



Report

Big Hill Enhanced Development Project - EES Consultation Plan

25 JULY 2013

Prepared for
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Introduction and Background

The project proponent, Stawell Gold Mines, is responsible for keeping the community informed and undertaking consultation to inform the EES preparation. URS Australia Pty Ltd (URS) and Premier PR are engaged by Stawell Gold Mines to assist in the planning and delivery of this EES Consultation Plan.

1.1 Purpose of this EES Consultation Plan

This Environment Effects Statement (EES) Consultation Plan has been prepared to outline the consultation opportunities planned with nearby residents, the Stawell community and stakeholders for the Big Hill Enhanced Development Project (the Project).

Consultation is a key aspect of the environment assessment process in Victoria. It helps build understanding around the issues and implications of projects, and enables stakeholders' knowledge and views to be considered in both the project planning and formal decision making (DPCD, EES Advisory Note, January 2011). The EES process in accordance with the Item (vi) of the Decision under section 8B(3)(a) of the *Environment Effects Act 1978* requires "the proponent to prepare and implement an EES Consultation Plan for informing the public and consulting with stakeholders during the preparation of the EES".

The purpose of this Plan is to set out the process and requirements for consultation as part of the EES preparation. The Plan seeks to clearly set out the engagement and communication tasks required as part of the broader project methodology to the EES process.

It is important that engagement and communication activities are pre-emptive to address issues before they arise, responsive to issues as they are identified and flexible to meet the needs of those whose input is sought. This Plan is therefore intended as an outline of the proposed consultation tools to be used while noting that additional or alternative tools may be identified and utilised in the course of delivering this project throughout the EES process to respond to changing stakeholder needs.

1.1.1 How to use this Plan

This Plan is structured as follows:

- **Section 1: Introduction and Background** – provides an overview of the project and its background; explains the purpose, goals and principles for consultation; and summarises engagement and communications activities completed for the Project to date.
- **Section 2: Stakeholders and Community** – identifies the key stakeholders and their anticipated level of engagement is described.
- **Section 3: Engagement and Communications Program** – outlines an action plan and program for delivering the Plan. The engagement and communication methods for each stakeholder group will continue to be reviewed and adapted as necessary.
- **Section 4: Recording, Monitoring and Reporting** – outlines the recording, monitoring and reporting process for this Plan.

1 Introduction and Background

1.2 Project Overview and Background

The Big Hill Enhanced Development Project is located adjacent to the Stawell township in western Victoria and is confined to an area within the existing Stawell Gold Mines (SGM) licenced boundary located to the north-east of Stawell. The Project site is bound by Crowlands Road to the north, Leviathan Road to the east, Albion Road and Fisher Street to the south and Upper Main Street to the west.

SGM has been in operation at the current location for more than 30 years and has involved the progressive mining of gold in a series of above ground pits and through an extensive underground mining operation. This project aims to utilise the gold resource that lies adjacent to the current SGM operation.

The proposed Project is located on publicly accessible Crown land which is currently occupied by a Pioneer Memorial rotunda, car park, Scenic Drive, Reefs Road, CFA tower and communications tower as well as on land currently utilised by SGM operations (former Davis Pit).

The North and South Pits will produce approximately 2.3 Million tonnes (Mt) of ore and 7.8 Mt of waste rock over 3.5 years. The North Pit will be excavated to its maximum economic depth of -85 metres RL, with the South Pit excavated to -95 metres RL.

The proposal was the subject of an Environment Effects Statement in 1999 and was not supported by Government at that time for several reasons, most particularly, because it was not intended to backfill the large, extracted void which created safety issues and loss of significant vegetation. The proposed Big Hill Enhanced Development Project plans to mine the same resource but with a significantly enhanced approach to mining and rehabilitation which addresses all of the original concerns associated with the 1999 proposal.

In April 2013, in response to an EES Referral submitted by SGM, the State Government announced that the Big Hill Enhanced Development Project would require an EES assessment. The objective of the EES assessment process is to provide for the transparent, integrated and timely assessment of the environmental effects of the Big Hill Enhanced Development Project that will be considered by Government before it could issue approval for the Project to proceed.

1.2.1 Project Objectives

The objectives of the Big Hill Enhanced Development Project are to:

- Extend gold mining operations at Stawell Gold Mine for a further 3.5 years following the conclusion of underground operations and processing of current surface stocks.
- Provide a further 3.5 years of employment for 80 to 100 employees.
- Continue to contribute to the local, regional and State economies through capital expenditure, multiplier benefits to local businesses and employment.
- Provide SGM with an essential source of mill feed and cash flow which will improve the mine's overall economic environment.
- Conduct operations in an environmentally responsible manner by understanding and managing environmental impacts.
- Maintain a long term relationship with the local community through maintenance of effective communication channels and ongoing involvement in the form of employment.
- Provide a valuable facility to the Stawell community post mine closure that will respond to the cultural heritage and gold trail importance of Big Hill.

