# Community and Stakeholder Engagement Plan

## Berrimah Freight Terminal Expansion

**Aurizon Operations Limited**

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Prepared by:

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SLR Project No.: 680.030156.00001

12 February 2024

Revision: 1.0

*Making Sustainability Happen*

## Revision Record

| Revision | Date | Prepared By | Checked By | Authorised By |
|---|---|---|---|---|
| 0.1 | 3 October 2023 | Loren Yallop | | |
| 0.2 | 10 November 2023 | Stephanie Skordas | Esther Diffey | Esther Diffey |
| 0.3 | 17 November 2023 | Stephanie Skordas | Esther Diffey | Esther Diffey |
| 0.4 | 17 November 2023 | Stephanie Skordas | Esther Diffey | Esther Diffey |
| 1.0 | 12 February 2024 | Craig Smith | Stephanie Skordas | Craig Smith |

# Basis of Report

This report has been prepared by SLR Consulting Australia (SLR) with all reasonable skill, care and diligence, and taking account of the timescale and resources allocated to it by agreement with Aurizon (the Client). Information reported herein is based on the interpretation of data collected, which has been accepted in good faith as being accurate and valid.

This report is for the exclusive use of the Client. No warranties or guarantees are expressed or should be inferred by any third parties. This report may not be relied upon by other parties without written consent from SLR.

SLR disclaims any responsibility to the Client and others in respect of any matters outside the agreed scope of the work.

# Table of Contents

# Tables in Text

# Figures in Text

# Appendices

# Acronyms and Abbreviations

| Aurizon Operations Limited | Aurizon |
|---|---|
| Berrimah Rail Terminal Expansion Project | The Project |
| Community and Stakeholder Engagement Plan | CSEP |
| International Association of Public Participation | IAP2 |
| The Remote Engagement and Coordination Strategy 2015 | RECS |

# 1.0 Project background and overview

Aurizon Operations Limited (Aurizon) is proposing to begin construction in 2026 on the Berrimah Freight Terminal Expansion Project (the Project) which involves the extension of the existing Berrimah Freight Terminal at East Arm. The Project site location and proposed layout is provided in **Figure 1**.

The Project is located on part of 270 Berrimah Road, East Arm (Section 6082 Hundred of Bagot) and 330 Berrimah Road, East Arm (Section 5412 Hundred of Bagot). The area is zoned RW – Railway and DV – Development under the NT Planning Scheme, which allows for major industries with strategic importance to the future economic development of the NT.

The Project area is approximately 6.5km south-east of the Darwin CBD, approximately 2km north-east of the East Arm Wharf and immediately adjacent to existing East Arm developments on the East Arm Peninsula.

The Project site currently supports areas of remnant intertidal mangrove habitat and cleared land and has several drainage lines flowing through into Bleesers Creek and Darwin Harbour.

The Project will create a larger terminal with an integrated logistics focus which provides the ability to service both bulk and containerised freight and will include a large container storage area and the potential for warehousing or co-location with incumbent freight forwarders.

The Project is expected to include the following key components:

- Construction of seawall and land reclamation to create developable land above the level of overtopping by storm surge and sea level rise associated with climate change

- Construction of site stormwater management system, services and utilities and internal roads

- Construction of new container handling and storage hardstand on which mobile container handling equipment (e.g., rubber tyre gantry cranes or reach stackers) will be used for container loading and unloading activities

- Installation of new rail sidings and associated turnouts, drainage, communications, and signalling infrastructure

- Construction of proposed train loadout facility

- Construction of new public road from the Berrimah Road / Wishart Road intersection to the new site entrance

- Development of individual sites (approximately 1.3ha in area for each site) for customers to lease for the purpose of developing freight forwarding / distribution centres in the future.

Designated vehicle access roads around the facility will be designed to provide safe access to and from the hardstand area and the public road network by the design vehicle (B-Double).

In its operational phase, the Project site will be fully secured with fencing along the land boundary, security lighting, a CCTV monitoring system, a gatehouse, weighbridge and electronic gated access.

Construction is expected to create approximately 90 direct jobs across a variety of trades during construction. A further 150 indirect jobs are anticipated due to supply chain and consumption effects.

SLR Social Performance team will work flexibly, effectively and collaboratively with Aurizon in undertaking the stakeholder engagement and communications activities required for the Project.

This document outlines the communications and engagement approach for the Project.

