

APPENDIX H

CONSULTATION & COMMUNICATIONS PLAN

Rum Jungle Meat Exports Pty Ltd – A subsidiary of Central Agri Group Pty Ltd – ABN 75 632 450 527



Head Office
132 Maffra St
Coolaroo VIC 3048
Australia
T +61 3 9302 1258

Operation Address
165 Meneling Road
Batchelor NT 0845
Australia
T +61 8 8976 0085



Introduction

This document is a Consultation and Communication Plan developed under condition 10 of the Environment Protection Licence 282 for Rum Jungle Meat Exports (RJME) has a responsibility under this licence to store, treat, recycle and dispose of animal effluent and residues associated with meat production.

RJME is a meat processing facility located outside the town of Batchelor. The facility has the potential to produce noise, odour, dust and wastewater which may be a cause for concern of neighbours and others within the Finniss Reynolds catchment. The facility is licenced under the *Waste Management and Pollution Control Act*. As part of the licence RJME strives to regularly monitor potential hazards to the surrounding environment and provides annual reports to the NT EPA which are made public via the NT EPA website.

This document provides a formalised process to ensure members of the public who may be affected by the activities of RJME or have an interest in the operations and potential impacts of plant operational activities have an avenue to voice and communicate their concerns and enquiries.

The goal of this plan is to engage, inform and gain a mutual understanding as to what is occurring, its impact (or perceived impact) and how activities are managed to reduce impacts to an acceptable level.

Stakeholders

The stakeholders who may be directly impacted by activities of RJME (neighbours and Finniss Reynolds Catchment Group) and those who may be interested in how the facilities operations are managed (i.e. regulators, government agencies, environmental groups and the general public). The main stakeholders and their areas of concern are listed below:

Impacted stakeholders	Key issues/concerns
Neighbours	Noise and odour
Finniss Reynolds Catchment Group	Water quality

Interested stakeholders	Key issues/concerns
NT EPA	Compliance with EPL

Rum Jungle Meat Exports Pty Ltd – A subsidiary of Central Agri Group Pty Ltd – ABN 75 632 450 527



Head Office
132 Maffra St
Coolaroo VIC 3048
Australia
T +61 3 9302 1258

Operation Address
165 Meneling Road
Batchelor NT 0845
Australia
T +61 8 8976 0085



Coomalie Shire Council	Community health and amenity, water quality
------------------------	---

Approach

RJME uses the following tools to consult and communicate with our stakeholders:

24 hour phone line

Phone numbers for the Plant Manager and Owner are available as emergency contact numbers through the NTEPA website and displayed at the front gate of the site.

Kerry Kane - 0474 184 654

Qusyairi - 0456 399 933

Community Meetings

A representative from the RJME attends regular meetings of the Finnis Reynolds Catchment Group to give an update of site activities and answer any questions from the community.

Complaints Register and Handling Process

An onsite register of all complaints received regarding activities at the facility is maintained and includes the following:

- the person to whom the complaint was made;
- the person responsible for managing the complaint;
- the date and time the complaint was reported;
- the date and time of the event(s) that led to the complaint;
- the contact details of the complainant if known, or where no details are provided a note to that effect;
- the nature of the complaint;
- the nature of event(s) giving rise to the complaint;
- prevailing weather conditions at the time (where relevant to the complaint);
- the action taken in relation to the complaint, including any follow-up contact with the complainant; and
- if no action was taken, why no action was taken

Any staff member who receives or responds to a complaint is responsible for ensuring the Environmental Officer or Plant Manager is informed so that the records can be updated, and follow-up as required. A complaint cannot be closed until follow-up contact is made with the complainant to explain how the issue has been or will be addressed. Details of follow-up must also be included in the Complaints Register.

Rum Jungle Meat Exports Pty Ltd – A subsidiary of Central Agri Group Pty Ltd – ABN 75 632 450 527



Head Office
132 Maffra St
Coolaroo VIC 3048
Australia
T +61 3 9302 1258

Operation Address
165 Meneling Road
Batchelor NT 0845
Australia
T +61 8 8976 0085



Publication of Environmental Monitoring Data

RJME undertakes a number of environmental monitoring programs to ensure compliance with the conditions of Environment Protection Licence 282.

The monitoring programs are summarised in the Environmental Management Plan. Information is made publicly available in an Annual Monitoring Report submitted to the NT EPA. Relevant information can also be provided to stakeholders upon request.

Review

This plan will be reviewed annually or as deemed necessary in response to changing stakeholder needs. The following may be used to evaluate the plan and identify necessary changes:

- Feedback from stakeholders including, but not limited to NT EPA
- Feedback from environmental monitoring staff
- Number of complaints received
- External or regulatory interests in environmental performance

Rum Jungle Meat Exports Pty Ltd – A subsidiary of Central Agri Group Pty Ltd – ABN 75 632 450 527



Head Office
132 Maffra St
Coolaroo VIC 3048
Australia
T +61 3 9302 1258

Operation Address
165 Meneling Road
Batchelor NT 0845
Australia
T +61 8 8976 0085

