

Communication and Stakeholder Engagement Plan

Parkes Shire Water Security Program

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Abbreviations and Acronyms

BBRF	Building Better Regions Fund
CEMP	Construction and Environmental Management Plan
CSOs	Civil Society Organisations
DPIE	Department of Planning, Industry and Environment
EIS	Environmental Impact Statement
EMP	Environmental Management Plan
EPA	Environmental Protection Agency
INSW	Infrastructure New South Wales
IWCM	Integrated Water Cycle Management
NGO	Non-Government Organisations
NPM	Northparkes Mines
PEA	Preliminary Environmental Assessment
PMO	Project Management Office
PRG	Project Reference Group
PSC	Parkes Shire Council
PWSP	Parkes Water Security Program
REF	Review of Environmental Factors
SAP	Special Activation Precinct
SEP	Stakeholder Engagement Plan
STP	Sewage Treatment Plant
SWM	Smart Water Meters
ToR	Terms of Reference
WTP	Water Treatment Plant

1.0 Executive Summary

This Stakeholder Engagement Plan (SEP) is a requirement of the Parkes Water Security Program (PWSP) and provides a 'roadmap' to engage with stakeholders relevant to project delivery. This SEP defines the stakeholders, communication management approach, methods of communication, project activities and issues management approach adopted to deliver stakeholder engagement during the approvals and construction phases of the PWSP.

1.1 Context

The Parkes Shire is located in Central West NSW, 360km west of Sydney, and covers a total area of 5,919km. The Shire has an estimated population of 14,450, with two-thirds living in Parkes, which serves as the administrative, commercial and services hub of the local government area. The remaining population reside in the villages of Peak Hill, Trundle, Tullamore, Alectown, Bogan Gate and Cookamidgera.

Parkes is strategically located on the Newell Highway linking Melbourne and Brisbane, and the transcontinental railway connecting Sydney to Perth. Given this unique position, growth in the region is being driven by the establishment of the Parkes National Logistics Hub (NLH), the construction of the ARTC Inland Rail corridor, the development of the Parkes Special Activation Precinct (SAP), and the expansion of Northparkes Mines (NPM).

Parkes Shire Council has been assessed by the Department of Planning, Industry and Environment (DPIE) as being at Level 5 risk for water security. The current water system is at capacity, experiencing water quality and reliability problems and cannot accommodate planned major developments. The Parkes Shire Council Integrated Water Cycle Management (IWCM) Plan and Options Paper address this, and act as the strategic framework for a number of water infrastructure projects delivered by Parkes Shire Council between 2013 and 2016, including the Lake Endeavour Dam Safety & Security Upgrade, a new Water Treatment Plant (WTP), a new Sewage Treatment Plant (STP), permanent Lachlan River Intake, connection to Bore 8, modification to the Raw Water Transfer Arrangements and preparation of the plan for CENTROC Water Grid connections.

Water security is a high priority for Council. The Parkes Shire Council Operational Plan and Budget forms part of the Parkes Shire 2035+ Delivery Program and highlights water security as one of the 11 core functions of Council.

Currently, Parkes Shire Council (PSC) provides water supply services through three separate schemes:

- The Parkes-Peak Hill scheme draws from a combination of surface water from the Lachlan River, 15km east of Forbes, and the Lake Endeavour and Beargamil dams, as well as groundwater from bores located on The Escort Way, between Forbes and Eugowra. It is then treated at the Parkes Water Treatment Plant before being

supplied to consumers at Parkes, Peak Hill, Alectown, Cookamidgera and Trewilga. The scheme also supplies raw water to Northparkes Mine.

- The Forbes Tottenham scheme supplies towns on the western side of the Shire. This is also known as the B section of pipeline. Water is purchased from Forbes Shire Council, who draws it from the Lachlan River and treats it (for its own supply as well) before it is piped to the towns of Bogan Gate, Gunningbland, Trundle, and Tullamore. Parkes Shire Council then sells it to Lachlan Shire Council to supply Tottenham.
- The Recycled Water Scheme draws treated effluent from the Parkes Recycled Water Plant and supplies it to a number of parks and sportsgrounds around Parkes, as well as commercial users. It is an important means of reducing the demand on potable water resources.

The PWSP will increase raw water supply by drawing additional water within existing entitlements from the Lachlan River and Lachlan aquifer and is based on expected future water demand associated with predicated increased residential growth and economic development in the region.

The project justification is based on the following factors:

- Water supply infrastructure is at capacity and is impacting the Shire's security and future development,
- Without additional water the Parkes/ Peak Hill area is effectively at the limit of its housing and economic development potential,
- Ensuring a secure water supply is a crucial infrastructure service for the industry, as well as an essential service for the resident population of the area.

Water is a contentious topic, as the Parkes Shire region is an area prone to both drought and flooding. While the program justification is based on residential and economic data, regional growth, climate change forecasts and government desire to drive growth in the Central West, the PWSP may be subject to stakeholder perception that water is a finite resource and that further water take from the region's two key water sources; the Lachlan River and the Lachlan aquifer is inequitable and environmentally damaging. This is a reputational risk for Council, especially given the argument for water security is challenged by ongoing and persistent flooding in the Central West.

1.2 Project Overview

The Parkes Water Security Program is a package of projects to increase Parkes Shire's ability to access, process, treat and distribute raw water to 'future proof' the region in response to a changing climate and significant industrial and residential growth. The increase in water extraction is consistent with Parkes Shire Council's current water

entitlement of 10ML/s under existing approvals and will distribute this water via new assets and infrastructure.

The main components to the package of projects are as follows:

- **Eugowra Road Pump Station (ERPS) to Forbes Bore 3 Pipeline.**
A new, approximately 9km long pipeline to connect the existing Eugowra Road Pump Station (ERPS) to the Forbes Bore 3.
- **Eugowra Road Pump Station to Gooloogong Pipeline.**
A new 39km rising main from the ERPS to the Gooloogong Bores Reservoir.
- **Parkes Bore Field Refurbishment.**
The refurbishment of Bores 1, 3, 4 and 5 within the Parkes Bore Field to restore the operational efficiency of these existing infrastructure. This set of works were funded by the NSW Government's Critical Drought Fund, and were completed in March 2024.
- **Lachlan River Pump Station Augmentation and Pre-Treatment Plant.**
The construction and operation of a pre-treatment plant for raw river water at the Lachlan River Pump Station (LRPS), as well as a distribution reservoir. This includes the construction of a new solar array at the new ERPS. This set of works are being funded by the Commonwealth Government's Building Better Regions Fund.
- **Lachlan to Parkes Water Supply Duplication.**
The augmentation of approximately 30km of raw water transfer pipeline from the Lachlan River Pump Station to the Parkes Water Treatment Plant. The proposal includes the construction and operation of two new pump stations at Eugowra Road in Forbes, and Akuna Road near the existing Parkes Sewage Treatment Plant (STP) respectively, and installation of a complementary solar array at the Akuna Road PS.
- **Construction of a New Bore.**
The construction of a new Bore 2 and the conversion of the old, out-of-service Bore 2 into a monitoring bore. This includes the establishment of connecting pipeline to the LRPS to connect back into the broader water supply system for distribution back to Parkes. This set of works were funded by the NSW Government's Critical Drought Fund, and were completed in March 2024.
- **WTP Raw Water Supply Lagoon.**
The establishment of a ~20 ML Raw Water Supply Lagoon at the Parkes Water Treatment Plant. This set of works are being funded by the Commonwealth Government's Building Better Regions Fund.

