

**Golden Beach Gas Project  
Environment Effects Statement**

# Consultation Plan

H1 2020

# Purpose

This Consultation Plan outlines how GB Energy (Vic) Pty Limited ACN 615 553 010 (**GB Energy**) will inform, consult, involve and respond to the public and stakeholders during the preparation of the Environment Effects Statement (**EES**). It has been prepared specifically for the Golden Beach Gas Field Production and Storage Project (**Project**) EES in accordance with the requirements of the Environment Effects Act 1978 (Vic) (EE Act).

This Consultation Plan has been prepared to integrate with the EES program of technical studies.

The consultation during the preparation of the EES will focus on the issues important to the community and public stakeholders and ensure that the EES process provides opportunities for communities and stakeholders to engage in respect of a project that may affect them.

GB Energy is committed to an open and transparent consultation process with stakeholders, providing accurate and timely information as it progresses through the various phases of the Project's regulatory approvals including the EES process.

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# Introduction

## Minister's Decision

On 8 September 2019, the Victorian Minister for Planning announced that an EES is required for the Project under the EE Act.

The Minister cited the following reasons:

- The project has the potential for a range of significant environmental effects, in particular on:
  - offshore marine biodiversity values;
  - Aboriginal cultural heritage values; and
  - onshore biodiversity values including Lake Reeve, part of the Gippsland Lakes Ramsar site.
- There is uncertainty associated with the extent, magnitude and acceptability of potentially significant effects. An integrated and rigorous assessment is necessary to ensure the range of adverse effects and related uncertainties are sufficiently investigated, in terms of both their extent and significance, and how significant effects can be avoided and minimised to acceptable levels.
- An EES would enable a transparent and thorough process for consideration of potentially significant adverse effects of the project, including some relevant alternatives, prior to any relevant statutory decision-making, including under the *Offshore Petroleum and Greenhouse Gas Storage Act 2010*, *Pipelines Act 2005*, *Environment Protection Act 1970* and *Aboriginal Heritage Act 2006*.

## EES Process – Summary

During the EES process, there are formal opportunities for stakeholders to make submissions about the Project's potential environmental effects. The Department of Environment, Land, Water and Planning (**DELWP**) will seek public comment through a submissions process on behalf of the Minister for Planning. The formal opportunities for stakeholders to make submissions during the EES process include:

- the draft scoping requirements being released for comment by interested parties for a minimum of 15 business days; and
- public exhibition of the EES for a period of 20 to 30 business days to enable interested parties to access the documentation and provide any submissions.

The EES process is an assessment of the potential environmental, economic and social impacts or effects of a proposed development under the EE Act.

The matters to be assessed and addressed in the EES are set out in scoping requirements issued by the Minister for Planning. The EES process includes detailed technical investigations into certain impacts or effects which are undertaken by qualified specialists.

The process under the EE Act is not an approval process itself, rather it enables statutory decision-makers (Ministers, local government and statutory authorities) to make decisions about whether a project with potentially significant environmental effects should proceed.

Further information can be obtained from the webpage: [planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria](http://planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria)

## Other Approvals – Summary

There are a number of other approvals required for the Project which will be sought concurrently with the EES Process including under the *Pipelines Act 2005* and the *Offshore Petroleum and Greenhouse Gas Storage Act 2010*.

Please refer to the Pipeline Consultation Plan contained on the GB Energy website for more detail.

# Project Commitment

During the EES phase, GB Energy is committed to:

- Achieving a high level of awareness with stakeholders and community members about the EES process
- Encouraging participation and providing opportunities for stakeholders and community members to be involved in the EES process
- Communicating in a timely, clear, accessible and easily understandable manner in respect of the EES process and the Project
- Encouraging stakeholders and community members to comment on the scoping requirements and the EES
- Demonstrating how community and stakeholder concerns have been considered as the project and EES develop

## **Consultation and Engagement Principles**

GB Energy is committed to establishing and maintaining meaningful and positive engagement with all relevant stakeholders on a consistent and continuous basis through the EES process.

### **Open and Transparent**

- Ensure consultation activities enable open and transparent communication between GB Energy and all stakeholders through the timely distribution of project information that is clear, accurate and relevant.

### **Collaborative and Inclusive**

- Ensure that stakeholders are sufficiently informed about the Project, their rights as stakeholders during the EES process and to the aspects of the Project to which they can influence.
- Enable stakeholders to have input into those aspects of the Project that could affect them.

### **Acting with Integrity**

- Ensure that consultation and engagement is conducted in a manner that fosters mutual respect and trust.
- Meet statutory requirements and expectations of regulatory authorities in relation to the EES process.
- Clearly outline the process of consultation during the EES process and the complaints process to ensure consistency with the regulatory requirements.



# About the Project

## Development Phases

It is currently anticipated that the Project will occur in two phases: gas production and gas storage.

