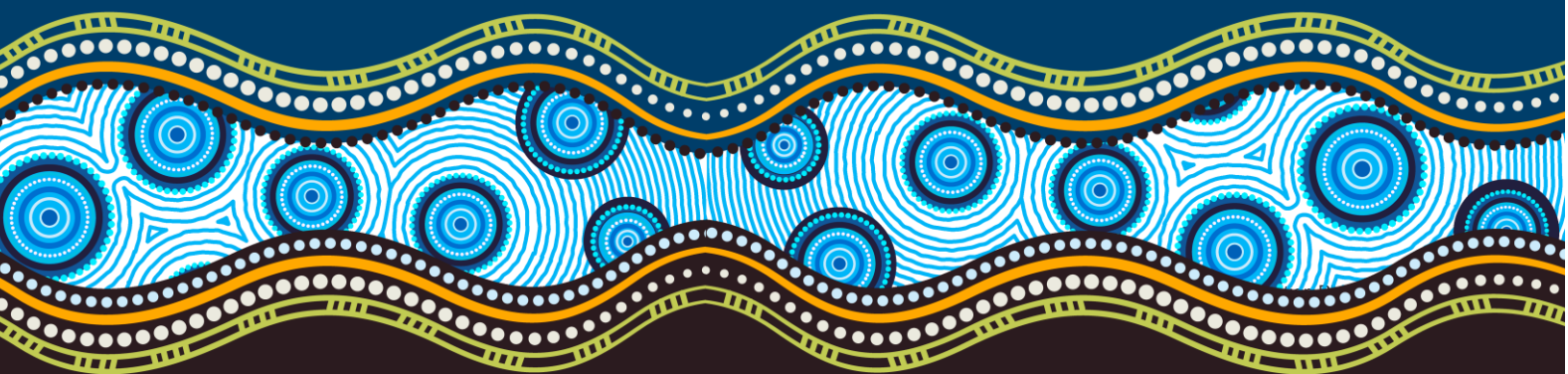


Environment Effects Statement Consultation Plan



We acknowledge the Traditional Owners of the land and waters on which this Project is taking place. We pay our respects to their Elders, past, present, and emerging, and recognise their enduring connection to Country, culture, and community.

We honour the deep spiritual and cultural significance of this land to First Nations peoples and are committed to meaningful consultation, collaboration, and partnership with local Indigenous communities throughout the course of this Project. We recognise that this land always was and always will be Aboriginal land.



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1. Introduction

1.1. Purpose

The Minister for Planning has determined that an Environment Effects Statement (EES) is required under the Environment Effects Act 1978 for the Victoria Energy Terminal (VET). As part of preparing the EES, Vopak as the proponent is required to prepare and implement a consultation plan.

This Consultation Plan guides all communications and engagement activities for the planning and approvals phase of the project. It is focused on statutory preparation and exhibition of the EES and independent panel process. A focus of this plan is setting clear parameters on how information and feedback gathered will be considered in the preparation of the EES.

The plan is designed to:

- Build on engagement and feedback captured before the commencement of the EES process
- Help people understand the EES process
- Inform community and stakeholders about the VET project and gather information to inform the design and technical studies for the EES and beyond
- Encourage participation and find opportunities during preparation of the EES, in order to identify issues of potential concern, obtain local insight, and gain stakeholder feedback on measures to address concerns

1.2. Pipeline Consultation Plan

In addition to this plan focused on the EES, a Pipeline Consultation Plan is required by the *Pipelines Act 2005* for the VET project. While this EES Consultation Plan focuses on engagement to support the EES process, it aligns with the engagement approach outlined in the Pipeline Consultation Plan which was approved by the regulator in 2024.

A Pipeline Consultation Plan (available at <https://victoriaenergyterminal.com.au/resources>) pursuant to the Pipelines Act 2005 (Pipelines Act) was approved by Victorian Government in May 2022.

VET takes a one-project approach to engagement by inviting consultation on all aspects of the EES from stakeholders regardless of their interaction with the project's marine, pipeline or transmission components.

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2. Project description

To assist in securing Victoria's energy supply as it transitions to a renewable energy future, the Victoria Energy Terminal (VET) (the Project) proposes to import liquefied natural gas (LNG) to help address the potential gas shortage. The aim of the Project is to deliver an infrastructure solution that provides Victorians access to a competitive new source of natural gas.

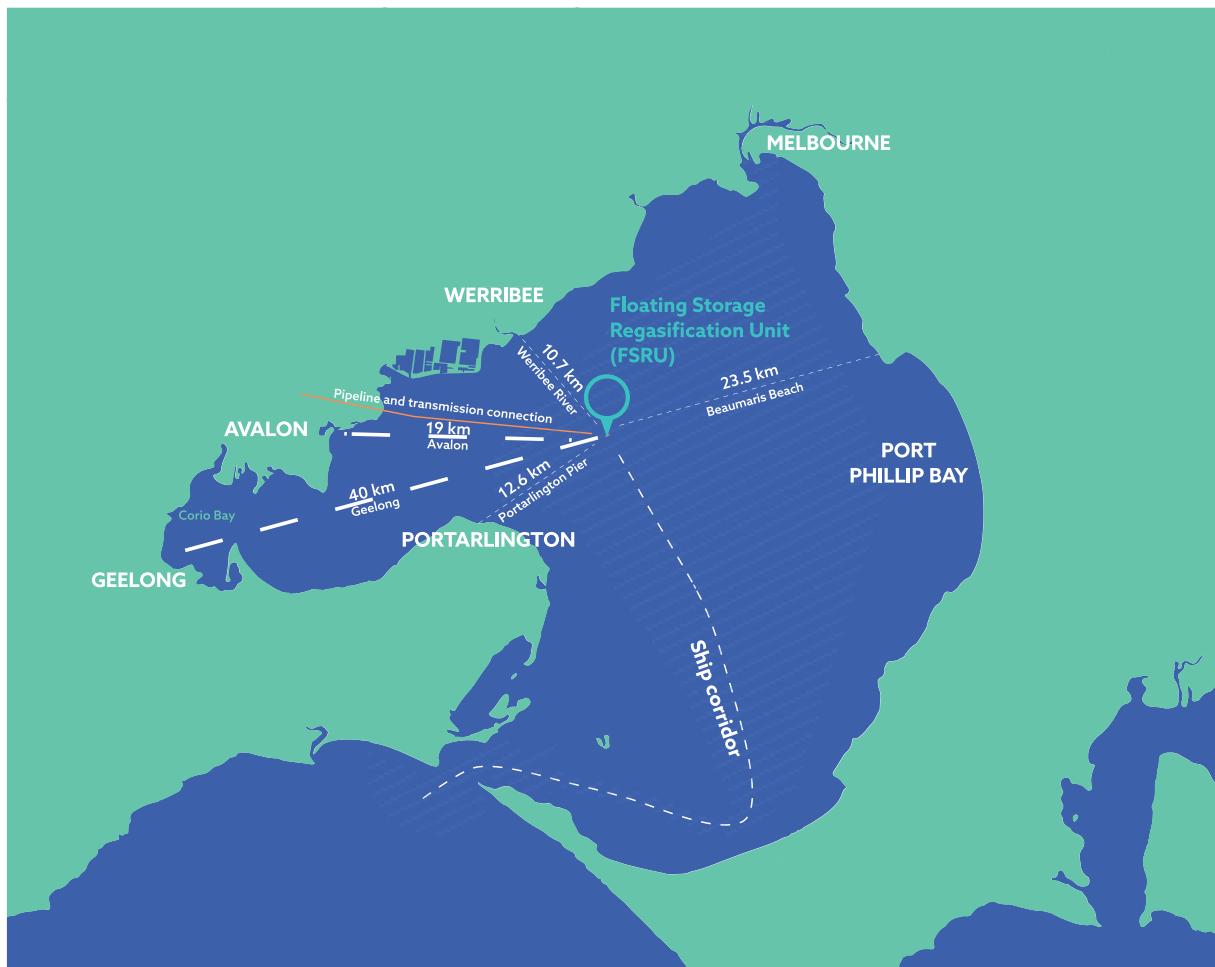
Over two million Victorians use gas in their homes and businesses, more than any other state or territory. In May 2024, the Victorian Government released its latest version of Gas Substitution Roadmap. [Victoria's Gas Substitution Roadmap \(energy.vic.gov.au\)](https://energy.vic.gov.au). The Victorian Energy Terminal, once operational, would have capacity to supply gas for a significant portion of Victorian homes and industry in peak demand situations.