The objectives of the Project are:

- Water reliability. This includes water availability and water quality, as well as allowing higher flows from the borefields and treatment of river water for use by Northparkes Mine (NPM).
- Drought security. This reflects the need to increase water resilience to ongoing climatic changes and droughts.
- Regional economic development by facilitating water availability to the SAP.

The Project meets these objectives by:

- Increasing water reliability through duplication of pipeline infrastructure and improving the network's operational flexibility
- Increasing drought security through enabling the draw on water sources – river, bore, dam – to be sustainably managed.

The key expected outcomes of the Project are:

- Better customer service, including improved water reliability and quality.
- Improved operational performance.
- Improved financial performance.
- Improved resilience to drought, including improved water availability.
- Better environment: more sustainable outcomes.
- Enhanced local, regional and state economies.

2.0 Communication Management

2.1 Communication Environment

Water is a contentious topic, as the Parkes Shire region is an area prone to both drought and flooding.

The Parkes Shire's economy is underpinned by the agriculture and mining industries, both of which rely heavily on water supply. These industries were impacted by an intense 24-month drought between 2018 and 2019, where rainfall declined to 328mm and 230mm respectively, and the socio-economic consequences were widespread.

Water quality, availability and flow rate is of continued interest to irrigators, especially the access to key regional water sources in the Shire; the Lachlan River and Lachlan Aquifer, where other water users (including PSC) may be viewed as competitors for water– it is estimated that 12% of the state's agricultural businesses are based in the Lachlan Valley.

As an intermittent river, the annual flow of the Lachlan is erratic and it can experience zero flow in rare cases – this variability is well-understood by irrigators and drives perception of the sustainability of additional water take. In addition to this, the river flows through the Forbes Shire LGA but not through Parkes Shire, creating the concept of river 'ownership' in the Forbes LGA.

Persistent flooding in 2021 and 2022 has created sensitivity and scepticism relating to the purpose of the project to secure future water security. Local landowners residing near the Lachlan River have been most heavily impacted by floods and are wary of works being carried out on floodplains, as they fear it may change future flood patterns and have impacts to their properties.

2.2 Project Messaging

The Parkes Water Security Program, being made up of various projects, aims to communicate the following key messages:

- As a community we must protect our precious water supply. Drought, economic growth, and a projected increase in our population will place pressure on our future water demand. As a Council, we know that securing a sustainable future water supply is critical to the local communities we serve, as well as our regional and economic growth. As such, we are committed to delivering these projects to improve the Shire's water security, reliability and operational efficiency well into the future.

- The pipelines transferring water from the Lachlan River to the Parkes Water Treatment Plant (WTP) were built in 1960 and 1990. Parts of the pipeline are leaking and many of our bores are ageing. This affects our ability to efficiently extract, treat, pump, store and supply water.
- Council is entitled to extract 300 litres per second (L/s) from our bores, the Lachlan River, and the dam, but we can currently only transfer about 70% of this total water capacity due to the state of our existing water supply network.
- As such, the Parkes Shire has been assessed as being at Level 5 risk for water security by the Department of Planning, Industry and Environment. The demand for water in Parkes including the town, Northparkes Mines and the Special Activation Precinct, is forecast to exceed the capacity of the current pipelines before 2040, and the age of the pipes means they are at critical risk of failing to meet even today's demands.
- Without additional water, the Parkes-Peak Hill area is effectively at the limit of its housing and economic development potential.
- The Lachlan to Parkes Water Supply Duplication will more than double the transfer capacity of the pipeline from the Lachlan River Pump Station to the Parkes WTP.
- The Parkes Water Security Program will increase our current water extraction capacity within our existing entitlement and allow us to transport water more efficiently between water users and eventually, our neighbouring Councils. Importantly, these projects will not require additional water entitlements. Rather, it will ensure we can extract water more efficiently within our current licenced limits for a more sustainable long-term solution.
- The total cost of the Parkes Water Security Program is approximately \$80M, depending on construction and associated costs. Parkes Shire Council has secured approximately \$37M in funding from the Federal and State Governments, and is seeking further funding as of April 2024. Council has also accumulated funds from our own reserves. The project will not impact water rates and charges.
- A vast majority of the works will occur on land and assets already owned by Council, so impacts to residents will be minimal. In addition, the design phase of each project involves an assessment of any impacts to neighbouring properties and landholders and a proposal of mitigation measures to be included in the Construction and Environmental Management Plans.

2.3 Communication Roadmap

2.3.1 Communication Objectives

1. Clearly present the benefits of the Parkes Shire Council's investment in a package of water security projects and outline benefits specific to differing stakeholder groups,
2. Respond to stakeholder interests and agendas as they emerge throughout the life of the project,
3. Manage the flow of information and ensure that Council's reputation and relationship with the communities it serves is protected.

2.3.2 Controlling the Flow of Information

The PWSP involves many internal and external stakeholders. In order to best carry out the above communication objectives, it is crucial to centralise the control of information by establishing suitable points of contact.

For the purposes of the PWSP, the following methods have been implemented:

- A dedicated Communications and Stakeholder Engagement Project Officer has been employed to handle all stakeholder enquiries, provide project updates, and manage the communication of key messaging.
- A dedicated project page has been created on Parkes Shire Council's website to act as the "source of truth" for all project enquiries.
- A dedicated project email has been created to direct all queries and complaints to a centralised inbox for ease of response.

The following table identifies key roles within the PWSP and outlines their communication and engagement responsibilities.

Table 1 - Roles and Responsibilities

Position	Roles and Responsibilities
Major Projects - Communications Specialist	<p>Prepares the Project Stakeholder Engagement Plan and liaises with Council/PMO staff to deliver the Plan.</p> <ul style="list-style-type: none"> • Works closely with Council to identify all internal and external stakeholders (including local community contacts). • Identifies community impacts and mitigation measures for each project (via environment assessments; REFs, EISs) and prepares a consultation schedule for each project. • Implements and manages these engagement strategies in consultation with the PMO and Council's communications team.

	<ul style="list-style-type: none"> • Identifies public outreach activities in association with Council's existing Communications and Engagement Plan and policy update schedule. • Facilitates and manage Project Reference Group meetings. • Provides written reports to support the reporting requirements of each of the projects. • Supports the PMO with monthly reporting and snapshot development. • Identifies stakeholder issues, risks and opportunities and provides appropriate strategies (based on the project risk register). • Provides input and support to the Planning and Environmental Approvals and Property Acquisition Roadmaps. • Provides strategic communication advice on request.
<p>Communications and Engagement Project Officer</p>	<p>Coordinates with the Communications Specialist in PWSP delivery. Primary contact for Mayor and Councillors, media, events, residents and project funding agencies.</p> <ul style="list-style-type: none"> • Shares relevant Council templates, standards and indicators relevant to project communication processes. • Liaises with the Communications Specialist to develop content and materials including website content, digital and social media channels. • Advises on any print and production items to be funded by PSC and the PMO. • Liaises between the Council Executive Leadership Team and the PMO to advise on overlapping Council policies and priorities. • Maintains the Consultation Manager stakeholder database. • Prepares a package of project materials; newsletter, FAQs, website updates, Your Say site text, briefing notes, media releases and other materials requested by Council.
<p>Project Manager</p>	<p>Leads the planning, funding, design, approvals and construction management for the WSP project.</p> <ul style="list-style-type: none"> • Reviews and approves the SEP in consultation with Council officers. • Provides advice on project priorities and updates project schedules to include community construction notices. • Maintains the project risk register. • Provides guidance on community engagement responsibilities on-site between the contractor and SW staff.