**Figure 1    Berrimah Expansion Project Area**
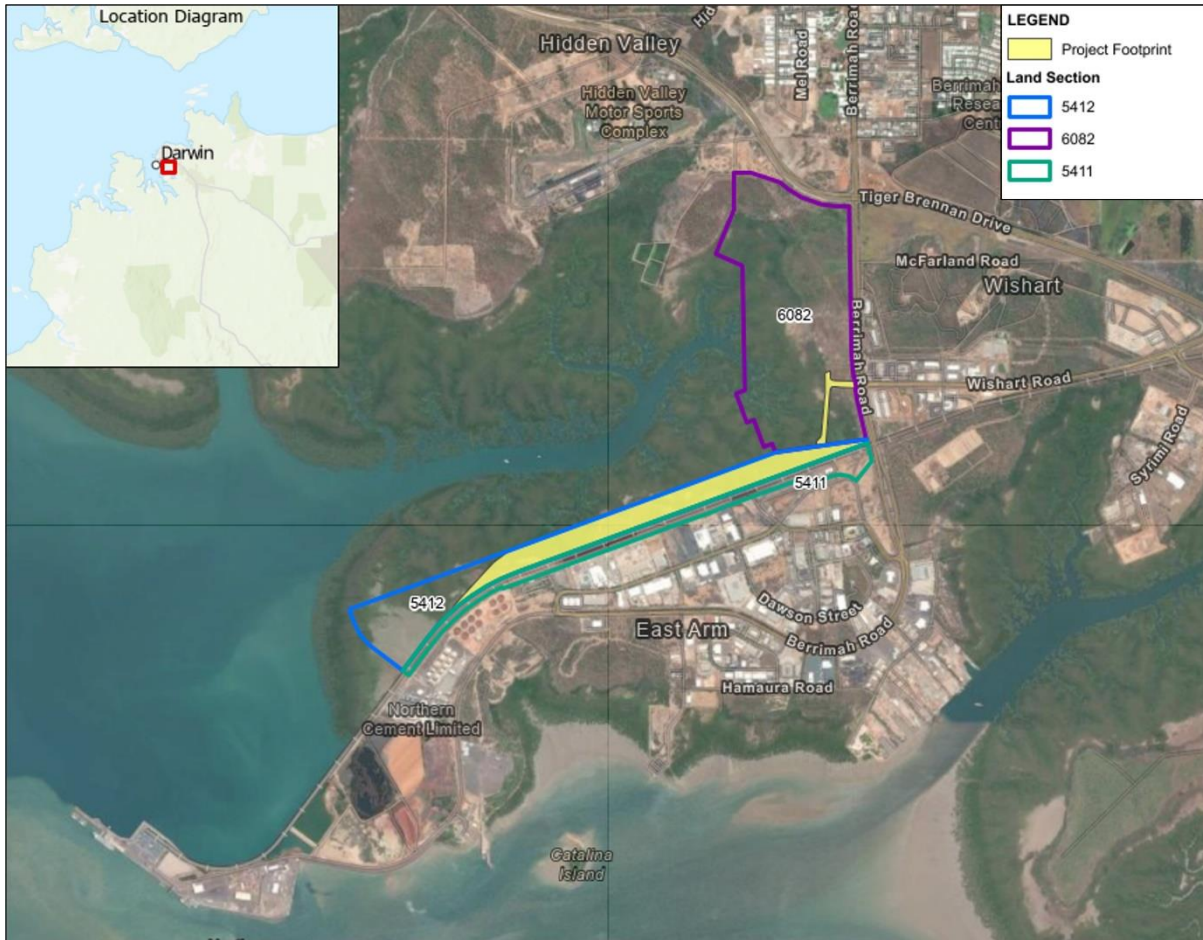


## 1.1    Purpose of this document

This Community and Stakeholder Engagement Plan (CSEP) seeks to outline the communication and engagement needs and activities for genuine and transparent engagement required for the successful delivery of this Project.

This plan is a 'live' document and will be updated by SLR throughout the lifetime of the Project. It identifies stakeholders and outlines the appropriate associated engagement procedures and processes required for the successful delivery of this Project. The CSEP will outline tailored actions including controls, mitigations, key messages, communication methods, and engagement frequency, at a minimum.

## 1.2    Project timeframes

The engagement timeline for the Project will be directly associated with project timeframes and key milestones. It is anticipated that engagement with both the community and stakeholders will be required up until 2026. Indicative timing of key milestones related to engagement are captured below in **Table 1**. The dates outlined below are subject to change.

**Table 1      Project key milestones**

| Description | Date |
|---|---|
| Pre-referral consultation | January 2023 |
| Risk assessment workshop | March 2023 |
| Referral lodged | October 2023 |
| NT Referral decision | Q4 2024 |
| Contractor Tender | Q1 2025 |
| Pre-construction planning | Q3 2025 |
| Site preparation | Q1 2026 |
| Operations commencement | Q4 2028 |

## 1.3      Project benefits

It is expected that the Project will bring positive benefits to the communities and stakeholders including:

- employment opportunities

- development of new road infrastructure

- investment into the community

- strengthens relationship with Aurizon and the community and stakeholders.

## 1.4      Consultation to Date

Consultation on the Project began in January 2023 during the initial stages of the Project, which is captured in the Project consultation log in **Appendix A**. As part of the initial planning process, key stakeholders and community members were identified. During this phase, regulators and Government departments were engaged.

The Project factsheet (**Appendix B**) was distributed by SLR on 2 October 2023 to the following stakeholders:

- Larrakia Development Corporation

- Larrakia Nation

- Northern Land Council

- Darwin Harbour Advisory Committee

- Darwin Port

- The Planning Action Network Inc. (PLAN)

- Industry Capability Network (ICN)

- Land Development Corporation

- Environment Centre NT (ECNT)

- Amateur Fisherman's Association of the Northern Territory (AFANT)

- City of Darwin

- Palmerston City Council.

# 2.0    Engagement Approach and Principles

## 2.1    Approach

This CSEP has been prepared to include national and international best practice principles and guidelines, including the following:

- International Association for Public Participation (IAP2)
- AA1000SES: International standard for stakeholder engagement
- The Remote Engagement and Coordination Strategy 2015 (RECS)

In addition, ensuring that a Social Licence to Operate is attained and retained throughout the Project's lifecycle is key to ongoing project success (**Figure 2**).

**Figure 2    Social Licence to Operate, adapted from Boutilier and Thomson**
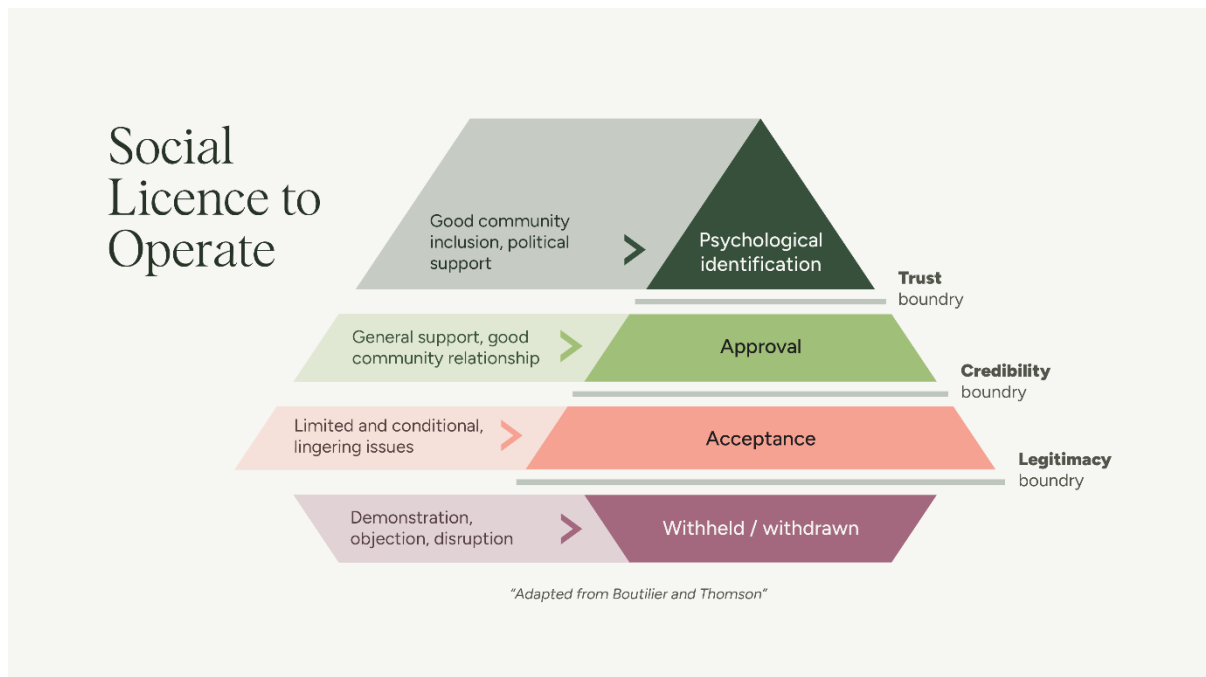


Aurizon will have regard to the community and stakeholders, who maybe directly impacted by the Project, and will seek to identify the level of, and ways of, mitigating any impacts and implement agreed mitigation strategies.

## 2.2    Key objectives

Aurizon's stakeholder engagement program aims to ensure that community and stakeholders are provided with accurate information regarding the development of the Project. The following are key objectives which have guided the development of the CSEP and its methodology:

- build upon engagement activities undertaken to date, leverage from established relationships and any lessons learned are captured and incorporated
- identify engagement channels to address all consultation and engagement needs

- design an inclusive, tailored, flexible and adaptable plan to identify the most effective approaches to engagement with stakeholders and the community

- identify and mitigate engagement issues and risks that arise as the Project evolves and progresses

- identify engagement tools that appropriately capture stakeholder feedback on the Project, including all stakeholder concerns

- enable consistent project messaging to manage stakeholder and community expectations and avoid lack of confidence in engagement

- support the delivery of the Project to be recognised as environmentally, economically, culturally and socially acceptable to the community and key stakeholders (i.e. earn social licence to operate)

- provide regulators with confidence that all positive and negative impacts are well understood and can be managed throughout all phases of the Project.