1 Introduction and Background

- Rehabilitate historic mining voids to improve community safety.

1.3 Goal and Objectives for Engagement and Communications

The overall goal for the Engagement and Communications Strategy is:

To effectively engage with stakeholders in an open and transparent manner to ensure they understand and contribute to the project's processes, progress and outcomes.

This goal will be achieved by reaching the following engagement and communication objectives:

1. To keep the current SGM employees informed of the project status.
2. To engage and inform landowners/occupiers and provide an opportunity for them to input into the decision making process.
3. To regularly engage with the wider community to ensure they are informed of the project status and provide information into the decision-making process.
4. To regularly engage with Council, Councillors and State and Federal MPs to provide them with project updates, seek their advice and supply them with information to communicate to their constituents.
5. To engage with the Victorian State and Federal Government, listen to their advice and ensure they are fully informed in order to make their decision.
6. To engage with local authorities, utility service providers and emergency services to formulate solutions and incorporate advice and recommendations.
7. To keep the indigenous community informed of the project and acknowledge their concerns.
8. To engage with the local business community to ensure they remain informed of the project status.
9. To keep schools informed of the project and provide them with regular updates.
10. To build relationships with the media and provide them with regular media releases so that they are kept informed.

1.4 Principles Underpinning SGMs Approach to Consultation

Stawell Gold Mines is committed to community engagement adhering to the following principles:

Socially responsible: *Stawell Gold Mines strives to be socially responsible.*

Stawell Gold Mines accepts the impacts of its decisions and activities on community and the environment. It does this by behaving in a transparent and ethical manner. Stawell Gold Mines takes time to understand and assess how its decisions affect stakeholders, community and the business itself. (ISO Draft Standard, Social Responsibility)

Business focused: *Stakeholder engagement activities are clearly aligned to the needs and values of the business.*

The business case for engagement is clearly understood and endorsed by those involved in our operations. We are clear and thorough in our communication of business needs and processes to ensure that when we make promises to stakeholders we are able to deliver. Through this we are able to assist the business in making sustainable decisions.

1 Introduction and Background

Informative: *Stawell Gold Mines will provide factual and relevant information in a meaningful way, and promote a two-way conversation with the community.*

Stakeholders should have a say in decisions that could affect their lives. This includes consideration of their views and contributions. Stawell Gold Mines recognises that its needs and those of its stakeholders will change over time, but that it will remain connected to those who will be affected by those changes. This will serve to educate stakeholders and engender a greater sense of trust.

Transparent: *Stawell Gold Mines will remain open and truthful of its intent when engaging with stakeholders.*

Stawell Gold Mines will be open about its decisions and activities that affect society, the economy and the environment and exhibit a willingness to communicate these in a clear, accurate, timely, honest and complete manner. Stawell Gold Mines will invest the time to plan and clearly define engagement that is meaningful, valid, reliable and rigorous. This requires careful consideration to ensure there is freedom from ambiguity and that our processes are easy to understand and comprehend. Critical to this is being clear at the outset of the level of involvement available to stakeholders in processes utilised by Stawell Gold Mines to engage with them. (Based on ISO Social Responsibility Draft Standard)

Inclusive: *Stawell Gold Mines will utilise engagement processes that seek out the participation of stakeholders who are impacted by, interested in or have an influence over our decisions and activities.*

Our engagement processes and activities will seek out participation and interaction from those affected by decisions at hand. This means taking into consideration extreme or fundamentalist views as well as more mainstream or conservative ones. Importantly, our engagement processes will remain inclusive and participatory – upholding principles of social and procedural justice. (Based on International Association of Public Participation Core Values)

Responsive: *Stawell Gold Mines will respond to stakeholder inquiries in a prompt and timely manner.*

We use appropriate communication tools to ensure timely access to information about our business and we are clear about the timeframes in which the business needs to respond to requests and evaluate decisions. It also holds us accountable for communicating changes in our operations that reflect changes in social, economic, political or environmental spheres of influence.

Respectful: *Stawell Gold Mines will consider and respect the needs and interests of stakeholders interested in or impacted by operations.*

Those who work for Stawell Gold Mines will value the quality of relationships held with external stakeholders. Stawell Gold Mines strives to treat people with respect and empathy and does so in a way that reflects professionalism, honesty and a commitment to its values. This means Stawell Gold Mines recognises and accepts that its stakeholders actually have the capacity or power to produce affects and compel actions, over the business. (Based on ISO Social Responsibility Draft Standard and International Association of Public Participation Core Values)

Cooperative: *Stawell Gold Mines will seek to cooperate with stakeholders in order to secure the best possible outcomes for all concerned.*

Our stakeholders may not always agree with our decisions or operations; however, with the provision of quality information and a spirit of collaboration, Stawell Gold Mines will foster in our stakeholders a sense of being connected, joined or linked to the Stawell Gold Mines.