	<ul style="list-style-type: none"> • Ensures that the contractor's CEMP includes required public notifications, community safety guidelines and mitigation activities. • Reviews project contracts to ensure that community liaison, mitigation activities and site safety training are documented and implemented.
Mayor of Parkes Shire	<p>Acts as a public spokesperson for the PWSP</p> <ul style="list-style-type: none"> • Is briefed by Project Manager, Director of Infrastructure and PMO on emerging issues (at least monthly) • Spokesperson at media announcements (funding), sod-turning for projects, attends meetings with state, federal and local MPs • Makes public announcements in relation to the PWSP • Holds regular briefings (in association with Director Infrastructure) with CENTROC Councils (FSC, CTW)
PSC Director of Infrastructure	<p>Acts as project liaison and central point of contact for public enquiries</p> <ul style="list-style-type: none"> • Liaises with PMO to manage technical or complex enquiries requiring project input • Passes project enquiries to PMO for inclusion in the project database
Public Works	<p>Manages private landowner negotiations</p> <ul style="list-style-type: none"> • Manages negotiations with affected private landowners with easement or land acquisition requirements (TBA by PMO) • Outlines the private landowner negotiation process; comms, legal, GIS, maps and timeframes • Provides stakeholder communications support for face-to-face and solicitor negotiations
Contractor	<p>Responsible for the delivery of onsite works via site Construction Environmental Management Plans.</p> <ul style="list-style-type: none"> • Prepares site specific community communication protocols to manage construction impacts and community safety on work sites (based on environmental assessments). • Reviews the proposed community notification schedule and provides indicative dates for distribution to identified community members/residents adjoining site works. • Notifies Council officers and the project Communications Officer of community enquiries, issues and concerns within 24 hours (urgent) 3 days (non-urgent).

- Provides regular updates on project works affecting adjoining landowners and key stakeholders in regular monthly project reporting.

2.4 Engagement Methods

Council has adopted a Community Engagement Strategy which underpins best practice stakeholder engagement. Council's preferred engagement strategy includes multiple opportunities for community members to engage in water policy and strategic planning via; policy workshops, focus groups, community surveys, education programs and public displays. Council's policy development process responds to community interests by reviewing project design and delivery to meet community expectations. These techniques are consistent with the IAP2 model of community engagement.

The PWSP will require engagement with various stakeholders including project funders, government Ministers, state MPs, environmental groups, irrigators, private landholders affected by project alignments, residents in Parkes, Central Tablelands and Forbes Shire, and in partnership with project beneficiaries (NPM, SAP). Stakeholder communication will require careful and sensitive management given the spread of projects across the Shire and into neighbouring LGAs.

Consultation, information disclosure, enquiry management and outreach strategies are the key stakeholder methodologies to deliver meaningful communication throughout the project lifecycle:

- (i) **Consultation** refers to a two-way dialogue between key communities/stakeholders to reach consent or agreement on matters including project alignment, property acquisition, project approvals.
- (ii) **Information Disclosure** refers to one-way communication from the contractor/Council to affected communities in project site locations to create awareness of the project, its benefits and to ensure that the location, timeframe, and mitigation measures are communicated throughout the project lifecycle. The Construction Environmental Management Plan (CEMP) and project REFs (and any EIS prepared) are key documents requiring public disclosure (Note: there is no requirement to hold public displays unless an EIS assessment process is triggered).
- (iii) **Enquiry Management** refers to the approved process to document and manage project complaints and enquiries in a timely manner.
- (iv) **Public Outreach** refers to campaigns to engage local community members via Council's Your Say site, external media, social media, website, events and displays to create awareness of the benefits of water security investment in creating jobs, economic growth, sustainable water usage, industrial and agricultural sector water demand.

2.5 Risk Management

Design Phase	
#1	<p>Risk: Inadequate Stakeholder Engagement – visual amenity, vegetation clearance</p> <p>Mitigation:</p> <ul style="list-style-type: none"> • Stakeholders identified in Project Management Plan • Establishment of Working Groups with relevant Stakeholders • Funding parameters understood • Engagement with PSC Engineering and Ops
Construction Phase	
#2	<p>Risk: Inadequate Community Engagement</p> <p>Mitigation:</p> <ul style="list-style-type: none"> • Stakeholder Engagement Plan implemented • Regular communication with stakeholders • Letters sent at least 14 days prior to construction to advise of works, including operating hours and possible impacts • Social media updates for wider community • Regular updates to project website
#3	<p>Risk: Community incident onsite (contractor)</p> <p>Mitigation:</p> <ul style="list-style-type: none"> • Tender Evaluation Process to Weight Community Performance Highly + Contractor(s) to Comply with ALL Contract Requirements + PSC Surveillance. • Toolbox talks, training, and regular community safety reporting
#4	<p>Risk: Council's Reputation during construction</p> <p>Mitigation:</p> <ul style="list-style-type: none"> • PIMP processes implemented, executive oversight implemented • PMO established • Involvement of personnel responsible for other Infrastructure Assets (Ops) • Stakeholder engagement and communication carried out regularly • Media and enquiry management • Comms protocols on work sites to be used as part of contractor induction
#5	<p>Risk: Construction noise and vibration impacts</p> <p>Mitigation:</p> <ul style="list-style-type: none"> • Work to be undertaken in accordance with CEMP • Control noise generated through adherence to operating hours, consistent with REF and Interim Construction Noise Guidelines • Use of Australian Standard (AS) compliant equipment • Ongoing monitoring and adaptive management. • Regular notifications to adjoining landowners and residents • Manage enquiries and complaints within agreed timeframes
#6	<p>Risk: Air quality and construction dust</p> <ul style="list-style-type: none"> • Work to be undertaken in accordance with CEMP • Dust suppression activities undertaken during construction

