



HAZELWOOD REHABILITATION PROJECT

EES Consultation Plan

Document Title:	Hazelwood Mine Rehabilitation Project EES Consultation Plan
Version:	5.0
Date:	09/12/2022
Prepared by:	Jenni Forrester, Nation Partners
Approved by:	Adam Moran, ENGIE
File name:	Hazelwood Rehabilitation Project EES Consultation Plan DRAFT

Table of Contents

1. Introduction.....	3
Purpose of this Plan	3
Consultation and feedback to date	4
Hazelwood Power Station demolition	4
Hazelwood Rehabilitation Project engagement activities to date	4
Concept Master Plan	4
Latrobe Valley Regional Rehabilitation Strategy.....	5
What we've heard so far	5
2. About the Hazelwood Rehabilitation Project.....	7
Project overview.....	7
Project objectives and benefits.....	7
3. Community and stakeholder engagement framework.....	8
Commitment to IAP2 levels of engagement	8
Guiding principles and objectives for consultation	9
Stakeholders and local communities.....	10
Overview of stakeholders	10
Community profile	10
Traditional Owners.....	11
How feedback will be used to inform the EES.....	11
How feedback will be captured and considered	12
4. EES consultation approach, activities and tools.....	13
Overview of EES consultation phases.....	13
Consultation tools and activities.....	14
Maximising access and participation.....	15
Complaints Management Procedure.....	16
Key messages	17
5. Engagement plan 2022-2023 (indicative program).....	19
6. Reporting, evaluation and continuous improvement.....	20
Recording feedback.....	20
Evaluation and reporting.....	20
Attachment One: Stakeholder analysis and consultation approach.....	21
Attachment Two: Engagement Plan – three-month look ahead.....	Error! Bookmark not defined.

1. Introduction

The Hazelwood Rehabilitation Project (the Project) involves the final rehabilitation of the former Hazelwood Mine to a safe, stable and sustainable landform capable of supporting productive future land uses.

The Hazelwood Power Station and Mine closed in 2017 after more than 50 years of producing electricity for Victoria.

ENGIE Hazelwood (and its predecessors after privatisation) owned and operated the mine from 1996 until closure and has undertaken significant stages of the demolition and rehabilitation works to meet its statutory obligations and corporate commitments. The next stage of Project involves determining the final landform for the site.

In February 2022, the Minister for Planning has determined that the Project is to be assessed through the preparation of an Environment Effects Statement (EES) under the *Environment Effects Act 1978*. The EES will inform statutory approvals decisions for the Project including those required under the *Mineral Resources (Sustainable Development) Act 1990*, the *Planning and Environment Act 1987* and the *Environment Protection Act 2017*.

The EES planning approvals process provides transparent, integrated and timely assessment of the environmental effects of projects capable of having a significant impact on the environment.

The *Environment Effects Act 1978* requires 'the proponent to prepare and implement a public consultation plan for informing the public and consulting with stakeholders during the preparation of the EES'. Further information on the EES process is available at www.planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria.

Scoping requirements (the set of matters to be investigated and documented in the EES) will be published and available on the Department of Transport and Planning (DTP) website.

Purpose of this Plan

Consultation is a key aspect of the environmental assessment process. It helps build understanding of the project and its potential effects and enables stakeholder knowledge and views to be considered by the project team in project development and assessments, and by government in its assessment and approval decisions.

This Plan outlines the approach ENGIE will use to inform the public and obtain targeted input in preparing the Hazelwood Rehabilitation EES. Its focus is the EES, including the statutory preparation, exhibition and independent inquiry process.

The EES Consultation Plan applies for the period of 2022 - 2024 as the Hazelwood Rehabilitation EES is prepared, exhibited and assessed. It is designed to:

- Inform the community and stakeholders about the proposed project, the EES process and opportunities for participation.
- Promote an understanding the Project and EES process.
- Encourage participation and seek targeted input during the preparation of the EES to identify issues of potential concern, gain local insight and seek feedback on measures that respond to stakeholder concerns.
- Use and respond to community and stakeholder feedback and demonstrate how it has been considered in the development of the Project and the EES.

Consultation and feedback to date

ENGIE Hazelwood has been engaging with the community to introduce information and address questions relating to the closure, progressive rehabilitation and demolition of the former Hazelwood Power Station and Mine.

Hazelwood Power Station demolition

Rehabilitation and demolition activities of the Hazelwood site began in 2017, following the closure of the former Hazelwood Power Station and Mine.

ENGIE Hazelwood has held regularly scheduled open community forums and business breakfasts to share information about Power Station and mine closure. These forums have provided opportunities for community members to learn about the Rehabilitation and Closure Plan and the Concept Master Plan from members of the ENGIE Hazelwood team and technical experts.

In 2020, ENGIE Hazelwood held online live sessions with experts from the Hazelwood team to provide the community with information about upcoming major milestones.

Hazelwood Rehabilitation Project Annual Review reports have been released in 2020 and 2021, with community updates also provided in May and December 2021 to stakeholders on a Hazelwood Rehabilitation Project database and on the Project's website. Regular email updates were also provided to project subscribers throughout the demolition program and works.

Targeted stakeholder meetings have continued throughout the Project development.