The proposed Project will be located within Port Phillip Bay and the City of Greater Geelong, approximately 19km from the closest western shoreline, near Avalon. It connects to a pipeline that extends primarily across land owned by Melbourne Water, a substation and a transmission through land primarily used for lifestyle and agricultural purposes.

Site Selection

The proposed site was selected for investigation as the area provides a balance between the environment, marine life and social amenity, and expected to cause minimal disruption to normal bay activities, including shipping movements. Project development and site investigations began in 2019 to assess the feasibility of developing a floating storage and regasification unit (FSRU) moored in the bay at an existing anchorage point. The Project is working with key stakeholders to investigate the feasibility of the area.

Figure 1 – Proposed Project location, subject to change based on technical work and environmental studies



About the Project

The proposed VET would use a floating vessel - a Floating Storage Regasification Unit (FSRU) – which would be continuously moored at an existing anchorage point in Port Phillip Bay (PPB), approximately 19 km directly offshore from Avalon. The location of the site would minimise the visual impact on residents and communities. An example of a FSRU beside a Liquefied Natural Gas (LNG) import carrier is shown in Figure 2 1. The FSRU would receive LNG from import carriers, re-gasify it onboard, and transfer the gas via a subsea pipeline in PPB. The pipeline would transition onto farmland managed by Melbourne Water before connecting directly into the Victorian Transmission System (VTS).

It is estimated that there would be 20-50 deliveries a year, depending on how domestic supply from existing fields declines over the next decade, together with the speed of transition to new energy sources. Supply ships usually berth for 24 hours to unload the LNG. An LNG carrier can be up to 300 metres (m) long – similar in size to the FSRU, which is equivalent in size to a large cruise liner and stores up to 170,000 cubic metres (m³) of LNG (approximately a week of gas demand in winter for Victoria).



Figure 2 – Example of a FSRU beside an LNG import carrier

The Project is being designed in accordance with legislative requirements, Australian Standards, stakeholder feedback and potential environmental impacts. The Project design will continue to be refined, to improve operability, minimise environmental impacts and respond to stakeholder feedback.

The project was referred to the Victorian Minister for Planning on December 2022. The Victorian Minister for Planning determined that an Environmental Effects Statement (EES) would be required to assess the potential environmental effects of the project.

An Environment Protection and Biodiversity Conservation (EPBC) referral, (Project Decision EPBC Act Public Portal (epbcpbpublicportal.environment.gov.au)) was lodged with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) in March 2023.

The project was deemed a controlled action on 21 June 2023 and will require assessment and approval under the EPBC Act before it can proceed.

The EES process is accredited to assess impacts on Matters of National Environmental Significance under the EPBC Act through the Bilateral (Assessment) Agreement between the Commonwealth and the State of Victoria.

Vopak is continuing to work with the Australian and Victorian Governments, partners and stakeholders to progress the Project.

Construction of the Project is estimated to take between 24 to 27 months, subject to staging of construction works and operate for a minimum period of 10 years from 2029. An indicative schedule is provided in Figure 3.

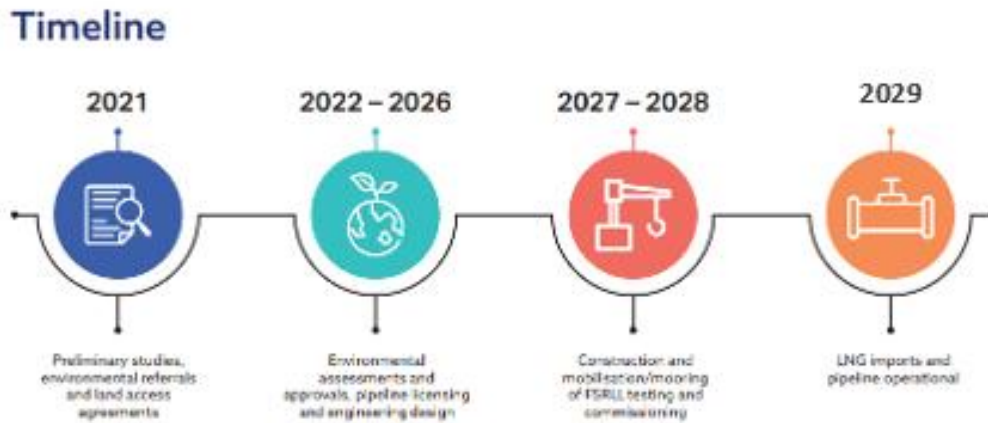


Figure 3 – Indicative schedule overview

The key Project components have been divided into four distinct blocks:

- Block 1: the offshore facilities, including FSRU and marine platforms
- Block 2: the subsea pipeline, HV cable and shore crossing to the onshore Horizontal Directional Drilling (HDD) exit, approximately 500 m onshore
- Block 3: the onshore facilities including the onshore pipeline and (HV) cables from the HDD exit site, a GRS, VTS tie-in and an electrical substation.
- Block 4: a transmission line would be required to power the project and connect to the new substation. The transmission line and electrical grid connection for the Project are currently under development. Once the solution is available, it will be added to the EES assessment.

These four blocks are illustrated in Figure 4 and discussed in detail in the following sections.

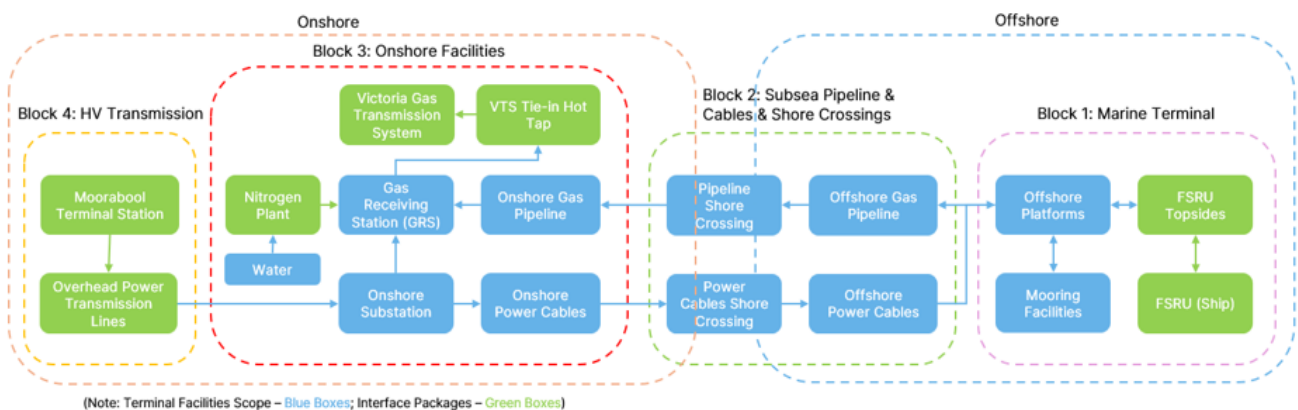


Figure 4 – Project infrastructure components

2.1. About Vopak

At ports around the world, Vopak provides storage and infrastructure solutions for vital products that enrich everyday life. These products include liquids and gases that provide energy for homes and businesses, chemicals for manufacturing products, and edible oils for cooking. For all of these, Vopak's worldwide network of terminals support the global flow of supply and demand.