1 Introduction and Background

We rely heavily on maintaining integrity by instilling confidence that we will not behave unpredictably or without due process. Invariably we are trying to increase our stakeholders' motivation to work with us and in doing so activate their social capital.

1.5 Crocodile Gold Corporation's Social Responsibility Policy

Stawell Gold Mines is owned by parent company Crocodile Gold.

The vision of Crocodile Gold Corporation is to be a respected leader in Social Responsibility. Crocodile Gold believes that social responsibility is essential to its business success, and we believe that building relationships is based on trust and open honest communication. To realise our commitment to Social Responsibility, Crocodile Gold commits to:

Complying with; as a minimum standard, all applicable legal requirements and commitments to which we subscribe.

Acknowledge all cultural and other human rights that are relevant to our operations and ensure all levels of the workforce are provided with training to understand and respect these rights.

Demonstrate our commitment to Indigenous rights by acknowledging and respecting local cultural beliefs and aspirations.

Engage stakeholders on their concerns, aspirations and values regarding the development, operational and closure aspects of mineral projects, recognising the strong links between economic, social and cultural issues.

Communicate openly and honestly to all stakeholders about our performance in a timely manner.

Integrate social considerations into all aspects of the company's business decisions and activities, including exploration, project development, mine operation, mine expansion, acquisitions, divestments and mine closures to avoid or mitigate adverse social impacts.

Develop, implement and maintain Corporate Standards and procedures to mitigate the risk of misleading communication to communities and stakeholders.

Share economic benefit by maximising local procurement and enterprise development, local employment, training and community development opportunities with local communities.

Committed to mining practices focused on sustainable economic development, and to work with our employees, their families, the local communities in which we operate, and society at large to improve the quality of life in a way that is both good for local economic development and our shareholders.

Identify social impacts by conducting regular audit and assessment programs and to develop and implement continuous improvement plans to manage the significant impacts, risks and opportunities.

1.6 Approach and Monitoring of EES Consultation Plan

The overall approach to consultation is to be open, thorough, flexible and responsive. This EES Consultation Plan is a live document and will be updated progressively throughout the course of the Project. It will be updated at the beginning of and reviewed at the end of each main stage of the project. This will ensure that the Plan remains:

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

1 Introduction and Background

A continuous process of review and updating will ensure that the Strategy incorporates the most effective methods for engagement as the Project and EES assessment process progresses.

1.7 Overview of Completed Engagement and Communications Activities

The initial round of consultation activities is complete and the list below details the types of communication / engagement undertaken and a breakdown of the total number of participants engaged with during the initial processes:

- 97 individual Resident Interviews have been completed.
- Two Community Information Drop-in Sessions have been held with a total of approximately 210 members of the community 'dropping-in' to the sessions.
- 76 Feedback Forms have been completed by members of the community.
- One Stakeholder Workshop has been held with approximately 50 participants taking part.
- 19 Workshop Evaluation Forms were returned by participants following the Stakeholder Workshop.
- A follow-up Stakeholder Briefing has been held inviting those that participated in the first session above, with 3 participants attending.
- Approximately 1,000 Project Overview Brochures have been distributed since the Project was announced.
- Direct Mail Letters were distributed at milestone events to the residents nearby to Big Hill.
- Posters and Leaflets advertising the Community Information Drop-in Session were distributed to shops and business for advertisement purposes in the lead up to the events.
- A 4-page A4 Project Update has been distributed to all Stawell residents and businesses in March that provided a summary of the outcomes from the initial consultation events held and an overview of the specialist studies to be undertaken and the geotechnical drilling program investigations.
- Since May, monthly Project Bulletins have been distributed to all Stawell households detailing recent news and items of interest to the community.
- Additional methods of communication have been implemented, these include; a Project website, a free call 1800 number, a Project email account, broadcast emails to contact database at milestones, media releases and advertisements in local newspapers.

1.7.1 Emerging issues and analysis of feedback

From these initial consultation activities the Project team has been able to identify the community's key concerns, the benefits they see in the Project, what a "good outcome" for them would be. Importantly these consultation activities have collected valuable information on the preferred methods of consultation for the community going forward so future events can be tailored to meet these desires.

It is clear from the community feedback gathered to date that the biggest concerns are in relation to air quality / dust, noise, vibrations from blasting, financial impacts (including property values) and health impacts.

From the feedback gathered, the community see the main potential benefits of the Project as the contributions to the local and regional economy, a community asset being left at the Project conclusion and maintaining employment in the Stawell for the next five years.