### Phase One (Production)

The first phase involves the partial extraction of the gas currently within the reservoir. The gas will be compressed and water removed for sale at a new, standalone gas compressor station on a greenfield site. The field will be developed using subsea wells, subsea wet trees, raw gas pipeline (flowline) and control umbilicals. Gas (both produced in Phase 1 and stored in Phase 2) will be transported from the subsea wellheads via high pressure gas transmission pipelines and associated infrastructure to metering facilities located approximately 18 kilometres inland.

The pipeline to be constructed is an underground bi-directional pipeline to allow for injection and withdrawal from the facility. The pipeline will connect into the gas market at a connection point or points at one or both of the existing APA or Jemena systems in Longford, Victoria.

It is currently anticipated that GB Energy will produce up to 50 petajoules of gas over a 18 months to 2-year production phase.

During Phase One, the key construction activities are as follows:

- Offshore Drilling – two conventional wells will be drilled during a 90-day drilling program which will be in water depth of approximately 20 metres.
- Shore Crossing – the 1.5 kilometre shore crossing will likely be performed by either horizontal directional drilling (HDD) or micro-tunnelling and will take approximately 120 days, or alternative method identified during the EES process.
- Installation of the Subsea Pipeline – Installation of the 3.8 kilometre subsea offshore pipeline will be dependent upon the method of shore crossing but will involve either the pipeline being pulled along the seabed out to the well centre location or installed from a pipelaying vessel;
- Shore Crossing Facility – the shore crossing facility will be located on the HDD or micro-tunnel construction footprint, and will be contained within a small fenced compound approximately 60 metres by 40 metres;
- Onshore pipeline – the 18.5 kilometre pipeline will be constructed using an open trenching method with a 30 metre wide construction right of way and is estimated to take 6 – 9 months.
- Gas Compressor Station – the compressor station will be constructed in a footprint of 500m x 500m, and the fenced compound will be approximately 300 metres by 300 metres wide, which is estimated to take 12 months.

### Phase Two (Storage)

After partial extraction of the gas, it is intended that GB Energy will transition the reservoir into a gas storage facility providing an initial 250 terajoule/day of withdrawal capacity and 125 terajoule/day of injection capacity (**Facility**). Re-injection facilities will be provided to allow sales quality gas from the tie-in point to be re-injected to the reservoir for extraction during periods of peak demand.

The design life of the Facility is 40 years.

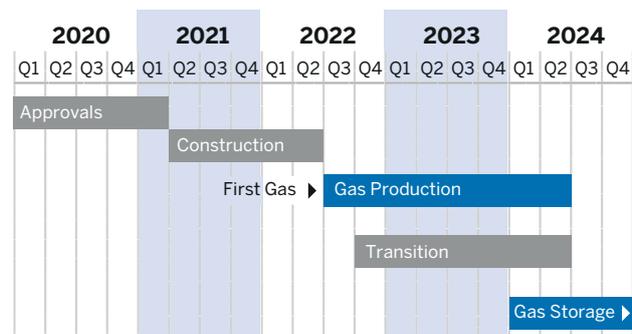
The Facility will provide:

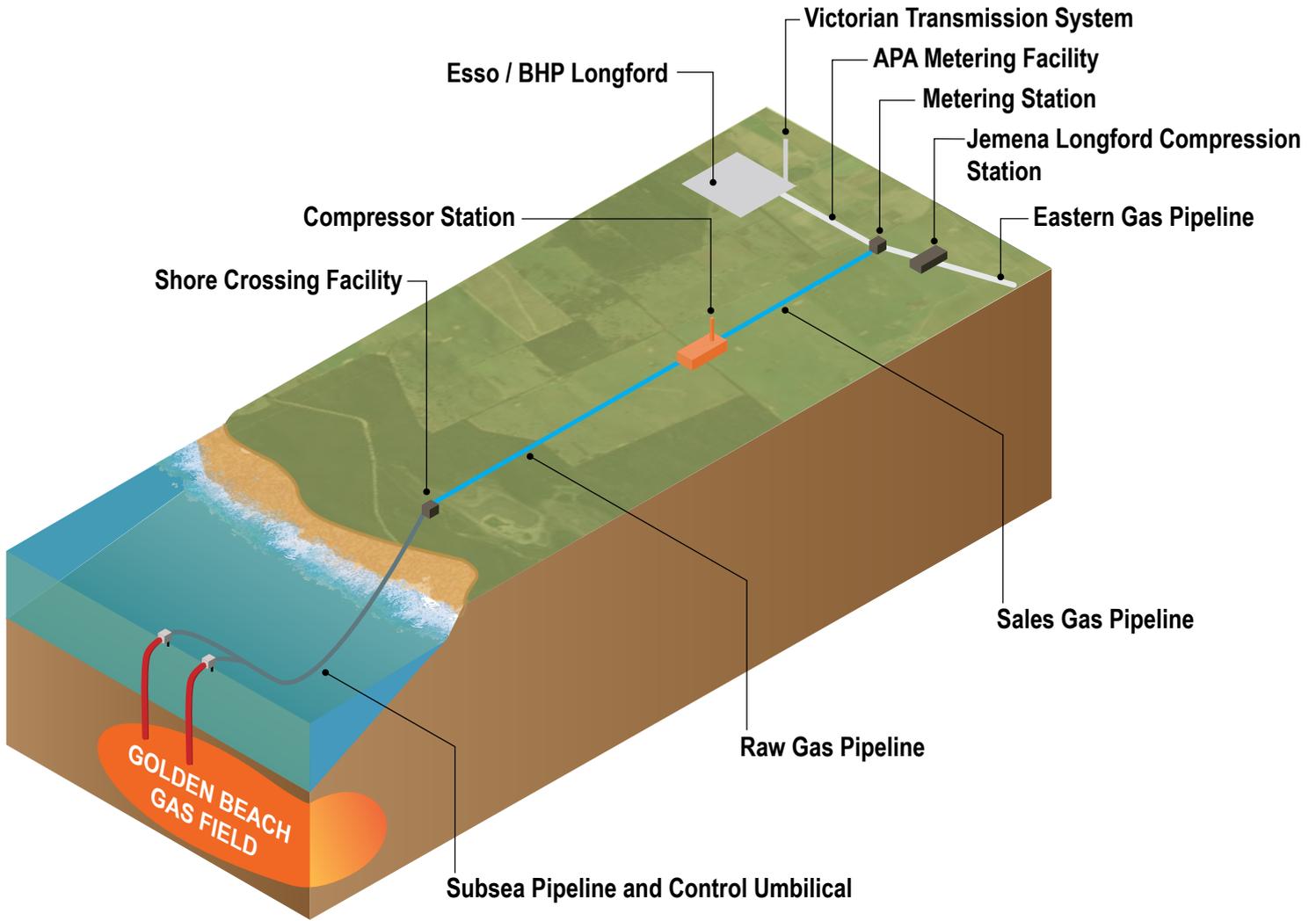
- for the development of a more efficient, lower cost system of delivering gas as it allows primary producers such as Esso to produce at near constant rates throughout the year;
- security of supply in periods of market disruption and will address volatility in supply and demand;
- for a reliable source of stored energy and to assist in the management of intermittency associated with renewable power generation (when the wind does not blow or the sun does not shine); and
- assistance in the transition to renewables.

### Indicative Project Timeline

Construction of the Project is expected to take 12-18 months to complete following completion of the EES process and subject to the granting of all required regulatory approvals.

Subject to receipt of all regulatory approvals, first gas is anticipated in the first half of 2022.





**Figure 2 – Golden Beach Gas Field Development**

Figure 2 illustrates the onshore and offshore pipeline and associated infrastructure components of the project connecting the Longford Gas Plants to the Golden Beach Gas reserve.

# Project Consultation to Date

GB Energy is committed to an open and transparent consultation process with stakeholders, providing accurate and timely information as it progresses through the various phases of the Project's regulatory approvals including the EES process.

Initial consultation and engagement commenced in late October 2018 to advise and inform the local community and other key stakeholders about the Project. As part of the consultation planning, GB Energy has implemented a Consultation Manager database where all communications and engagement with stakeholders are recorded. This tool is also used to provide regular reports to DELWP.

Consultation with key stakeholders including people living, working, recreating and visiting near the project location, community groups and the local, Victorian and Australian governments has been ongoing since October 2018.

Since October 2018, GB Energy has compiled a database of project stakeholders through responses to widely advertised community meetings and information sessions, formal meetings, informal conversations and email exchanges.

Community meetings and information sessions held on 8 December 2018, 2 March 2019, 25 May 2019, and 21 September 2019 were widely publicised through the local ratepayer's association, local media (including advertisements), letterbox drops to more than 400 local residences and direct e-mail to provide the opportunity for all other interested community members to attend and register their contact details. Relevant government representatives, agencies, industry and community groups have been identified and contacted by our team.

To date, the community meetings have attracted between 10 and 45 attendees at each meeting, with the project hiring local venues and utilising the services of the local Men's Shed to provide distribution of meeting notifications and catering on the day. Every effort is made to give stakeholders at least four weeks' notice of a meeting.

GB Energy has also consulted with all affected landholders, the Shire of Wellington, Gunaikurnai Land and Waters Aboriginal Corporation (**GLaWAC**), Gippsland Water, Seafood Industry Victoria and South East Trawl Fishing Industry Association (**SETFIA**).

# Stakeholder Identification

GB Energy is committed to ongoing consultation with the local community and stakeholders. It is also committed to an open and transparent consultation process with stakeholders and to providing accurate and timely information as it progresses through the various phases of the project's regulatory approval.

The Project area comprises the offshore component within the Golden Beach Gas Field (refer to Figure 1) and the onshore component sitting within the Shire of Wellington with the small beach side communities of Golden Beach and Paradise Beach as neighbours. The combined population of these communities is approximately 442 (as at 2016 Census).

The proposed pipeline route is made up of mainly cleared land which covers a very large Gippsland Water owned property, timber plantations and parcels of private farmland.

GB Energy has identified the following stakeholders who have had and will continue to play an active part in the EES process. This list continues to evolve as the Project progresses with its consultation and studies.