For more than 400 years, Vopak has been at the forefront of fundamental transformations. With a focus on safety, reliability, and efficiency, we create new connections and opportunities that drive progress. Together with its partners and customers, Vopak is accelerating the development of infrastructure solutions for hydrogen, ammonia, CO₂, long-duration energy storage, and low-carbon fuels and amp; feedstocks – paving the way to a more sustainable future.

Vopak is listed on the Euronext Amsterdam and is headquartered in Rotterdam, the Netherlands. In Australia, Vopak owns and operates two large independent terminals in Sydney and Darwin, contributing to energy security and economic development of the country nearly 20 years.

2.1.0. Vopak's core values

Consultation activities will be undertaken for the Project in line with Vopak's five core values:

1. **Care for safety, health, and the environment:** We prioritise safety, health, and environmental care in everything we do. Our commitment ensures the safety of all involved, promotes sustainability, and supports our local communities.
2. **Integrity:** We uphold strong moral and ethical principles, always striving to do the right thing. Each individual's honesty, responsibility, and truthfulness build trust with our customers and stakeholders.
3. **Team spirit:** We encourage a culture of trust, respect, and optimism, motivating us to learn from each other and collaborate as a team. Together, we celebrate our successes, appreciate every contribution, and approach our work with positivity.
4. **Agility:** In an ever-changing world, our adaptability is crucial. We embrace change, innovation, and fresh ideas to improve continuously, valuing creativity, bold decisions, and new solutions.
5. **Commitment:** We take full responsibility for our promises to colleagues, customers, and stakeholders. Going the extra mile is a standard we live by.

3. Guiding standards

3.1. Relevant approvals

The Project will be subject to approval pathways related to the following legislation:

Commonwealth Government

- Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)

State Government

- Environment Effects Act 1978 (Vic)
- Pipelines Act 2005
- Planning and Environment Act 1987 (P&E Act)
- Environment Protection Act 2017
- Aboriginal Heritage Act 2006
- Marine and Coastal Act 2018
- Gas Safety Act 1997
- Occupational, Health and Safety Act 2004

3.2. Relevant legislation

The Project will be also regulated in accordance with (and not limited to) the following key legislation:

- | | |
|--|---|
| ○ Native Title Act 1993 (Cth) | ○ Wildlife Act 1975 (Vic) |
| ○ Heritage Act 2017 (Vic) | ○ Catchment and Land Protection Act 1994 (Vic) |
| ○ Flora and Fauna Guarantee Act 1988 (Vic) | ○ Fisheries Act 1995 (Vic) |
| ○ Water Act 1989 (Vic) | ○ National Parks Act 1975 (Cth) |
| ○ Public Health and Wellbeing Act 2008 (Vic) | ○ Crown Land (Reserves) Act 1978 (Vic) |
| ○ Dangerous Goods Act 1985 (Vic) | ○ Transport Integration Act 2010 (Vic) |
| ○ Electricity Safety Act 1998 (Vic) | ○ Traditional Owner Settlement Act 2010 (Vic) to 200 metres offshore. |
| ○ Gas Industry Act 2001 (Vic) | |
| ○ Climate Change Act 2017 (Vic) | |
| ○ National Greenhouse and Energy Reporting Act 2007 (Commonwealth) | |

3.3. Engagement standards

Victorian Government legislation and international engagement standards provide guidance regarding the need for community engagement including:

- **Environment Effects Act 1978:** provides requirements for engagement including public exhibition, submissions period and public hearing. This consultation plan has been informed by the EES Consultation Plan Advisory Note.
- **Pipelines Act 2005:** provides requirements for engagement with stakeholders regarding pipeline licencing construction and operational activities.
- **International Association for Public Participation (IAP2):** the Public Participation Spectrum (the Spectrum) has informed how community and stakeholders will be engaged during the project.

The Spectrum is an internationally recognised tool for planning public participation. It is designed to assist with defining the appropriate level of public participation in an engagement program. The Spectrum offers differing levels of participation depending on project goals, timeframes and levels of interest in the decisions being made. The engagement program for VET includes an indication of the participation level the project intends to achieve at each phase.

4. Communication and engagement approach

4.1. Communication and engagement approach

VET is committed to ongoing, open and transparent consultation with the local community, and stakeholders by providing accurate and timely information as the Project progresses through each phase. It is important to draw on ideas, expertise and opinions of community and stakeholders to inform the planning and design of the VET.

The Project has established contacts and communication channels with most of the affected stakeholders through engagement activities from 2019. This list will continue to evolve as the Project progresses with its consultation and environmental studies.

This plan is targeted at gathering, responding to and incorporating all feedback from all relevant stakeholders in relation to the VET and to inform the preparation of the EES and encourage community and stakeholder participation in the EES process.

Objectives

During the EES preparation and exhibition, our communication and consultation objectives are to:

- Inform communities and stakeholders about the project, the EES process and opportunities to participate
- Actively involve and consult stakeholders in the project's development and planning to improve outcomes
- Encourage participation and seek input during the preparation of the EES, in order to identify issues of potential concerns, obtain local insight and gain feedback on measures to address concerns
- Demonstrate how community and stakeholder issues and feedback are being captured and used to inform project development and assessment.

4.2. Engagement principles

Vopak is committed to undertaking best practice engagement during planning and delivery of the Project, as described in Table 1 below.

Table 1 – Community engagement principles

Openness	<ul style="list-style-type: none"> - Listen with an open mind - Be open and honest about considerations, impacts and opportunities - Explain how and why decisions are being made and how input is used to inform decisions - Provide clear, accurate and timely information
Responsiveness	<ul style="list-style-type: none"> - Prompt acknowledgement of queries or concerns - Respond to issues, no matter how large or small - Recognise and respond to opportunities for communities (e.g. sponsorship of local events, local business partnerships)
Flexibility	<ul style="list-style-type: none"> - Be flexible in our approach to avoiding or mitigating impacts where possible - Be flexible about how and when we accept feedback so that timely input can shape the Project to achieve beneficial outcomes - Seek feedback on our communication and consultation approach and make any necessary adjustments in response
Inclusiveness	<ul style="list-style-type: none"> - Seek to identify and involve a broad and diverse range of stakeholders in planning and decisions - Communicate in plain English and an accessible format - Use a range of communication methods to reach different audiences through their preferred channels

Transparency and integrity	<ul style="list-style-type: none"> - Use established local networks and groups to keep people informed - Gain an understanding of community sentiment about the Project
	<ul style="list-style-type: none"> - Be respectful and honest in all interactions - Share information that allows stakeholders and communities to provide informed feedback - Adhere to all relevant laws and requirements
Accountability	<ul style="list-style-type: none"> - Provide key points of contact within the Project team for queries or concerns - Take ownership for issues which may arise, particularly those that could have an impact on communities or stakeholders - Provide access to senior team members and technical specialists at information sessions

4.3. Communication and engagement activities and tools

Engagement activities and communications tools will be tailored to suit the project phases and stakeholder needs. The list below provides an overview of the activities and tools VET will use to ensure interested parties have access to information and that feedback received is considered in the EES studies and design outcomes.

Some of these tools have already been used to engage with community during the early planning phase of the project. VET will continue to use tools that stakeholders are already comfortable with, as well as adding additional tools to maximise engagement reach and support the EES process.

These tools will be adapted to help reach Culturally and Linguistically Diverse (CALD) communities and other hard to reach groups when required. VET recognises that online content can be difficult for some users to navigate and will seek to provide accessible content and a mix of online and face to face engagement to reach as many people as possible.