	<ul style="list-style-type: none"> • Air quality assessments undertaken prior to and during construction works, adaptive management principles applied. • Progressive rehabilitation of disturbed areas. • Minimising the area disturbed at any one time. • Regular notification to adjoining landowners and residents • Complaints management within agreed timeframes. • Work hours to be consistent with Interim Construction Noise Guidelines
#7	<p>Risk: Failure of negotiated land acquisition</p> <ul style="list-style-type: none"> • Landowners kept informed of project and timeframe for negotiations • Appoint one point of contact within Council (prior to Public Works engagement) • Appoint Public Works as private landowner point of contact • Criticality of projects made known to Landowners and generous/reasonable compensation offer made • Value of land understood (Property Valuation) • Designs revised to minimise landowner impact • Onsite discussions and regular contact throughout the land acquisition period within a specific time period.
#8	<p>Risk: Negative media coverage</p> <ul style="list-style-type: none"> • Develop website text which presents clear facts and project benefits and includes easy to understand visuals for water supply/demand and water catchment in the Lachlan Valley • Scan media environment for emerging issues and prepare contact directory for media outlets • Appoint PSC spokesperson to respond to media enquiries (Mayor).
#9	<p>Risk: Funding agencies</p> <ul style="list-style-type: none"> • Maintain confidence of CENTROC partners in the design and planning stages of the CENTROC water grid (via DPIE) • Manage negative media coverage (see above) and Council's reputational risk throughout the funding approvals and planning stage • Present the case for change clearly in the business cases • Foreground CBA and benefits to residents and townships.
#10	<p>Risk: Environmental alliance</p> <ul style="list-style-type: none"> • Ensure WSP environmental assessment process presents clear facts and process via Fact Sheets and FAQs • PSC % take from Lachlan River and Aquifer is illustrated via visuals in easily digestible formats e.g. referenced to water used for agricultural crops • Scan FB and social media for emerging issues and alliance between academics, environmentalists, and local irrigators • Demonstrate WSP value in spreading the water take from multiple sustainable water sources with the Lachlan Valley catchment with reference to existing licence entitlement and as a % of total water volume available.

3.0 Stakeholder Mapping

3.1 Stakeholder rankings

For the purposes of this Stakeholder Engagement Plan, the following rankings for stakeholder group interests/impacts apply:

1. **Maintain confidence** amongst primary stakeholder groups with a direct stake in the outcomes of the project and its benefits – State and Federal Government department funding agencies, state and federal members, CENTROC Group of Councils, Parkes Shire Council, project beneficiaries.
2. **Collaborate** with specific stakeholder groups who have been identified in the environmental studies as impacted during project design and delivery – Parkes Working Group, private landowners, adjoining landowners and sensitive receiver sites.
3. **Keep informed** – stakeholder groups who retain a secondary interest in the project and its outcomes, and who are not directly impacted by the project delivery – concurrence agencies, ratepayers, residents and community organisations, contractors and suppliers, business groups, investors, developers and business groups.
4. **Monitor and respond** to stakeholder groups who may form coalitions and alliances to question or raise issues in relation to the project and its objective to increase raw water take from local water sources – environmental and special interest groups, local and national media.

Figure A – Stakeholder Mapping

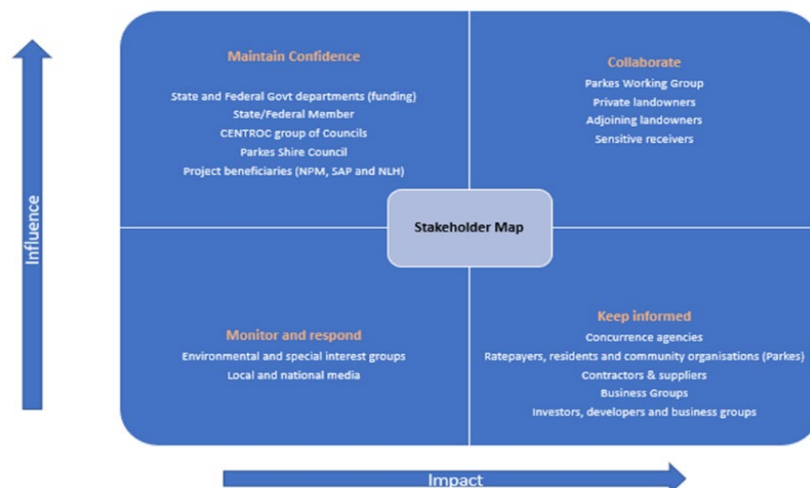


Table 2: Stakeholder Rankings and Proposed Communication Techniques

Mapping Key	Stakeholder Groups	Proposed Communication Techniques
<p>Maintain Confidence</p> <p>Maintain frequent and regular face to face contact and small group communication</p>	<p>State and Federal Government departments, CENTROC group of Councils, Parkes Shire Council, project beneficiaries.</p>	<ul style="list-style-type: none"> • Project briefings; roadmap, funding and project staging, • Regular briefing papers on key project roadmaps; environmental studies, stakeholder engagement, private landowner negotiations, • Approve regular updates to project newsletters, FAQs and communication materials including joint announcements of funding, • Informal meetings with Executive, Mayor and Councillors to manage specific interests and to respond to social media posts, • Risk management forums: to maintain Council’s reputation and high trust level with the community and to recommend risk management approaches in the project property acquisition, stakeholder engagement and approval processes, • Briefings updates to Council Executive, Councillors and relevant staff on project progress • Monthly CENTROC Working Group meetings and engagement in project design meeting • Small group presentations/meetings with CENTROC Councillors and interest groups.
<p>Collaborate</p> <p>On-going contact via one point of contact within Council to manage</p>	<p>Parkes Working Group, private landowners, adjoining landowners, sensitive receivers.</p>	<ul style="list-style-type: none"> • Works mitigation notices via contractor and Council staff to manage impacts including noise, dust, lighting, water run-off and traffic, • Drop-in or pop-up events for local residents at community venues to access project staff before,

<p>sensitive issues including private landowner negotiations and regular notifications to residents during construction</p>		<p>during and post construction work with project maps, environmental assessments and construction schedules,</p> <ul style="list-style-type: none"> • Publication of environmental studies on the Council website and dedicated project page with an option to respond to the study findings, • Project card distributed to affected residents and sensitive receiver sites to ensure concerns are routed via the PMO, • Develop a complaints management process linked to Consultation Manager with close-out schedule for different levels of complaint/enquiry, • Face-to-face and site visits to meet with residents and landowners on-site to manage specific queries and interests.
<p>Keep Informed</p> <p>Regular project updates released via community/business networks and on Council's website</p>	<p>Concurrence agencies, ratepayers, residents and community organisations, contractors and suppliers, business groups, investors, developers and business groups.</p>	<ul style="list-style-type: none"> • Public outreach activities at regular Council events and activities e.g. local shows, water awareness activities and regular schools education events, • Public competitions to raise awareness of the value of water e.g. water as art photography competition, • Formal communication via letter and email to respond to state agency queries and to inform of construction schedule and approvals required, • Regular newsletter, website and social media updates, • Drop-in and pop-up events at business group and community organisation meetings.
<p>Monitor and Respond</p> <p>Response to requests for information and scan of the</p>	<p>Environmental and specialist interest groups, local and national media.</p>	<ul style="list-style-type: none"> • Scan social media, print and websites for emerging narratives and issues relating to water supply demand and environmental or climate change issues,

media/special interest group environment		<ul style="list-style-type: none"> • Prepare position papers on emerging issues and backgrounder on the project that can be issued in response to media and specialist interest group queries, • Appoint spokesperson for Council and project beneficiaries to ensure common messaging across the project.
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Table 3: Stakeholder Groups and Communication Levels

Table Key

Maintain Confidence	
Collaborate	
Monitor and respond	
Keep informed	

Stakeholder Type	Interest	Resources and Mandate	Communication Level
<i>Government</i>			
Federal and local members for Parkes	<ul style="list-style-type: none"> • WSP aligns with the NSW Premier’s priorities, specifically a strong economy and well-connected communities with a quality environment • WSP aligns with the Building Better Regions federal government initiative to create regional growth and economic develop. 	Access to federal and state government funding and regional networks	Maintain Confidence