Hazelwood Rehabilitation Project engagement activities to date

ENGIE Hazelwood's existing community engagement activities on the final rehabilitation of the Hazelwood Mine have included the following:

- **Rehabilitation and Closure Plan (RCP) Working Group:** The RCP Working Group comprised regulator and Government representatives and traditional owner representatives. Established in July 2018, the Group met bi-monthly to discuss the RCP, technical studies and inform ENGIE Hazelwood's plans for the site. This forum no longer meets; however, ongoing regular discussions with Government and regulators continue.
- **Environmental Review Committee (ERC):** The ERC is an advisory body for Hazelwood established under a condition of Mining License MIN5004, comprising representatives from the community, key regulators, government agencies and groups who have an interest in ENGIE Hazelwood's environmental performance. The ERC typically meets quarterly to review progress and set priorities for minimising environmental impacts and improving performance. To support these objectives, the ERC tours the site operations annually and reviews the Performance Report and the actions in the Environment Improvement Plan.
- **Community activities:** ENGIE Hazelwood has held many community activities, including forums, workshops, pop-ups and focus groups each year from 2016-2019 (pre-COVID 19 interruptions). Feedback, comments and views are captured through a variety of methods.
- **Publishing community updates on ENGIE Hazelwood website.**

Concept Master Plan

The Hazelwood site is vast and has potential for a range of future uses.

The Hazelwood Concept Master Plan was commissioned by ENGIE Hazelwood to convey the extent of the redevelopment opportunity and set out future land use possibilities for a rehabilitated Hazelwood site, including residential, agricultural, recreational, and industrial.

The Concept Master Plan was prepared as an options paper, providing an initial framework for governments, developers and investors to consider their potential role or interests in a future site.

The Hazelwood Concept Master Plan was publicly released in February 2020 and has been communicated to local Government and regulators through targeted sessions and engagements. It is more widely available through the ENGIE Hazelwood website and has been a feature of many community briefings.

Latrobe Valley Regional Rehabilitation Strategy

Extensive consultation conducted by the Department of Jobs, Precincts and Regions (DJPR) and Department of Environment, Land, Water and Planning (DELWP) has occurred broadly on the Latrobe Valley Regional Rehabilitation Strategy (LVRRS).

Developing the LVRRS was a key action for Government arising from the 2015-2016 Hazelwood Mine Fire Inquiry, which considered the future rehabilitation of all three Latrobe Valley coal mines – Hazelwood, Yallourn and Loy Yang. It seeks to provide region-wide guidance on achieving “*a safe, stable and sustainable landform for the Latrobe Valley Coal Mine voids and surrounding areas*”. ENGIE Hazelwood has participated extensively in the development of the LVRRS, and actively sought to align its rehabilitation planning to supporting technical studies its key principles and available technical studies.

From 2016 through to mid 2020, consultation with community, stakeholders and key government agencies was undertaken on the LVRRS and included engagement on the Latrobe Valley Preliminary Land Use Vision for rehabilitated coal mines and eventually the draft Latrobe Valley Rehabilitation Strategy.

In addition, technical studies were prepared from 2017 to 2019 into the geotechnical, water and land use planning considerations to inform the development of the LVRRS.

In June 2020, the LVRRS was finalised.

This Consultation Plan responds to the guidance provided by the LVRRS in relation to the engagement of community, stakeholders and key agencies.

What we've heard so far

Across the activities and engagement conducted with the community and stakeholders to date, the following key themes have been identified:

Legacy, history and future

- The closure of Hazelwood Power Station and subsequent demolition activities have been a source of celebration for some in the community, signalling a new era for the Latrobe Valley, but for others this has represented a loss of industry and economic opportunity.
- Future industry, the economy and employment are top of mind for many, and all are interested in how the rehabilitated Hazelwood site can play a central role in this.
- The history and legacy of the Hazelwood site is important to local communities, and many feel artefacts such as the Hazelwood sign should be reinstated within the community or on site.
- Engaging communities and stakeholders on the rehabilitation and future use of the Hazelwood site and other Latrobe Valley coal mines is key to achieving the best outcome for locals.
- Regular updates on the demolition progress and rehabilitation program have been appreciated, and stakeholders would like more information on the long-term rehabilitation plans.

Safety and stability

- Ongoing management of fire risks.
- The Hazelwood Cooling Pond was a valued local destination and its closure due to safety concerns has been disappointing for some locals.

- Contamination at the Hazelwood site needs to be managed in line with all existing regulatory directions and approvals, regulations and standards beyond the demolition phase and as rehabilitation works progress.
- There are still some questions in the community about how the full mine lake provides the safest and most stable landform option for the mine void.

Mine lake solution and approach

- Water sources for the full mine lake landform are an area of concern, and communities and stakeholders want more information on what water sources will fill the mine void, how fill will be managed in periods of wet and dry conditions, and the feasibility of alternative water sources.
- Water quality of the mine lake and how it will be used by people in future are also top of mind for many community members and stakeholders.
- Protecting cultural heritage values of the wider Latrobe River system, including Ramsar wetlands, and water entitlements of existing water users are also a high priority.

DRAFT

2. About the Hazelwood Rehabilitation Project

Project overview

The Hazelwood Rehabilitation Project is located in the Latrobe Valley in Victoria, near Morwell. Rehabilitation and demolition activities began in 2017 following the closure of the former Hazelwood Power Station and Mine.

ENGIE Hazelwood has worked extensively to prepare plans to rehabilitate the Hazelwood site in accordance with the recommendations of the Hazelwood Mine Fire Inquiry and outcomes of the LVVRS.

The rehabilitation includes several stages including removal of redundant mining infrastructure, decommissioning of the Hazelwood Cooling Pond and a proposal to form a full mine void pit lake.

