

Hanson Bunyip North Quarry Environment Effects Statement

Community Consultation Plan



26 June 2017 / Version 1
Prepared by
Hanson Construction Pty Ltd
601 Doncaster Road
Doncaster, Vic. 3108

Table of Contents



1.0

Executive Summary	3
Section One: Introduction And Background	4
1.1 Purpose of EES Consultation Plan	4
1.2 EES Consultation Plan Structure	5
1.3 Project Overview and Background	6
1.4 EES Community Consultation Plan goal, principles and objectives	8
1.5 Hanson Stakeholder Engagement Policy	9
1.6 Approach and Monitoring of EES Consultation Plan	9
1.7 Overview of Consultation and Activities Undertaken to Date	9

2.0

Section Two: Stakeholders And Community	12
2.1 Introduction	12
2.2 Level of Engagement	12
2.3 Culturally and Linguistically Diverse Communities (CALD)	12
2.4 Stakeholder Identification	13
2.5 Preliminary Findings from Consultation Undertaken to Date	18

3.0

Section Three: Consultation Plan	19
3.1 Methodology	19
3.2 EES Community Consultation Plan	19
3.2.1 Hanson Consultation Plan	20
3.2.2 Public Exhibition Period	24
3.3 Issues management	25
3.3.3 Community Inquiry Process	25
3.3.4 Reporting	25

4.0

Section Four: Recording, Monitoring And Reporting	26
4.1 Evaluating the EES Consultation Plan	26
4.2 Reporting on EES Consultation Outcomes	27
Further Information	28
Appendix A – Consultation History Notes	29



Executive Summary

The Environment Effects Statement (EES) Community Consultation Plan (CCP) has been prepared by Hanson Construction Pty Ltd (Hanson) for the proposed Bunyip North Quarry project (the project). It outlines the consultation proposed as part of the EES process and responds to the procedures and requirements as set out in the Ministerial Guidelines for assessment of environmental effects under the *Environmental Effects Act 1978*.

The key objectives of the CCP are to:

- > Identify the relevant stakeholders and stakeholder attitudes, expectations and concerns
- > Undertake stakeholder analysis to establish the most appropriate mechanism for consultation with stakeholders as part of the EES process
- > Provide a framework for stakeholder consultation throughout the EES process, including the type of consultation to be undertaken with all stakeholders
- > Outline the mechanisms to ensure inputs from stakeholders are recorded, considered and addressed, including assessments of the value and effectiveness of the CCP.

In meeting these objectives, Hanson aims to:

- > Establish clear lines of communication with the community and other project stakeholders
- > Provide factual, accurate information about the project and its likely environmental, social and economic impacts where there is a genuine requirement or request for such information
- > Identify and understand community values, concerns and interests
- > Ensure that stakeholder feedback is documented and addressed in the preparation of the EES.

The CCP identifies relevant stakeholders, summarises engagement to date, and outlines a framework for ongoing community consultation as part of the EES process.

Whilst the CCP includes a range of tools for effective community consultation, Hanson acknowledges that additional or alternative measures may be required at varying stages of the EES process.

1.0 Introduction and Background

1.1 Purpose of the EES Community Consultation Plan

On 22 November 2015, the Minister for Planning stated that an EES is required for the Bunyip North Quarry, listing the following reasons¹:

- > The proposal has potential for significant environmental effects, in particular on biodiversity, hydrology, groundwater and Aboriginal cultural heritage values, and amenity, over an operational period of many decades, and as such there is a need for well-informed assessment and decision-making.
- > Integrated and transparent consideration of the project and its effects through an EES process is also necessary given the substantial public interest and number of statutory approvals processes required.

The EES process² articulates statutory requirements for stakeholder engagement to ensure the community has adequate opportunity to view and respond to the EES.

The matters to be investigated and documented in an EES are set out in the scoping requirements developed by the Technical Reference Group (TRG) and subsequently issued by the Minister for Planning. The draft scoping requirements will be exhibited to the public for 15 business days prior to publication.

When the Minister is satisfied that the EES is suitable, it is released for public comment for between 20 and 30 business days. During this time, the public can make written submissions. This process will be advertised on the Hanson³ and DELWP⁴ websites, in *The Age* (Melbourne metropolitan daily newspaper) and the *Pakenham Berwick Gazette* (Star News Group

weekly). Printed copies of the document will also be made available.

The Minister may appoint an inquiry to evaluate the effects of the project, having regard to the EES studies and public submissions. The inquiry may take one of three forms:

- > A desktop review of written submissions
- > A conference of submitters and review of submissions
- > A formal hearing, where the community submitters can speak and, should they choose, present expert witnesses.

During the EES process, Hanson will maintain an open engagement plan providing EES process status, updates and opportunities for community consultation.

The CCP has been prepared to outline the consultation opportunities planned for facility neighbours, local community, State and local government, community groups and stakeholders to participate in throughout the EES process for the proposed Bunyip North Quarry.

Consultation is a key aspect of the environment assessment process in Victoria. It helps build understanding around the issues and implications of projects, and enables stakeholders' knowledge and views to be considered in both project planning and formal decision-making.⁵ Stakeholders include those potentially affected or parties interested in the proposed project.

The purpose of the CCP is to set out the process and requirements for community consultation as part of the EES preparation. The CCP seeks to clearly set out the community consultation tasks required as part of the broader project methodology to the EES procedure.

¹ REASONS FOR DECISION UNDER *ENVIRONMENT EFFECTS ACT 1978*, REFERRAL NUMBER 2015R-04, Reasons for Decision

² <https://www.planning.vic.gov.au/environmental-assessment/what-is-the-ees-process-in-victoria>

³ <http://www.hanson.com.au/>

⁴ <https://www.planning.vic.gov.au/environmental-assessment/>

⁵ Department of Planning and Community Development, *Environment Effects Advisory Note*, January 2011), p1



The CCP is prepared in conjunction with Hanson's draft risk based approach study program to assist identification of issues warranting investigation and framing study methodologies that provide opportunities for targeted community consultation where appropriate.

It is important that community consultation activities are pre-emptive to address issues before they arise, responsive to issues as they are identified and flexible to meet the needs of those whose input is sought.

This plan is therefore intended as an outline of the proposed consultation tools to be used while noting that additional or alternative tools may be identified and utilised in the course of delivering the project throughout the EES process to respond to changing stakeholder needs.

1.2 EES Consultation Plan Structure

The CCP will be designed to meet the requirements of the Minister for Planning's EES decision, and the process will be developed as set out in the Ministerial Guidelines for assessment of environmental effects under the *Environment Effects Act 1978*.