Stakeholder Type	Interest	Resources and Mandate	Communication Level
	<ul style="list-style-type: none"> • WSP aligns with portfolio, constituency and interest in regional growth. • NSW Infrastructure Strategy 2018-2038 • Infrastructure NSW – Re-Start NSW • Restart NSW Safe and Secure Water Program – Water in NSW • NSW Regional Development Framework • local constituents continued support for the project 		
Parkes Shire Council	<ul style="list-style-type: none"> • Improvements to Parkes' water security and quality, reliability and operational efficiencies. • WSP will facilitate the Shire's economic development resulting in increased and sustainable employment, population and household growth • Resilience to drought and increase in bulk raw water supply within the current WALs and water entitlements • Aligns with a suite of Council policies; Community Strategic Plan (CSP), Economic Development Plan, IWCM and Asset Management Strategy and long-term Financial Plans 	<ul style="list-style-type: none"> • Sufficient state/federal funding to complete the WSP program on time to meet economic development goals • Clear project benefits to constituent communities in advance of Council elections in 2021 • Liaison with community networks to message the benefits of increased raw water supply as part of Council's overarching corporate objective: <i>'To provide a high-quality water and reliable supply service complying with recognised health standards at affordable prices'</i>. 	Maintain Confidence

Stakeholder Type	Interest	Resources and Mandate	Communication Level
<i>Funding agencies (as at April 2024)</i>			
NSW Department of Planning Infrastructure and Environment	<ul style="list-style-type: none"> • Water security and sustainable water supply across NSW water resources. • Proponent in support of a Central West water grid to manage demand/supply across CENTROC Councils, PSC, FSC and CTW to ensure secure water supply during period of drought and low water quality • Funding for water infrastructure to enable Central West Councils meet raw water entitlements under existing WALs • Support for a suite of regional water strategies including the Mid-Lachlan Regional Economic Development Strategy, CENTROC Water security Study, Central West and Orana regional Plan (2036) • Compliance with funding guidelines including regular reporting 	<ul style="list-style-type: none"> • Continued collaboration between CENTROC Councils to ensure delivery of regional water grid • Departmental liaison with state government agencies in support of regional water resource plans e.g., Infrastructure NSW Department of Premier and Cabinet • Clear WSP project execution roadmap including the necessary approvals, private land acquisition strategy, community support for WSP program of projects. 	Maintain confidence
Commonwealth Ministry of Infrastructure, Transport and Regional Development and Communications	<p>Funding for infrastructure supporting regional growth and economic development</p> <p>Delivery of water security projects</p> <p>Measurable improvement in water supply networks to secure regional development</p>	<p>Access to Commonwealth departmental networks to assist with further project funding</p> <p>Improved water reliability indicators</p>	Maintain confidence

Stakeholder Type	Interest	Resources and Mandate	Communication Level
	to support the Lachlan region agricultural and commercial growth Sport for regions with transport, commercial and economic growth potential to drive national development outside urban areas.		
<i>Concurrence agencies</i>			
Crown and state agencies with infrastructure affected by project delivery and construction works (DPI, DPIE, TfNSW, LLS)	Compliance with legislation regulating water infrastructure within state-owned or Crown land e.g. <ol style="list-style-type: none"> 1. Biodiversity Conservation Act 2016 (BC Act) 2. Fisheries Management Act 1994 (FM Act) 3. Water Management Act 2000 (WM Act). 4. National Parks and Wildlife Act 1974 (NPW Act) where a Project may harm an Aboriginal object or place; 5. Protection of the Environment Operations Act 1997 (POEO Act) Impact of environmental/operational effect on existing land/assets based on environmental assessments (e.g., REF)	Environmental assessment can proceed for each project under the WSP as activities that do not require development consent under Part 5 Division 5.1 of the EP&A Act (REF and, if required, EIS) Permits and approvals may be required for: <ul style="list-style-type: none"> • Fisheries permits • Water licences • Aboriginal Heritage Impact Permit (AHIP) if impacts to Aboriginal objects or places cannot be avoided. • Travelling stock routes • Access to road reserves for construction purposes 	Keep informed
<i>Project beneficiaries</i>			
Northparkes Mine, Special Activation Precinct and National Logistics Hub	<ul style="list-style-type: none"> • Increase the supply of raw water to NPM through augmentation of the Lachlan River Pump Station and 	Increased raw water take under the current pipeline conveyancing agreement with Council	Maintain confidence

Stakeholder Type	Interest	Resources and Mandate	Communication Level
	<p>pre-treatment Plant to allow for continuation of mine activities to 2035</p> <ul style="list-style-type: none"> • Additional water take to meet current NPM water licence (10M/Ls) • Water surplus via increased raw water take to supply SAP in the early stage of development • Water surplus to supply NLH water requirements 	<p>Continued support for the WAP package of projects with support from Council to manage 'good citizen' status in the local community as a major employer</p> <p>Return on investment in the WSP</p>	
<i>Private landowners (with land acquisition requirements)</i>			
<p>Landowners in Forbes, Shire (pipeline easements) currently three (3) landowners in active negotiations/contact with Council</p>	<p>Fair and reasonable compensation for land acquisition under <i>the Land Acquisition (Just Terms Compensation) Act 1991</i></p> <p>Reduction of land loss and input to pipeline designs to limit the impact of land take</p> <p>Negotiated legal settlement rather than compulsory acquisition</p> <p>Impacts during construction on property access and daily lifestyle on agricultural management.</p>	<ul style="list-style-type: none"> • Access to local, adjacent rural irrigators with concerns relating to increased water take from water sources • Access to advocacy networks and organisations to question the sustainability of increased raw water take e.g., EDO, environmental interest groups 	Collaborate
<i>Private landowners</i>			
<p>Landowners in Cabonne, Cowra, Gooloogong, Parkes</p>	<p>Fair and reasonable compensation for any land acquisition under <i>the Land Acquisition (Just Terms Compensation) Act 1991</i></p>	<p>Access to neighbours and residents with similar land access issues</p> <p>Potential social media channels to discuss the impacts on residents</p>	Collaborate

Stakeholder Type	Interest	Resources and Mandate	Communication Level
	Access to properties during construction Settlement process for any land take Impact management under project CEMPs for each project (noise, dust, lighting and traffic) via notifications of works and construction working hours		
<i>Sensitive receivers</i>			
Schools, hospitals, police stations, post offices, community centres	Management of impacts on daily operations Mitigation measures in the project CEMPs to manage noise, dust, lighting, traffic, access and any operational impacts	Continued operation without disturbance during construction Adequate notice of construction works to assist with management of impacts Mitigation measures tailored to requirements e.g., continued access during construction works or noise monitoring to maintain acceptable noise levels	Collaborate
Adjoining landowners	Management of impacts on daily operations Mitigation measures in the project CEMPs to manage noise, dust, lighting, traffic and access.	Continued operation without disturbance during construction Adequate notice of construction works to assist with management of impacts	Collaborate
<i>CENTROC Councils</i>			
Forbes Shire Council, Central Tablelands Water	Beneficiaries of the proposed regional water pipeline under the CENJO group of Councils Sufficient funding from state and federal sources to deliver the regional water grid	Agreement and Operational Plan underpinning the regional water grid recognises and acknowledges water supply requirements during periods of drought, low water quality Management of community concerns relating to increased water take and effect	Maintain confidence