4.3.0. Communication tools

Table 2 – Communication and engagement tools

Issues and stakeholder database	The project has established a stakeholder and issues database, Consultation Manager, to ensure that stakeholder feedback, concerns and enquiries are recorded and responded to. This will be used as a platform for stakeholders to contact the Project team to ask questions regarding the EES process, record feedback provided in relation to the EES and share links to the project website to find more information.
Project website	<p>A project website has been established to serve as a key interface with stakeholders and the wider community. The website hosts general Project information, a map of the Project site, contact information, fact sheets, Project updates and will promote upcoming events such as community information sessions. It is updated regularly to reflect the latest Project information.</p> <p>The project website will provide project information, consultation reports (where applicable), factsheets and event information. It will be used a directory to assist stakeholders in making a submission via Engage Victoria to the EES or getting in touch with the project team.</p>
Project email address	A Project email address has been established and is available to stakeholders and the community for the life of the Project. All enquiries are recorded in Consultation Manager. This includes queries regarding the EES process.

Project phone line	A Project information phone line has been established and is available to stakeholders and the community for the life of the Project. The phone line is available during regular business hours. Outside of business hours a recorded message and voicemail facility is available for callers to leave a message. All enquiries are recorded in Consultation Manager.
Frequently Asked Questions	A Frequently Asked Questions (FAQs) document has been developed and is available on the website to provide answers to commonly asked questions about the Project. The FAQ document is updated regularly. https://victoriaenergyterminal.com.au/faqs . This will be updated regularly to include FAQs on the project and EES process.
Fact sheets	Fact sheets will be prepared for distribution at community engagement activities to provide tailored Project information on various topics. Where required, translated print material will be provided. Factsheets will be used to link to online publications or platforms such as Engage Victoria to ensure interested stakeholders can seek more information on the EES and have the opportunity to make a submission.
Letters	Letters are used for formal engagement with directly affected landholders and stakeholders. Letters include relevant updates on the Project, and key details such as event/meeting timing and contact details. Letters are sent out digitally and/or per mail. Throughout EES phase, an extended use of this communications channel to identified community support groups will ensure broader community outreach is achieved. Where required, translated print material will be provided.
Emails	Emails are used to communicate Project updates, including community events, newsletters and Project milestones. Emails will be sent at regular intervals (distribution list of those that register interest). Throughout EES phase, an extended use of this communications channel to identified community support groups will ensure broader community outreach is achieved.
Videos	Videos are used to communicate information in an engaging and accessible way for a broad audience. They can be shared with the media, posted on social media channels and the Project website, and used in presentations to stakeholder and community groups.
Newsletters	Newsletters will provide relevant updates on the Project, community benefits and upcoming community engagement activities. Newsletters will be sent by email and published on the Project website. Translations can be made available.
Project information boards	<p>A range of Project information boards have been designed for use at community events to help inform the community about the Project.</p> <p>The Project information boards include maps and other visual aids such as diagrams, photographs and illustrations to show the Project location, components, appearance and processes. They will be updated as the Project progresses and may be added to the Project website.</p>
Advertising	Advertising has been used to promote community information sessions and will continue to be used to promote Project events, milestones, announcements and consultation, including for the EES process. The Project will advertise in print, radio and social media.
Media releases	Media releases will be issued to communicate key Project messages, milestones and announcements. Copies will be provided to relevant media outlets and key stakeholders.
Construction updates	During the construction phase, regular and as required construction updates and notifications will be provided via the website and to directly affected stakeholders.

Surveys and questionnaires	When stakeholder feedback on the proposal and engagement activities are required, online surveys and physical handout questionnaires will be used. This may be used to gauge general renewable and project sentiment, engagement preferences, community benefit insights, etc.
Flyers/letterbox drop	Flyers can be used to promote information sessions or events. Flyers can reach community members who may not have access to digital communications or online platforms.
Briefing packs	Information packs can include a combination of project collateral, such as newsletters, fact sheets, maps, etc., and can be used in briefing sessions with stakeholders.

4.3.1. Engagement activities

Table 3 – Summary of engagement activities

Community information sessions	<p>Local community information sessions will be held to explain the assessment and consultation process, provide access to the project team and technical specialists, and accept feedback about potential concerns and suggestions from communities and stakeholders. Information sessions may also be held to display and discuss planning and environmental documentation. Where required, translators or AUSLAN interpreters can be provided. Having considered the requirements of the community and interest in the VET project, Vopak has determined that community information sessions and pop ups in populated locations in the project's local government areas are the optimal method to gather feedback on the EES studies.</p> <p>At the formal exhibition stage, information sessions will be held to display and discuss EES documentation.</p>
Face to face meetings	<p>Online or face to face meetings will be delivered in a variety of forms including group meetings with technical experts, community presentations, stakeholder briefings and workshops. Meetings will be targeted to key stakeholders including interest groups, local council, industry groups and Registered Aboriginal Parties and Traditional Owner Groups. These opportunities will allow VET to provide current information about the Project, the EES process and consultation and for targeted conversations on specific areas of interest with technical experts.</p> <p>These sessions also provide an opportunity for the Project to seek input on specific matters about the EES from stakeholders with local or specialist knowledge. Briefings, meetings and workshops may be held in person or via zoom.</p>
Local events and information displays	<p>Local events provide an opportunity for the Project to informally engage with a broader and more diverse number of community attendees at externally staged events. These provide opportunities to extend consultation and engagement outreach to share information (including about the EES process and opportunities to provide feedback), raise awareness of the Project, and seek diverse feedback on the planning and environmental approvals process.</p> <p>Community events and information displays provides interested local stakeholders the opportunity to engage with technical content and experts, inspect relevant material, plans or project updates.</p>
Online engagement platform	<p>An online engagement platform will be established using a digital platform to provide information about the Project and ask for feedback including how people use the areas of proposed infrastructure.</p> <p>The online platform will provide a suite of digital communication and engagement materials including maps, chat rooms, factsheets and contact details. These materials will provide information about the project, the EES process and how their feedback influences the final design. This information will further assist stakeholders to make an informed submission. The VET project will also direct stakeholders to online platforms such as Engage Victoria to seek feedback on the Project, including EES.</p>
Virtual Engagement Room	<p>An online portal that houses information about the Project, enables real-time dialogue with Project team members and supports community members to make informed submissions to the EES through direct link to the Government's planning portal.</p>

Feedback forms	<p>Feedback forms will be used to collect data and feedback at information sessions and online. This can be found on online platforms such as Engage Victoria or distributed to mailboxes upon request.</p> <p>Paper based feedback options will be available at events.</p>
Shop front	<p>A shop front provides a dedicated space where people can drop in to find information, ask questions and provide feedback or raise any concerns. It also provides a space to display information and promote community meetings, events and presentations. VET plans to establish a shop front in 2026 pending the Minister's Assessment on the EES and pending subsequent approvals ahead of construction.</p>
School engagement	<p>The Project will consider engaging with local schools, where possible, to involve young people in discussions about the Project. Local schools will be included in the Projects email distribution list and sent regular updates on key milestones, consultation, upcoming disruptions and opportunities to get involved or provide feedback (including on the EES).</p>
Technical Reference Group (TRG)	<p>Convened by government to coordinate advice between statutory decision makers and the Project team throughout an Environment Effects Statement (EES) process. The Project team will work collaboratively with members of the TRG, sharing information, seeking advice and considering their input in preparation of an EES.</p>
Round tables	<p>Round tables are structured, discussion-based meetings designed for specific stakeholder groups. These sessions create an inclusive environment where various stakeholders can openly discuss key issues, share insights, and offer feedback. Round tables are ideal for facilitating two-way dialogue and building trust, addressing concerns, and developing mutual understanding of the Project. VET will use round tables for discussions with key stakeholder groups such as industry.</p>
Site tours and visits	<p>Site tours can occur at other projects throughout the planning, approval, and construction stages to familiarise stakeholders with an operating renewable energy project. They can provide on the ground context and be targeted to address concerns of specific individuals or groups, or themed to reflect technical areas. They do not need to be limited to an actual project site.</p>

4.4. How feedback is used

Community and stakeholder feedback will inform various aspects of the project and preparation of the EES:

Stage	How feedback is used
Design	<ul style="list-style-type: none"> • Informs options development and assessments • Considered in project scope refinement
Planning and environmental assessment	<ul style="list-style-type: none"> • Enhances our understanding of the local environment, potential issues and opportunities • Considered in preparing impact assessment • Considered in developing strategies to minimise potential impacts • Informs performance requirement for construction, operation and decommissioning
Construction and operations	<ul style="list-style-type: none"> • Considered in construction methodology, timing and impact mitigation • Informs communication and consultation approach

The EES will document feedback received through consultation and the project team's response.