The project is focused on delivering the safe closure, decommissioning and rehabilitation of the former open cut mine and its surrounds.

A Concept Master Plan has been developed by ENGIE Hazelwood, and the subject of previous consultation with community and regulators, setting out potential opportunities for future uses and investment at the rehabilitated Hazelwood site. The proposed final landform of the former Hazelwood Mine void is a full mine void lake (to a relative level of +45metres AHD).

The proposed lake would provide long term safety and stability of the Mine void, remove a requirement for ongoing groundwater pumping, minimise fire risk, and provide opportunities for future investment and uses that may be delivered by Government, the local community or the private sector.

The project scope of the Concept Master Plan includes:

- Filling the Mine void to a level of up to +45m AHD using a combination of water sources (predominantly surface water, groundwater and any other approved water sources, including using existing entitlements).
- Final rehabilitation and reprofiling works above the surface of the proposed mine lake.
- Final decommissioning and drainage of the Hazelwood Cooling Pond (HCP) and restoration of the natural alignment of Eel Hole Creek.
- Decommissioning of remaining redundant infrastructure, including roads, car parks, buildings, pumphouses on the HCP and Hazelwood's connection to the Saline Water Outlet Pipeline (SWOP).
- Construction and operation of infrastructure necessary to maintain lake depth and water quality, including a Morwell River interconnection, providing regional flood mitigation opportunities.

Project objectives and benefits

The Hazelwood Rehabilitation Project involves the decommissioning and rehabilitation of the former Hazelwood Power Station and Mine. The Project objectives are to:

- Conclude rehabilitation and remediation of the Hazelwood Mine by creating a safe, stable and sustainable landform, consistent with regulatory obligations.
- Enable productive future development and use of the site that provides benefits to communities in the Latrobe Valley region.

3. Community and stakeholder engagement framework

Planned and proactive communications and consultation with interested communities and other stakeholders will help guide the development of the Hazelwood Rehabilitation Project.

Government legislation and policies provide guidance on the need for community engagement:

- **Planning legislation relevant to the Environment Effects Act 1978:** provides for formal opportunities for public engagement, which needs to be endorsed by the Department of Environment, Land, Water and Planning.
- **Earth Resources Victoria – Community Engagement Guidelines:** provides a definition of consultation and recommended consultation methods for matters relating to mining and minerals exploration.
- **Victorian Auditor-General’s Office Public Participation in Government decision-making:** provides a high-level framework for the public sector to use when deciding how best to involve the public in government decision-making and implementation.
- **IAP2 Quality Assurance Standards:** The Quality Assurance Standard has been designed to respond to market requirements for evidence that effective community and stakeholder engagement has been delivered in accordance with the standards of the professional community.
- **IAP2 Core Values and Public Participation Spectrum:** See more below

In addition, this consultation plan responds to recommendations made within the **Latrobe Valley Regional Rehabilitation Strategy**.

Commitment to IAP2 levels of engagement

The International Association for Public Participation (IAP2) defines public participation as the involvement of those affected by a decision in the decision-making process.

IAP2’s core values of public participation include promoting sustainable decisions by recognising the interests of all decision-makers, actively facilitating the involvement of those potentially affected by or interested in a decision, providing participants with the information they need to participate in a meaningful way, and communicating to participants how their input affected the decision (Source: IAP2 Federation).

Guided by the IAP2 Spectrum of Engagement which assists with defining the public’s role in any public participation process, consultation for the Hazelwood Rehabilitation Project will involve:

Informing people about all aspects of the project, its objectives, development and engagement to date, the proposal, project timeline and EES process including key steps, technical assessments, opportunities to participate and approvals process

Consulting and involving community members and nearby landholders in decision-making, by providing information about the project and impact assessments and providing accessible ways for communities and stakeholders to ask question and provide feedback on potential issues and measures to address these issues.

Collaborating with relevant agencies including EPA, Earth Resources Regulation (DJPR), water authorities, councils, and other agencies which are directly involved in the project as landowners, project partners or assessment and approvals decision-makers.

Guiding principles and objectives for consultation

Consultation on the Hazelwood Rehabilitation Project EES will be guided by the following principles

- **Transparency:** Sharing timely, transparent and effective communication that is consistent, frequent and clear.
- **Collaboration:** Ensuring communities and stakeholders have opportunities to meaningfully contribute and participate in the planning and development of the project.
- **Responsiveness:** Acknowledging all feedback and responding to requests for information in a timely manner. Clearly demonstrate how feedback has contributed to the project and if not, why not.
- **Accountability:** Actively seeking diverse perspectives to inform decision making and sharing the reasons for decisions.
- **Inclusiveness:** Ensuring all communications and engagement activities are accessible to all members of the community.

During the development and assessment of the EES, ENGIE Hazelwood's engagement objectives are to:

- Inform the community and stakeholders about the proposed project, the EES process and opportunities for participation.
- Help communities and other interested stakeholders understand the project by providing useful and accessible information about objectives, benefits, principles guiding design and development, and work done to identify, understand and address impacts.
- Encourage participation and seek targeted input during the preparation of the EES to identify potential issues, gain local insight and seek feedback on measures that respond to stakeholder concerns.
- Demonstrate how community and stakeholder feedback has been considered in the development of the project and the EES.

Stakeholders and local communities

History and social context of the Latrobe Valley

The Project is located in the Latrobe Valley in the Gippsland region.