Stakeholder Type	Interest	Resources and Mandate	Communication Level
		on other Council stakeholders e.g., rural irrigators Continued advocacy for local water users within Council Shire Perception that economic development in Parkes may affect access to water for all water users	
<i>Parkes ratepayers, residents and community organisations</i>			
Parkes local community not affected by construction works	Future proofing of water supply for domestic use No resident rate increase resulting from the WSP Affordable water supply Water supply and management of water availability via climate change impact management strategies Integrated water source supply and management under the revised IWCM Management of construction impacts on the local community	High level of trust in Council's policies and strategies to deliver regional growth, sustainability, access to quality and reliable water supply, employment Equity of affordable and reliable water supply for all community members including local farmers and irrigators Knowledge of local community networks and social media groups	Keep informed
<i>Construction and local trades industry representatives</i>			
Local contractors and trades	Opportunities to tender for construction work and trades during the delivery of the WSP Certification and licensing of local contractors to meet industry standards	Local knowledge of Opportunities to upskill via training and management of large construction projects Lobby Council for local procurement in contract clauses	Keep informed
<i>Parkes Working Group</i>			

Stakeholder Type	Interest	Resources and Mandate	Communication Level
Wiradjuri language group and identified local indigenous cultural group	Engagement with Council in environmental assessment of aboriginal objects Sensitive management of aboriginal heritage objects during construction Identified aboriginal Elder is engaged in the environmental assessment process	Council follows National Parks and Wildlife Act 1974 (NPW Act) where a Project may harm an Aboriginal object or place Access to the local media and advocacy networks that support indigenous heritage and the sensitive management of aboriginal objects	Collaborate
<i>Business Groups</i>			
Parkes Chamber of Commerce, RDA Oriana and local small businesses	Continued economic development in Parkes and the region Sufficient water supply to enable local business group to thrive Agreements between local business to supply good and services with large commercial enterprises e.g., SAP and NPM	Knowledge of local businesses and skill levels Support for local procurement strategies which support local trades and businesses	Keep informed
<i>Media</i>			
Local print media, national radio and television, social media groups	Regular briefings and media releases. Access to Councillors and Mayor in press briefings Access to neighbouring Shire Councils to assess 'winners and losers' in the increased water take from water sources in the Lachlan Valley	Linkages between increased water supply and effects on local water sources Opportunities to form alliances with local irrigators (Forbes Shire), environmental interest groups and academics concerned with sustainable water supply and climate change Championing environmental sustainability	Monitor and respond
<i>Interest Groups</i>			

Stakeholder Type	Interest	Resources and Mandate	Communication Level
NGOs CSOs and Environmental Interest Groups	Regular briefings and access to media releases Access to Council and Mayor to determine equity in increased water supply and effects on the environment	Single interest advocacy for climate change and environmental effects of water takes and its sustainability Access to a network of interest groups to form a coalition of interested parties to lobby government, state and federal MPs to revise/manage water take Local media and social media platforms as a mouthpiece for the interest group agendas	Monitor and respond

3.2 Communication Phases and Core Project Toolkit

3.2.1 Design and Approval Phase

- (i)* Engage with relevant government departments regarding construction permits and licenses.
- (ii)* Prepare mapping which shows the location of private landowners and adjoining residents.
- (iii)* Engage with private landowners to reach a negotiated settlement for pipeline easements.
- (iv)* Disclose the environmental studies for each project via Council's website and undertake initial consultation with affected residents and sensitive receiver sites.
- (v)* Conduct ongoing consultation related to land acquisition and property impacts.
- (vi)* Confirm that stakeholder concerns, needs and opportunities identified during the development of the environmental studies.
- (vii)* Provide an update on engagement activities that will occur during construction, including the frequency in which activities will be undertaken, the key points of contact within the Project team, how to log a complaint or enquiry and the time frame to respond to queries.

3.2.2 Construction Phase

- (i)* Provide regular updates to stakeholders on construction activities, that may cause disruptions e.g., road disruption, impacts on the water quality, noisy activities, etc. and changes to construction schedule and changes in design.
- (ii)* Continue to engage with relevant government departments regarding construction permits and licenses.
- (iii)* Continue with community environment awareness program with a focus on community health, safety and security.
- (iv)* Identify new issues, concerns or needs of the Project-affected communities related to construction and address them promptly.
- (v)* Provide resolution of community complaints in an expedited manner in line with the complaint's management timeframes.

3.2.3 Operational Phase

- (i)* Maintain relationships with landowners to manage asset impacts, e.g. noise, lighting.
- (ii)* Regular and on-going meetings with CENTROC Councils to monitor operational agreement during periods of drought, water quality issues.
- (iii)* Monitor the approved drawdown levels and water use and communicate possible impacts in regular communication with local irrigators.
- (iv)* Monitor water use with commercial end users; NPM, SPA and NLH for regular Council reporting.

Table 4: Core Project Communication Toolkit

Method/Tool	Description	Frequency	Format	Responsibility		
				Contractor	PMO	Consultants
<i>Consultation: one or more of the below methods may be used dependant on the project impact and the number of community members affected in each project location.</i>						
On-site meetings	Community meetings in response to stakeholder issues/ information needs. Includes private landowners, affected residents and sensitive site receivers.	On-site meetings during the first month of the construction and intermittently during construction will assist in scoping information requirements and documenting specific issues	Informal discussion in preferred settings e.g., community meeting venues or on-site at private property		X	X
Project Reference Group	IWCM formal community group to assist in the preparation of the IWCM revision	Quarterly with topics including: <ul style="list-style-type: none"> • Climate change • Water supply/demand projections • Project staging and benefits • Stormwater management 	Facilitated presentation on specialist topics with Q&A format to invite community input		X	X
Project drop-in/pop-up events	Project information display panels (easily moved): Local community halls, church halls, schools, libraries,	Move display to new location (quarterly) Staffed displays at the commencement of construction in subproject locations to introduce the	Display panels x 10 (A1 size): Site maps, photos, text, Q&As		X	X

	Council's Customer Centres	project and environmental studies Staffed displays of the SWM project, benefits and cost savings				
Community Surveys	Online survey format to test community concerns/interest in the project	Survey monkey questionnaire to assist in preparing materials and FAQs that respond to specific and emerging issues, e.g., traffic management during construction and other emerging project issues. Your Say site survey to benchmark attitudes, interests and issues relating to the SWCM project	10-15 questions with ranking and Likert scales and open responses to test specific interests in topics including project impacts during construction, project benefits and issues relating to project delivery		X	
Focus Groups (as required) <i>(Note: focus groups are supplementary to the core toolkit).</i>	Focus group format: <ul style="list-style-type: none"> Facilitator-led Verbal presentation of key topics Present discussion themes and manage conversation with focus questions 	One focus group per project phase (only if environmental scanning reveals a reputational risk to Council) Focus Group (one group across stakeholders) to test barriers and challenges relating to the roll-out of the SMW project	Facilitated discussion with small groups (6-10) from a selected group of stakeholders		X	