## 2.3    IAP2 Core Values

The proposed engagement methodology will follow the principles and values outlined in the International Association of Public Participation's (IAP2) Quality Assurance Standard. These high-level frameworks and standards outline best-practice expectations of principle, process and value, and provide a consistent model for design and delivery of engagement. The proposed level of engagement will be to *inform*, *consult* and *involve,* depending on the stakeholder segment, as per the IAP2 Spectrum in **Figure 3**.

**Figure 3    IAP2 Spectrum**
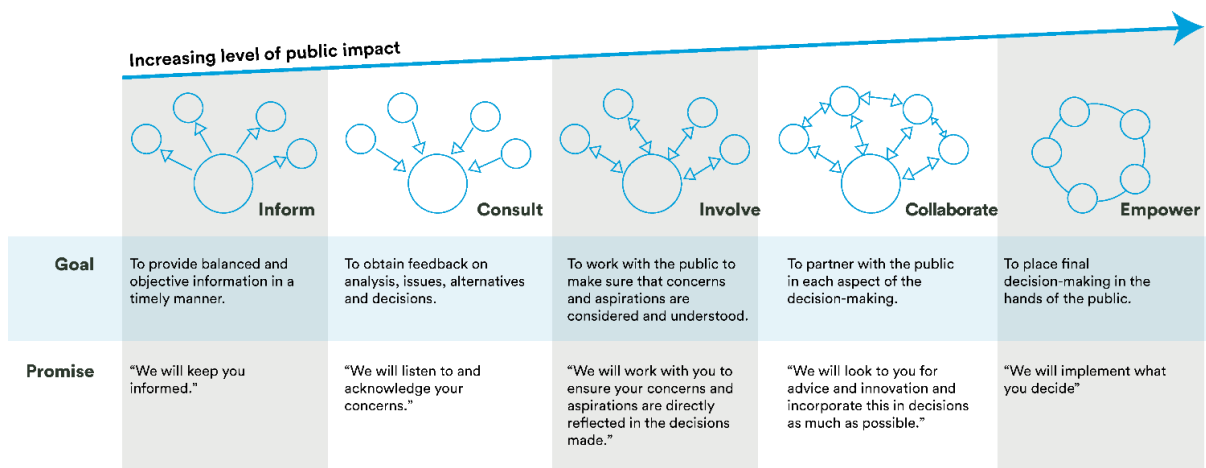


## 2.4    The Remote Engagement and Coordination Strategy

In addition to the IAP2 Principles, the RECS outlines proposed levels of engagement with remote communities. The proposed level of engagement will be to *actively participate* as per the Levels of Regional and Remote Community Participation shown in **Figure 4**.

**Figure 4    Levels of Regional and Remote Community Participation**



## 2.5    SLR Social Performance Roles and Responsibilities

The Social Performance team includes a dedicated Engagement lead and a Senior Engagement Consultant to support the Project's delivery. Additional resources will include a Technical Director - Social Performance who has been made available to provide project governance and quality assurance for the Project. A graphic design specialist has also been included in the team to service project needs. The responsibilities for each SLR role and resource are captured in **Table 2**.

**Table 2    SLR team roles and responsibilities**

| Role | Responsibility | Resource |
|------|---------------|----------|
| Governance and Quality Assurance Lead | Oversee and review project communications and engagement activities.<br><br>Maintain quality assurance on the project and ensure deliverables are being achieved. | Esther Diffey<br>0423 686 002<br>ediffey@slrconsulting.com |
| Engagement Lead | Lead and review project communications and engagement activities | Astrid Ruban<br>0403 221 041<br>aruban@slrconsulting.com |
| Senior Engagement Consultant | Implement and support project communications and engagement activities | Stephanie Skordas<br>0434 279 633<br>sskordas@slrconsulting.com |

| Role | Responsibility | Resource |
|------|----------------|----------|
| Graphic Design Consultant | Support team in the creation of visual comms for the client | Dawn Wilson<br>dwilson@slrconsulting.com |

## 2.6    Stakeholder key messaging

### 2.6.1    Key messages – overall project general

- The Berrimah Terminal Expansion Project will expand its current facility at East Arm to transport a higher amount of freight into Darwin

- The Project will include the construction of a new public road from the Berrimah Road/Wishart Road intersection to the new entrance of the site

- The Project will assist businesses to grow and capitalise on future projects in the region

- The Project expects to create approximately 90 direct jobs throughout the construction phase and up to 325 new jobs during operation

- The facilities to be delivered by the Berrimah Terminal Expansion Project are planned to be operational in 2028.

# 3.0    Potential Risks and Mitigations

**Table 3** outlines the key project risks, and associated mitigations. This risk analysis will be subject to ongoing review and revision as engagement progresses.

**Table 3    Main risks and mitigations**

| Risk | Mitigation |
|------|-----------|
| Miscommunication: Messages that are unclear, inaccurate, or misunderstood can lead to confusion, misinterpretation, and misinformation. | • Use plain and clear language in messages.<br>• Provide context to help stakeholders understand the message.<br>• Encourage feedback and clarification if something is unclear. |
| Lack of Transparency: Failure to be open and honest in communication can erode trust and credibility. | • Be open and honest in all communication.<br>• Share both positive and negative information when appropriate.<br>• Establish clear communication channels for addressing concerns |
| Inconsistent Messaging: Mixed or conflicting messages from different sources within an organisation can create confusion and mistrust. | • Develop and adhere to a unified communication strategy.<br>• Provide training to staff on messaging and communication guidelines.<br>• Maintain a central repository for approved messaging and updates. |
| Overcommunication or Information Overload: Bombarding community and stakeholders with excessive information can overwhelm and lead to disengagement. | • Tailor messaging to different target audiences i.e., industry members, Traditional Owners etc.<br>• Create a communication schedule to avoid excessive messages. |

| Risk | Mitigation |
|---|---|
| | • Use different channels for different types of information. |
| Communication Gaps: Not reaching all relevant stakeholders or leaving certain groups out of the communication loop can lead to feelings of exclusion and dissatisfaction. | • Identify all relevant stakeholders and create communication plans for each group.<br>• Use multiple channels and mediums to reach different stakeholder groups.<br>• Periodically review and update stakeholder lists. |
| Social Media Backlash: Negative comments, viral criticism, or social media controversies can quickly damage a brand's reputation if not managed effectively. | • Monitor social media platforms for mentions and comments.<br>• Respond to negative comments professionally and constructively.<br>• Have a crisis communication management plan in place. |
| Stakeholder Disengagement: If stakeholders feel that their concerns and feedback are not valued or addressed, they may disengage, which can affect the success of projects and initiatives. | • Actively seek and incorporate feedback from stakeholders.<br>• Address concerns and issues promptly.<br>• Demonstrate the impact of stakeholder feedback on decision-making. |
| Cultural Insensitivity: Not considering cultural differences in communication and engagement strategies can lead to offence, misunderstandings, and alienation. | • Conduct cultural sensitivity training for staff.<br>• Co-design communication strategies with communities to uphold cultural awareness (if applicable).<br>• Seek input from affected communities to ensure respectful communication. |
| Legal and Compliance Risks: Failing to adhere to legal requirements and industry regulations in communication can result in legal action, fines, or reputational damage. | • Stay informed about relevant approvals requirements and regulations.<br>• Clearly communicate compliance expectations to all stakeholders. |
| Lack of Employee Engagement: Disengaged employees can impact internal communication, collaboration, and overall organisational performance. | • Encourage open communication channels between management and employees.<br>• Recognise and reward employee contributions and feedback. |