1 Introduction and Background

The majority of those that have been consulted to date believe a “good outcome’ for them, or the community would be in relation to; the rehabilitation of Big Hill, an enhanced recreational asset at the end of the Project, minimal disruptions when the Project is underway and economic and employment opportunities in the town over the next five years.

Participants who undertook a Resident Interview, or completed a Feedback Form were asked how they would like to be consulted with going forward. The data from all resources has been collated and analysed. The results showed that the majority of people would like to be consulted with via; email updates (24%), the media (17%) or project bulletins (14%).

Stakeholders and Community

2.1 Introduction

Stakeholders and the community are considered critical to facilitating an appropriate engagement process and gaining acceptance by the community for the project outcomes. The process for consulting with stakeholders will vary at different stages of the Project, and this is explained further in the program section, later in this Plan.

Sometimes the consultation will be a formal opportunity provided for during the EES process such as a public input comment period for the Scoping Requirements or the exhibited EES; whilst at other times, consultation will be more informal, but no less important, to assist in the investigations that will inform a sound EES such as a Social Impact Assessment Survey. Our program provides an integrated approach to consulting with stakeholders and the community that addresses both these formal and informal consultation opportunities.

2.2 Level of Engagement

Our approach to engaging stakeholders is based on the Public Participation Spectrum developed by the International Association of Public Participation (IAP2) and widely adopted as a framework for structuring consultation by Victorian Government departments.

Table 2-1 shows that differing levels of participation are legitimate, depending on the goals, timeframes, resources and levels of interest/concern in the decision to be made. At all levels of engagement, it is fundamental to define the promise and ensure it is clearly understood by both the decision makers and the stakeholders to be engaged. There is potential for expectations to not be effectively managed and dissatisfaction with the engagement process to occur if stakeholders or the community do not clearly understand the promise for each engagement event.

Table 2-1 Levels of Engagement based on IAP2's Public Participation Spectrum

Level of Engagement	Our promise to you
Inform	We will keep you informed.
Consult	We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how your input influenced the decision.
Involve	We will work with you to ensure your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how you influenced the decision.
Collaborate	We will work with you for advice and innovation in formulating solutions and incorporate advice and recommendations into the decision to the maximum extent possible.
Empower	We will implement what you decide.

Stakeholders groups are identified in Table 2-3, and each is likely to have differing communication and engagement needs. A level of engagement is then assigned to each stakeholder identified in this table. It is possible for the level of engagement to alter at different milestones of the Project; so as a consequence, some stakeholders will be assigned more than one level of engagement. Each level of engagement is a valid one, provided that it is delivered in a meaningful way.

2 Stakeholders and Community

This list of stakeholders is not intended to be exhaustive. Through conversations with stakeholders as part of implementing this EES Consultation Plan, it is likely that additional stakeholders will be identified and incorporated into the Plan. It is anticipated that stakeholder identification is also likely to be subject to the 'snowball effect' where a particular engagement activity may give rise to further follow up required with stakeholders not originally identified.

2.3 Culturally and Linguistically Diverse Communities (CALD)

ABS Census data (2011) sourced from Public Place Pty Ltd (Social Impact Assessment Consultant for the Project), indicates that English is the most widely spoken language in Stawell with 97% of the community speaking only English, compared to the Melbourne average of 70%.

Table 2-2 Census data showing CALD sensitivity

Census cohorts indicating CALD	Stawell	Regional Victoria	Greater Melbourne
Born in Australia	94%	89%	67%
Born Overseas	6%	11%	33%
Indigenous	1.2%	1.5%	0.5%
Speaks English only	97%	94%	70%
Speaks other language	3%	6%	30%

All % excludes not stated unless otherwise indicated

According to this Census data, for those Stawell residents that are born overseas, the five most common countries of birth identified (with the percentage of the population from that country) are:

- United Kingdom (2.1%)
- New Zealand (0.7%)
- India (0.3%)
- Philippines (0.3%)
- South Africa (0.2%)

It is noted that of these five countries the UK, NZ and South Africa have all predominantly English speaking cultures.

According to the Census data, following English, the five most spoken languages in Stawell (with the percentage of the population that only speak these languages) are:

- Southeast Asian Austronesian Languages (0.3%)
- Chinese languages (0.3%)
- Indo-Aryan Languages (0.2%)
- Dutch (0.2%)
- German (0.2%)

Based on this data, at this stage SGM believes this does not warrant provision of all Project communications in languages other than English. However this will be monitored as the EES assessment progresses or can be modified should localised issues become apparent.