Vopak will be clear about which aspects of the project's development and assessment can be shaped by community feedback, when and why we're seeking feedback and how it will be used.

In instances where it is not possible to incorporate community or stakeholder preferences, the reasons will be clearly explained and the rationale and process for decision-making shared.

4.5. Stakeholders

Stakeholder identification and analysis is critical to developing an engagement approach. The term 'stakeholder' refers to any person, group or organisation with an interest in, or who is impacted by, the project.

Stakeholders may change over time and different approaches may be required for effective engagement. Vopak undertakes regular stakeholder mapping to ensure all parties are involved.

Key stakeholder groups for VET are shown in the Figure below, and explored in more detail in *Appendix A*.



Figure 5 – Summary of VET stakeholder groups

4.6. Landholder engagement

Early feasibility and engagement with the Crown (for the bay), landholders, landowners and occupiers through 2022 - 2023 in the potential project area helped inform the location decisions for the shoreline, pipeline and transmission components of the project.

Melbourne Water is the landholder for a major section of the project area at the shoreline and for the pipeline. A dedicated representative has worked collaboratively with Melbourne Water since 2019 to reduce impacts of the sea-to-shore pipeline activities.

The Project undertook early engagement with landholders through 2022 – 2023 to explore options and potential impacts for the transmission route. This engagement informed the development of new options in early 2025 for a more direct transmission route built underground rather than overhead to reduce long-term impact on landholders.

From early 2025, Vopak and Ausnet are taking a partnership approach and each providing dedicated landholder representatives to manage relationships with directly impacted transmission landholders and near neighbours throughout the transmission optioneering decision-making as well as the EES process. This team will meet with landholders ahead of key project milestones and technical studies to negotiate land access and provide updates through email, phone calls and meetings.

4.7. Hard-to-reach and vulnerable groups

The Project team will work with local government and other service providers to identify relevant individuals, groups and those who support them. These groups may include:

- Residents in areas with limited communications connectivity
- A time poor population working in construction, industry and agriculture
- Young people and the aged
- People with physical and/or cognitive impairments that hinder consultation

Engaging with Culturally and linguistically diverse (CALD) communities will be determined on a case-by-case basis and VET project commits to delivering an engagement program that is a mix of digital, written and in-person methods and tools. To receive information regarding the project, EES process or community engagement event in languages other than English or to speak with a translator, VET will engage [All Language Communication](#) to provide assistance. Individuals can also submit a request via the VET contact number or email (table 6) for ongoing translation assistance. This information can be found on the VET project website.

4.8. First Nations engagement

Vopak is engaging with the following First Nations custodians of the land on which the VET project is being undertaken.

- Wadawurrung Traditional Owner Aboriginal Corporation
- Bunurong Land Council Aboriginal Corporation
- Boonwurrung Land and Sea Council

Vopak seeks to deliver engagement in line with the *UN Declaration on the Rights of Indigenous Peoples and Free Prior and Informed Consent*. The *Leading Practice Principles: First Nations and Renewable Energy Projects* by Clean Energy Council document has also served as a comprehensive guide. By integrating these principles and recommendations, Vopak aims to foster positive relationships, ensure meaningful engagement, and contribute to sustainable energy development in collaboration with First Nations communities.

4.8.0. Surrounding communities

While the project activities for VET will occur in the local government areas of City of Greater Geelong and City of Wyndham, the surrounding communities will be interested in the VET. Engagement will include activities to build awareness of the activities planned to occur in Port Phillip Bay including the Liquefied Natural Gas (LNG) Carrier and Floating Storage Regasification Unit (FSRU).

These communities include:

- | | |
|--------------------------|------------------------------|
| ○ Little River/Lara | ○ Werribee |
| ○ Queenscliff/ Bellarine | ○ Werribee South/ Point Cook |
| ○ Sorrento/ Nepean | ○ Portarlington |
| ○ Rye | |
| ○ Portsea | |
| ○ Point Lonsdale | |
| ○ Rosebud | |

5. Engagement program



5.1. Project engagement phases

Vopak is committed to engagement throughout the life of the Project. A phased approach to engagement to ensure feedback is duly considered and used in environmental studies, project design, future operations and site decommissioning.

Figure 6 – VET project engagement phases

Project engagement phases

Timelines are estimates and subject to change.

	 Project activities	 Engagement activities	 How feedback informs the Project
 Feasibility 2019-2022	Preliminary studies and land access agreements.	Introduce and explain the Project. Seek information about existing environmental conditions and concerns.	Least impactful Project location/route identified. Potential environmental and community impacts identified.
 Assessment 2024-2026	EES assessment, pipeline licensing and engineering design.	Seek feedback on potential environmental, community impacts and Project design. Share findings of environmental and technical studies. Inform community about the EES and Public Exhibition.	EES assessment and pipeline licensing decision. Engineering designs refined with input.
 Construction 2027-2028	Approval and construction/mobilisation and mooring of FSRU, pipeline and transmission, testing and commissioning.	Inform community of EES outcome. Construction updates and proactive impact management. Co-design of community benefit sharing programs.	Community benefit sharing. Continuous improvement to construction engagement.
 Operations 2029	Facility targeted to be operational for at least ten years.	Inform community of Project opening. Inform public of adherence to environmental performance requirements. Collect and respond to feedback on operations and impacts.	Minimise operational impacts on community and environment.
 Decommissioning Expected after 10 to 20 years	Decommissioning Plan to be developed.	Inform community of Project decommissioning. Maintain 1800, website and complaints processes. Support onsite personnel to transition to other employment.	Minimise decommissioning impacts on community and the environment.

5.2. Feasibility engagement

Engagement on VET began in September 2019. During the first phase from September 2019 – October 2023, engagement was focused on building awareness and gaining early input from stakeholders and the community.

The project team conducted **76 site visits**, identified and met with potential transmission and pipeline landholders to explore project location options, and held **16 community drop-in sessions**, **12 letter drops** and **six SMS communications rounds**.

This early phase of engagement identified the following key issues:



Location of the pipeline corridor



Transmission line impacts



Property values



Energy security and project need



Potential impacts to the marine environment, including migratory birds



Safety including gas explosions, exclusions zone, number of ships entering Port Phillip Bay



Potential impacts to the Western Treatment Plant and its biodiversity values

Stakeholder engagement has been broad, involving state and departmental government representatives, host landowners, local community groups, environmental groups, and businesses. Regular updates through e-newsletters and project bulletins have been a key communication tool, with 152 occurrences across these platforms.