It will be developed in four sections, responding to all elements required as outlined in *Environment Effects Advisory Note January 2011 (draft) Preparing an EES consultation plan*.

> Section 1: Introduction and Background

Provides an overview of the project and its background

Explains the context for the EES Consultation Plan and its role in the EES process

Outlines the purpose, goals and principles for consultation

Summarises the consultation activities undertaken to date

> Section 2: Stakeholders

Identifies key stakeholders including facility neighbours, local community, businesses, community groups, government representatives, government agencies and authorities, and media

Outlines key stakeholder and community issues raised to date

Defines the relevant level of interaction required based on (adapted) IAP2 Public Participation Spectrum provide by DELWP⁶

> Section 3: Consultation Plan

Presents a mix of broad community consultation activities and targeted activities to inform specific technical studies

Outlines an action plan and program for Hanson to deliver consultation opportunities during the EES process

Describes the methods, processes and tools for implementing and managing the CCP

> Section 4: Recording, Reporting and Monitoring

Outlines the process to record, monitor and report all elements of the CCP

Describes the issues management process including investigation, feedback and follow through reporting

⁶Department of Planning and Community Development, Environment Effects Advisory Note, January 2011), p4

1.3 Project Overview and Background

Hanson is the proponent for the Bunyip North Quarry and is one of Australia's leading suppliers of heavy building materials to the construction industry. They produce aggregates, including crushed rock, sand, gravel, crusher dust and road base and a high quality premixed concrete range.

This includes over 10,000 standard mixes, as well as premium and decorative concrete solutions that offer additional benefits like increased strength, higher durability, or in the case of the Imagecrete range, greater aesthetic appeal. A third business division is precast concrete which focuses on providing customers with architectural and engineering solutions through modern precast design and a product range that includes loadbearing facades, cladding, hollowcore wall panels as well as flooring and structural precast concrete.

Hanson is part of the HeidelbergCement group, which employs 57,000 people at around 2,600 locations on five continents. HeidelbergCement is a global leader in aggregates and has leading positions in cement, concrete and heavy building products.⁷

In Australia, Hanson operate over 55 quarries, more than 225 concrete plants and three precast concrete facilities. Hanson also operate several dedicated in-house testing laboratories and a 1,500-strong logistics fleet.

In 2006, Hanson purchased 157 hectares of freehold land under the shell name *JRH Holdings / Pastoralists*. Hanson subsequently purchased the Tonimbuk Equestrian Centre, bringing the total site area to approximately 280 hectares.

The site is located at Bunyip North to the east of the Melbourne outer suburban area in the Shire of Cardinia and contains a granite reserve with an extraction capability of 70 million tonnes. The proposed quarry will provide hard rock aggregate to the Melbourne market for the long term. In particular, the facility will supply building and construction aggregates to growth corridor areas in the south-east municipalities of Cardinia, Casey and Frankston, in addition to supply to significant infrastructure projects across the State of Victoria.

The Bunyip State Park is located a few kilometres to the north and the Mt Cannibal Reserve is located one kilometre to the west, both containing flora and fauna which is to be considered in the EES.

The area is in a Green Wedge Zone with an Environmental Significance Overlay, within an area identified as an Extractive Industry Interest Area by the Victorian Government in 2003⁸.

⁷ <http://www.hanson.com.au/About/Who-We-Are/Hanson>

⁸ <http://earthresources.efirst.com.au/product.asp?plD=677&clD=37> p41



Regional context map



The key activities of the proposed quarry will include stripping of overburden, blasting of rock, haulage to a crushing and screening plant, stockpile storage of processed material and the transport offsite of purchased products. A key development activity will be the selection of the access road to the site.

On 26 March 2013, the then Planning Minister, Matthew Guy, advised Hanson that an Environment Effects Statement (EES) Referral is required for the Minister to assess the need for the preparation and delivery of an EES.

In early October 2015, Hanson submitted an EES⁹ referral application to the State Government Department of Environment, Land, Water and Planning (DELWP) and a referral¹⁰ to the Federal Minister for the Environment, Heritage and the Arts under the *Environment Protection and Biodiversity Conservation (EPBC) Act 1999*.

Both the EES and EPBC referrals provide comprehensive information relevant to environmental management, truck movement projections, Aboriginal culture and heritage management, and a commitment to ongoing community engagement.

In November 2015, the Minister for Planning advised the requirement of an EES.

The EES process is being managed by DELWP in accordance with the *Environment Effects Act 1978* through a Technical Reference Group (TRG) which includes representatives of:

- > Impact Assessment Unit, DELWP
- > Earth Resources Regulation, Department of Economic Development, Jobs, Transport and Resources (DEDJTR)
- > Aboriginal Victoria
- > Shire of Cardinia
- > EPA Victoria
- > Melbourne Water
- > Southern Rural Water
- > VicRoads.

Hanson appointed a Project Manager in January 2017 to undertake development and delivery of the EES.

It is estimated that it will take approximately two years to complete all studies and reports to fulfil legislative and regulatory requirements.

⁹ <http://www.dtpli.vic.gov.au/planning/environmental-assessment/environment-effects-referrals/referrals2013#Garfield>

¹⁰ <http://epbcnotices.environment.gov.au/referralslist/referral-details/?id=fb6bc6c9-df6b-e511-a15a-005056ba00ab>

1.4 EES Community Consultation Plan goal, principles and objectives

Hanson acknowledges the potential impacts of the decisions and activities on the community and the environment relevant to the proposed development and ongoing management of the Bunyip North Quarry.

The overall goal of the CCP is to effectively engage with the community and stakeholders in an open and transparent manner to ensure their understanding of and contribution to the project's processes, progress and outcomes.

Hanson is committed to responding to and implementing the principles based on best practice as defined in the *Community Engagement Guidelines for Mining and Mineral Exploration in Victoria*¹¹, including ensuring:

- > **Commitment** is demonstrated when the need to understand, engage and identify the community is undertaken early in the process
- > **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust
- > **Respect** is created when the rights, cultural beliefs, values and interests of the community within or surrounding project area are recognised
- > **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner
- > **Inclusiveness** is achieved when a diverse representation of community and broad participation is encouraged and supported by appropriate participation opportunities
- > **Trusting relationships** are built through exploring community values and interests and finding common ground

- > **Good communication** is achieved when open and meaningful dialogue is carried out and processes established to allow this to occur
- > **Trust is built** by establishing processes to record and disseminate information on how community feedback contributed to decision making.