2 Stakeholders and Community

2.4 Stakeholder Identification and Analysis

Table 2-3 Stakeholder Identification and Analysis

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
Proponent/Owner	Crocodile Gold Board	Inform, Consult, Involve, Collaborate, Empower
	Shareholders	Inform
	Stawell Gold Mines	Inform, Consult, Involve, Collaborate, Empower
	SGM Employees	Inform, Consult, Involve
	Internal Communications Team (Staff)	Inform, Consult, Involve, Collaborate
State Government	Department of Transport, Planning and Local Infrastructure (DoTPLI)	Inform, Consult, Involve, Collaborate, Empower
	Department of Environment and Primary Industries (DEPI)	Consult, Involve, Collaborate
	Department of State Development, Business and Innovation (DSDBI) – Earth Resources	Inform, Consult, Involve, Collaborate
	Department of Health (DoH)	Consult, Involve
	Department of Premier and Cabinet (DPC)	Consult, Involve
	Environment Protection Authority (EPA)	Consult, Involve
	VicRoads	Inform, Consult
	Parks Victoria (PV)	Inform, Consult
	Aboriginal Affairs Victoria (AAV)	Consult, Involve
	Heritage Victoria	Consult, Involve
Regional Development Victoria (RDV)	Consult, Involve	

2 Stakeholders and Community

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
Local Authorities	Northern Grampians Shire Council (NGSC)	Consult, Involve, Collaborate
	Grampians Wimmera Mallee Water (GWM-Water)	Consult, Involve, Collaborate
	Wimmera Catchment Management Authority (CMA)	Consult, Involve
	Central Highlands Mayors & CEOs Forum	Consult, Involve
	Regional Development Australia (RDA) Grampians Committee	Consult, Involve
Northern Grampians Shire Council - Councillors	Cr Wayne Rice (Mayor) – Stawell Ward	Consult
	Cr Murray Emerson – Stawell Ward	Consult
	Cr Karen Hyslop – Stawell Ward	Consult
	Cr Paul Russell – South West Ward	Consult
	Cr Kevin Erwin – Central Ward	Consult
	Cr Tony Driscoll – Kara Kara Ward	Consult
	Cr Jim Anderson – Kara Kara Ward	Consult
Federal Government	Department of Sustainability, Environment, Water, Population and Communities (DSEWPaC)	Inform, Consult, Involve
	Department of Resources, Energy and Tourism (DET)	Inform, Consult, Involve
State and Federal Politicians	Hon Denis Napthine (Victorian Premier)	Consult
	Hon Matthew Guy MLC (Victorian Minister for Planning)	Consult
	Hon Nick Kotsiras MLA (Victorian Minister for Energy and Resources)	Consult
	Hon David Davis MLC (Victorian Minister for Health)	Consult
	Hon Peter Ryan MLA (Victorian Minister for Regional and Rural Development), Deputy Premier	Consult

2 Stakeholders and Community

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
	John Lenders MLC (Victorian Shadow Minister for Resources)	Inform
	Joe Helper MLA (Ripon District)	Consult
	David O'Brien MLC (Western Victoria)	Consult
	Simon Ramsay MLC (Western Victoria)	Consult
	Hon Tony Burke MP (Australian Government Minister for Sustainability, Environment, Water, Population and Communities)	Inform
	Dan Tehan MP (Federal Member for Wannon)	Consult
	Mr John Forest, MP (Federal Member for Mallee)	Consult
Community	Nearby residents and property owners	Inform, Consult, Involve
	Stawell township wider community	Inform, Consult
	Environment Review Committee (existing to examine current mine operations)	Inform, Consult
	Regional Victoria community	Inform
Emergency Services	Country Fire Authority (CFA)	Consult, Involve
	Victoria Police	Consult, Involve
	Ambulance Victoria	Consult, Involve
	SES (Stawell)	Consult, Involve
Universities, Schools and Kindergartens	University of Ballarat, Stawell Campus	Inform, Consult
	Stawell Secondary College	Inform, Consult
	Stawell Primary School (known as 502)	Inform, Consult
	Skene Street School	Inform, Consult

2 Stakeholders and Community

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
	St Patricks School	Inform, Consult
	Stawell West Primary School	Inform, Consult
	Concongella Primary School	Inform, Consult
	Marrang Kindergarten	Inform, Consult
	Cooinda Kindergarten	Inform, Consult
	ABC Centres Stawell	Inform, Consult
Health and Retirement Villages	Stawell Hospital	Inform, Consult, Involve
	Stawell Regional Health	Inform, Consult, Involve
	Eventide Homes Stawell Inc.	Inform, Consult
	McPherson Smith Nursing Home	Inform, Consult
Indigenous Community	The Barengi Gadjin Land Council Aboriginal Corporation (RAP applicant)	Inform, Consult, Involve
Community / Stakeholder Groups	Friends of Big Hill (formerly known as Big Hill Action Group)	Inform, Consult
	Stawell Lions Club	Inform, Consult
	Rotary Stawell Inc.	Inform, Consult
	Stawell Apex Club	Inform, Consult
	Stawell Men's Probus Club	Inform, Consult
	Stawell Ladies Probus Club	Inform, Consult
	Stawell Gold Reef Ladies Probus Club	Inform, Consult
	Donald Probus Club	Inform, Consult
	Stawell RSL Sub-Branch	Inform, Consult