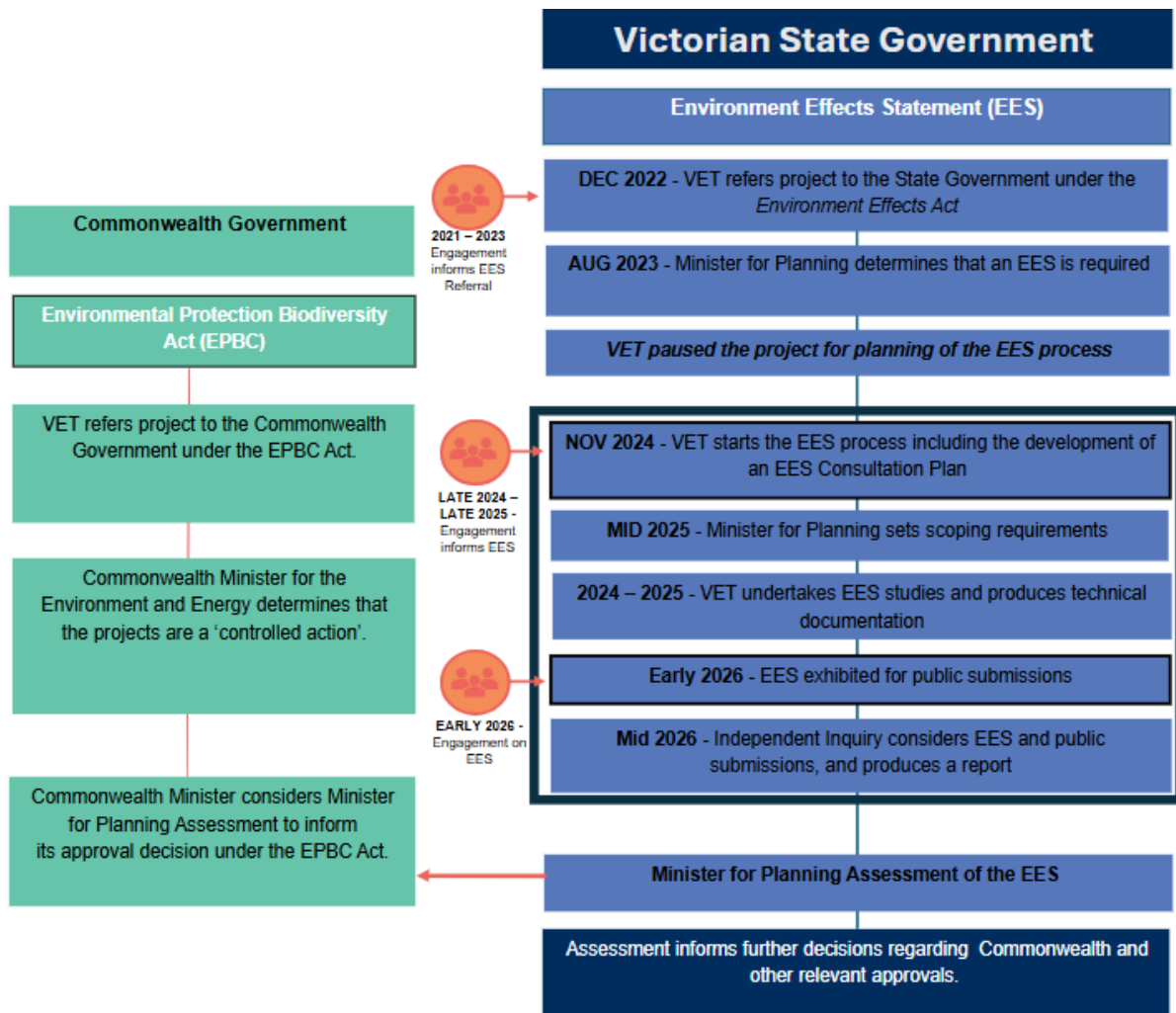
During 2024, following the Minister's Decision to require an EES for the VET, the project paused to consider the design, its potential environmental, community and stakeholder impacts, and the Australian regulatory environment, to reconsider key elements of the design before proceeding. In late 2024, phase two of the engagement program commenced with the EES process recommencing. Phase two and three, running from late 2024 to early 2026, are focused on gathering information to prepare the EES, conducting impact assessments and encouraging community and stakeholder participation in the EES process.

Table 4 outlines the engagement program over the engagement phases since 2019. The 'Q1 2025 Engagement Action Plan' addendum to this plan outlines the community engagement activities to support the upcoming three months. Given the changing and reactive nature of engagement, Vopak adjusts and expands its engagement activities as required along the way. Vopak will issue a quarterly engagement action plan every quarter to provide an accurate lookahead of activities.

5.3. EES assessment process

- The VET project is being assessed through the Victoria Environment Effects Statement (EES) process
- The EES is a comprehensive assessment of potentially significant environmental, social, economic and planning effects of a project.
- The scope of the EES will be determined by the Victoria Minister for Planning.
- Public comment will be invited on draft scoping requirements.
- VET will prepare the EES in accordance with the EES scoping requirements.
- Developing an EES involves:
 - Studies to understand existing conditions
 - Assessments to determine potential impacts
 - Identify measures to avoid or minimise any impacts
 - Consultation with stakeholders and communities
- A Technical Reference Group (TRG) been convened by the Victorian Department of Transport and Planning to advise on the preparation of the EES. The group includes government agencies, Traditional Owners, regional authorities and councils.
- There will be opportunities for community and stakeholder input to the EES as studies and impact assessments are undertaken, and throughout its preparation.
- The completed EES will be exhibited for public comment, and community members and other stakeholders will have the opportunity to make a submission.
- Inquiry (appointed under the EE Act) will consider any submissions made and the environmental effects of the project. Public hearings may be held as part of the Inquiry process.
- Outcomes of the EES process will inform government approval decisions including planning approval under the Planning and Environment Act.
- A copy of the Minister's Assessment will also be considered by the Commonwealth Minister when determining whether to approve the 'controlled action' under the Environment Protection and Biodiversity Conservation Act (EPBC).
- A range of communication tools will be used to share project information and updates, to promote opportunities for participation in the EES process, and to share findings about the project's potential impacts and proposed measures to avoid or minimise these effects.
- The Project will require planning approval under the PE Act. The Project will work with the City of Greater Geelong and DTP-Planning to finalise the appropriate planning pathway for relevant aspects of the project in due course

Figure 7 – Environment Effects Statement (EES) and Environmental Protection Biodiversity Act (EPBC) process for VET



5.4. EES engagement program

The EES engagement program, sitting within an overarching project engagement program (Fig 3), is split into four phases detailed in Table 4. A quarterly engagement lookahead with more detailed activities will be developed ahead of each quarter, so that engagement is reactive to the changing project and stakeholder landscape. An example of this is included as Appendix B – Q1 2025 Quarterly Engagement Lookahead.

Table 4 – EES engagement program, including engagement activities feeding into the EES

Phase	Phase One: 2019 to 2023	Phase Two: Late 2024 to Mid-2025	Phase Three: Late 2025 to Early 2026	Phase Four: Early to mid-2026
	Raising awareness	Raising awareness and seeking early input to technical studies	Supporting project design and planning process	Supporting public exhibition and hearings
IAP2 Spectrum Level of Participation	Inform, Consult	Inform, Consult	Inform, Consult, Involve	Inform, Consult, Involve
Engagement purpose	<ul style="list-style-type: none"> - Raise awareness of VET – the need, why import gas, how it would work and why this location - Build Vopak's understanding of interests and concerns about the project and importing gas - Understand the stakeholders and how they would like to be engaged - Introduce project team to key stakeholders and set the scene for future stakeholder engagement - Gather early feedback to inform project design regarding pipeline, transmission and FSRU location 	<ul style="list-style-type: none"> - Update the community on the need for the project and the changing landscape on predicted future gas shortages in Australia - Inform the community of VET's EES process and the opportunities to provide input - Encourage and gather inputs from stakeholders and community to inform technical specialist EES studies - Continue to inform VET design, in particular the transmission and pipeline routes through sensitive and meaningful landholder engagement - Build effective relationships with community and stakeholders to support future stages 	<ul style="list-style-type: none"> - Continue raising awareness and understanding of the project via online publications, information sessions, online project updates and face to face engagement. - Inform the community of VET's EES and planning approvals process moving into the next phase: exhibition and the opportunities to make a submission - Report back to stakeholders on how previous feedback has been used - Provide regular project updates - Maintain effective relationships with community 	<ul style="list-style-type: none"> - Host information sessions or online projects updates to discuss findings of the assessment at a high level and discuss planning approvals approach to seek further feedback - Support and encourage involvement in formal approvals and exhibition process - Consult key stakeholders and encourage submissions - Report back to stakeholders and community on how their feedback was used in the studies - Maintain effective relationships with community and stakeholders to support future stages

