aboriginal cultural heritage and ecological surveys undertaken on 26 September 2013 as part of this EA. They were kept up to date on all activities on-site via phone calls and on-site discussions.

AGL aims to seek formal agreement with each landowner. Prior to presenting formal documentation, a valuation to determine the compensation package for the purchase of the easement has been undertaken by an independent valuer. The compensation assessment has been incorporated into an easement agreement and presented to the landowner for consideration. AGL has already entered into easement agreements with numerous landowners along the pipeline corridor and these same processes are being used for the realigned sections. Consultation with landowners will continue to be targeted to ensure they have a clear understanding of the activity.

For landholders with whom AGL cannot reach agreement to grant easements, after having made every reasonable attempt, the Pipelines Act sets out a process by which the Department of Trade and Investment can commence compulsory acquisition for those properties.

In addition to targeted stakeholder consultation, AGL is committed to keeping the wider regional community informed about GGP activities, including the proposed modification. AGL has and will continue to provide a range of communication methods with which it is able to disseminate information about current and upcoming activities and receive feedback and input from any member of the community.

Consultation about the proposed modification has been undertaken during preparation of this EA, using communication tools described in Table 3.1. Table 3.2 outlines the consultation activities undertaken and how matters raised have been addressed and informed the design of the proposed modification. Details of consultation with RAPs, undertaken as part of the heritage assessment of the modification, are provided in Chapter 7 and Appendix D.

**Table 3.1 Communication tools**

Item	Summary
Project website: www.agl.com.au/gloucester	AGL has a dedicated GGP website which provides up to date information about the project, to keep the community informed of current and planned activities; environmental matters; and engagement initiatives in the local community. Project fact sheets are available on the website, including a fact sheet on the proposed modification which was uploaded in November 2013. The website also provides contact details for people to provide feedback or request further information.  AGL also has an interactive web page (www.yoursayagl.com.au) which includes information about projects and the industry, and provides links for community members to ask questions and for AGL to respond to these questions.
Project telephone line (1300 886 170) and email address (gloucester@agl.com.au)	AGL has a 24 hour dedicated freecall community information line for the GGP. A dedicated email address has also been established to respond to community queries.
AGL's Gloucester office 22 Tate Street Gloucester 02 6558 1166	Community members are able to speak directly with project personnel at AGL's Gloucester office and view the information display and fact sheets.

**Table 3.1**      **Communication tools**

<b>Item</b>	<b>Summary</b>
Community information sessions	Any future community information sessions by AGL that relate to the pipeline may cover matters relating to the proposed realigned sections.
Stakeholder meeting	Meetings with stakeholders are ongoing, including meetings with government agencies, Aboriginal groups, local community groups and landowners.
Communication materials	<p>Community updates are published in local newspapers and community newsletters which are distributed to Gloucester and surrounding areas. Fact sheets and newsletters are also provided to landowners along the pipeline and any registered interested persons.</p> <p>All communication materials are also distributed to all members of the Gloucester Community Consultative Committee (GCCC).</p> <p>Communication with the landowners regarding the proposed modification is governed by AGL's agreements to grant easements with the landowners.</p>
Gloucester Community Consultative Committee	<p>The GCCC was formed in 2008 and includes representatives from local government, MidCoast Water, local business, agriculture, industry, landowners, community groups and AGL. It meets every two months and provides a forum for discussion and exchange of information between these parties. It assists AGL in identifying issues for consideration during the project's development, and making informed decisions about its activities that have regard for, and mitigate wherever possible, community concerns around the activity. Minutes of GCCC meetings are posted on AGL's website.</p> <p>The October 2013 meeting of the GCCC included a presentation on the pipeline and the status of its FEED phase, including information about the proposed modification.</p>

**Table 3.2**      **Consultation and notification record**

<b>Stakeholder</b>	<b>Date</b>	<b>Consultation details</b>	<b>Matters raised and how addressed</b>
<b>DP&amp;I</b>	10 September 2013	Meeting to brief DP&I on the proposed modification and discuss the approval pathway, schedule and proposed EA scope.	No matters raised that require resolution. DP&I indicated that DGRs would not be issued.
	25 October 2013	Email to DP&I providing details of the proposed modification and EA approach.	n/a
	28 October 2013	Meeting to update DP&I on progress of the modification and expected timeline.	No matters raised that require resolution.
<b>OEH</b>	12 November 2013	Phone call to brief OEH on the proposed modification and associated changes to vegetation clearing compared to the approved GGP, and to discuss the proposed GGP offset package.	No matters raised that require resolution.
	12 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>EPA</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a