The Latrobe Valley, stretching broadly from Moe in the west to Traralgon in the east, is the country of the Gunaikurnai people who are the traditional owners of the region.

Post-colonial history of the region included expansion of settlements and townships from the 1840s driven by growth from a strong local agricultural sector and rich coal resources.

In the late 1910s, the Victorian Government established the State Electricity Commission (SEC), an entity responsible for operating the Latrobe Valley's coal mines which employed around 20 per cent of the local working population.

Privatisation of the Latrobe Valley's coal mines occurred in the late 1990's which signalled a significant shift for workers and communities in the region.

More recently, the Latrobe Valley's aging coal-fired power stations have begun to reach the end of their operational lives, having powered Victorian homes for more than 50 years.

The Hazelwood Power Station and Mine is the largest and amongst the first to close in the region, ceasing operations in March 2017.

Overview of stakeholders

Stakeholders with an interest in the project include:

- Victorian government, including agencies and land managers, and local MPs
- Federal government, including MPs
- Local communities and nearby landholders, near Hazelwood and downstream
- Local government
- Traditional Owners
- Industry, tourism and business
- Environmental groups
- Emergency services
- Water authorities and retailers
- Local community interest groups
- Media

Attachment One provides a detailed stakeholder analysis including discussion of relevant impacts and interests for each stakeholder type, and the level of engagement that will be tailored to each stakeholder.

Community profile

The Hazelwood site is situated to the south of the major township of Morwell and is bordered by Driffield, Yinnar and Churchill.

According to 2016 Australian Bureau of Statistics (ABS) data, the Latrobe Valley consists of just over 73,000 residents. Population demographics for the region show:

- The median age of people is 41 years old, with 18.1% of the population aged under 14 years old and 18.6% aged over 65 years old.
- Of people aged 15 and over, around 12% reported having completed Year 12 as their highest level of educational attainment, with around 41% completing further study i.e. VET or university. 11.4% have completed a Bachelor Degree level or above. This rate is less than Victoria's average of 24.3%.

- Conversely, 21.9% of people reported having completed a Certificate three or four as their highest level of educational attainment, which is higher than the Victorian average, signalling the important role that vocational education and training provides for securing jobs locally.
- Over 85% of people speak English as a first language, other languages spoken at home include Italian (1.1%), Greek (0.5%), Mandarin (0.4%), Dutch (0.3%) and Maltese (0.3%)
- Full-time employed people make up 51.6% of the population, with a further 32.9% working part time and 9.7% unemployed.

Traditional Owners

The Gunaikurnai people are the Traditional Owners and hold native title over parts of the proposed project area.

Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) are the Registered Aboriginal Party (RAP) and will be responsible for evaluating the Project's Cultural Heritage Management Plan. Providing accurate and timely information to the Gunaikurnai people is a necessary and important responsibility of the project.

ENGIE Hazelwood hopes to partner with GLaWAC to seek involvement on a range of topics beyond Cultural Heritage, including exploring options and aspirations for design and use of the site.

How feedback will be used to inform the EES

As set out in the EES Consultation Plan Advisory Note (DELWP, 2018), consultation helps build understanding around the issues and implications of projects, and enables stakeholders' knowledge and views to be considered in project planning and assessment and formal decision-making.

The following aspects of the project are essential for safety, regulatory and technical reasons, and will be informed by feedback from the Technical Advisory Group:

- A stable site – the mine void needs to be actively managed through a long-term solution.
- Safety – a stable site and land forms are essential for safety, and fire risks must be managed.
- A sustainable solution – the rehabilitation plan needs to minimise ongoing resource use and works and provide a long-term asset
- Requirement to decommission the former Hazelwood Cooling Pond.
- Demolition, monitoring and management activities already set out in ENGIE Hazelwood's obligations or approved management plans.

Aspects of the project and the EES which will be informed by community and stakeholder feedback include:

- Stakeholder and community knowledge of the area and issues of importance.
- Priorities for technical assessments to ensure all relevant impacts are assessed.
- Potential impacts and suggested mitigations.
- Potential for recreational and other community uses of the site.
- Potential uses of the site that could generate employment or income to benefit local communities.
- Ways to protect and acknowledge First Peoples cultural heritage values.
- Potential reconfiguration and naturalisation of waterways on the site.
- Approaches to consultation and ongoing updates about the EES, rehabilitation and monitoring.

How feedback will be captured and considered

ENGIE Hazelwood will collect, record and consider all feedback, and take the following steps to understand feedback and demonstrate how it has been considered in the preparation of the EES:

- The TRG will be kept up-to-date on consultation activities, issues and feedback gathered and their advice will be sought on consideration of consultation feedback.
- All feedback to date and from upcoming consultation will be considered in preparation of the technical studies, and the technical reports will demonstrate how feedback has been considered.
- Interactions with community and stakeholders will be recorded in the Project's stakeholder management system, Consultation Manager, to ensure visibility of conversations, issues and resolutions.
- ENGIE Hazelwood will use Project Updates and the EES Consultation Report to capture feedback and describe how it has been considered in the preparation of the EES.

Community members and stakeholders will have the opportunity to make a submission in relation to the EES and to be heard by the Independent Assessment Committee appointed to examine the project's potential environmental effects. The Independent Assessment Committee will consider submissions received in developing its recommendation to the Minister for Planning regarding the project's assessment and statutory approvals.