Phase	Phase One: 2019 to 2023	Phase Two: Late 2024 to Mid-2025	Phase Three: Late 2025 to Early 2026	Phase Four: Early to mid-2026
			and stakeholders to support future stages	-
Tools and activities	<ul style="list-style-type: none"> - Introductory stakeholder meetings and briefings - Pop-up information sessions (face-to-face) - Website - Phone and email - Land access and road works notifications for early studies - Online 'contact us' feedback form 	<ul style="list-style-type: none"> - Website update - Social media post provided to stakeholders to share - Works notifications where relevant - Doorknock discussions with landholders - Pop-up information sessions (face-to-face) - Online interactive mapping tool and survey - Stakeholder meetings - Geelong industry round table - Peak body and advocacy group briefings - Media briefings - Project information line - Online 'contact us' feedback form 	<ul style="list-style-type: none"> - Website update - Social media post provided to stakeholders to share - Pop-up information sessions (face-to-face) - Stakeholder meetings - Project update letter drop/ shared with local gov and other stakeholder channels - Peak body and advocacy group briefings - Media briefings - Project information line - Online 'contact us' feedback form 	<ul style="list-style-type: none"> - Website update with EES material - Digital videos explaining key elements of EES - Direct engagement with affected landholders ahead of EES publication to share information relevant to them - Community drop-in sessions with technical specialists to explain EES material - Media briefings - Project update letter drop/ shared with local gov and other stakeholder channels - Peak body and advocacy group briefings - Project information line - Online 'contact us' feedback form - Stakeholder meetings
How feedback will be used	<p>How feedback was used:</p> <ul style="list-style-type: none"> - Informed FSRU, subsea and on land pipeline and transmission - Informed future engagement strategy <p>Note: VET was paused in 2024 to consider the EES requirements and design.</p>	<ul style="list-style-type: none"> - To shape future engagement - To inform the project design - To inform EES planning and impact assessments and potential environmental and community impact mitigation strategies 	<ul style="list-style-type: none"> - To shape future engagement - To inform the project design - To understand potential EES submissions, and share information to support stakeholders in that process 	<ul style="list-style-type: none"> - To prepare for and resolve issues ahead of EES hearing where possible - To inform construction plans and mitigation methods - To inform development of management plans for construction teams

Phase	Phase One: 2019 to 2023	Phase Two: Late 2024 to Mid-2025	Phase Three: Late 2025 to Early 2026	Phase Four: Early to mid-2026
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- Inform development of future community engagement strategy and requirements

Engagement during construction

The Project will continue to engage with key stakeholders, community groups and the community during the construction phase of the community. This includes:

- regular project updates
- distribution of works notifications communicating upcoming construction activities
- landowner engagement for access and construction of the underground transmission lines, sub-stations and Gas Receiving Station
- community information sessions (online and in person)
- publications including factsheets, flyers
- local Geelong based office

Decommissioning Engagement

An Engagement Plan will be developed alongside the Decommissioning Plan and will include the following essentials:

- Continuation of the Enquiries and Complaints Register, 1800 number and website
- Collaboration with council and key community groups to forward-plan for potential impacts of Project decommissioning
- Informative communications on the approach to decommissioning, timing, impacts, and mitigation of environmental concerns
- A structured approach to ensure the site can return to full use
- Support for onsite personnel to transition to other employment in the area
- Support for community groups and grant recipients to sustain partnership programs and initiatives

Decommissioning of the project is expected after 10 to 20 years and will be carefully coordinated with the relevant land managers and authorities, including Melbourne Water and Ports Victoria. This ensures that the process is aligned with the specific requirements and long-term management plans for the land and waters impacted by the project. Close collaboration with these entities will ensure that decommissioning activities adhere to environmental, safety, and land use standards, and that the site is rehabilitated to meet agreed-upon conditions for future use.

6. Reporting, monitoring and continuous improvement

The effectiveness of engagement on the VET will be measured against the outcomes and outputs achieved against the principles and objectives identified in this plan.

Some measures that the project will consider whether we are achieving our objectives include:

- Volume and nature of feedback from people we engage with via the community information sessions, phone, emails, face to face interactions
- Media and social media monitoring
- Feedback forms from community information sessions and other events

An overview of the measures the project will use to determine whether the objectives in this plan have been achieved are included in Table 5.

Table 5 – Measuring engagement effectiveness against principles and objectives of the EES Consultation Plan

Objective	What will be achieved?
Build on engagement and feedback captured before the commencement of the EES process	<ul style="list-style-type: none"> - Feedback considered within EES technical chapters and reports - Feedback demonstrably considered by feasibility decision-making and in the VET design
Inform community and stakeholders about VET and gather information to inform the design and technical studies for the EES and beyond	<ul style="list-style-type: none"> - Quantity and quality of information sessions, meetings and other engagement activities - Use of communication tools to share information widely - EES chapters and studies reflect information gathered from community and stakeholders - Project design reflects information gathered from community and stakeholders
Encourage participation and find opportunities for stakeholders to raise concerns and provide feedback.	<ul style="list-style-type: none"> - Effective stakeholder identification and tailoring engagement activities to meet their engagement needs - Feedback forms from community information sessions - Responsiveness to issues and complaints against Section 6.2.1 Issues and complaints resolution process - Timely information sharing against EES and project milestones

6.1. Stakeholder management database

The Project is using Consultation Manager, a stakeholder management database to record all community and stakeholder communications and interactions to identify and track issues/interests. The effectiveness of communication and consultation activities will be continually assessed and adjusted as required, to ensure the communication and engagement activities and this strategy remain appropriate and effective to meet the stated objectives.

Consultation Manager is also be used to collect a database of community members and businesses that can be used for email and mail updates regarding the Project.

6.2. Feedback and complaints

Feedback, enquiries and complaints can be made through the Project 1800 number, by email or through the website.

Table 6 – Project contact details

Project website	www.victoriaenergyterminal.com.au
Telephone number (toll-free)	1800 1VO PAK (1800 186 725)
E-mail	info@vopakvicenergy.com.au

6.2.0. Issues management and complaints resolution

The process for managing complaints and grievances involves several key steps including receiving, registering, investigating, responding to and addressing complaints received by stakeholders.

Contact details for the Project are published on the Project's public website, in published materials such as letters and emails and available in community information sessions and events.

Any complaints received, including during the EES preparation will be managed in accordance with the VET Complaints Handling Procedure, which will be available on the public website

Every effort will be made to adhere to the response timeframe below however, at times technical information is required from project experts and timeframes may vary.

Table 7 – Complaint response timeframes

Type of complaint	Response timeframe
Complaints concerning safety or worker behaviour	Within 24 hours
Other complaints	Within 2 business days
Enquiries and feedback	Within 2 business days

Appendix A – Stakeholders

Group	Stakeholder	Likely interests
Victorian Government	Victoria: Department of Transport and Planning Minister for Planning Minister for Ports and Freight Department of Premier and Cabinet Department of Treasury and Finance Invest Victoria	<ul style="list-style-type: none"> - Department of Jobs, Skills, Industry and Regions - Minister for Regional Development - Department of Energy, Environment and Climate Action- Planning and Environment Assessment - Minister for Climate Action - Minister for Energy and Resources - Minister for Environment - DTP – Ports Reform and Commercial/local Ports - DEECA – Energy Infrastructure Regulation – Energy Group <ul style="list-style-type: none"> - Regulatory approvals, environmental compliance, and planning requirements - Project objectives support broader state and federal government policies - Economic benefits, job creation, and industry development - Transport and freight logistics, including port operations and infrastructure impacts - Project timelines ensuring gas supply meets Victoria's gas supply needs amid forecast shortages - Sentiment of stakeholders and the community, whether the project is supported by the public - Media coverage; positive or negative attention.
Commonwealth Government	Commonwealth: Department of Climate Change, Energy, the Environment and Water Minister for Climate Change and Energy Minister for the Environment and Water Department of Industry, Science and Resources	<ul style="list-style-type: none"> - Department of Infrastructure, Transport, Regional Development, Communications and the Arts - Minister for Infrastructure, Transport, Regional Development and Local Government - Australian Market Operator (AEMO) - Australian Competition and Consumer Council (ACCC) <ul style="list-style-type: none"> - National energy security and transition strategy - Project objectives support broader state and federal government policies - Environmental impact, biodiversity protection, and marine conservation - Market competition, gas pricing, and consumer protection