Stakeholder Group	Individuals
Local Government	<ul style="list-style-type: none"> <li>– Shire of Wellington</li> </ul>
Approvers/Government	<ul style="list-style-type: none"> <li>– Department of Environment and Energy (Commonwealth)</li> <li>– Department of Premier and Cabinet</li> <li>– Victorian Minister for Resources</li> <li>– Victorian Minister for Energy, Environment and Climate Change</li> <li>– Victorian Minister for Planning</li> <li>– Secretary of Department of Jobs, Precincts and Regions</li> <li>– Secretary of DELWP</li> <li>– Aboriginal Victoria</li> </ul>
Regulatory Agencies	<ul style="list-style-type: none"> <li>– DELWP</li> <li>– Victorian Department of Jobs, Precincts and Regions – Earth Resources</li> <li>– Energy Safety Victoria</li> <li>– Parks Victoria</li> <li>– Environment Protection Authority Victoria</li> <li>– West and East Gippsland Catchment Management Authorities</li> <li>– Maritime Safety Victoria</li> <li>– Victorian Fisheries Authority</li> <li>– NOPSEMA</li> </ul>
Residents and Landowners	<ul style="list-style-type: none"> <li>– Landowners and occupiers</li> <li>– Nearby/neighbouring landowners – Golden Beach, Paradise Beach, The Honeysuckles, Seaspray, Loch Sport, Sale.</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>– Fishing industry groups including South East Trawl Fishing Industry Association (SETFIA) and Seafood Industry Victoria (SIV)</li> <li>– Hancock Victorian Plantations (HVP)</li> <li>– Covino Farms</li> <li>– Gippsland Water (Soil &amp; Organic Recycling Facility)</li> </ul>
Community and environment interest groups	<ul style="list-style-type: none"> <li>– Golden Paradise Beach Ratepayers Association</li> <li>– Golden Beach Golf Club</li> <li>– Golden Beach Lawn Bowls Club</li> <li>– Golden Beach Surf Lifesaving Club</li> <li>– Gas Free Seaspray</li> <li>– Ninety Mile Beach Action Group Against Carbon Storage</li> <li>– Gippsland Lakes Coordinating Committee</li> </ul>
Indigenous and cultural heritage	<ul style="list-style-type: none"> <li>– GLaWAC</li> </ul>
Infrastructure and Utilities Providers	<ul style="list-style-type: none"> <li>– ESSO (Longford Gas Facility)</li> <li>– Jemena (Eastern Gas Pipeline)</li> <li>– APA</li> <li>– AusNet Services</li> <li>– Gippsland Water</li> </ul>
Media	<ul style="list-style-type: none"> <li>– ABC Gippsland</li> <li>– Gippsland Times</li> <li>– WIN Traralgon</li> </ul>
Recreational users of Golden Beach/Lake Reeve	<ul style="list-style-type: none"> <li>– VR Fish</li> <li>– Gippsland Angling Clubs Association</li> <li>– Loch Sport Angling Club Inc</li> <li>– Parks Victoria (campsite users)</li> <li>– Visit East Gippsland Tourism</li> <li>– Golden Beach Ratepayers' Association (Holiday Rental Accomodation)</li> </ul>

# Stakeholder Identification

## Summary of Key Consultation Activities to Date

Date	Event
24 October 2018	First meeting with GLaWAC and provision of Project information.
24 October 2018	Meeting in Lakes Entrance with SETFIA and provision of project information.
29 October 2018	Briefing of Seafood Industry Victoria and provision of information for mail out to 400+ parties in December.
31 October 2018	Introductory meeting with Gippsland Water
6 November 2018	ABC radio interview on the GB Project.
13 November, 2018	Briefing of Gippsland Times, local MPs and Chamber of Commerce on Project.
13 November, 2018	Meeting Shire of Wellington to discuss the Project and provision of information.
19 November 2018	Project Information to GB Ratepayers Association and advise on December 8 community meeting
23-27 November 2018	Advertisements for December 8 community meeting in Gippsland Times
28 November 2018	Project information provided to key stakeholders including Victorian Fishing Association, RecFish, National Native Title Tribunal, Department of Defence, nearby permit holders, State and Federal departments etc and advise of community sessions
8 December 2018	First Community Meeting at Golden Beach.
January 2019	Commencement of consultation with landowners and Shire on pipeline route.
2 March 2019	Second community briefing session.
27 March 2019	Talks with GB Golf Club and GB Surf Lifesaving Club on support for Easter community events.
11 April 2019	Meeting with SETFIA and sub-sea design engineer to discuss "anti-snag" initiatives in sub-sea design work.
24 May 2019	Meeting with GB Ratepayers Association to discuss community development initiatives.
25 May 2019	Third community briefing session attended by 45 people including local media and interest groups
26 May 2019	Project update sent to all key stakeholders
27 August 2019	Meeting with GLaWAC to provide update on pipeline route and project.
11 September 2019	Key stakeholders advised of EES decision
21 September 2019	Fourth community meeting
24 September 2019	Project update to all key stakeholders
8 January 2020	Project update to relevant Victorian Government ministers
10 February 2020	Project update to community stakeholders
29 February 2020	Fifth community meeting