DRAFT

4. EES consultation approach, activities and tools

ENGIE Hazelwood will build on the engagement activities, relationships and communications already established to help communities and stakeholders understand the EES process, the Project, and support them to provide feedback which will inform preparation of the EES.

Overview of EES consultation phases

There are four key stages to the EES process, as outlined in Table 1 below. Consultation will continue during all phases in line with the Project’s engagement objectives.

Table 1: Overview of consultation approach

Stage of the EES process	Scoping of the EES	Preparing the EES	Public review	Making an assessment
Key EES activities	<ul style="list-style-type: none"> • Draft Scoping Requirements available for public comment • Final Scoping Requirements published 	<ul style="list-style-type: none"> • EES technical studies on project impacts • EES prepared in accordance with Scoping Requirements 	<ul style="list-style-type: none"> • Exhibition of EES submissions • Independent assessment Panel considers submissions, public hearing 	<ul style="list-style-type: none"> • Preparation of Inquiry report • Minister’s Assessment and advice to decision makers
Overview of consultation approach	ENGIE Hazelwood will provide information to communities and stakeholders about the opportunity to respond to the Scoping Requirements	ENGIE Hazelwood will implement an integrated consultation program to provide information and technical studies including existing conditions and assessment methods, provide opportunities for discussion and seek feedback.	ENGIE Hazelwood will provide updates and information about the EES process including exhibition and DTP approved information on how to make a submission.	ENGIE Hazelwood will provide updates about key steps and dates in the EES assessment process.
How feedback will be considered	<p>ENGIE Hazelwood will coordinate with DTP to understand community feedback on the Scoping Requirements.</p> <p>ENGIE Hazelwood will collaborate with DTP and other key agencies through the TRG to ensure the EES is being prepared in accordance with the Scoping Requirements .</p>	<p>ENGIE Hazelwood will record and consider all feedback. Engagement feedback will be provided to the Technical Specialists and their reports will demonstrate how feedback has been considered.</p> <p>All engagement activities associated with the development of EES technical studies will be recorded and included in each technical report.</p>	Community members and stakeholders will have the opportunity to make a submission to the Independent Assessment Committee which will assess the project’s EES.	The Independent Assessment Committee will consider these submissions in developing its recommendation to the Minister for Planning regarding the project’s assessment and statutory approvals.

Consultation tools and activities

ENGIE Hazelwood will use a range of both broad and tailored engagement activities and communication tools to reach communities and stakeholders and encourage their participation.

Table 2 provides a summary of how each tool and activity will be used. The engagement program in Section 5 details how the engagement activities and tools will be used to support communication and engagement throughout the EES process.

Table 2: Consultation tools and activities

Print and digital communication tools	
Project newsletters and community updates	Regular newsletters or updates will be made available online to provide EES and engagement steps or milestones. ENGINE currently release a yearly annual review. Project newsletters and updates will be released in addition to existing channels.
Fact sheets	Fact sheets will provide information about the project, EES process and relevant technical information. Factsheets will be available in hardcopy and online and will be used to support information sessions.
Engagement reports	Reports detailing engagement activities, participation, feedback received through consultation will be collated at the end of engagement periods. Reports will outline how feedback has been considered and included. Engagement reports will be available on the project website
Media and advertising	Radio, local print and digital advertising will help to raise awareness of the project, engagement process and opportunities to be involved.
Maps and visual aids	Maps showing the project location will provide context in relation to the local area. Maps, diagrams and other visual aids will be used to explain technical issues and will support other materials including fact sheets and maps during face-to-face engagement activities. These will also be made available online.
Project website	Website will be updated regularly as new information about the project becomes available. Documents directly relating to the EES will be added as they are made final.
Email updates	Email updates (Electronic Direct Mail – EDM) will be sent to project news subscribers with project information and links to the project website, factsheets and EES documentation.
Social media	Social media channels including Facebook and LinkedIn will communicate project updates, opportunities for participation and reporting on engagement activities.
Digital advertising	Includes social media advertising and sponsored posts on ENGIE’s platform

Engagement activities

Conversations with local stakeholders and nearby landholders	Some community members and impacted stakeholders may have limited access to online engagement tools and information, phone calls and doorknocks will be used to encourage participation in engagement activities and provide project information.
Mailouts	Providing hard copy, easy-to-understand information about the project purpose, options, rationale and EES process to directly reach the local community.
Stakeholder meetings	Building on existing relationships to maintain transparent and regular communication with stakeholders to encourage participation and invite input.
Phone calls/ email enquiries	Phone calls will be made to directly impacted stakeholders and interested community to ensure that hard-to-reach stakeholders are able to participate. Recording and responding to public email enquiries and phone calls.
Information sessions/ displays	Main engagement method to present EES information to community and collect feedback. These will be held across a variety of locations and times to allow a wide cross section of the community to participate.
Technical Reference Group (TRG)	The TRG is convened by DELWP to coordinate advice between DELWP, the project team and key stakeholders throughout the EES process. The project will work collaboratively with members of the TRG and seek their advice and input in preparation of the EES.

Maximising access and participation

Effective community and stakeholder engagement is targeted, genuine and accessible to all. The following factors which may impede participation in engagement have been considered in this Plan.

Culturally and Linguistically Diverse Communities (CALD): Latrobe City Council, where the project is located has a very high English-speaking proficiency and a very small CALD community. ENGIE Hazelwood will explore any opportunities for specific CALD engagement with Latrobe City Council.