2 Stakeholders and Community

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
	Stawell Men's Shed	Inform, Consult
	Stawell Urban Landcare Group	Inform, Consult
	Stawell Field Naturalists Club	Inform, Consult
	Friends of the Earth (FoE) Stawell	Inform, Consult
	Project Platypus Association	Inform, Consult
	Stawell Historical Society	Inform, Consult
	Stawell & District Residents Association	Inform, Consult
Business Groups	Grampians Regional Tourism	Consult, Involve
	StawellBiz (Chamber of Commerce)	Inform, Consult, Involve
	Wimmera Development Association (Mining Sector Plan)	Inform, Consult
	Stawell business owners	Inform, Consult
	SGM Contractors	Consult, Involve
Utility Service Providers	Nextgen Networks (telecommunications)	Inform, Consult
	Optus (telecommunications)	Inform, Consult
	Vodafone (telecommunications)	Inform, Consult
	Telstra (telecommunications)	Inform, Consult
	Aarnet (internet)	Inform, Consult
	Vencorp (gas)	Inform, Consult
	Powercor (electricity)	Inform, Consult
Other Stakeholders	Minerals Council of Australia	Consult

2 Stakeholders and Community

Stakeholder Group	Stakeholder	Level of Engagement (refer to Table 2-1 for definitions)
	CFMEU	Consult
	Stawell Times/ Ararat Advertiser	Inform
	The Wimmera Mail-Times	Inform
	ACE Radio/3WM Radio/MixxFM	Inform
	ABC Regional Radio	Inform
	Ballarat Courier	Inform
Media	The Weekly Advertiser (Wimmera)	Inform
	Herald Sun	Inform
	The Age	Inform
	The Australian	Inform
	Financial Review	Inform
	SGM Mine News – <i>Minews</i> (quarterly publication delivered to each Stawell household)	Inform

2 Stakeholders and Community

2.5 Preliminary List of Stakeholder Issues

A preliminary list of potential stakeholder issues has been developed that identifies anticipated concerns of the stakeholder groups identified in the previous section. Whilst it should be acknowledged that these stakeholder issues may be perceptions rather than based on factual information regarding the potential project effects, it provides context for evaluating the requirements of the EES Consultation Plan, having regard to the nature, breadth and strength of issues or concerns in the Stawell community.

This list presented in Table 2-4 is drawn from the initial consultation activities the Project team has undertaken following announcement of the EES Referral. A separate Initial Consultation Summary Report is available with full results and analysis on the project website: www.crocgold.com/bighill

Table 2-4 Preliminary List of Potential Stakeholder Issues

Process or Topic Related Issue	Potential Stakeholder Issues
Topic	Water reservoirs to be drained adjacent to Big Hill and any potential impact Stawell's water quality, supply and costs.
	Vibrations experienced by residents as a result of rock blasting.
	Noise associated with the excavation and backfilling of Big Hill and understanding of the operating hours proposed for the project.
	Potential air quality concerns due to the dust generated during construction.
	Health concerns resulting from air quality and dust impacts.
	Managing any potential disruption to infrastructure and services (ie communications and fire towers, optical fibre cabling).
	SGM will not fully implement the proposed rehabilitation program.
	What will happen to Big Hill following completion of the mining works. Will the Stawell community have an enhanced recreational asset.
	Economic and employment benefits of the Project to the Stawell community. How many jobs will be created as a result of the Project.
	Financial impacts on property values as a result of the Project.
Process	Will compensation be provided for nearby houses.
	Confusion, duplication or misunderstanding with previous Big Hill Development project proposed in 1999.
	Understanding of how an EES assessment works and how the decision making process works.
	Potential alterations to the site footprint (including open pit boundaries) as the EES process progresses.

2 Stakeholders and Community

Process or Topic Related Issue	Potential Stakeholder Issues
Process	<p>Opportunities that nearby residents will have to be consulted on the Project.</p> <hr/> <p>Managing stakeholder expectations and clearly articulating at the outset the aspects of the design they are able to influence.</p> <hr/> <p>Consultation 'fatigue' given the multiple streams of consultation underway by various players over a lengthy period of time.</p>

EES Engagement and Communications Program

3.1 Methods and Schedule of Activities

This section outlines the following events that are planned to be undertaken as part of the EES process in accordance with the Item (vi) of the Decision under section 8B(3)(a) of the *Environment Effects Act 1978* requires *‘the proponent to prepare and implement an EES Consultation Plan for informing the public and consulting with stakeholders during the preparation of the EES.’*

Table 3-1 outlines the proposed Stakeholder Engagement program for the various stages of work. It is anticipated that this program will be updated and refined as the design and engagement processes progress and more information is known throughout the life of the project.