The objectives of the CCP are to:

- > Identify stakeholders, including values, concerns, attitudes and expectations
- > Detail the stakeholder consultation undertaken to date, including engagement goals, timeline, activity, and feedback received
- > Develop a framework that seeks and encourages stakeholder input throughout the EES process, including engagement goals and the level of engagement required for each stakeholder or activity
- > Develop a process that actively and effectively responds to stakeholder feedback, including outcome reporting
- > Implement an engagement process that is open, honest, inclusive, responsive and accountable
- > Ensure that community and stakeholder feedback is documented and addressed in the preparation of the EES
- > Identify a strategy to maintain engagement with the community and stakeholders following project approval and prior to / during project construction.

¹¹ <http://earthresources.vic.gov.au/earth-resources-regulation/licensing-and-approvals/minerals/guidelines-and-codes-of-practice/community-engagement-guidelines-for-mining-and-mineral-exploration>



1.5 Hanson Stakeholder Engagement Policy

It is the policy of Hanson to ensure that company projects and activities actively demonstrate respect for the people and organisations we work with, and support inclusive and sustainable community engagement.

Strong stakeholder relationships are integral to Hanson's endeavour to be a responsible corporate citizen and a sustainable business. The value of stakeholder engagement is recognised at every level of Hanson and we consider our neighbouring communities and businesses, non-government organisations and all levels of government, to be key stakeholders.

Hanson's Stakeholder Engagement Policy can be viewed at www.hanson.com.au.

1.6 Approach and Monitoring of EES Consultation Plan

The overall approach to community consultation is to be open, honest, accountable, inclusive and responsive. The CCP will seek to inform and consult stakeholders and provide opportunities to be involved in decision-making throughout the EES process.

The CCP is a live document and will be updated progressively throughout the course of the project. It will be updated at the beginning of, and reviewed at the end of, each stage of the EES process. This will ensure that the CCP remains:

- > Relevant to the outcomes required by the TRG
- > Responsive to the needs of the broader community and key stakeholders
- > Tailored to best reach, communicate and consult with the community and stakeholders.

A continuous process of review and updating will ensure the CCP incorporates the most effective methods for community consultation as the EES process progresses.

1.7 Overview of Consultation and Activities Undertaken to Date

In 2008, Hanson contracted Futureye to conduct community consultation identifying concerns surrounding the proposed development of the site as a quarry. The Futureye Report, *Understanding stakeholder views of proposed development at Garfield North* involved the conduct of 26 one-to-one interviews based on a questionnaire in a style consistent with the Social Impact Assessment required in the development of the Environment Effects Statement process relevant at that time.

The interviews comprised a State Government Upper House representative, the Ward Councillor, the Shire Planning and Development Manager and occupants of 21 neighbouring residences, one of whom identified as a representative of the Mt Cannibal and District Preservation Group.

Consultation regarding the project has also been conducted with Aboriginal Affairs Victoria and local Aboriginal communities, being:

- > Wurundjeri Tribe Land Compensation and Cultural Heritage Council Inc;
- > Bunurong Land Council Aboriginal Corporation;
- > Boon Wurrung Foundation;
- > Wandoon Estate; and
- > Wurundjeri and Bunurong Land Council.

Since Hanson appointed a new Southern Regional Development Manager in early 2015, the following engagement has been undertaken.

SECTION ONE – Introduction and Background

Date	Stakeholder	Engagement
August 2009 to Nov 2012	Resident	Meetings and correspondence
Oct 2009	Mt Cannibal and District Preservation Group (MCDPG)	Correspondence
Feb 2010	Resident	Meeting
Mar 2010	Mt Cannibal and District Preservation Group	MCDPG sent newsletter, Hanson responded
May 2011	Mt Cannibal and District Preservation Group	Response to letter
Jul 2012	Resident	Response to letter
Oct 2012	Mt Cannibal and District Preservation Group	Response to letter
Feb 2014	Resident	Response to letter
14.05.15	Mt Cannibal and District Preservation Group	Letter issuing invite to meet
18.06.15 and ongoing	Shire of Cardinia	Meetings with Planning officers
24.06.15	Mt Cannibal and District Preservation Group	Meeting with seven members
24.07.15	Mt Cannibal and District Preservation Group	Delivery via email of Hanson responses to community questions posed during Futureye interviews
12.10.15	Gary Blackwood, Member for Narracan	Letter in response to Adjournment Debate on 15.09.15 including invitation to meet
23.11.15	Resident	Telephone conversation re flora and fauna issues
15.06.16	Bunyip Rotary	Dinner speaker and presentation
23.03.17	Community Information Session	Presentation to ~ 165 community members outlining EES process
		Community Contact Database registration
		Event questionnaire
		Issues registration
28.03.17	Resident	Telephone conversation re property value and trucks
2017 and ongoing	Community	Development of dedicated email address community.bunyipnorth@hanson.com.au
2017 and ongoing	Community	Development of dedicated website page http://www.hanson.com.au/About/Regulatory-Information/Projects/Bunyip-North-Quarry-EES
2017 and ongoing	Community Contact Database Registrants	Notification on Project Name Change via email & letter
		Notification of preliminary studies in and around project area via email and letter



To support integration into the local community, Hanson has developed community partnerships through sponsorship of the following community activities:

Community Group	Activity / Event
Tonimbuk Horse Trials Committee	Sponsorship and support in the 2015 and 2017 Tonimbuk Horse Trials
	Hanson works with the THTC to ensure the equestrian facility is maintained and upholds its ability to host international grade competitions.
2010 Bunyip Ridge Bushfire Clean Up	Supported local Community Recovery Committee
Warragul and District Junior Football League	2017 Naming Rights Sponsors
Bunyip Junior Football Club	Club sponsorship
Bunyip Football Club	Club sponsorship
Garfield Junior Football Club	Club sponsorship
Garfield Football Club	Club sponsorship

2.0 Stakeholders

2.1 Introduction

Building rapport with the community and key stakeholders is crucial to the success of the project, particularly through the EES process. They are considered critical to facilitating an appropriate consultation process and gaining acknowledgement by the community for the project outcomes.

The process for consulting with the community and stakeholders will vary at different stages of the CCP. Sometimes the consultation will be a formal opportunity provided during the EES process, such as the public input comment periods for the Scoping Requirements and exhibition of the EES. At other times, consultation will be more informal, but no less important, to assist in the investigations that will inform a sound EES.