Literacy: With varied levels of education within the municipality, literacy levels should be considered by the project. The project team should ensure, that alongside technical reports, written materials are produced in Plain English to translate complex project information and use visual tools such as videos, graphics and iconography.

Other vulnerabilities: internet access from home, and proficiency of digital technologies may be a barrier to some in the community.

Engaging young people: with rehabilitation activities expected to take upwards of 15 years and the long-term benefits expected for the region as a result of rehabilitation works, it is important that young people are proactively engaged on the project. Specific engagement with youth leadership groups will be explored and identified with local stakeholders including Latrobe City Council.

COVID-19: The activities and tools listed have been chosen to allow for remote engagement, to allow people to access engagement opportunities while social distancing.

Complaints Management Procedure

A Complaints Management Procedure (CMP) will be developed by ENGIE Hazelwood and detail how complaints and enquires will be managed and responded to by the project. The policy aims to establish an open and transparent complaint handling process and ensure complaints and queries are handled fairly and objectively.

The CMP will be underpinned by the following principles:

1. **Enabling complaints** - Stakeholders are able to make a complaint via multiple channels
2. **Responding to concerns** – Take the action necessary to resolve the complaint where reasonable
3. **Learning and improving** – Review complaints to understand issues and improve where applicable
4. **Timely responses** – Responses to complaints will take no longer than 21 days from the date of receipt

The CMP will apply to all project staff.

DRAFT

Key messages

Key messages are the main points to help communities and stakeholders understand the Hazelwood Rehabilitation Project, the EES process and how people can be involved.

About the project

- The purpose of the Hazelwood Rehabilitation Project is to deliver a safe, stable and sustainable final landform that is able to support productive future uses.
- ENGIE Hazelwood has developed “work plan application” under the MRSD Act, detailing its proposed final rehabilitation works for the Hazelwood site, including:
 - Filling the Mine void to just below the natural surface level (up to RL +45m AHD) using predominantly groundwater, surface water and any other approved water sources
 - Final rehabilitation and reprofiling works above the surface of the proposed mine lake
 - Final decommissioning and drainage of the Hazelwood Cooling Pond (HCP) and restoration of the natural alignment of Eel Hole Creek
 - Assuming a full mine lake is the final landform, reinstate the natural course of the Morwell River to connect with and flow through the proposed mine lake.
 - Decommissioning remaining redundant mining and electricity generation infrastructure, including roads, car parks, buildings, pumphouses on the HCP and Hazelwood’s connection to the Saline Water Outlet Pipeline (SWOP).
- With all major decommissioning and demolition works now complete, the project is focused on delivering the safe final rehabilitation and remediation of the former open cut mine and its surrounds.
- The project’s planning is underpinned by comprehensive technical investigations and community and stakeholder feedback.
- ENGIE Hazelwood has also developed a Concept Master Plan which sets out potential future uses of the rehabilitated Hazelwood site.

Environment Effects Statement (EES)

- The Minister for Planning has determined an EES is required to be prepared for the Hazelwood Rehabilitation Project.
- In the reasons for the decision that an EES should be prepared, the Minister for Planning identified the project has the potential for significant environmental effects, potential cumulative effects and that the EES process would enable an integrated and transparent assessment of the environment effects of the project to inform decision-making.
- The EES is an assessment of the potential environmental effects, incorporating ecological, heritage, social and planning effects of the Project.
- The matters to be addressed in the EES will be set out in EES Scoping Requirements issued by the Minister for Planning. The EES Scoping Requirements will be finalised following exhibition for public comment.
- A Technical Reference Group (TRG) has been convened by DTP to advise on environmental issues throughout the EES assessment
- The EES will be exhibited for public comment and community members and other stakeholders will have the opportunity to make submissions
- The EES and submissions will be considered by an Inquiry and Advisory Committee (IAC) through public hearings.
- The Minister for Planning will likely appoint an IAC to consider and advise on the Environment Effects Statement, draft applications and public submissions received on the Hazelwood Rehabilitation Project.
- The Minister for Planning will consider the IAC report and prepare an assessment to inform statutory approvals decisions for the Project.

Project contact details

Email: hazelwood.au@engie.com

Website: hazelwoodrehabilitation.com.au

Phone: 5135 5000

DRAFT

5. Engagement plan 2022-2023 (indicative program)

This table sets out the proposed engagement purpose and activities in each stage of the EES process. Attachment Two provides a three month lookahead from the date this Plan is published.