	<ul style="list-style-type: none"> Document responses <p>Test and manage emerging topics e.g., project benefits and community responses</p>					
<p><i>Information Disclosure: one or more of the below methods may be used dependant on the project impact and the number of community members affected in each project location.</i></p>						
Project contact card	<p>Publication of key project contact phone number and email address</p> <p>Project contact details to be printed on all project materials e.g., newsletter, fact sheets, site posters, hoardings</p>	<p>Within 1 week of construction start dates</p>	<p>Postcard</p>		X	
Notifications	<p>Public notification of site works:</p> <ul style="list-style-type: none"> Environmental works Site establishment Construction Changes to local environment; traffic 	<p>As per conditions in the CEMP and REF and EIS (if required). Notification schedule included in regular project updates</p>	<p>Written notifications issued to affected residents (in conjunction with contractor)</p>	X	X	

	conditions, vegetation clearing					
Posters/hoardings	<p>Site notices and posters (works site fencing)</p> <ul style="list-style-type: none"> • Project schedule • Site map • Project contact details 	Public notice of site works and work schedules prior to the start of site construction	All print poster, or billboard on site fencing	X		
Doorknocks	Personal contact with affected residents unable to attend on-site meetings	As required	Informal discussion with families and households reluctant to take part in informal pop-up and drop-in sessions		X	X
Press releases	Funding announcements, project update, summary of works completed and future works	Quarterly from project announcement Announcement of the SWM project and interviews with Council officers/Councillors in local media	5 paragraph releases with captioned site photo for local and national media Include project backgrounder as required for context		X	X
Website	Focal point for all project information: project newsletter, updates, photos, maps, Q&As, videos	All project phases, updated quarterly Establishment of a SWM webpage with examples of previous projects in	Project landing page on the Council's website		X	

		different locations across the state				
Project Newsletter	Project summary and overview, objectives, benefits, works schedule, map, photos (print and electronic version)	Updated semi-annually (4 issues in total) SWM newsletter featuring narratives and stories from residents/households on the benefits, cost savings and improvements in water conservation.	A4 4 pp (indicative)		X	
FAQs	Answers common questions about the project (print and electronic version)	Updated semi-annually or as required	A4 double-sided		X	
Fact Sheets	Facts sheets as required with content related to: <ul style="list-style-type: none"> • Site environmental management practices (examples, photos) • Site traffic and pedestrian access management • Site safety • Community consultation 	Published on Council's website one week prior to project 'go live' date Fact sheet published on the SWM project (start of FY2023).	A4 2pp double-sided (indicative)		X	

	activities and feedback (Print and electronic versions)					
Training	Training for project contractor staff on processes to manage community enquiries.	Toolbox talks for each project site on a quarterly basis in line with the contractor Work Health and Safety Plan in the CEMP PSC staff training on managing customer questions (in conjunction with technical training on use and trials of SWM).	Regular training talks delivered by relevant PMO staff		X	
<i>Public outreach: one or more of the below methods may be used based on Council's public outreach program</i>						
Vox Pop - What does Water mean to me?	Short 3-minute videos with community members: Farmer Indigenous Elder Mother Tradesman Youth (12-18) Small business owner (main street of Parkes)	One video per subproject Vox pop during the roll-out of the SWM project	3-5-minute video with scripted questions		X	

Photo competition	Photo competition based on visual images of water – water as Art	Competition launched via social media Posters displayed during school holidays Winning photos displayed at the local shows during August	Three winners per categories; Under 18, 18+		X	
Council/Landcare water promotion	Water beads activities, answering focus questions: ‘what does water mean to me’ and ‘how can I sustainably use water’	Students Yrs 4-5	Venue - Stock yards in Forbes, Forbes, Parkes and Eugowra		X	X
Shire Shows	Water activities at the Council stand: Water colouring book Water photo competition winner and artwork	Parkes, Trundle (August)	Showgrounds during August	X	X	

4.0 Monitoring and Evaluation

Regular updates in project reporting includes;

1. % Community response to project surveys and key themes emerging from surveys
2. Meltwater media insights:
 - Article generated and audience reach
 - Key themes and headline (positive/negative).
 - Sentiment.
3. Community sentiment rating in Consultation Manager (% supportive % not supportive).
4. Number of enquiries/grievances documented in Consultation Manager (% closed out during required timeframe).
5. Social media insights and google analytics.

5.0 Appendices

Appendix A – Communication Protocols

Communication Task	Protocol
Print/Electronic Media	<ul style="list-style-type: none"> i) All media enquiries relating to PSC water security projects will be passed to the Communications and Engagement Project Officer to manage within 3 hours. ii) Media releases/events announcing project funding and key milestones will be prepared by the Communications and Engagement Project Officer and released via the PSC Communications and Marketing Team to media outlets.
Project Enquiries & Notifications	<p>Project enquiries will be managed as follows:</p> <ul style="list-style-type: none"> i) Landowners – enquiries relating to land access and land acquisition will be passed to PSCs land management team to manage and resolve ii) Landowner inquiries to be managed by Public Works for the LPD iii) Construction – enquiries relating to the construction process and mitigation measures will be passed to the contractor/PMO to manage and the Communications and Engagement Project Officer will prepare responses as required. iv) Environment – enquiries relating to environmental management issues during construction will be passed to the project environmental team to manage and responses prepared by the Communications and Engagement Project Officer as required. v) Notifications – resident doorknocks and project notifications will be distributed by PMO staff with assistance from Communications and Engagement Project Officer vi) Enquiries via the project email to the Director of Infrastructure to manage (with PMO and PSC staff as required).
Social media and website	<p>PSC social media content platforms and website are owned and managed by PSC.</p> <ul style="list-style-type: none"> i) Updates relating to water security projects will be prepared by the Communications and Engagement Project Officer

	<ul style="list-style-type: none"> ii) Negative social media comments will be handled by the Communications and Engagement Project Officer
Project print content	The Communications and Engagement Project Officer will prepare all content relating to the water security projects for powerpoints, newsletters, fact sheets, FAQs, brochures and public displays.
Design and production	The Communications and Engagement Project Officer will use approved PSC design and production contractors. A schedule of design and production costs will be discussed with the PMO
PSC Executive Team, Councillors and Mayor	<p>Contact with PSC Executive Team, Councillors and the Mayor will be managed via PSC staff via briefing papers, Steerco (major projects meetings) and Council Minutes. Any requests outside these reporting protocols will be prepared by the Communications and Engagement Project Officer.</p> <p>Mayor acts as media spokesperson and liaises with local MP's and Ministers.</p>
Approvals	<p>Approvals for project content, materials, print and production items will be as follows:</p> <ul style="list-style-type: none"> i) Communications and Engagement Project Officer ii) PMO Project Manager iii) Project specialists.
Reporting	The Communications and Engagement Project Officer will report on project progress via PMO reporting processes; Steerco, Council Minutes, project snapshots and weekly project reporting.
Property acquisition/landowner communication (tbc)	Agree on communication and property acquisition protocols with FSC and CTW for landowners and properties located in their Shires

Appendix B – Example of Landholder Letter

06 June 2023

Ref.Doc Reference e.g. ECM Doc Id.

Company or Name.
Attn or Address Line 1.
Address Line 2.
Suburb State Postcode.

Dear Mr and Mrs Dawes,

Re: Lachlan Pipeline Duplication

Parkes Shire Council wishes to thank you for your cooperation in providing access to your property throughout the recent development activities of the Lachlan Pipeline Duplication Project.