## 4.0 Stakeholder Engagement Overview

### 4.1 Communication and Engagement tools and activities

The choice of engagement tools and techniques depends on the desired outcome of the Project's engagement. If the goal is to gather information from the community such as identifying issues, opportunities, and local knowledge, the engagement methods will differ from those used to involve the community in discussions to shape or influence project outcomes. The engagement methods will be customised to meet the needs of the community and stakeholders, addressing any barriers that may prevent effective engagement. A list of engagement tools and activities and their application is provided in **Table 4**.

**Table 4    Engagement tools and activities**

| Tool | Description | Timing |
|---|---|---|
| Face-to-face meetings | Aurizon will hold face-to-face meetings with stakeholders, bi-annually or as agreed, to proactively discuss project progress, potential procurement opportunities and any associated changes | Project Planning and Permitting |
| Community information sessions | Community information sessions provide an opportunity for local communities to meet with the Project team and raise any concerns or questions. | Construction |
| Letters/emails | Provide stakeholders with updates on the Project including project timing, potential impacts and benefits and opportunities to provide feedback, as required (e.g. to inform the Referral) | Project Planning and Permitting<br>Pre-construction<br>Construction |
| Online job platforms | Advertise employment opportunities, as required. | Pre-construction |
| Project factsheet | Distribute factsheet to stakeholders with information on project details, proposed approvals approach and relevant contact details | Project Planning and Permitting |
| Project website and social media | Webpage for the public to keep up to date with Aurizon's activities and the progress of the Project. The website content may include:<br>• Details on Aurizon and its assets<br>• Project status and key documents<br>• Recent media releases and news articles | Construction<br>Operation |

| Tool | Description | Timing |
|---|---|---|
| | • Ability to register for project updates<br>• Contact details for further information. | |
| Feedback forms (digital/hardcopy) | Forms to be made available at every online and face-to-face meeting | Pre-construction<br>Construction |
| Local newspaper | Provide the wider community with an update on the Project including progress, initiatives, and job opportunities. | All stages |
| Local media | Utilise local media outlets to:<br>• Announce start of construction for the Project<br>• Promote events or key project successes<br>• Communicate project updates. | Pre-construction<br>Operation |

## 4.2    Action Plan

A detailed stakeholder engagement action plan will be developed for each phase of the Project lifecycle in collaboration with Aurizon. It will be based on projected activities and milestones and include all communication and engagement activities required to support the Project. The action plan outlined in **Table 5** is a live plan which will be reviewed and updated regularly, particularly when new engagement activities are identified.

**Table 5    Engagement action plan**

| Project Phase | Tool | Stakeholder | Activity | Responsibility | Date Completed |
|---|---|---|---|---|---|
| Project Planning and Permitting | Email | All stakeholders | Content provides project updates including design, project timing, potential impacts, and benefits and opportunities to provide feedback | Aurizon<br>SLR | Completed |
| | Online/face-to-face meetings | All stakeholders | Targeted meetings designed to gain specific feedback to inform the Referral | Aurizon<br>SLR | Completed |
| | Project factsheet | All stakeholders | Factsheet containing project details, proposed approvals approach and relevant contact details | Aurizon<br>SLR | 02.10.2023 |

| Project Phase | Tool | Stakeholder | Activity | Responsibility | Date Completed |
|---|---|---|---|---|---|
| Pre-Construction | Project website | All stakeholders | Dedicated project webpage to be established on Aurizon website and updated on a regular basis | Aurizon/SLR | TBC |
| | Email | All stakeholders | Content provides project updates including project timing, potential impacts, and benefits and opportunities to provide feedback | Aurizon/SLR | TBC |
| | Online job platforms | All stakeholders | Advertise job opportunities and supply chain opportunities | Aurizon/SLR | TBC |
| | Social media | All stakeholders | Social media posts promoting job opportunities | Aurizon/SLR | TBC |
| | Online/face-to-face meetings | ICN NT Chamber of Commerce Aboriginal Organisations | Liaise with relevant stakeholders to provide early notification of potential contract opportunities, including First Nations contract opportunities | Aurizon/SLR | TBC |
| | Online/face-to-face meetings | Local businesses | Engage local suppliers regarding maximising local employment opportunities | Aurizon/SLR | TBC |
| | Local newspaper | All stakeholders | Advertise job opportunities and supply chain opportunities | Aurizon/SLR | TBC |
| | Online/face-to-face meetings | Industry Government Utilities Services | Engagement regarding how construction impacts will be managed on infrastructure and public services and negotiate shared access arrangements/shared services | Aurizon/SLR | TBC |
| | Online/face-to-face meetings | Members of Parliament Local Council | Meet with local government representatives and councillors (if relevant) to provide a project update and discuss potential impacts, benefits and management measures | Aurizon/SLR | TBC |
| | Media release | Media All stakeholders | Official announcement regarding start of construction for the Project | Aurizon | TBC |
| Construction | Email | All stakeholders | Update on progress of the Project | Aurizon/SLR | TBC |
| | Project website | All stakeholders | Update of information to include construction information and the ability to register for updates. | Aurizon/SLR | TBC |

| Project Phase | Tool | Stakeholder | Activity | Responsibility | Date Completed |
|---|---|---|---|---|---|
| | | | Post-engagement, make available the Engagement Report and identify key issues, summarise them into themes – what we heard etc. | | |
| | Social media | All stakeholders | Social media posts advising of community information sessions | Aurizon/SLR | TBC |
| | Community Information Sessions | Community members | Engagement sessions | Aurizon/SLR | TBC |
| Operation | Community event | All stakeholders | Identify, attend, and support local community events | Aurizon | TBC |

# 5.0 Stakeholder Identification and Analysis

Stakeholders refer to any person or group of persons who have or feel they have an interest or can affect/be affected by an issue or decision. The Project covers diverse stakeholders with varying levels of interest, influence, power, or impact relative to any issue. The level of influence/interest of a stakeholder group should be a consideration in shaping their level of participation in the engagement process, timing of engagement and the methodology for the engagement.

The interest/influence matrix shown in Figure 5 categorises stakeholders based on their level of interest in the project, and their level of influence or power to affect the project's outcomes. The matrix supports the prioritisation of engagement efforts and the development of appropriate strategies for managing and communicating with stakeholders.