## Summary of Issues Raised to Date

Below is a summary of issues raised by stakeholders to date:

Issue Raised	Actions to Respond
Wider negative community sentiment across Victoria to gas exploration and development	<ul style="list-style-type: none"> <li>– Provision of information on the importance gas of in meeting energy needs and to support renewables. Utilisation of industry groups and energy authorities such as Australian Petroleum Production and Exploration Association (<b>APPEA</b>) and Australian Energy Market Operator (<b>AEMO</b>) at community meetings.</li> </ul>
Confusion with other neighbouring projects in the Gippsland Basin including the CarbonNet Project	<ul style="list-style-type: none"> <li>– GB Energy has provided presentations at community meetings that explain the project in detail.</li> <li>– Consistent and clear branding of the GB Project to be used during consultation process and onsite investigations.</li> <li>– Proactive and early engagement with GB community.</li> </ul>
Cumulative Impact of Major Projects in Region	<ul style="list-style-type: none"> <li>– GB Energy is collaborating and sharing with other projects to minimise community disturbance.</li> <li>– GB Energy is using trenchless crossing techniques to minimise impacts to sensitive areas (e.g. drilling under the beach).</li> </ul>
Local Employment	<ul style="list-style-type: none"> <li>– GB Energy is committed to ensuring local industry is involved in project development. As part of our procurement process, we will require our partners and contractors to prioritise local procurement and employment where commercially competitive suppliers exist.</li> <li>– Where available, local suppliers will also be prioritised for general bulk construction materials.</li> <li>– Early involvement of local Chamber of Commerce and Industry/local suppliers.</li> </ul>
Management of land, cultural awareness, artefacts and opportunities for indigenous people	<ul style="list-style-type: none"> <li>– Active and regular engagement with GLaWAC</li> </ul>
Impact of investigation assessment techniques, relevant to commercial and recreational fishermen	<ul style="list-style-type: none"> <li>– Early engagement with fishing stakeholders.</li> <li>– Build relationships with known stakeholders.</li> <li>– Involvement of local fishing interests in sub-sea “anti-s snag” design features and offshore program contracting opportunities, where possible.</li> </ul>
Concern over environmental impacts/ Real or perceived environmental or aesthetic impacts of the project	<ul style="list-style-type: none"> <li>– Early engagement with stakeholders</li> <li>– Clear promotion of environmental management systems, regulatory process</li> <li>– Development of project maps, diagrams, images and other visuals (mitigate aesthetic concerns)</li> </ul>
Legacy issues/ complaints from previous projects and current operations	<ul style="list-style-type: none"> <li>– Consistent and specific sharing of information</li> </ul>
Unforeseen health, safety or environmental incident(s) occurring	<ul style="list-style-type: none"> <li>– Project HSE Management Plan.</li> <li>– Project Risk Assessment</li> </ul>
Inadequate consultation with the community, stakeholders	<ul style="list-style-type: none"> <li>– Proactive and early engagement with community and identification of community development opportunities which can be supported by GB Energy. Clear and timely dissemination of information at all stages of the project</li> </ul>
Seismic noise from recent programs in the area	<ul style="list-style-type: none"> <li>– Provision of subject matter experts and information on seismic program and management plans.</li> </ul>
“Connectivity” with other projects	<ul style="list-style-type: none"> <li>– Provision of subject matter experts to explain geology of the area and separation from other geological structures in a simple and easy-to-understand format.</li> </ul>
Impact on aquifers	<ul style="list-style-type: none"> <li>– Provision of subject matter experts to explain geology of the area, gas storage operations and maintenance of the aquifer.</li> </ul>
Pipeline shore crossing and impact on amenity	<ul style="list-style-type: none"> <li>– Provision of subject matter experts on the pipeline shore crossing and operational planning to minimise impact on community and amenity.</li> </ul>
Benefits to local community and businesses	<ul style="list-style-type: none"> <li>– Invitation to the community and Ratepayers Association to discuss community initiatives and project support.</li> </ul>

# Stakeholder Identification

## Summary of Key Issues by Stakeholder Group

The table below lists the key issues relevant to each stakeholder group identified to date.