**Table 3.2 Consultation and notification record**

<b>Stakeholder</b>	<b>Date</b>	<b>Consultation details</b>	<b>Matters raised and how addressed</b>
<b>NPWS</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>NOW</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>OCSG</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>DTIRIS – Crown Lands Division</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>RMS</b>	1 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>DoE</b>	18 October 2013	Meeting that included a briefing and discussion on the proposed modification.	No matters raised that require resolution.
	30 October 2013	Briefing letter providing details of the proposed modification, stating that a referral will not be made and giving contact details for further information.	n/a
<b>Port Stephens Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Maitland City Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Newcastle City Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Gloucester Shire Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Great Lakes Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Dungog Shire Council</b>	8 November 2013	Briefing letter providing details of the proposed modification and contact details for further information.	n/a
<b>Landowners</b>	8 November 2013	Letter to all landowners along the pipeline corridor to brief them on the proposed modification and how it affects their property.	n/a
	2011 - ongoing	One on one discussions with landowners within the realigned sections of corridor.	Pipeline corridor alignment has been developed, where practicable, with input from the landowners. This is also the case for the siting of the ROW within the corridor.

**Table 3.2 Consultation and notification record**

<b>Stakeholder</b>	<b>Date</b>	<b>Consultation details</b>	<b>Matters raised and how addressed</b>
	Ongoing	Agreements to grant easements between AGL and some landowners within the Brandy Hill, Millers Forest and Tomago sections were entered into. Others are still in negotiation.	
<b>TransGrid</b>	Ongoing	Discussions in relation to the proposed realigned sections of corridor.	n/a
<b>GCCC</b>	24 October 2013	Meeting which included a briefing on the proposed pipeline modification and status of pipeline FEED.	
<b>GGP Registered Aboriginal Parties</b>	Sep-Oct 2013	Refer Appendix D.	Feedback on draft Aboriginal cultural heritage assessment report incorporated into the report. Refer Appendix D for more detail.
<b>General community</b>	30 October 2013	Modification outlined in community updates published in the Gloucester Advocate and Dungog Chronicle.	n/a
	November 2013 - ongoing	Fact sheet available on the website that provides an overview of the approved pipeline and the proposed modification.	n/a

### 3.3 Ongoing stakeholder consultation

AGL values all community feedback and is committed to ongoing stakeholder engagement and consultation throughout the pipeline’s detailed design, construction and operation, including for the proposed realigned sections and the TRS. This consultation will aim to identify any concerns and feedback to address in its design and implementation.

Future consultation prior to and during construction and operation of the pipeline and TRS will use the tools identified in Table 3.1 and include as a minimum:

- notifications to landowners and neighbours prior to activities being undertaken and regular notifications and updates during the activities;
- community updates in local newspapers and on the GGP website;
- dedicated GGP telephone line and email addresses for enquiries and complaints, details of which will be provided on communication material;
- GCCC meetings; and
- AGL personnel available at the GGP office, Monday to Friday 8.30 am to 5.00 pm, at 22 Tate Street, Gloucester.

AGL has a Community Relations Manager who will continue to communicate with and engage relevant stakeholders throughout the GGP. AGL has taken a proactive approach to dispute resolution, in assigning key team members to liaise directly with landholders and adjacent residents. These team members will work proactively with stakeholders to identify issues early, address them in an appropriate and timely manner, and to keep the affected stakeholders informed throughout the resolution process.

### 3.4 Conflict management

AGL's approach to conflict management is to engage stakeholders early, with a view to identifying any potential conflicts at an early stage that can then be addressed in the design and so mitigate potential impacts. To enable early intervention with regard to community concerns, AGL empowers team members to respond to community enquiries and resolve concerns and complaints. AGL strives to resolve all community enquiries or update the complainant within 24 hours. AGL also aims to ensure a consistent approach to stakeholder engagement across the GGP.

### 3.5 Complaint management

AGL provides several avenues for the community to comment or raise any concerns with the GGP, inclusive of the pipeline and TRS components, as described in the previous sections. AGL has protocols in place to process and manage enquiries and complaints on the GGP, which accord with the relevant Project approval conditions and include the following steps if an enquiry or complaint is received:

- record details in a complaints register, including:
  - the date and time the enquiry/complaint was received;
  - the means by which the enquiry/complaint was made, eg phone or email;
  - any personal details of the complainant that were provided, such as name and phone number, or if no details were provided, a note to that effect;
  - nature of the enquiry/complaint; and
  - any response given;
- assess and investigate complaint/issue and escalate if unable to resolve;
- update complainant within 24 hours and during the investigation process, keep them informed of the progress of the enquiry/complaint and estimated response time;
- close out enquiry/complaint and record all communications and responses, including any action(s) taken, including any follow-up contact with the complainant and the timing for implementing action, or if no action was taken, the reason(s) for this; and
- report outcomes/issues/responses in monthly report to project team.