Group	Stakeholder	Likely interests
Local Government	City of Greater Geelong	<ul style="list-style-type: none"> - Local economic development and employment opportunities - Community sentiment, consultation, and transparency - Land use planning, zoning and infrastructure integration - Alignment with Council plans and visions - Construction impacts
	City of Wyndham	
	Mornington Peninsula Shire Council	
	Borough of Queenscliff	
Community and environmental	Australian Conservation Foundation Geelong	<ul style="list-style-type: none"> - Environmental and biodiversity protection, particularly for marine ecosystems - Climate action and renewable energy transition - Gas market competitiveness and integration with existing infrastructure - Safety of LNG carries and FSRU - Community engagement, transparency, and responsiveness to local concerns - Impacts to internationally recognised Ramsar wetlands (habitat of tens of thousands birds and other wildlife species)
	Port Phillip Emergency Climate Action Network	
	Port Phillip EcoCentre	
	Melbourne Water Biodiversity Advisory Network	
	Melbourne Water Biodiversity Advisory Group	
	Geelong Environmental Council	
	Otway Climate Emergency Action Network (OCEAN)	
	Australian Parents 4 Climate Action	
	Bellarine Catchment Network	
	Bellarine Bayside	
	Birdlife Bellarine	
	Clifton Springs Curlewis Coastcare	
	Coastcare Victoria	
	Conservation Volunteers Australia	
	The Nature Conservancy Australia	
	Unico Conservation Foundation	
	Corangamite Catchment Management Authority	
	Doctors for the Environment	
	Ironbark Sustainability	
	Geelong Sustainability Group	
	Environment Victoria	
	Sea All Dolphin Swims	
	Beyond Zero Emissions	
	Portarlington Community Association	
	Queenscliff Community Association	
	Victorian National Parks Association	
	Geelong Renewables Not Gas	
	Socialist Alliance	
	Thrive for Future	
	Extinction Rebellion Geelong	

Group	Stakeholder	Likely interests
	Friends of the Bellarine Rail Trail Friends of Buckley Park Friends of Edwards Point Friends of the Indented Head Woodlands Reserve Geelong Field Naturalists Club	North Short Residents Group Bellarine Landcare Queenscliff Environment Forum Greening Australia Southern Ocean Environment Link
Industry	Geelong Chamber of Commerce G21 Committee for Geelong Australian Energy Producers Federal Mills	Chemring Australia Pty Ltd Geelong Manufacturing Council Clean Energy Council Energy Networks Australia Energy Users Association of Australia Victoria Farmers Federation
Education and health	Bell Park North Primary School Covenant College North Geelong Secondary College Northern Bay Secondary College St Francis Xavier Primary School	St Thomas Aquinas Primary School Deakin University (waterfront campus) The Gordon Tafe Geelong Grammar School University Hospital
		<ul style="list-style-type: none"> - Business and supply chains opportunities - Workforce development and skills training - Gas market competitiveness - Investment opportunities - Environmental impact and mitigation strategies
		<ul style="list-style-type: none"> - Opportunities for research partnerships and workforce training - Public health and safety considerations, including air and water quality impacts - Community benefit programs supporting local institutions - Employment pathways, scholarships and training opportunities - Construction safety

Group	Stakeholder		Likely interests
Marine	Geelong and District Angling Club and Fish Protections Society	Fishcare Victoria	- Impact on commercial and recreational boating and fishing operations
	Geelong Fly Fishing Club	Geelong Freedivers Inc.	- Impact on marine biodiversity and water quality
	Port Philip Sea Pilots	Game fishing association Victoria	- Navigational safety
	Corio Bay Anglers Club	Geelong Sport & Game Fishing Club Inc	- Compliance with maritime safety regulations
	Geelong Angling Club	Geelong Western Beach Fishing Club	
	Australian Anglers Association (VIC)	Southern Peninsula Angling Club	
	Australian National Sportfishing Association	Werribee & District Angling Club	
	Assoc of Geelong and District Angling Clubs	Werribee South Fishing Club	
	Bellarine Pirates Angling Club	Bellarine Light Game & S'Fishing Club Inc	
		Marine Search and Rescue	
Transport	Avalon Airport	Geelong Port	- Impact on port operations and logistics, including increased marine traffic
	Spirit of Tasmania	Melbourne Port	- Infrastructure investment in transport corridors
	VicTrack	Wyndham Harbour	- Compliance with maritime safety regulations
	Civil Aviation Safety Authority (CASA)	Port Phillip Sea Pilots	
First Nations	Wadawurrung Traditional Owner Aboriginal Corporation	Boonwurrung representatives	- Protection of cultural heritage (tangible and intangible) and participation in the Cultural Heritage Management Plan and Cultural Values Management Plan
	Bunurong Land Council Aboriginal Corporation (Native Title)	First People Assembly	- Self-determination and economic participation, including procurement and employment opportunities
		First Peoples - State Relations	- Respect for traditional knowledge, engagement in environmental management and cultural awareness
Regulatory agencies and authorities	Emergency Management Victoria	Worksafe Victoria	- Compliance with environmental, energy and planning regulations

Group	Stakeholder		Likely interests
	Energy Safe Victoria	Australian Maritime Safety Authority	- Public safety, including emergency management, occupational health and infrastructure resilience
	Environment Protection Authority Victoria	National Offshore Petroleum Safety and Environmental Management Authority	- Oversight of fair and transparent stakeholder engagement
	Freight Victoria	National Energy Commissioner	
	Ports Victoria	Parks Victoria	
	Victorian Fisheries Authority	Melbourne Water Western Treatment Plant Biodiversity Conservation Advisory Committee	
	Victoria Aboriginal Heritage Council		
	MPH Agriculture	Victoria Planning Authority	
	Heritage Victoria	Transport Safety Victoria	
	Safe Transport Victoria (Maritime Safety)		
Victoria State Emergency Services	Victoria Police Country Fire Victoria	Fire Rescue Victoria	<ul style="list-style-type: none"> - Emergency preparedness, response capabilities, evacuation plans, hazardous material handling and extreme weather events - Public and workforce safety - Coordination and collaboration on response planning - Safety mitigation strategies
Other gas	Viva Energy Gas Terminal	Beach Energy	- Market competition and gas pricing
Utilities and infrastructure	Melbourne Water AusNet Services/ TCV	Telecommunications – NBN, Nextgen, Optus, Telstra VicRoads	<ul style="list-style-type: none"> - Integration with existing networks and infrastructure - Energy reliability and potential synergies with other projects - Regulatory requirements for service connections and upgrades
Media	Geelong Advertiser The Geelong Times	Krock Bay 93.9	<ul style="list-style-type: none"> - Public perception and sentiment - Transparency, accountability and responsiveness to concerns

Group	Stakeholder		Likely interests
	Surf Coast Times Bellarine Times Wyndham Star	The Age Herald Sun Mornington Peninsula News Group	- Broader energy policy discussions and government engagement
Surrounding communities	Little River/Lara Queenscliff/ Bellarine Sorrento/ Nepean Rye Portsea Point Lonsdale	Rosebud Werribee Werribee South/ Point Cook Portarlington	- Community transparency - Potential environmental impacts - Planned activities to occur in Port Phillip Bay
Landowners	Landowners/occupiers including Melbourne Water, Victorian State Government (Subsea lease) and private landowners (transmission line).		- Impacts to the transmission line - Planned investigation and construction activities - Environmental impacts - Property and land value - Access requirements - Visual amenity - Compensation