The program provides an integrated approach to consultation with the community and stakeholders that addresses both these formal and informal consultation opportunities.

2.2 Level of Engagement

The CCP has been developed with consideration to the DELWP's *Environment Effects Advisory Note, January 2011, Preparing an EES Consultation Plan*; DEDTJR's *Community Engagement Guidelines for Mining and Mineral Exploration in Victoria*¹² and the adapted version of the International Association of Public Participation's *Public Participation Spectrum*¹³ as outlined in DELW P guidelines.

Level of Engagement	Aim
Inform	To provide balanced and objective information about the EES process to assist the community and stakeholders in understanding the implications, alternatives, opportunities and solutions
Consult	To seek feedback from the community and stakeholders on aspects of the EES process and any alternatives or options, and respond to comments on proposals and alternatives
Involve	To work directly with the community and stakeholders throughout the EES process to ensure that concerns and aspirations are consistently understood and considered

2.3 Culturally and Linguistically Diverse Communities (CALD)

The Social Impact Assessment study being undertaken for the EES will highlight the requirements of Hanson to meet this need.

¹² <http://earthresources.vic.gov.au/earth-resources-regulation/licensing-and-approvals/minerals/guidelines-and-codes-of-practice/community-engagement-guidelines-for-mining-and-mineral-exploration>

¹³ Department of Planning and Community Development, *Environment Effects Advisory Note, January 2011*, p4



2.4 Stakeholder Identification

Hanson has developed a Stakeholder Register listing all stakeholders that can be impacted by, or impact, the development of the proposed quarry. The community members were sourced from the 2008 Futureye report and, therefore, cannot be considered as current.

The Stakeholder Register includes the names, contact details, community identification, concerns, expectations, influence (legitimacy, interests and power), level of impact and the applicable classification according to the International Association of Public Participation (IAP2) Public Participation Spectrum (PPS). It also includes record of contact, community input and feedback provided.

The Stakeholder Register, together with the information obtained at the Community Information Session, has formed the Community Contact Database (CCD) which will be updated

with contact information and activity throughout the ongoing CCP. There are currently 57 registrants on the CCD, not all of whom provided physical addresses and at least 50% reside outside the regional context area.

Hanson recognises the trust community members are placing in us by providing their contact information for the Community Contact Database, and we do everything we can to maintain that trust. Hanson policies comply with our legal obligations and are intended to protect privacy.

Identified Residential Dwellings in proximity to Project Location



SECTION TWO – Stakeholders and Community

Stakeholder Groups Identified

Stakeholder Group	Community Identification ¹⁴	Level of Engagement	Issue	Risk (if not dealt with)
Residents Adjoining landholders Neighbouring residents (to within three kilometres of the project boundary)	Place	Inform Consult Involve	Truck traffic on local roads Impact on local water sources Disturbance from dust, noise, blasting Protection of flora and fauna Impact on Mt Cannibal Reserve Impact on property values Health impacts	Significant
Local community Residents and landholders (located three kilometres and outwards from project boundary) Local businesses	Place	Inform Consult Involve	Truck traffic on local roads Impact on Mt Cannibal Reserve Effects on customers Potential business opportunities	Medium
Federal Government Senator The Hon Kim Carr Senator The Hon Jacinta Collins Senator The Hon Stephen Conroy Senator Richard Dinatale Senator the Hon Mitch Fifield Senator John Madigan Senator Gavin Marshall Senator Bridget McKenzie Senator Ricky Muir Senator Janet Rice Senator The Hon Michael Ronaldson Senator Scott Ryan Mr Russell Broadbent, Member for McMillan	Standing	Inform	Compliance with regulation and laws Commitment to act on environmental assessments Establishment of monitoring programs Reporting mechanisms and results	Significant

¹⁴As defined by <http://earthresources.vic.gov.au/earth-resources-regulation/licensing-and-approvals/minerals/guidelines-and-codes-of-practice/community-engagement-guidelines-for-mining-and-mineral-exploration>



Stakeholder Group	Community Identification ¹⁴	Level of Engagement	Issue	Risk (if not dealt with)
<p>State Government</p> <p>The Hon Daniel Andrews, Premier of Victoria Ms Melina Bath MLC Mr Jeff Bourman MLC Mr Daniel Mulino MLS The Hon Edward O’Donohue, MLC Ms Harriet Shing, MLC Mr Gary Blackwood, Member for Narracan The Hon Richard Wynne MLC, Minister for Planning The Hon. David Davis MLC, Shadow Minister for Planning The Hon Lily D’Ambrosio, Minister for Environment Mr Brad Battin MP, Shadow Minister for Environment The Hon Wade Noonan, Minister for Resources Mr David Southwick MP, Shadow Minister for Energy and Resources</p>	Standing	Inform	<p>Compliance with regulation and laws</p> <p>Commitment to act on environmental assessments</p> <p>Establishment of monitoring programs</p> <p>Reporting mechanisms and results</p>	Significant
<p>Shire of Cardinia Council</p> <p>Cr Graeme Moore, Port Ward Cr Ray Brown, Port Ward</p>	Standing	Inform	<p>Compliance with regulation and laws</p> <p>Commitment to act on environmental assessments</p> <p>Establishment of monitoring programs</p> <p>Reporting mechanisms and results</p>	Significant
<p>Regulatory Agencies / Statutory Authorities</p> <p>Aboriginal Victoria Cardinia Shire Council Department of Environment, Land, Water and Planning, Impact Assessment Unit and Port Phillip Region Cardinia Shire Council Department of Economic Development, Jobs, Transport and Resources, Earth Resources Regulation Division EPA Victoria Heritage Victoria Melbourne Water Southern Rural Water Sustainability Victoria VicRoads</p>	Standing	Inform	<p>Compliance with regulation and laws</p> <p>Commitment to act on environmental assessments</p> <p>Establishment of monitoring programs</p> <p>Reporting mechanisms and results</p>	Significant