Stakeholder Group	Key Issues
Local Government	<ul style="list-style-type: none"> <li>- Local employment</li> <li>- New project for Gippsland</li> <li>- Impact of project on region</li> <li>- Land use and planning</li> <li>- Community services and infrastructure</li> <li>- Socio-economic impacts</li> </ul>
Approvers/Government	<ul style="list-style-type: none"> <li>- Environmental Impacts</li> <li>- Local employment</li> <li>- New project for Gippsland</li> <li>- Community sentiment to gas exploration and development</li> <li>- Safety and health</li> <li>- Social fabric</li> </ul>
Regulatory Agencies	<ul style="list-style-type: none"> <li>- Environmental Impacts</li> <li>- Accountabilities</li> <li>- Impact on amenity</li> <li>- Community services</li> <li>- Social fabric</li> <li>- Safety and health</li> </ul>
Residents, Landowners and Seasonal Communities	<ul style="list-style-type: none"> <li>- Lifestyle and amenity</li> <li>- Local employment</li> <li>- Visual and noise impacts</li> <li>- Safety</li> <li>- Property access</li> <li>- Legal arrangements/land values and compensation</li> <li>- Community sentiment to gas exploration and development</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>- Procurement of local businesses during project and supply of services</li> <li>- New project for Gippsland</li> </ul>
Community and environment interest groups	<ul style="list-style-type: none"> <li>- Environmental Impacts</li> <li>- Community sentiment to gas exploration and development</li> <li>- Community support</li> <li>- Impact on amenity</li> </ul>
Indigenous and cultural heritage	<ul style="list-style-type: none"> <li>- Cultural heritage</li> <li>- Connection to country/land</li> <li>- Employment opportunities</li> <li>- Environmental impacts</li> </ul>
Infrastructure and Utilities Providers	<ul style="list-style-type: none"> <li>- Land access</li> <li>- Infrastructure capacity</li> <li>- Impact on existing infrastructure/ need for upgrade of existing infrastructure</li> </ul>
Recreational users of Golden Beach/Lake Reeve	<ul style="list-style-type: none"> <li>- Impact on amenity</li> <li>- Visual and noise impacts</li> <li>- Environmental Impacts</li> </ul>

## Summary of Other Consultation Activities

In addition to the engagement referred to above, consultation has been integral to securing various environmental approvals to progress project studies. A summary of these activities is set out below.

Activity	Comments
Environment Plan for Geophysical and Geotechnical Work	Approved by DJPR (Earth Resources Regulation) in January 2019 following public consultation program
Pipeline Consultation Plan	<p>This consultation plan is required under the <i>Pipelines Act</i>.</p> <p>Received ministerial sign off of consultation plan in January 2019 in accordance with the <i>Pipelines Act</i>. All affected landowners were provided with copies of the plan and notice of intent/consent documentation.</p> <p>Briefings were also held with key regulatory agencies including DELWP, Parks Victoria, Wellington Shire and Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC).</p> <p>Face to face meetings were held with key stakeholders together with project updates and a 1800 community information line was established.</p>
Community Meetings	<p>Held on 8 December 2018, 2 March, 25 May and 21 September 2019.</p> <p>Community was advised of EES referral at meeting on 25 May 20-19 and outcome on 21 September 2019.</p>
Interaction with Fishermen	<p>Regular contact with various fishing bodies including STFIA and SIV and mail outs to members and face to face meetings with industry representatives.</p> <p>In addition, a meeting with SETFIA and fishermen was held with the Project's subsea design engineer to discuss the reducing the potential project impact on fishing operations in the area.</p>
Interaction with GLaWAC	Initial engagement in November 2018 as one of the Project's first consultations. Regular and ongoing contact with GLaWAC including a meeting in August 2019 together with the provision of information such as the Pipeline Consultation Plan.

# Engagement Approach

All stakeholder communications will be kept concise, easy to understand and aim for clear and consistent messages. GB Energy will engage with the community and stakeholders utilising a variety of communication and consultation methods. We recognise that there are a number of projects being undertaken or considered for the Project area and accordingly, we are committed to ensuring that wherever possible, stakeholder contacts will be combined to minimise the risk of creating consultation fatigue in the community.

GB Energy is committed to adopting the principles and practices of the International Association for Public Participation (**IAP2**).

GB Energy will engage meaningfully with all stakeholders by:

- being proactive in disseminating relevant information in advance
- being relevant and meaningful to the stakeholder
- being pragmatic and making clear to stakeholders what elements of a project are negotiable
- using techniques that are culturally appropriate
- using appropriate technology for stakeholders
- being context specific to reflect appropriate timeframes, local realities and languages
- utilising a records management system to monitor key issues
- having a system for feedback and following up on issues raised during the consultation process
- utilising trained staff and agents who have facilitation, communication and conflict resolution skills
- providing frequent updates using digital and print communications while direct engagement restrictions are in place due to COVID-19

## Consultation Methods

The following consultation methods will be used to engage with the community.