	Late 2022- Early 2023	2023	Early 2024	2024
Project planning and delivery	Project Update Confirm scope of project to be assessed in the EES and continue approved demolition works.	Inputs to inform the preparation of EES Seek input on the Hazelwood site’s proposed final landform, opportunities for the site, potential issues and mitigation approaches.	Final proposed Hazelwood Rehabilitation Project Proposed project scope, management plans and program described in EES, including any updates made.	Update rehabilitation plans Finalise preparation to deliver works in line with approvals
Environment Effects Statement - impact assessment and planning approvals	Establish Scoping Requirements <ul style="list-style-type: none"> Formation of Technical Reference Group to advise on the preparation of the EES. DTP consultation on EES Scoping Requirements. Opportunity for stakeholder feedback. 	Investigate project effects and prepare EES <ul style="list-style-type: none"> Investigating existing conditions and potential project effects across a range of technical studies, including the following topics: <ul style="list-style-type: none"> Water sources and availability Catchments, rivers and wetland Groundwater Cultural heritage Land use Geotechnical Ecology Social 	EES public exhibition and Independent Advisory Panel hearing The EES will be on public display for 30 business days and will include: <ul style="list-style-type: none"> The proposed project design, including how ENGIE has considered feedback received throughout the project’s development The potential benefits the project would deliver, as well as any impacts and environmental outcomes to be achieved to manage impacts. 	EES process complete <ul style="list-style-type: none"> Preparation of Inquiry report Minister’s Assessment and advice to statutory decision makers
Community and stakeholder engagement	Engagement purpose <ul style="list-style-type: none"> Introduce the EES process, explain the role stakeholders and communities can play and provide project timelines Ensure stakeholders and communities are aware of the opportunity to respond to the EES Scoping Requirements Provide information about the Hazelwood Rehabilitation Project objectives and key elements. Identify where consultation and engagement should be modified or adapted. 	Engagement purpose <ul style="list-style-type: none"> Confirm the final EES Scoping Requirements. Provide information and updates on the technical assessments being undertaken for the EES. Gather stakeholder and local knowledge about the project’s potential impacts, ideas about mitigations and opportunities for improvements. Understand stakeholder and community ideas and aspirations for potential future uses of the Hazelwood site. 	Engagement purpose <ul style="list-style-type: none"> Provide information about any refinements to the design assessed through the EES process Present and explain how community and stakeholder feedback has been considered and influenced any design or operational updates Encourage participation and assist community members and stakeholders to make a submission 	Engagement purpose <ul style="list-style-type: none"> Report back on EES assessment outcomes and approvals Explain next steps
	Engagement activities and tools <ul style="list-style-type: none"> Project update: Inform stakeholders and community on commencement of EES process, including opportunity to comment on the Draft EES Scoping Requirements, availability of EES Consultation Plan and details of engagement activities planned. Updates to mailing list and on project website Media and local promotion Project and EES fact sheets Publicised local drop-in sessions Online engagement opportunities Survey and other feedback methods Meetings with stakeholders Briefing to and feedback from TRG Enquiries management in line with protocol 	Engagement activities <ul style="list-style-type: none"> Project updates: Inform stakeholders of final Scoping Requirements; updates on technical assessments; seek input to opportunities for the Hazelwood site. Updates to mailing list and on project website Media and local promotion Publicised local drop-in sessions Online engagement opportunities Survey and other feedback methods Stakeholder and community briefings Update Consultation Plan as part of ongoing evaluation and improvement Regular updates to TRG Enquiries management in line with protocol 	Engagement activities <ul style="list-style-type: none"> Project update: Update on consultation to date, inform about exhibition of EES and how to make a submission. Updates to mailing list and on project website Media, advertising and local promotion EES statutory exhibition: <ul style="list-style-type: none"> EES documents available on the project website and at Council offices community drop-in sessions with environmental and technical specialists on the EES and how to make a submission. Stakeholder and community briefings EES Consultation Report Independent Assessment Committee hearings including response to public submissions Enquiries management in line with protocol 	Engagement activities <ul style="list-style-type: none"> Project update: Communicate Minister’s Assessment and decision, approval requirements and next steps. Updates to mailing list and on project website Stakeholder and community briefings

6. Reporting, evaluation and continuous improvement

Recording feedback

ENGIE Hazelwood will collect, record and consider all feedback, and take the following steps to understand and demonstrate how it has been considered in the preparation of the EES.

- the TRG will be kept up-to-date on all consultation, issues and feedback gathered and their advice will be sought on consideration of consultation feedback
- all feedback to date and from upcoming consultation will be considered in preparation of the Technical Studies, and the technical reports will demonstrate how feedback has been considered
- All interactions, enquiries and engagement activities will be recorded in ENGIE Hazelwood's stakeholder management database, Consultation Manager
- ENGIE Hazelwood will use Project Updates and EES Consultation Report to capture feedback and describe how it has been considered in the preparation of the EES.

EES process

Community members and stakeholders will have the opportunity to make a submission in relation to the EES and to be heard by the Independent Assessment Committee appointed to examine the project's potential environmental effects.

The Independent Assessment Committee will consider submissions received in developing its recommendation to the Minister for Planning regarding the Project's assessment and approvals.

Evaluation and reporting

A key step of all communication and engagement activities is evaluation and reporting. The effectiveness of communications and engagement will be monitored and revised or adapted as necessary to ensure engagement objectives are met. The Plan will be reviewed and revised if required prior to and following exhibition of the EES.

To ensure effective communication and engagement, the Project:

- has developed a comprehensive engagement strategy (this document), building on existing project stakeholder relationships and community project understanding
- will review engagement objectives regularly throughout the EES consultation phase to ensure they are being met.

Communication and engagement measures will be measured by:

- participation in engagement activities including information sessions.
- comments and feedback received through engagement website, emails and phone enquiries
- participation in, and content of public submissions during the EES submission process.
- comments received about the engagement process or design including content frequency and accessibility of information.
- participant questionnaires on satisfaction and potential improvements to consultation activities.
- website page visits and social media statistics.

Feedback will be recorded, collected, and considered as part of the project's development. Data will be collected and stored in line with ENGIE Hazelwood's Privacy Policy (<https://engie.com.au/home/privacy-policy>).

A summary of participation and feedback received will be provided in community and stakeholder engagement reports and made available on the project website.

A report outlining the consultation undertaken, feedback received and how we respond to that feedback will be produced and included as part of the EES, in accordance with the EES Scoping Requirements.