SECTION TWO – Stakeholders and Community

Stakeholder Group	Community Identification ¹⁴	Level of Engagement	Issue	Risk (if not dealt with)
<p>Technical Reference Group</p> <p>Department of Environment, Land, Water and Planning, Impact Assessment Unit and Port Phillip Region</p> <p>Aboriginal Victoria</p> <p>Cardinia Shire Council</p> <p>Department of Economic Development, Jobs, Transport and Resources, Earth Resources Regulation Division</p> <p>EPA Victoria</p> <p>Heritage Victoria</p> <p>Melbourne Water</p> <p>Southern Rural Water</p> <p>VicRoads</p>	Standing	Inform Consult Collaborate	<p>Compliance with regulation and laws</p> <p>Commitment to act on environmental assessments</p> <p>Establishment of monitoring programs</p> <p>Reporting mechanisms</p>	Significant
<p>Tonimbuk Horse Trials Committee</p> <p>Members</p> <p>Facility Users</p>	Place	Inform Consult Involve	<p>Ongoing management of site</p> <p>Impact on horses</p> <p>Impact on service provision</p> <p>Expansion of facilities</p> <p>Expansion of community programs</p>	Medium
<p>Mt Cannibal and District Preservation Group</p> <p>Committee of Management</p> <p>Members</p> <p>Stop the Bunyip North Quarry website</p>	Interest	Inform Consult Involve	<p>Impact on Mt Cannibal Reserve</p> <p>Truck traffic on local roads</p> <p>Impact on local water sources</p> <p>Disturbance from dust, noise, blasting</p> <p>Protection of flora and fauna</p>	High
<p>Traditional Owners</p> <p>Boon Wurrung Foundation</p> <p>Bunurong Land Council Aboriginal Corporation</p> <p>Wandooon Estate</p> <p>Wurundjeri and Bunurong Land Council</p> <p>Wurundjeri Tribe Land Compensation and Cultural Heritage Council Inc</p>	Place	Inform Consult Involve	The facility contains sites of cultural value and some scientific and archaeological value	High



Stakeholder Group	Community Identification ¹⁴	Level of Engagement	Issue	Risk (if not dealt with)
Community groups Bunyip CFA Bunyip and District Pony Club Bunyip Football Club Bunyip History Committee Bunyip Junior Football Club Bunyip Landcare Group Cannibal Creek Catchment Landcare Group Cannibal Creek Pony Club Cardinia Environment Coalition Friends of Mount Cannibal Garfield North Community Association Garfield North Football Club Inc Maryknoll Historical Society Rotary Club of Bunyip-Garfield Stop The Bunyip North Quarry Warragul District Junior Football League	Interest	Inform Consult Involve	Truck traffic on local roads Impact on local water sources Disturbance from dust, noise, blasting Protection of flora and fauna Impact on Mt Cannibal Reserve Impact on service provision / events	Medium
Local media Shire of Cardinia Connect Newsletter Pakenham Berwick Gazette Bunyip and District Community Newsletter WIN 9 News South Gippsland PRIME 7 News Gippsland ABC Gippsland Victoria ABC Local Radio Gippsland	Interest	Inform	Access to information	Medium
Broader Environmental Groups Australian Conservation Foundation Birdlife Australia Cardinia Environmental Coalition Environment Victoria Westernport Biosphere	Interest	Inform	Dependent on group focus Access to information	Medium

2.5 Preliminary Findings from Consultation Undertaken to Date

In 2008, Hanson contracted global management consultancy, Futureye, to identify concerns surrounding the proposed development of the site as a quarry. The Futureye Report, *Understanding stakeholder views of proposed development at Garfield North* was delivered on 14 November 2008 and identified three key issue areas¹⁵, including:

- > risks comprising health, endangered species, stakeholder analysis and cumulative impacts
- > impact on property values, local businesses and neighbour views
- > belief that Hanson's approach to community concerns *"has exacerbated rather than mitigated outrage"*¹⁶

Questions asked by stakeholders fell into nine categories which, with the exception of one (property values), were all operational.

However, the Report noted that the key issue surrounding the lack of trust in Hanson caused by the purchase of the site under the name of JRH Holdings (Pastoralists) appeared to have motivated attitudes to the project and responses to interview questions.

Hanson hosted a Community Information Session conducted on 23 March 2017 to provide information relevant to the EES process and opportunities available to community members to participate. Attendees were encouraged to complete a questionnaire describing their concerns or issues.

Of the 165 people who attended the information session, 55 people responded and listed their concerns within the following categories:

– Increased truck movement and inadequate roads	24
– Dust and health issues	22
– Groundwater and aquifers	22
– Impact on / protection of environment (flora and fauna)	14
– Impact on / protection of Mt Cannibal	12
– Impact of noise and vibration	8
– Negative impact on property values	6
– Impact on aesthetic	6
– Change of name from Garfield North to Bunyip North	5

During the open discussion period a number of issues were raised, to which Hanson directly responded, or since the meeting, presented solutions. A detailed history of issues and resolutions is contained within Appendix A – Consultation History Notes attached. See page 29.

¹⁵ Futureye Report Understanding stakeholder view of proposed development at Garfield North, 14 November 2008, Key Findings pp9-18

¹⁶ Futureye Report Understanding stakeholder view of proposed development at Garfield North, 14 November 2008, p17



3.0 Community Consultation Plan (CCP)

3.1 Methodology

Hanson will engage with the community and stakeholders utilising a variety of consultation tools. All communication will be kept clear, concise and culturally appropriate. Wherever possible, stakeholder contacts will be combined to minimise the risk of creating consultation fatigue in the community. Community consultation will be as inclusive as possible to ensure relevant issues are identified.

Key methods and tools for informing and consulting the community and stakeholders throughout the EES process include:

- > Website
- > Email / letter distribution
- > Personalised email / letter in response to query or request for information
- > Fact Sheets
- > Project Updates
- > Advertisements
- > Community partnerships

Key methods and tools for involving the community and stakeholders throughout the EES process include:

- > Community Contact Database
- > Personal one-on-one visits
- > Open House Community Information sessions
- > Site Tours
- > Community group briefings and presentations
- > Market research

This CCP is designed to ensure a framework for ongoing discussion with all stakeholders, including the local community, during the preparation of the EES for the Bunyip North Quarry.

The CCP will be actively reviewed through the development phase by the Hanson Divisional Development Manager, Project Manager and Strategic Communication Consultant.

Further, during the development phase, the CCP will be reviewed by all members of the TRG¹⁷ invited by DELWP to provide technical advice to all TRG representatives and Hanson on preparing a quality EES.

The CCP is an evolving document, designed to consistently address the changing needs of the community and reflect updated engagement philosophies or practices.

The CCP is a functional document which will be communicated to and understood by all levels of Hanson staff.

The methods and schedule of activities align with technical project phases for the EES, including:

- > Scoping Requirements
- > Specialist Impact Assessment Studies
- > EES Exhibition
- > Final EES
- > Minister's Decision

3.2 EES Community Consultation Plan

The proposed schedule of consultation incorporates various methods planned to deliver a range of communication options. The program has been designed to ensure stakeholders are informed throughout all stages of the EES process and continued as an ongoing process should the project be approved for development. The schedule has also been planned to include stages when there are no active or visible project developments.