<b>Digital Communication</b>	
Website	GB Energy website ( <a href="http://www.gbenergy.com.au">www.gbenergy.com.au</a> ) will be updated promptly as new information becomes available. Video uploads to the website will also be used if direct engagement cannot be conducted.
Project Email	An email address has been set up for enquiries in respect of the Project. <a href="mailto:info@gbenergy.com.au">info@gbenergy.com.au</a>
Email Updates	For those that have opted for email communications, sent at regular intervals to keep people informed (see attached)
SMS notification	SMS may be used to communicate key events and timings to stakeholders
Frequently Asked Questions	Frequently asked questions (FAQs) to be available on our website which seek to address anticipated questions from stakeholders during the EES process. (see attached)
Social media	Information to be uploaded to the GB Energy LinkedIn feed
<b>Print Communication</b>	
Fact Sheets and Brochures	Information sheets and other written communications will be developed to provide updates on the Project and the EES Process and adapted based on stakeholder feedback throughout the consultation period and will be made available in hard copy at civic centres and in soft copy on our website and distributed through the local ratepayers association.
Letter distribution	Letters will be used in the initial consultation phase to introduce the Project and to establish appropriate forms of communication that will be used during the EES process. Letters will be used to provide formal correspondence and may be used to formally respond to stakeholders in respect of specific issues, concerns or requests. Letters will be distributed by mail box drop and through the local ratepayers association.
Media & Advertising	Radio and local print (for example, the Golden Beach local newsletter) will inform people about the Project and provide feedback opportunities.
Public displays/notices	Public notices to be placed in local and state newspapers to promote activities in line with engagement best practice and regulatory obligations.
<b>Direct Engagement</b>	
Face-to-Face Meetings	Meeting stakeholders face-to-face
Community Information Sessions	Community information sessions will be conducted to provide an opportunity for the community and stakeholders to meet the project team and ask questions or express concerns. These sessions are particularly relevant during the technical studies and will enable the community to ask questions of technical specialists and to input any local knowledge and experience into this process.
Email distribution	Regular project updates, technical information and opportunities to participate in giving feedback by email.
Technical Information	<p>Technical Information will be presented to stakeholders using simplified written presentations which refer those stakeholders to the relevant technical studies and reports where appropriate.</p> <p>To the extent necessary, technical information sessions may be held for interested stakeholders to be briefed on technical studies and assessments. Attendees can hear from technical experts about the purpose and methodology of the technical investigations, key findings and proposed actions. Technical experts can answer questions and take on board local knowledge and views relevant to the investigations.</p>
Community Events	Attending and participating in local events including supporting and sponsoring community events where appropriate
Landowners	Working with residents and landowners including landowners along the proposed pipeline route
1800 number	A dedicated toll free 1800 number has been established and will operate at all times. All contacts will be logged, and the response will be assigned to the relevant member in the project team.
Surveys	Stakeholder and community surveys will be conducted to gauge community and stakeholder attitudes to the Project and to identify areas of concern that may require action.

# Proposed Engagement Approach

The following table outlines how and when the proposed engagement activities and tools will be used to support communication and engagement during the EES process. Timeframes provided are indicative only and will be assessed and updated as required.

Indicative Timing	Project Activity	Proposed Engagement Activities	Proposed Communication Activities
Q4 2019 <b>Submission of Draft Study Plan</b>	<ul style="list-style-type: none"> <li>– Submit draft study program and this consultation plan for approval</li> <li>– Further detailed site investigations and technical studies</li> </ul>	<ul style="list-style-type: none"> <li>– Project Presentation to Wellington Shire</li> <li>– Brief media regarding EES</li> <li>– Meet with GLaWAC</li> <li>– Meet with rate payers</li> </ul>	<ul style="list-style-type: none"> <li>– Website information</li> <li>– Face to face meetings</li> </ul>
Q1 2020 <b>EES Scoping Requirements</b>	<ul style="list-style-type: none"> <li>– Technical Reference Group (convened by DELWP)</li> <li>– Finalise scoping requirements</li> </ul>	<ul style="list-style-type: none"> <li>– Community and stakeholder meetings and briefings</li> <li>– Online engagement</li> <li>– Technical Information Sessions (where required)</li> <li>– Meetings with businesses and residents</li> <li>– Landowner engagement</li> <li>– Response to enquiries</li> </ul>	<ul style="list-style-type: none"> <li>– Website information</li> <li>– Fact sheets (project updates)</li> <li>– Face to face meetings</li> <li>– Surveys and investigations</li> </ul>
Q2 2020/Q3 2020 <b>GB Energy prepare the EES*</b>	<ul style="list-style-type: none"> <li>– Continue with technical studies and impact assessments</li> <li>– TRG meetings to be conducted</li> <li>– Prepare EES documentation for public exhibition in line with Minister’s scoping requirements</li> </ul>	<ul style="list-style-type: none"> <li>– Community and stakeholder meetings and briefings (subject to health advice)</li> <li>– Online engagement</li> <li>– Technical Information Sessions (where required)</li> <li>– Meetings with businesses and residents</li> <li>– Landowner engagement</li> <li>– Response to enquiries</li> </ul>	<ul style="list-style-type: none"> <li>– Website information</li> <li>– Fact sheets (project updates)</li> <li>– Face to face meetings</li> <li>– Surveys and investigations</li> <li>– Print communication</li> </ul>
Q3 2020/Q4 2020 <b>Public Exhibition of EES and formal submission period</b>	<ul style="list-style-type: none"> <li>– Exhibit EES documents</li> <li>– Liaise with local council to promote the EES</li> </ul>	<ul style="list-style-type: none"> <li>– EES Information sessions</li> <li>– Council briefings</li> <li>– Key stakeholder meetings and briefings (subject to health advice)</li> <li>– Respond to email and phone queries</li> <li>– Online engagement</li> </ul>	<ul style="list-style-type: none"> <li>– Broad communication regarding the exhibition including: <ul style="list-style-type: none"> <li>– Newsletters</li> <li>– Signage</li> <li>– Media and Advertising</li> <li>– Website updates</li> <li>– Email updates</li> <li>– Letterbox drops</li> </ul> </li> </ul>
Q4 2020 and Q1 2021 <b>Assessment and decision making</b>	<ul style="list-style-type: none"> <li>– Continued consultation with the community and affected landowners about the status of the EES approval</li> </ul>	<ul style="list-style-type: none"> <li>– Key stakeholder meetings and briefings</li> <li>– Response to enquiries</li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing broad communication about the project including: <ul style="list-style-type: none"> <li>– Website updates</li> <li>– Media briefings</li> <li>– Project updates</li> </ul> </li> </ul>