**Figure 5   Interest/Influence Matrix for Stakeholder Prioritisation**
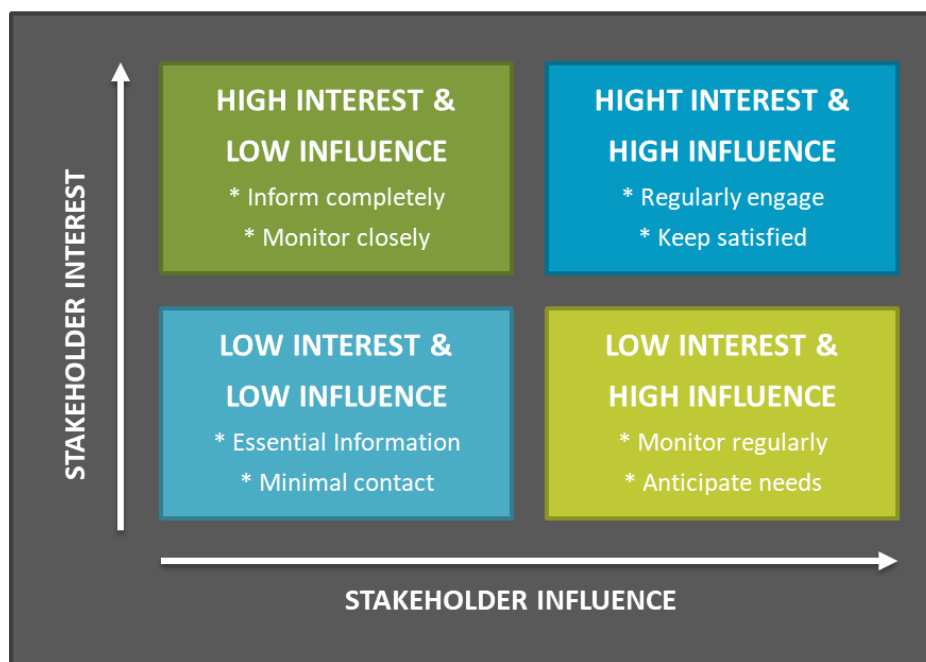


## 5.1 Stakeholder analysis

**Table 6** provides a summary of the stakeholder groups, and the level of engagement required to guide effective engagement for the Project. The stakeholder list will be reviewed and updated throughout each of the phases of the Project, as new activities are undertaken, and new stakeholders are identified.

The community and stakeholder engagement approach will involve a mix of IAP2's values, where appropriate: 'informing' community and stakeholders about the project and milestones and 'consulting' to obtain feedback on key aspects of the Project.

**Table 6    Stakeholder groups**

| Stakeholder Group | Stakeholder/s | Interest/Concerns | Level of Interest | Level of Influence | Level of engagement |
|---|---|---|---|---|---|
| Aboriginal organisations | • Larrakia Nation<br>• Northern Land Council<br>• Larrakia Development Corporation<br>• Larrakia Nation Aboriginal Corporation | • Environmental management<br>• Cultural heritage impacts<br>• Social impacts<br>• Community partnership opportunities<br>• Employment opportunities | High | Medium | Inform<br>Consult<br>Involve |
| Federal Government Agencies and Ministers | • Federal Member of Solomon – Mr Luke Gosling OAM, MP<br>• Federal Member for Lingiari - Ms Marion Scrymgour MP<br>• Austrade and Department of Foreign Affairs and Trade<br>• Department of Climate Change, Energy, the Environment and Water | • Environmental management<br>• Social impacts<br>• Reputational risk to government | High | High | Collaborate |
| State Government Agencies and Ministers | • Member for Fong Lim – Hon Mark Monaghan<br>• Department of Chief Minister and Cabinet<br>• Department of Treasury and Finance<br>• Northern Territory Police, Fire and Emergency Services<br>• Department of Infrastructure, Planning and Logistics<br>• Department of Industry, Tourism and Trade<br>• Department of Environment, Parks and Water Security | • Environmental management<br>• Traffic impacts<br>• Increased demand for local services<br>• Social impacts<br>• Emergency management plans<br>• Reputational risk to government | High | High | Collaborate |

| Stakeholder Group | Stakeholder/s | Interest/Concerns | Level of Interest | Level of Influence | Level of engagement |
|---|---|---|---|---|---|
| | • Northern Territory Environment Protection Authority<br>• Aboriginal Areas Protection Authority<br>• Worksafe NT<br>• Land Development Corporation<br>• Department of Territory Families, Housing and Communities – Heritage Branch<br>• Department of Health<br>• Northern Territory Planning Commission | | | | |
| Local Government | • City of Darwin<br>• City of Palmerston<br>• Litchfield Shire Council | • Traffic impacts<br>• Increased demand for local services<br>• Social impacts<br>• Emergency management plans<br>• Community partnership opportunities | Medium | Low | Inform<br>Consult<br>Involve |
| Utilities and service relocations | • Power and Water Corporation<br>• NT Gas<br>• Telstra<br>• NBN<br>• Optus | • Identify services and locations<br>• Service outages | Low | Low | Inform |
| Industry | • Darwin Port<br>• Darwin Port Users Group<br>• Chamber of Commerce NT<br>• National Heavy Vehicle Regulator<br>• Civil Contractors Federation<br>• Australian Logistics Council | • Impacts to port network<br>• Traffic impacts<br>• Impacts to port activities<br>• Impacts to road access<br>• Disruptions during emergencies/priority access | High | Medium | Inform<br>Consult |

| Stakeholder Group | Stakeholder/s | Interest/Concerns | Level of Interest | Level of Influence | Level of engagement |
|---|---|---|---|---|---|
| General public, local communities and business | • Amateur Fisherman's Association of NT<br>• Australian Marine Conservation Society NT<br>• Australian Marine Science Association NT<br>• Darwin Harbour Advisory Committee<br>• Environment Centre NT<br>• Sea Turtle Foundation<br>• Darwin community members<br>• Vopak<br>• Crowley<br>• LinFox<br>• StarTrack<br>• Toll<br>• INPEX<br>• Charles Darwin University | • Environmental management (impacts to air quality and water, noise, contamination management, Aboriginal cultural heritage)<br>• Traffic impacts<br>• Community concerns<br>• Resolution of community complaints<br>• Community iniatives<br>• Property impacts<br>• Visual amenity<br>• Social impacts<br>• Employment and business opportunities | Medium/high | Low | Inform<br>Consult |

# 6.0    Monitoring and evaluation

Aurizon will continue to maintain a Project Consultation Log (**Appendix A**) to record external stakeholder interactions for the Project (pre-construction, construction and operation). It is important that this register is updated by all team members following engagement activities so these can be adequately monitored, and any stakeholder concerns or opportunities followed up.  This is particularly important for the approvals process as records of engagement activities need to be summarised and provided as part of approvals documents to demonstrate adequate engagement has been undertaken.

From a risk management perspective, this is also important for Aurizon when queries or issues arise as there is a formal record of engagement that has been undertaken, and record of how these issues have been appropriately closed out.