Social and economic impact assessment is required as part of the preparation of the EES.

¹⁷https://www.planning.vic.gov.au/__data/assets/pdf_file/0018/9441/How-does-the-EES-process-work-2016a.pdf

SECTION THREE – Community Consultation Plan (CCP)

These specialist consultants will be involved throughout the community consultation process, so they have the greatest opportunity to gather information from the community and provide advice as to required adjustment to the CCP if necessary.

The CCP will be reviewed regularly, including updates of stakeholder identification and mapping. The reviews will be required to reflect changes within the project and the community's concerns and expectations, ensuring the documentation is evolving, open, inclusive, responsive and accountable.

3.2.1 Hanson Consultation Plan

The following methods will be utilised by Hanson throughout the EES period to ensure all stakeholders are consistently provided with updated information. The consultation program will be supported by the Inquiry Process (refer 3.3.1 Inquiry Process) which ensures all issues raised by community members will involve acknowledgement within three (3) business days, recording, forwarding to the relevant department for investigation, setting response times and response delivery. Further, as indicated, Hanson's overall approach to stakeholder consultation is to be open, honest, accountable, inclusive and responsive (refer 1.6 Approach and Monitoring of EES Consultation Plan).

Hanson Consultation Plan

Method	Description	Stakeholder/s	Engagement Level	Deliverable	Timing
Website	<p>A dedicated Bunyip North Quarry EES website page has been developed (www.hanson.com.au/About/Regulatory-Information/Projects/Bunyip-North-Quarry-EES) and will be regularly updated to ensure there is as much project specific information as possible live on the site. This will allow Hanson to consistently keep all stakeholders informed at all times of the progress of the EES process.</p> <p>The website page is designed to be a 'one-stop shop' for anyone seeking information on the project and includes a feedback mechanism and Community Contact Database registration form.</p> <p>Those who do not have internet or email access will receive all information by mail (refer Personalised Letter below).</p>	All	Inform	<p>All project information and documentation to be added to the site where appropriate.</p> <p>Regular updates to website as project progresses.</p>	Updated as required throughout EES process
Dedicated Email	<p>A dedicated email address has been established and promoted on the website and on all published information. This provides a direct line of communication to the Project Manager and an effective mechanism for reporting concerns.</p>	All	Consult	<p>Response to email communication as soon as possible, with the aim of within three (3) business days.</p> <p>Monthly internal reporting of communication.</p>	Responses to emails when received, as soon as possible, with the aim of within three (3) business days



Method	Description	Stakeholder/s	Engagement Level	Deliverable	Timing
Personalised Letter	Personalised letters will be sent to stakeholders when required, including after meetings and other consultations. Letters will be forwarded via email or via Australia Post to those with no email or internet access.	All	Inform	Personalised letters will be distributed where appropriate throughout the process.	Responses to letters will be produced when required
Community Contact Database	The Community Contact Database will be regularly updated and allow Hanson to accurately and effectively distribute information. This is a key element to allow ongoing monitoring and review of the project and its impacts as it progresses.	All	Inform Consult	Contact database Communication database Monthly internal stakeholder engagement reports TRG progress updates	At any time communication is conducted with the community
Fact Sheets	Fact Sheets will be developed to more clearly define and describe elements and stages of the EES process. The Fact Sheets will be sent via email or mail to all stakeholders listed on the Community Contact Database and accessed through the website page. Printed copies will also be made available through Hanson and Shire of Cardinia.	All	Inform	Printed A4 doubled sided full colour Fact Sheets PDF format for download from website	March 2017 June 2017 January 2018 2018 – within the first week of EES public exhibition
Project Updates	A quarterly project update will be issued via email and letter to the registered stakeholders in the Community Contact Database, providing a summary on the progress of the EES	All	Inform	A4 memo style update, emailed and posted Uploaded to webpage	June 2017 September 2017 December 2017 March 2018 June 2018 September 2018
Personal one-on-one visits	Personal visits are a regular activity at all Hanson quarries and, in this instance, will be focused on all stakeholders seeking information in a confidential manner or in response to a specific request.	Residents Local community Government Community Groups	Inform Consult Involve	Contact / meeting reports Personal letters describing outcome / next steps	As requested by stakeholders

SECTION THREE – Community Consultation Plan (CCP)

Method	Description	Stakeholder/s	Engagement Level	Deliverable	Timing
Community information sessions and open days	<p>During each of the public exhibition or stakeholder consultation stages of the EES process, Hanson will conduct open house format community information sessions.</p> <p>These will include information specific to all elements of the EES scope and study program, and provide Hanson with an opportunity to seek community input.</p> <p>A minimum of two events will be conducted to respond to the statutory consultation requirements of the EES.</p> <p>Additional events can be conducted as and when required for specialist study reports.</p>	<p>Residents</p> <p>Local community</p> <p>Tonimbuk Equestrian Centre</p> <p>Mt Cannibal and District Preservation Group</p> <p>Community Groups</p>	Inform Consult	<p>Promotional advertising</p> <p>Media release to local media</p> <p>Fact Sheets</p> <p>Community Contact Database registration</p> <p>Photos and reports uploaded to website</p>	<p>March 2017</p> <p>July 2017</p> <p>January 2018</p> <p>2018 – within the first week of EES public exhibition</p>
Community group meetings and / or presentations	<p>As requested by community groups, or as deemed appropriate relevant to specific information available, Hanson representatives will attend community group meetings to enhance the group's knowledge and understanding of the project.</p>	Community Groups	Inform	<p>PowerPoint presentation</p> <p>Fact Sheets</p> <p>Community Contact Database registration</p>	As requested by stakeholders
Site tours	<p>At appropriate times throughout the EES process, site tours will be offered to key stakeholders in order to enhance their knowledge and understanding of the project.</p>	<p>Residents</p> <p>Local community</p> <p>Government</p> <p>Tonimbuk Equestrian Centre</p> <p>Mt Cannibal and District Preservation Group</p> <p>Community Groups</p>	Inform	<p>Site tours specific to the issue</p> <p>Fact Sheets</p>	As requested by stakeholders
Issues Management	<p>The Community Contact Database is already in place, as are the mechanisms to record and respond to community concerns.</p> <p>The process for issues raised by community members will involve acknowledgement, recording, forwarding to the relevant department for investigation, setting response times and response delivery.</p>	<p>Residents</p> <p>Local community</p> <p>Community Groups</p>	Inform Consult	<p>Community Contact Database</p> <p>Dedicated email</p> <p>Website contact</p> <p>Monthly internal stakeholder engagement reports</p> <p>TRG reports</p>	As communication is received