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

- EES Referral
- Scoping Requirements
- Specialist Impact Assessment Studies
- EES Exhibition
- Final EES
- Minister’s Decision

3 EES Engagement and Communications Program

3.2 EES Engagement and Communication Program

Table 3-1 EES Engagement and Communication Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
Crocodile Gold Board	To empower the Crocodile Board to make a decision on the project by providing them with relevant information and feedback to assist the decision-making process.	Inform, Consult, Involve, Collaborate, Empower	Board reports	Monthly
			One-on-one meetings	As required
Shareholders	To provide information as requested.	Inform	AXS Notices	As required
Employees	To keep the current SGM employees informed of the project status.	Inform, Consult, Involve	Briefings – State of the Nation	As required
			Letter to accompany pay slips	Milestones
			Project Bulletins	Monthly
			FAQs	As required
Media	To build relationships with the media and provide them with regularly media releases so that they are kept informed.	Inform	Media Releases	Milestones
			Meetings	Milestones
			Project Bulletins	Monthly
			FAQs	Ongoing

3 EES Engagement and Communications Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
Nearby residents and property owners	To engage and inform landowners and provide an opportunity for them to provide input into the decision making process.	Inform, Consult, Involve	Door knocking and leaflets	January – February
			Telephone calls to set meeting times	January – February July November
	Individual face-to-face Interviews and Meetings		January – February July November	
	Questionnaires		Milestones	
	Residents Forum to present Preliminary Study findings		September – October 2013	
	Direct mail		Milestones	
	Project Bulletins		Monthly	
	Email address for enquiries		Ongoing	
	Broadcast emails		Milestones	
	Website		Ongoing & updated with publications monthly	
	Local Media articles and advertisements		Milestones	

3 EES Engagement and Communications Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
			1800 free call number	Ongoing
			FAQs	Milestones
			Social Media (Facebook and Twitter)	Ongoing
			Social Impact Assessment Survey	July
Stawell Community	To regularly engage with the community to ensure they are informed of the project status and provide information into the decision-making process.	Inform, Consult	Project Bulletins	Monthly
			Local Media	Milestones
			Advertisements in local papers	Lead up to events/milestones
			Posters/flyers in shops & public noticeboards	Lead up to events/milestones
			FAQs	Ongoing
			Website	Ongoing & updated with publications monthly
			Social Media (Facebook and Twitter)	Ongoing
			Email address for enquiries	Ongoing
			Broadcast Emails to contact database	Monthly and Milestones
			1800 free call number	Ongoing
			Feedback Forms	Ongoing and updated at Milestones

3 EES Engagement and Communications Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
			Community Information Sessions	February and October
			Existing community events	As required
			Targeted Stakeholder Sessions (Study Scope)	July
			Social Impact Assessment Survey	July
			Briefing on Preliminary Study Findings / Open Day	September – October 2013
Northern Grampians Shire Council	To regularly engage with Council and Councillors to provide them with project updates, seek their advice and supply them with information to communicate to their constituents.	Consult, Involve, Collaborate	One-on-one meetings/briefings	Milestones
			On-site visit	January
			Project Bulletins	Monthly
			Community events	Milestones
State MPs	To regularly engage with MPs to provide them with project updates, seek their advice and supply them with information to communicate to their constituents.	Inform, Consult	One-on-one meetings	January / Ongoing
			Site visits	January
			Project Bulletins	Monthly
State Government	To engage with the State Government to ensure they are fully informed in order to make their decision.	Inform, Consult, Involve, Collaborate, Empower	One-on-one Meetings	Ongoing
			Project Bulletins	Monthly
			Direct mail letters	Milestones
			Technical Reference Group	Milestones

3 EES Engagement and Communications Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
Local Authorities / Utility Service Providers / Emergency Services	To engage with local authorities, utility service providers and emergency services to formulate solutions and incorporate advice and recommendations.	Consult, Involve	One-on-one meetings	Ongoing
Indigenous community (traditional owners)	To keep the indigenous community informed of the project and acknowledge their concerns. The local Aboriginal traditional owners and representatives will need to be involved in any indigenous heritage studies as per statutory process in preparing a Cultural Heritage Management Plan.	Inform, Consult	One-on-one Meetings	Milestones
			Site visit	Milestone
			Project Bulletins	Monthly
Federal Government	To inform the Federal Government of the project and listen to their advice.	Inform, Consult, Involve	Briefings	January
			Direct mail	January
			Project Bulletins	Monthly
Business Groups / StawellBiz / Traders	To engage with the local business community to ensure they remain informed of the project status.	Inform, Consult, Involve	Website	Ongoing & updated with publications monthly
			Project Bulletins	Monthly
			Social Media (Facebook and Twitter)	Ongoing
			Direct Mail Letters	Lead up to events/milestones
			FAQs	Ongoing
			Email address for enquiries	Ongoing