Aurizon will monitor the following to inform periodic evaluation of the engagement program:

- the number of engagement activities undertaken

- attendance numbers at meetings and workshops

- level of stakeholder understanding of the Project, including potential impacts, benefits and management measures

- community support for the Project

- community feedback provided via the website or engagement activities

- community grievances/complaints.

This CSEP will be revised, including the stakeholder analysis, prior to the commencement of each Project stage to incorporate lessons learned, stakeholder feedback and evolving issues, opportunities and risks that may have arisen.

Any review should consider the following:

- feedback from the regulator, external stakeholders, Aurizon employees and contractors

- changes in regulation and guidelines that may impact engagement expectations of the regulator and community.

The monitoring objectives for this SCEP are outlined in **Table 7**.

**Table 7    SCEP Monitoring Objectives**

| Objective | Target | Indicator |
|---|---|---|
| Manage expectations by ensuring that the community fully understands the nature of the Project, the likely impacts and benefits that may be derived from the Project operations. | <ul><li>Provide detailed information.</li><li>Respond to potential issues to minimise impacts.</li></ul> | <ul><li>Number of calls logged.</li><li>Number of meetings held.</li><li>Number of enquiries managed positively.</li><li>Number of enquiries.</li><li>Anecdotal feedback from stakeholders.</li></ul> |
| Promote community confidence by ensuring open and transparent discussion of the Project development processes, technical studies, | <ul><li>Register, document and respond to all community correspondence.</li><li>To develop community understanding of key</li></ul> | <ul><li>Direct anecdotal feedback from community.</li><li>Limited rumour and speculation about the Project's site. "Myth Busting."</li><li>Limited conflict and community outrage.</li></ul> |

| Objective | Target | Indicator |
|---|---|---|
| impacts and risk management processes. | aspects and for Aurizon to further understand communities' values. | • Limited negative media coverage. |
| Ensure sustainable Project design and decision making by incorporating local community knowledge, views and concerns. | • Track level of satisfaction.<br><br>• To track key issues over time to ascertain if engagement strategy is effective. | • Limited complaints.<br><br>• Limited involvement or intervention by politicians, councillors or non-regulatory. |
| Enable Aurizon to recognise and address community concerns early. | • Discern key themes and issues to develop key messaging. | • Number of rumours proactively identified and addressed.<br><br>• Direct anecdotal feedback from community.<br><br>• Limited negative commentary about the Project site either face-to-face or on social/traditional media.<br><br>• Limited conflict and community outrage. |
| Meet regulatory requirements and expectations. | • Build relationships through face-to-face discussions and by identifying common goals/working to realise opportunities. | • No or limited delays to development and remediation processes due to community or stakeholder objections.<br><br>• Limited complaints.<br><br>• Limited conflict and community outrage.<br><br>• No, or limited, adverse media coverage.<br><br>• Number or extent of local or non-local interest groups expressing concern publicly. |

## 6.1    Media enquiries

Any non- Aurizon employees working on the Project must not provide any information/comment regarding the Project to any media or political representatives. If contacted by the media or political representatives concerning the Project, the person's name and contact details will be obtained and refer the enquiry immediately to Aurizon.

## 6.2    Feedback, complaints and grievances

An effective complaints and incidents procedure ensures that stakeholders can raise issues of concern, be confident these issues will be taken seriously and responded to and provides a mechanism for prompt identification of emerging issues and guides reporting on community issues.

Aurizon will continue to maintain public contact details (email: info@aurizon.com.au and phone number: 13 23 32) to enable community or other stakeholders to provide feedback or register a complaint or grievance.  The email and phone contact details will continue to be visible on all public communication materials.  Feedback via telephone, email, in writing or through face-to-face verbal communication is welcomed by Aurizon.

**Figure 6** outlines the process for responding to feedback, complaints or grievances. All of which will be of a confidential nature and reported to Aurizon's media advisor within 24

hours. All feedback, complaints or grievances will be recorded in the stakeholder engagement log and addressed in a timely and respectful manner.

**Figure 6   Complaints Timeline**

| 1 business day | Within 3 business days | Maximum 1 week |
|---|---|---|
| • Acknowledge receipt of complaint and forward to appropriate person for investagtions | • Respond to complaintant with either resolution to complaint or aupdate that investigations are still ongoing. | • Aim to have a resolution to the complaint. If no resultion is possible, clearly communication with the complaintant that investagations are continuing and a resolution is being sought. |

Upon receipt of a complaint or grievance, Aurizon will provide confirmation to the complainant that their concerns have been noted and that investigation will commence.

Once follow up actions are completed and the complaint has been resolved, the complainant will be notified again. If a complaint cannot be resolved immediately or in a timely manner, the complainant will be advised of the actions proposed and an estimated timeframe to address their concerns. Where deemed necessary, procedures will be amended.

# 7.0    References

International Association for Public Participation (IAP2) 2015 *Quality Assurance Standard for Community and Stakeholder Engagement*, viewed 25 September 2023, Available: International Association for Public Participation Australasia, IAP2_Quality+Assurance+Standard.pdf (iap2content.s3-ap-southeast-2.amazonaws.com)


IAP2 2014, *Public Participation Spectrum*, viewed 25 September 2023, Available: International Association for Public Participation Australasia, IAP2_Public_Participation_Spectrum.pdf


NT EPA 2021, Stakeholder Engagement and Consultation - Environmental impact assessment Guidance for proponents, v2.0

# Appendix A   Project Consultation Log

**Community and Stakeholder Engagement Plan**

**Berrimah Freight Terminal Expansion**

**Aurizon Operations Limited**

SLR Project No.: 680.030156.00001

12 February 2024

## Consultation Engagement to Date

| Date | Stakeholder | Communication (method/description) | Additional Notes |
|------|-------------|-----------------------------------|------------------|
| **Stage 1 - Prior to submission of referral to NT EPA** | | | |
| 02-Mar-23 | Land Development Corporation (Paul Schneider and Dan Cameron) | Phone call | Initial discusses regarding the access road through LDC land. |
| 07-Mar-23 | DEPWS - Flora and Fauna Division (Bridie Hill, Neil Smit, David Rhind) | Meeting | • Loss of mangroves – need to consider loss of productivity and regional context.<br>• Migratory birds – importance of the salt pan as a migratory bird habitat.<br>• Tidal variation and hydrology – use of existing channels for surface water runoff.<br>• Impacts to flora and fauna – due to clearing of site for development.<br>• Bleesers Creek – low chance of impacting habitats within creek if construction methodologies like Darwin Ship Lift. |
| 08-Mar-23 | Amanda Liliman (Migratory bird specialist) | Email Trail (CS) | Contact was made with Dr Lilleyman as she is a migratory shorebird expert in the Darwin region. She expressed concern with the initial concept design and its impacts on the saltpan area as it is an important roosting habitat for migratory birds.<br>Subsequent to her concerns, the concept design was modified to avoid the saltpan are altogether. |
| 09-Mar-23 | DIPL - Lands Planning (Graeme Finch) | Phone call | Phone call to discuss the project and any linkages to current lands planning in the area. Suggested talking to Infrastructure NT. |
| 09-Mar-23 | DIPL - Infrastructure NT (Tracey Lines) | Meeting | • Project is important for logistics in the NT<br>• Train turn around would be important for the project.<br>• INT happy to assist with economic benefits. |
| 14-Mar-23 | DIPL - Development Assessment Services (Dawn Parkes, Sally Graetz) | Meeting | • DA can be lodged at any time, but paused until environmental approvals have been obtained<br>• RW (railway) zoning - needs to be in line with Australasia Railway (Special Provisions) Act 1999<br>• Several overlays to be considered - storm surge - Land adjacent to a designated road.<br>• DA would be exhibited for 4 weeks |
| 15-Mar-23 | DEPWS - Environment Division (Kylie Fitzpatrick, Holly Durrant, Peter Vasel) | Meeting | • Storage – if hazardous materials are to be stored on site, need to check compatibility with surrounding businesses.<br>• Air/Noise:<br>o Use NEPM 2015 air quality standards<br>o Air and GHG emissions from trains to meet performance standards and licence conditions.<br>o Must use NSW Guidelines for noise assessment.<br>o No sensitive receptors nearby, but need to consider NT EPA separation distances<br>• Storm Surge |