Method	Description	Stakeholder/s	Engagement Level	Deliverable	Timing
Information Collection	Hanson will conduct market research during engagement activities to monitor the community's perception of the project. Information will be utilised to evaluate and assess progress, seeking opportunities for improvement.	Residents Local community Community Groups	Inform Consult	Questionnaire / survey forms Outcome reports Risk analysis Risk mitigation assessment Monthly internal stakeholder engagement reports TRG reports	At all community information sessions July 2017 January 2018 2018 – within the first week of EES public exhibition
Advertisements	When required, Hanson will advertise in the local media to inform stakeholders of appropriate project information or promote engagement activities. Advertisements will also be placed by Hanson to pre-promote the public exhibition phases of the EES to the community.	Residents Local community Community Groups	Inform	Promotional advertising	Prior to all community information sessions March 2017 July 2017 January 2018 2018 – within the first week of EES public exhibition
Community Partnerships	Hanson will strengthen its relationship with the broader community and become a more active and visible member of the community. This will involve providing sponsorship of and / or assistance with community needs and events, supporting the local community to build and strengthen the district. The Community Partnerships program is a direct reflection of Hanson's aim to be good neighbours and create respectful relationships with stakeholders.	Tonimbuk Equestrian Centre Community Groups	Inform Involve	Community partnerships	As required
Community Reference Group	A Community Reference Group comprising representatives of Hanson, the community, Council and other key stakeholders, will be established for the conduct of the EES process if deemed necessary by the Technical Reference Group. However, following project approval, a Community Reference Group will be established and meet regularly to: <ul style="list-style-type: none"> > facilitate community awareness of the operations, environmental performance and any short, medium and long term development of the quarry; > provide community members with the opportunity to engage in dialogue with Hanson regarding any issues of concern related to the quarry; > provide community members with an opportunity, wherever practicable, to provide input into Hanson's decision making process regarding the quarry; and > foster understanding and cooperation between community members and Hanson staff regarding operation of the quarry to best practice standards. 	Residents Local community Government Community Groups	Inform Consult Involve	Forum to raise, discuss and resolve issues Ongoing point of contact between Hanson and the community Opportunities for community to benefit	If deemed necessary by the Technical Reference Group Following project approval, a Community Reference Group will be established

SECTION THREE – Community Consultation Plan (CCP)

3.2.2 Public Exhibition Period

During the EES Statutory Exhibition Period, the tools and methods used will be focussed on encouraging community and stakeholders' public participation in the public exhibition period, including the opportunity to make a written submission.

The proposed measures outlined below include actions required to meet the statutory obligations outlined within the *Ministerial guidelines for assessment of Environmental Effects under the Environment Effects Act 1978*¹⁸. All measures will be implemented on completion of the draft EES and approval for exhibition, which is targeted for the third quarter of 2018.

Stakeholder Group	Engagement Level	Method
Residents Local community Tonimbuk Equestrian Centre Mt Cannibal and District Preservation Group	Inform Consult Involve	<p>Email / letter to all community groups and individuals registered on Community Contact Database as project information becomes available, eg. Public Exhibition periods of EES.</p> <p>Open House Information Session conducted on site to explain the draft EES document, provide study updates, advise how submissions can be made, and respond to any queries. First Open House to be conducted early July 2017 (to be confirmed by DELWP), with study update in January 2018 and in first week of EES Public Exhibition period (to be advised by DELWP).</p> <p>Project update newsletter emailed / mailed to all community groups and individuals registered on Community Contact Database every three (3) months from release of Scoping period and at key EES process dates, eg:</p> <ul style="list-style-type: none"> > July 2017 – outcomes of Open House > November 2017 – study updates and promotion of Open House in January 2018 > March 2018 – study updates and outcomes of Open House
Local media	Inform	Media releases advising of Statutory Public Exhibition Periods, promote Open House Information Sessions and invite public comment

¹⁸ Ministerial guidelines for assessment of Environmental Effects under the Environment Effects Act 1978, Seventh edition, 2006



3.3 Issues Management

A Community Contact Database (CCD) has been created for reference throughout the life of the project. It amalgamates all data collected at community contact points such as the 2008 Futureeye survey, the Community Information Session conducted in March 2017, and engagement conducted by Hanson to date.

3.3.3 Community Inquiry Process

The process for issues raised by community members will involve acknowledgement within three (3) business days, recording, forwarding to the relevant department for investigation, setting response times and response delivery.

Concerns or issues presented by stakeholders will be entered into the CCD, investigated by the Hanson project management team, and feedback reports will be provided to the stakeholder in a timely manner.

3.3.4 Reporting

Issues raised during the EES process will be provided to the TRG to ensure they are incorporated and adequately addressed where appropriate, and recorded in relevant EES specific documentation.

The Project Manager, Stephanie Salinas, is the direct contact point for stakeholders and is committed to promptly responding to queries.

Stephanie Salinas
(03) 9274 3700
community.bunyipnorth@hanson.com.au

4.0 Recording, monitoring and reporting

4.1 Evaluating the EES Community Consultation Plan

Evaluation is not a stand-alone process that completes the implementation of the CCP. Rather, evaluation is an integral and on-going component of every activity, vital to forward planning and providing a strategic basis for decisions about issues.

All information provided by the community, community groups and stakeholders will be recorded in the Community Contact Database which includes names, titles, organisation, contact details, community identification, concerns, expectations, influence (legitimacy, interests and power), issues, expectations, level of potential impact and the applicable classification according to the IAP2 Public Participation Spectrum. Recording this information will ensure stakeholder input is on record and available to all members of the project team and updated 'real time' information is available for evaluation and assessment at each TRG meeting.

The Social Impact Assessment study will include resident interviews, stakeholder interviews, attendance of community information sessions and a representative survey. Information collected will provide a staged evaluation of the CCP.

The effectiveness of the CCP in achieving the objectives outlined 1.4 EES Community Consultation Plan goal, principles and objectives, will be determined through a number of measures including analysis of CCD, numbers participating in consultation activities, use of feedback forms and responses to website and email or mail updates.

All attendees of events conducted to provide information and invite public comment will be encouraged to complete a Value and Effectiveness Survey, providing a measured evaluation of the activity.