3 EES Engagement and Communications Program

Stakeholder	Objective	Engagement Level	Tools/Channels	Timing
			Broadcast Emails to contact database	Monthly and Milestones
			1800 free call number	Ongoing
			Existing community events	As required
			Issues and Ideas Workshop	February
			Targeted Stakeholder Sessions (Study Scope)	July
			Briefing on economic impact assessment emerging results	July – August 2013
			Briefing on Preliminary Study Findings / Open Day	September – October 2013
Community / Stakeholder Groups	To keep relevant institutions informed of the project and provide them with regular updates.	Inform, Consult	Direct mail letters	January, April, September, November
			Project Bulletins	Monthly
			Community Information Session	February
			Targeted Stakeholder Sessions (Study Scope)	July
			Briefing on Preliminary Study Findings / Open Day	September – October 2013

Recording, Monitoring and Reporting

This section of the Plan outlines how inputs from stakeholders will be recorded, considered and addressed during the preparation of the EES and supporting technical studies. There will be an opportunity to report on consultation matters and findings to the Technical Reference Group set up by the Department of Transport, Planning and Local Infrastructure (DoTPLI) to advise on the preparation of the EES.

4.1 Evaluating the effectiveness of the EES Consultation Plan

Evaluation is not a stand-alone process that completes the implementation of the EES Consultation Plan. Rather, evaluation is an integral and on-going component of every activity. Therefore it is just as essential at the beginning of the consultation planning process as it is following implementation. Evaluation is a vital element for forward planning and can provide a strategic basis for decisions about issues, including the allocation of resources.

The evaluation process consists of two components:

1. Outcomes – increased satisfaction, awareness or attitudinal change
2. Outputs – measuring and monitoring what is actually produced, released or implemented

Table 4-1 Evaluation Process: Outcomes and Outputs to be achieved

Evaluation	What will be achieved?
Outcomes	<ul style="list-style-type: none"> • General community understanding of the Big Hill Project. • Widespread understanding among project team, employees, residents, stakeholders and broader Stawell community of SGMs commitment to engaging with the community. • General satisfaction among stakeholders that their views have been heard. • Expectations and issues managed effectively through communications and meaningful engagement.
Outputs	<ul style="list-style-type: none"> • Issue timely and relevant media releases, project bulletins, email broadcasts, direct mail letters and FAQs. • Update website with timely and relevant information (ensure email enquiries are logged and responded to). • Schedule for Community Information Days, Open Day, Residents Forums and other face-to-face engagement events and briefings. • Schedule regular briefings with key stakeholders ie. Council. • Introduce, manage and maximise benefits from 'stakeholder issues database'. • Ensure Stakeholder Database is regularly updated, so that relevant stakeholders receive Project updates.

4 Recording, Monitoring and Reporting

4.1.1 Evaluation undertaken at consultation events

In addition to the outcomes and outputs identified above, an evaluation process will be also be undertaken for each consultation event held to strive for ongoing improvements and so that the project team is able to meet community and stakeholder expectations for input into the EES process.

Table 4-2 Example of event evaluation recently undertaken

Evaluation	Please tick					Comments
	Poor	Fair	Average	Good	Excellent	
Purpose achieved						
Presentation						
Session 1 - Current Situation at Big Hill						
Session 2 - Features of a 'good outcome'						
Session 3 – Ideas for achieving outcomes						
Event materials						
Facilitation						
Venue and catering						
Overall workshop						

Evaluation	Comments
What did you find most useful about the workshop?	
What did you find least useful about the workshop?	
Is there anything else you would like to have had covered?	

4 Recording, Monitoring and Reporting

4.2 Reporting on consultation outcomes in the EES

The EES assessment is open to community and stakeholder input at all stages. New issues or concerns raised will be firstly considered to determine whether they have a sound basis, clarified with the stakeholders affected and then addressed through the assessment process to understand potential impacts on the environment or community. A transparent reporting process will be implemented to record any issues that are raised and report back on that issue to close the feedback loop.

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

Limitations

URS Australia Pty Ltd (**URS**) and Premier PR have prepared this Proposal in accordance with the usual care and thoroughness of the consulting profession for the use of Stawell Gold Mines.

It is based on generally accepted practices and standards at the time it was prepared. No other warranty, expressed or implied, is made as to the contents of this Proposal.

It is prepared in accordance with the proposal dated 15 November 2012.

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