Please see below a summary of the recent activities completed and the upcoming activities in relation to the project.

Recent Activities

- Geotechnical Investigations along the proposed pipeline alignment completed by D&N Geotechnical
- Topographical Survey of property boundaries and the proposed pipeline alignment completed by Arndell Surveyors
- Environmental Survey to inform the ecological and broader environmental impact assessment completed by The Environmental Factor
- Aboriginal Heritage Due Diligence Survey along the proposed pipeline alignment completed by Ozark archaeologists and four Aboriginal community representatives

Upcoming Activities

- Finalise design documentation - 28/07/23
- Finalise public tender documentation - 15/08/23
- Contracts awarded - 05/01/24
- Construction commencement -
- Construction completion - 20/12/24

Council endeavours to maintain clear and consistent communication throughout the lifecycle of this project and welcomes any feedback you have on the communication to date. If you have any preferences regarding communication moving forward, including when Council is gaining property access, or any other questions about the project, please contact Georgia Woods on 0477 492 033.

Yours faithfully



Andrew Francis
Director Infrastructure

Appendix C – Communication Protocols on Work Sites



Public Communication Protocols on Work Sites

Guidance Notes

Please note that the Parkes Shire Council Water Security Projects communication protocols are to be included in the Construction Environmental Management Plan (CEMP) for the works site.

Please note that when on-site you are representing Parkes Shire Council, and your conduct and management of public communication is an important part of your contract with Council.

Please be aware that there is a high level of community interest in water management in the Parkes Shire region and that you may be approached on-site by residents or asked for informal comments.

Your public communication responsibilities

- Keep accurate records of any enquiries.
- Record site training and participants.
- Comply with the advertised working hours.
- Notify the PMO if additional, or supplementary works affecting the public and properties adjoining the works site will be undertaken – at least 2 weeks prior.
- Maintain a tidy and clean works site.
- Fence-off equipment and site works that might constitute a public nuisance or safety hazard.
- Secure equipment and take precautions to minimise site noise, dust, and lighting.

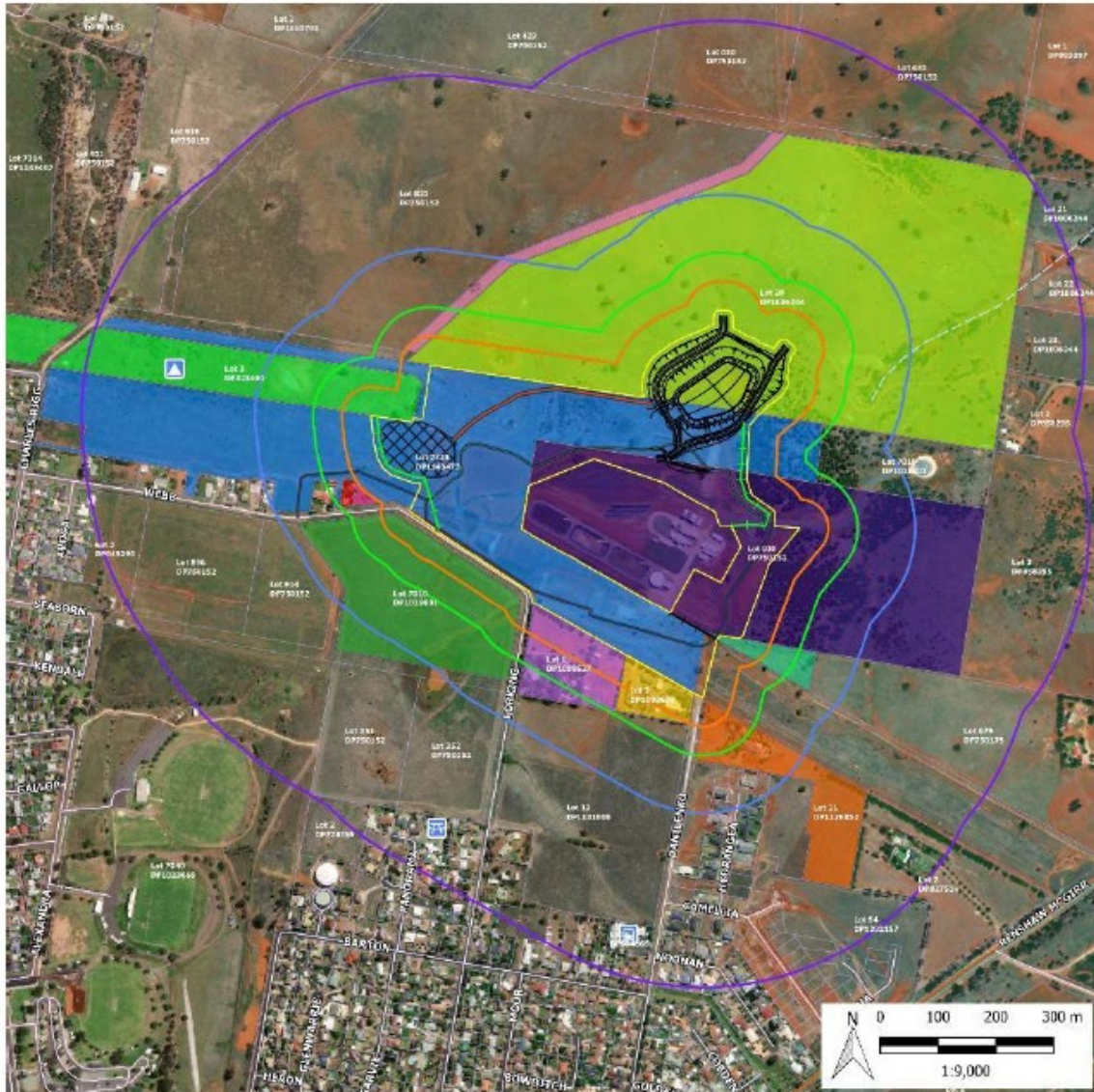
Our public communication responsibilities

- Respond promptly to site inquiries from the public and media.
- Prepare works notifications and distribute to residents.
- Advise you of any additional public communication requirements during site works.

Appendix E – Sensitive Receivers - Raw Water Storage Lagoon Works



WTP Raw Water Supply Lagoon – Review of Environmental Factors



PSC WTP Raw Water Supply Lagoon - Sensitive Receivers and Potentially Interested Parties within a 500m Radius of the Proposal Location

Legend

50m Radius	Proposed Stockpile Location	Local Road	Potentially Interested Parties, impacted by the Proposal	3 DP823404
100m Radius	Proposed walking track	Urban Service Lane	1 DP1098637	7010 DP1019801
200m Radius	Walking track to be no longer Accessible	Waterways	1 DP1214413	7036 DP1019910
500m Radius	Security Fencing	1st, 2nd & 3rd order unnamed waterways	1060 DP750152	7313 DP1143473
Study Area	Temporary Fencing	Sensitive Receivers	1067 DP750152	920 DP750152
Subject Site	RWSL	Ken Turner Park	11 DP1129852	
Development Layout	Lot Boundaries	Parkes Rifle Range	2 DP1098637	
Existing walking track	Road	Western Road Liners	20 DP1006244	
Proposed Haul Route from RWSL to Stockpiles	Arterial Road			



Appendix F – Lachlan Pipeline Duplication Design - Landowners to Engage