\* GB Energy will use digital and print communications as much as possible during this phase to provide information and to seek and obtain feedback while direct engagement restrictions are in place due to COVID-19.

# Recording, Monitoring and Reporting

## Recording

A Stakeholder Records Management System (SRMS) using the management system, Consultation Manager has been established for the Project. The system will hold copies of all correspondence and feedback received during the engagement process and also hold copies of all correspondence provided in response by GB Energy.

Information will be entered into the SRMS as soon as is practicable following contact or correspondence to ensure the system provides an up to date record of all consultation.

Information will be stored in accordance with the *Privacy Act 1988* (Cth).

A summary of participation levels, feedback and ideas from stakeholders and the community will be included in public facing engagement reports and on our website.

## Feedback

Stakeholder and community feedback will be collected, recorded and considered as part of the ongoing development and refinement of the project design. GB Energy will consult on detailed aspects of the Project including potential environmental impacts and mitigants and ways to manage construction.

Throughout the EES process, inputs from stakeholders will be documented for consideration in the preparation of the EES and supporting technical studies. The following feedback response process will be implemented by GB Energy:

- Feedback recorded in SRMS;
- Project investigates and undertakes on of the following:
  - Accepts the suggestion provided in the feedback;
  - Proposes an alternative to address the suggestion in the feedback;
  - Reports that the suggestion or feedback requires no further action;
  - Defers action until relevant information is known or made available.
- Stakeholder is advised of the outcome and the reasons for the outcome and this is documented in the SRMS.

Summary reports of stakeholder input will be produced during the preparation of the EES and presented to DELWP for consideration to ensure that relevant issues have been considered and addressed in the EES.

## Monitoring and Continuous Improvement

The effectiveness of the Consultation Plan will be determined through several measures including participation levels, community feedback and responses to engagement.

This Consultation Plan will be assessed continuously and revised to ensure that communication and engagement objectives are met throughout the EES process.

The effectiveness of the Consultation Plan in achieving the objectives will be determined through several measure including numbers participating in consultation activities, community feedback and responses to updates. This will ensure that consultation is tailored to deal with any emerging issues, engagement opportunities or community preferences.

## Reporting

Reports on consultation issues raised and action taken will be prepared at each stage of the EES and presented to DELWP and the Technical Reference Group for consideration.

The reports will include details of the issues raised and how it has been addressed. In addition, GB Energy will continue to report in accordance to its obligations under the Pipelines Act.

# Recording, Monitoring and Reporting

## Issues Management and Complaints Resolution

GB Energy takes complaints about its activities seriously. The issues management process for the Project has the following aims:

- To resolve stakeholders' concerns or complaints with the Project in a timely fashion;
- To apply learnings from a concern or complaint to reduce the likelihood of complaints or concerns as the Project progresses.

The Project will provide a dedicated 24-hour a day, 7 day a week 1800 free call number which will be in operation. The Complaints Resolution process is set out below:

**01**

### Stakeholder Complaint

- Stakeholder has a complaint about the Project.

**02**

### Complaint Received

- Stakeholder registers complaint.
- Information required from stakeholder includes description of the issue, where and when it occurred, who was involved, and contact details for the stakeholder.

**03**

### Complaint Registered

- Complaint registered and allocated to Project Team member for action.
- In the event of a significant dispute or unresolvable issue, the Project Team will notify DELWP (or independent arbitration) as soon as practicable.

**04**

### Investigation Commenced

- Project Team will evaluate the best response options and elevate to the appropriate level of authority.

**05**

### Investigation Completed

- Project Team will consult with stakeholder over complaint resolution.
- Complaint and resolution will be documented, along with resolution date.

**06**

### Complaint Finalised

- Following completion of all actions, complaint will be finalised. The stakeholder will be advised of final resolution.
- Where appropriate, Project procedures will be adopted reduce the likelihood of reoccurrence.

## **Further Information**

### **GB Energy**

[gbenergy.com.au/contact](http://gbenergy.com.au/contact)  
110 Church Street, Hawthorn VIC 3122  
1800 423 637  
[info@gbenergy.com.au](mailto:info@gbenergy.com.au)

### **DELWP**

[planning.vic.gov.au](http://planning.vic.gov.au)