Example of Value and Effectiveness Survey

[double sided A4]

BUNYIP NORTH QUARRY

(EVENT NAME, VENUE, DATE, TIME)

To help us assess the value and effectiveness of the (EVENT NAME) and to ensure Hanson is meeting the expectations of all stakeholders, we ask you to take a few minutes to complete this questionnaire.

Please consider the categories below and circle the boxed letters that best represent your views.

P = Poor F = Fair A = Average G = Good E = Excellent

Quality of information provided	P	F	A	G	E
Opportunity to discuss issues / concerns	P	F	A	G	E
Consideration given to your issues /concerns	P	F	A	G	E
Hanson's responsiveness to questions/ issues raised	P	F	A	G	E
(Referral agency's / specialist consultant's) responsiveness to questions/ issues raised	P	F	A	G	E
Extent to which the purpose of your attendance has been fulfilled	P	F	A	G	E
Promotion / notification of the event	P	F	A	G	E
Management of the event	P	F	A	G	E

Open Questions

What have been the highlights or most positive aspects of the [EVENT NAME] from your (and the interests you represented) point of view?

What issues do you believe Hanson has not considered or addressed?

What do you think Hanson has learned from you that they probably wouldn't have learned otherwise?

What could Hanson do to improve the future effectiveness of [EVENT TYPE, eg Community Information Sessions]?

Feel free to explain any of your responses on the first page of this form, or to add any other concerns, issues or comments.....

THANK YOU FOR YOUR FEEDBACK!

4.2 Reporting on EES Community

Consultation Outcomes

The EES process is open to community and stakeholder input at all stages. New issues or concerns raised will firstly be considered to determine whether they have sound basis, clarified with the stakeholders affected, then assessed by the project team to understand potential impacts on the community or environment.

The CCD will offer a transparent reporting process, recording any issues raised or comments received and feedback provided. This will offer TRG members a 'real time' issues monitoring and outcomes report at each meeting or between meetings if required.

Finally, Hanson will review all submissions made to Planning Panels Victoria as part of the inquiry process and do further work if issues of substance are raised by the community that cannot be addressed from the independent technical studies undertaken to inform the EES.

Further Information

Contact with Hanson	<p>Stephanie Salinas Hanson Project Manager</p> <p>601 Doncaster Road Doncaster, Victoria, 3108 (03) 9274 3700 Office hours 8:30am to 5:00pm</p>
Email	<p>community.bunyipnorth@hanson.vic.gov.au</p> <p>Email updates will be sent to community organisations and individuals who have registered on the Community Contact Database</p>
Website	<p>www.hanson.com.au/About/Regulatory-Information/Projects/Bunyip-North-Quarry-EES</p> <p>Hanson recognises that many people prefer printed information. Stakeholders can phone (03) 9274 3700 to receive printed copies of any information they have seen or heard about.</p>
Community Contact Database	<p>To register for regular updates, information, newsletters and notification of Community Information Sessions, call Hanson during business hours, send an email or complete the registration form on the website.</p>
Contact with DELWP	<p>Information about the EES process for the proposed Bunyip North Quarry will be available on the DWLWP website</p> <p>www.planning.vic.gov.au/environmental-assessment/projects</p>





Appendix A – Consultation History Notes

Issue:

The predominant issue raised by community members is their lack of trust in Hanson. As indicated, this sentiment was initially developed when it was learned that Hanson owned the pastoral company that had purchased the property.

"Why should we trust you?"

"How can we trust you?"

"What happens when you get it wrong?"

"Hanson can't be trusted!"

This perception was then fostered by the work undertaken by Futureye in 2008. Since that time, community members have expected Hanson to respond to the questions raised within the report. Perception is that Hanson had never responded to requests for the information.

"You promised us that we would get the information. Again, you lied. We never received it."

"Will you give us assurance that you will give us feedback?"

Response:

Although not referenced at the meeting, records indicate that Hanson developed responses to all questions raised and forwarded to the MCDPG, via email on 24 July 2015.

Issue:

Some community members stated that the lack of publicly available information and the lack of Hanson's direct interaction with facility neighbours and community members has created health issues. Impassioned discussion of this concern resulted in community members demanding an apology from Hanson for the lack of information and feedback.

"We have been on tenter hooks for 10 years. We don't want to write down questions or concerns, we want answers now."

"This is an issue we have been dealing with for 11 years. It is affecting my health."

"The process seems to be dragging. Why is it taking so long?"

Response:

Hanson advised that internal investment strategy and forward planning often pushed project timelines into lengthy periods, while the DELWP officer advised the community present that projects often take this long and that the Bunyip North Quarry project was no different to many other projects dealt with by DELWP.

Issue:

Another issue contributing to community sensitivity is Hanson calling the site 'Garfield North Quarry' rather than 'Bunyip North', the area in which the community believes the property is sited. Fuelling this concern is the belief that Hanson are only using Garfield North ABS data in their submissions to the state government, while the ABS data for Bunyip North is greater and, therefore, impacts far more residents. This has further impacted the community's trust in Hanson.

*"Why is the project called Garfield North when it is clearly in Bunyip North?
This again leads us to mistrust you."*

"You just want to fudge the figures for the Minister. He doesn't know the difference."

Response:

To respond to this concern, Hanson has since sought and received approval from DELWP for the project name change to Bunyip North Quarry and notified CCD registrants of the change via email or mail.

Issue:

Misinformation and gossip have also contributed to the angst being felt by some community members.

"I heard Hanson was going to close the Tonimbuk Equestrian Centre."

*"I heard Hanson has bought the petrol
station on the corner of Tonimbuk Road
and Princes Highway."*

"It will be landfill when they have finished digging the hole. What else could it be?"

Response:

Establishment of the direct email contact (community.bunyipnorth@hanson.com.au) and the CCD as a reliable, updated information source is a key solution to this issue. Community members can submit their queries or concerns directly to Hanson and, under the Hanson issues management process utilising the CCD, a response will be issued directly to the community member.

Issue:

Lack of trust has also impacted confidence in the EES process including testing and reporting environmental concerns included dust, noise, traffic, vibration and water.

"What is going to happen with the dust and explosive particles that we will be breathing in?"

"Are you going to be testing surrounding properties – not just the site?"

"When we have no water, what are you going to do?"

Community involvement in the ESS process and development of the scoping document was also a concern.

"Is there any room for community involvement?"

"Can we add to the scope?"

"When and where will the scope be published? Will we get that information?"

Response:

Hanson is confident all of these concerns will be responded to by the CCP throughout the EES process.