| Date | Stakeholder | Communication (method/description) | Additional Notes |
|---|---|---|---|
| | | | • Acid Sulfate Soils<br>• UXOs<br>• Cumulative Impacts<br>• Previous diesel spill on site<br>• Emergency Procedures |
| 20-Mar-23 | DCCEEW - (Josh Bray, Sophia Wakeling, Leo Pure) | Meeting | • Salt Pan – area is likely to provide habitat for EPBC listed migratory birds.<br>• MNES – should consider all MNES, including threatened species, within the impact assessment. Also need to provide evidence to justify conclusions regarding impacts.<br>• Indirect Impacts – consider indirect impacts, including to marine species, given proximity to Darwin Harbour. |
| 22-Mar-2023 | DIPL - Transport Planning (Ranil Attanayaka) | Meeting | • Access Road – is the access road to be a public or private road?<br>• Public – if a public road, it will need a road reserve and be built to NTG standards.<br>• Private – if private, how will public access be restricted/controlled?<br>• Security – need to consider security around the facility.<br>• Intersection – may require upgrades to lighting, signage and medium strip.<br>• TIA – a Traffic Impact Assessment will be required for both construction and operational phases. |
| 22-Mar-2023 | PWC (Goutham Maddirara, Steve Saunders, Ella Leonhardt) | Meeting | Initial discussions held with PWC regarding power, water and sewage infrastructure currently servicing East Arm and the potential connections to the project area. |
| 08-Aug-23 | NT Heritage Branch | Email | Emailed Heritage Branch for information on any heritage objects/items in the project area. A response was received on 22/8/23 indicating that there are no nominated, provisionally declared or declared heritage places or objects within the subject area.<br>The Heritage did indicate that there are known Aboriginal or Macassan archaeological places within the subject area. |
| 08-Aug-23 | Aboriginal Areas Protection Authority (AAPA) | Aurizon applies for new AAPA Certificate following advice from SLR. | |
| 30-Aug-23 | Larrakia Development Corporation (Melissa Nunes) | Meeting | Discussed the Project and potential for further involvement with LDC during construction. Melissa mentioned the option for Larrakia supervisors to be present during clearing. |
| 11-Sep-23 | AAPA (Travis Kelly, Catherine McLeish, Thomas Loporto) | Meeting | Meeting to update AAPA on the project. Aurizon has submitted an application for a new AAPA Certificate. |

| Date | Stakeholder | Communication (method/description) | Additional Notes |
|------|-------------|-----------------------------------|------------------|
| 02-Oct-23 | Larrakia Development Corporation | Email | Project factsheet sent via email to Melissa Nunes - Business Manager <melissa.nunes@larrakia.com.au> and reception@larrakia.com.au |
| 02-Oct-23 | Larrakia Nation | Email | Project factsheet sent via email to reception@larrakia.com |
| 02-Oct-23 | Darwin Harbour Advisory Committee (DHAC) | Email | Project factsheet sent via email to darwinharbour.DEPWS@nt.gov.au |
| 02-Oct-23 | The Planning Action Network Inc. (PLan) | Email | Project factsheet sent via email to info@planinc.org.au |
| 02-Oct-23 | Environment Centre NT (ECNT) | Email | Project factsheet sent via email to admin@ecnt.org |
| 02-Oct-23 | Amateur Fishermen's Association of the Northern Territory (AFANT) | Email | Project factsheet sent via email to office@afant.com.au |
| 02-Oct-23 | Darwin Port | Email | Project factsheet sent via email to darwinport@darwinport.com.au |
| 02-Oct-23 | Land Development Corporation | | Project factsheet sent via email to enquiries@landdevcorp.com.au and Stevi Thomas - Marketing & Communications <stevi.thomas@landdevcorp.com.au> |
| 02-Oct-23 | Northern Land Council | Email | Project factsheet sent via email to reception@nlc.org.au |
| 02-Oct-23 | Industry Capability Network (ICN) | Email | Project factsheet sent via email to info@icnnt.org.au |
| 02-Oct-23 | City of Darwin | Email | Project factsheet sent via email to darwin@darwin.nt.gov.au |
| 02-Oct-23 | Palmerston City Council | Email | Project factsheet sent via email to palmerston@palmerston.nt.gov.au |

| Date | Stakeholder | Communication (method/description) | Additional Notes |
|---|---|---|---|
| 05-Oct-23 | Amanda Liliman (Migratory bird specialist) | Email | Provided comment on the Project factsheet. Response provided on 10/10/23.<br>Amanda responded to the Project Factsheet (and cc'ed in 11 others including Environment Centre NT, the Planning Action Network Inc., Larrakia Rangers, BirdLife Top End). She raised concerns about the project footprint and its proximity to the saltpan. She asked for further information about:<br>• the project footprint (ie a better image)<br>• the separation distance between the development and the saltpan<br>• the timing of construction<br>• the Aboriginal heritage<br>A response was provided back to Amanda (and cc'ed in 11 others) |
| 10-Oct-23 | Larrakia Rangers (Ben Smith) | Phone call | Spoke with Ben regarding the use of Larrakia Rangers to assist with the pre-clearance heritage surveys. |

# Appendix B   Project Factsheet

**Community and Stakeholder Engagement Plan**

**Berrimah Freight Terminal Expansion**

**Aurizon Operations Limited**

SLR Project No.: 680.030156.00001

12 February 2024

# Project Factsheet

Berrimah Rail Terminal
Expansion Project

# Berrimah Rail Terminal Expansion Project

## Overview

Aurizon Operations Limited (Aurizon) is Australia's leading bulk and containerised freight business responsible for transporting vital supplies across their 5,100 kilometers of track infrastructure, which includes the Tarcoola to Darwin railway line. Aurizon are proposing to expand the Berrimah Rail Terminal at East Arm, near Darwin to create a larger terminal with an integrated logistics focus. This will provide Aurizon with an ability to service both bulk and containerised freight, provide a large container storage area with potential for warehousing or co-location with incumbent freight forwarders.