Attachment One: Stakeholder analysis and consultation approach

Stakeholder	Likely interests	IAP2 level of engagement
Government – elected		
Treasurer of Victoria Minister for Energy, Environment & Climate Change, Victoria Minister for Water, Victoria Federal Member for Gippsland State Member for Morwell Upper House members based in Latrobe Valley Latrobe City Council Mayor and councillors	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Impacts and sentiment of constituents • Community consultation process 	Inform
Government agencies and authorities		
Department of Transport and Planning Department of Energy, Environment and Climate Action Department of Jobs, Skills, Industry and Regions Parks Victoria First Peoples - State Relations Mine Land Rehabilitation Authority Latrobe Valley Authority Earth Resources Regulation Environment Protection Authority Victoria WorkSafe East Gippsland CMA West Gippsland Catchment Management Authority Victorian Environmental Water Holder Department of Transport	<ul style="list-style-type: none"> • Planning process complies with applicable legislation and requirements • Involvement in project development and assessment • Optimal outcomes for environment and community • Preparation of EES and conformance with EES Scoping Requirements • Broader regulatory requirements for mine site rehabilitation (including under existing approvals) • Community and stakeholder consultation • Management of Crown Land and infrastructure benefiting local communities (e.g. Morwell Main Drain (MMD)) 	Collaborate
Local government		
Latrobe City Council Wellington Shire Council East Gippsland Shire Council	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding and avoiding / minimising adverse impacts on council land and assets, the local environment and for local residents and businesses • Opportunities to provide input to project planning and delivery • Opportunities to regenerate or transition local industries, businesses and the economy • Community consultation process • Infrastructure benefiting local communities (e.g. MMD) 	Collaborate
Traditional Owners		
Gunaikurnai Land & Waters Aboriginal Corporation (GLaWAC)	<ul style="list-style-type: none"> • Understanding cultural values in Hazelwood site and surrounds • Understanding project rationale and benefits • Understanding and avoiding / minimising potential adverse impacts • Water resource use from a regional perspective • Opportunities to provide input to project planning, delivery, and land use • Minimising impacts to Native Title land • Development and implementation of Cultural Heritage Management Plan 	Collaborate

Stakeholder	Likely interests	IAP2 level of engagement
	<ul style="list-style-type: none"> • Optimal outcomes for Country including natural environment • Opportunities for First Peoples businesses and employment 	

Stakeholder	Likely interests	IAP2 level of engagement
Industry, tourism and business		

Onsite asset owners	<ul style="list-style-type: none"> • Ongoing operation and maintenance of onsite assets 	Involve
Other Latrobe Valley Mine operators	<ul style="list-style-type: none"> • Understanding project rationale and benefits 	
Chambers of Commerce	<ul style="list-style-type: none"> • Understanding potential impacts from project in the local area 	
Committee for Gippsland	<ul style="list-style-type: none"> • Ability to provide local knowledge to enhance the project and delivery and to help avoid/minimise impacts 	
Destination Gippsland	<ul style="list-style-type: none"> • Opportunities to provide input to the project and land use 	
GROW (Growing Regional Opportunity for Work) Gippsland	<ul style="list-style-type: none"> • Clear information and updates about the project 	
Morwell and Latrobe Valley businesses	<ul style="list-style-type: none"> • Maximising local benefits from the project 	
Gippsland businesses	<ul style="list-style-type: none"> • Opportunities for local businesses and employment 	
Education providers	<ul style="list-style-type: none"> • Training and skills required for local jobs • Opportunities for local employment 	

Local community:		
-------------------------	--	--

Morwell residents and property owners surrounding Hazelwood	<ul style="list-style-type: none"> • Understanding project rationale and benefits 	Involve
Communities, landowners and water users downstream	<ul style="list-style-type: none"> • Understanding potential impacts from project in the local area 	
Young people	<ul style="list-style-type: none"> • Ability to provide local knowledge to enhance the project and delivery and to help avoid/minimise impacts • Maximising local benefits from the project for the long term • Clear information and updates about the project 	

	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project • Ability to provide local knowledge to enhance the project and delivery and to help avoid/minimise impacts • Opportunities to provide input to the project and land use • Clear information and updates about the project • Maximising local benefits from the project • Optimal outcomes for environment • Optimal outcomes for local health • Community safety and amenity 	Involve
--	---	---------

Friends of Gippsland Lakes
Gippsland Lakes Angling, Game & Sports Fishing Club
VRFish
Native Fish Australia
Field and Game Australia

Emergency services		
---------------------------	--	--

Fire Rescue Victoria	<ul style="list-style-type: none"> • Understanding project rationale and benefits 	Inform
Ambulance Victoria	<ul style="list-style-type: none"> • Fire risk management and mitigation 	

Stakeholder	Likely interests	IAP2 level of engagement
Victoria Police Emergency Management Victoria Civil Aviation Safety Authority (CASA)	<ul style="list-style-type: none"> • Impacts to services and operation during project duration • Public safety • Compliance and conformance with relevant legislation 	
Water retailers		
Southern Rural Water Gippsland Water	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Impacts to services and operation during project duration • Involvement in decisions which may affect land, water, licence and/or assets • Minimising impacts on land, water, licence and/or assets • Co-existing and/or compensation (if applicable) 	Involve
Media		
Gippsland media - Latrobe Valley, Central Gippsland, East Gippsland Victorian media National media	<ul style="list-style-type: none"> • Clear information and updates about the project • Involvement in key milestone media opportunities 	Involve

DRAFT

DRAFT