## Location

The site for the proposed extension is located on 330 Berrimah Road, East Arm (Section 5412) and part of 270 Berrimah Road, East Arm (Section 6082). The development footprint is approximately 40 ha.

Section 5412 is zoned RW (Railway) under the Northern Territory Planning Scheme and has been reserved exclusively for the future development of the existing railway. The land is owned by the AustralAsia Railway Corporation under a Crown Lease Term. The entire section of land is approximately 64 ha, however the western portion is not included in the project footprint to minimise potential impacts on migratory birds that may visit the area for roosting and feeding.

Section 6082 is zoned DV (Development) under the Northern Territory Planning Scheme and is Freehold land owned by the Land Development Corporation. This section of land will be used as road access from Berrimah Road, at the Wishart Road intersection, to Section 5412.

## Environmental Studies

An Environmental Referral is being prepared for assessment by the NT EPA under the Environment Protection Act 2019.

Studies being undertaken to inform the environmental approvals process include:

- Flora and fauna
- Hydrology and storm surge
- Air quality
- Noise and vibration
- Acid sulfate soils
- Heritage
- Social and economic
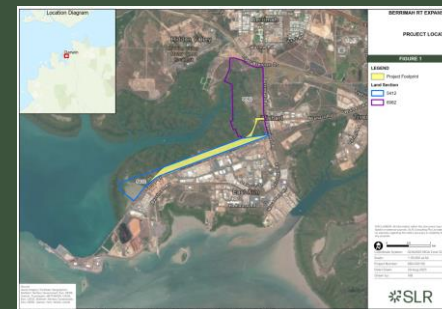
# Berrimah Rail Terminal Expansion Project

## Environmental Referral

**The Environmental Referral will detail the existing environmental conditions, the potential impacts from the proposed works and strategies to either avoid, manage or mitigate potential environmental impacts. These may include, but not be limited to:**

- Changes to design – including the reduction of the initial design footprint to avoid habitat that has potential for roosting and feeding by migratory birds.
- Construction methodology – including constructing an outer rock revetment prior to reclaiming land to reduce the likelihood of impacting the nearshore and marine environment.
- Environmental Management Plans – a framework will be developed to define the parameters for the preparation of Construction and Operational EMPs, to ensure the Construction Contractors and Facility Operators adequately fulfil their environmental and social commitments and obligations.

## Approvals Process

Following the submission of the Environmental Referral document to the NT EPA, the Referral (once accepted) will be released for public comment for a period of 20 business days.

The NT EPA will then determine if an assessment of the project is required and the level of the assessment. If further assessment is required, additional opportunities for public comment exist within the NT approvals process.

## Timing

The referral is expected to be lodged with the NT EPA in October 2023. It is expected that there will be a public comments period towards the end of the year.

Should further assessment be required, this would occur during 2024, with an additional public comment period at different stages depending on the level of assessment.

Construction could commence as soon as early 2024 should no further assessment be required. If further assessment is required, construction would possibly commence late 2024 or early 2025. Construction is expected to take up to 12 months.
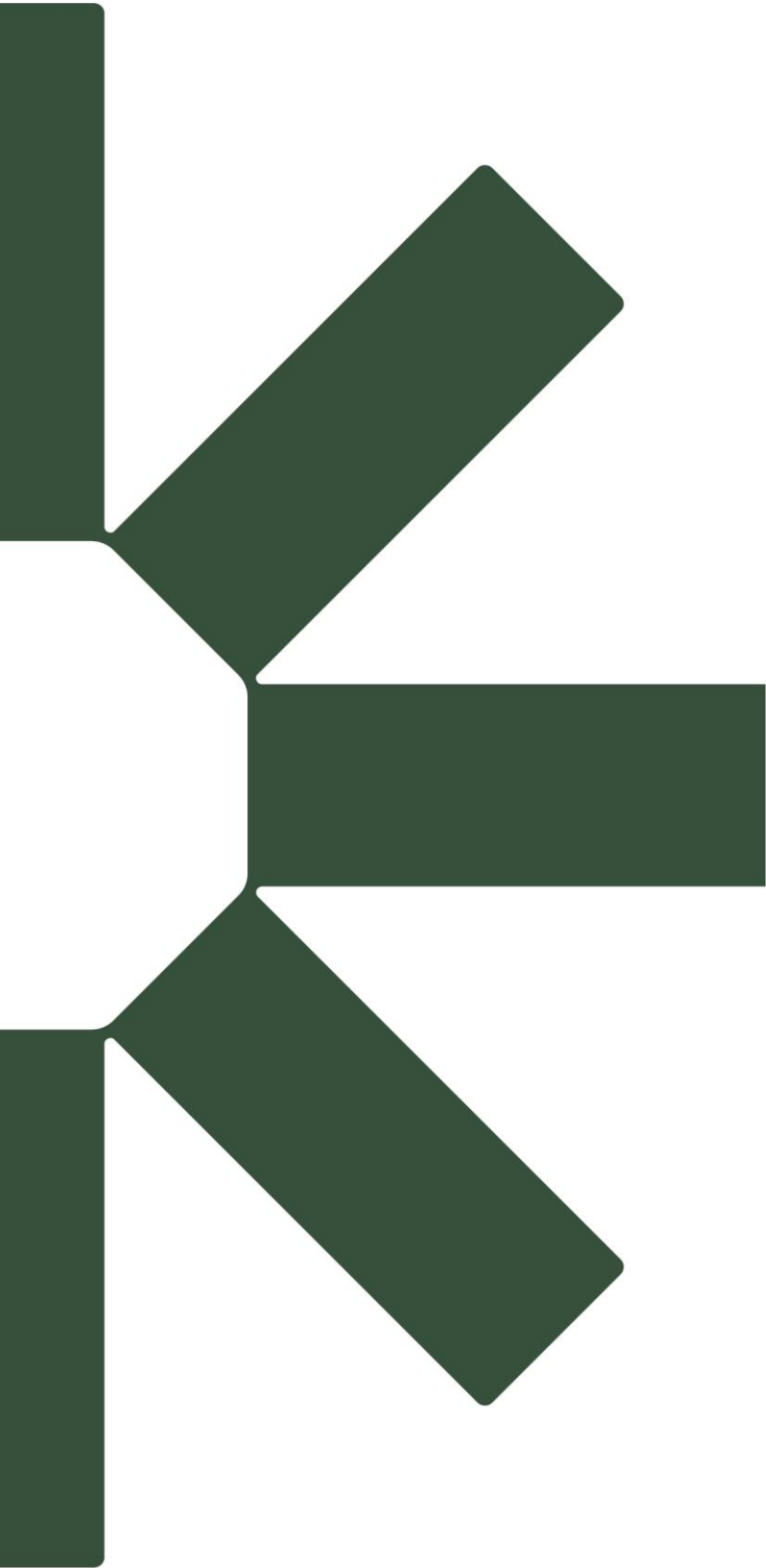
**Contacts:**
For further information or to make comments by **20 October** on the above information, please contact:

*Craig Smith*
Principal Consultant, SLR Consulting
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0433 065 777

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