

Chapter 6

Stakeholder and community engagement

This chapter describes the engagement and consultation approach and activities that have been undertaken by Viva Energy in relation to the Viva Energy Gas Terminal Project (the project).

Viva Energy recognises the importance of public participation in developing and refining the project. An extensive engagement and consultation program was undertaken to ensure that the community and interested stakeholders were informed, involved and able to actively contribute to the development of the project and preparation of the Environment Effects Statement (EES).



6.1 Consultation requirements

The Ministerial guidelines for assessment of environmental effects under the *Environment Effects Act 1978* (Ministerial Guidelines) state that a specific objective of the EES assessment process is 'to provide public access to information about potential environmental effects as well as fair opportunities for participation in assessment processes by stakeholders and the public'.

The Minister for Planning's decision to require an EES for the project included a requirement that:

"The proponent is to prepare and submit to the Department of Environment, Land, Water and Planning (DELWP) its proposed EES consultation plan for consulting the public and engaging with stakeholders during the preparation of the EES. Once completed to the satisfaction of DELWP, the EES consultation plan is to be implemented (and updated as appropriate) by the proponent, having regard to advice from DELWP and the TRG."

In addition, the final scoping requirements for the project state that under its EES Consultation Plan:

"... the proponent informs the public and stakeholders about the EES investigations and provides opportunities for input and engagement during the EES investigations."

A Consultation Plan for the Viva Energy Gas Terminal Project (Consultation Plan) was prepared in accordance with the final scoping requirements and the EES Consultation Plan Advisory Note and published on the DELWP website in April 2021. The Consultation Plan was updated in July 2021 to include an updated project timeline and project approvals schematic, and to provide a separate rolling Consultation Activities Plan for the upcoming months. The Consultation Plan is available at:

<https://www.planning.vic.gov.au/environment-assessment/browse-projects/projects/viva-energy-gas-terminal-project>

6.2 Pipelines Act 2005

In November 2020, a Pipeline Consultation Plan was prepared in accordance with Part 4, Division 1 of the *Pipelines Act 2005* (Vic) ('Pipelines Act') and requirements of the Pipelines Regulations 2017 (Pipelines Regulations). Section 17 of the Pipelines Act outlines the requirements for a consultation plan for engaging in discussion with landholders directly affected by the proposed pipeline component of the project.

It was agreed that the Consultation Plan, described in **Section 6.1** above, would respond to the requirements of the *Environment Effects Act 1978* (Vic) ('Environment Effects Act') and the Pipelines Act. In July 2021 the Consultation Plan superseded the Pipeline Consultation Plan and applied up until public exhibition of the EES and approvals documentation including the application for a pipeline licence.

In addition to outlining how Viva Energy would inform and consult with the public and stakeholders during preparation of the EES, the Consultation Plan also set out the process for consultation with landowners and occupiers about the proposed pipeline. The information Viva Energy, as the pipeline proponent, would provide to owners and occupiers of land in accordance with Section 17 of the Pipelines Act was also integrated into the Consultation Plan.



6.3 Approach

Viva Energy's core business values – integrity, responsibility, curiosity, commitment and respect – are the foundation of how the company approaches its business endeavours. Viva Energy's commitment to sustainable development requires balancing short and long term interests, as well as integrating economic, environmental and social considerations into business decision-making. Viva Energy's Business Principles and Code of Conduct can be located on the website: www.vivaenergy.com.au in the 'Our Company – Corporate Governance' section. These values have been implemented throughout the consultation and engagement process for the project.

The key objectives of Viva Energy's approach to stakeholder engagement and consultation during preparation of the EES were to implement:

- A process where stakeholders would be informed about the project and associated investigations and technical studies
- A program which would encourage participation and allow stakeholders the opportunity for input
- A process which would give stakeholders the opportunity to provide feedback on the EES.

Throughout the development of this EES, Viva Energy proactively engaged with the community and stakeholders who could potentially be affected by the project. This proactive engagement was conducted to ensure that there was a thorough understanding of the project scope and any potential impacts and to establish a transparent feedback process. Engagement and consultation varied from informing stakeholders using a range of communication methods to involving them, where appropriate and possible, in decisions about the project design and management of potential impacts. All stakeholder communications were kept concise and easy to understand with clear and consistent messages. Where possible, some project material was translated into other languages.

As Viva Energy developed an integrated Consultation Plan which responded to the Environment Effects Act and the Pipelines Act, consultation requirements under the Pipelines Act were implemented alongside the EES consultation requirements.

6.3.1 Engagement principles

Viva Energy recognises that regular dialogue and engagement with stakeholders is essential to project success and maintaining a social licence to operate. Engagement and consultation activities were undertaken in accordance with Viva Energy's Business Principles and Code of Conduct, Australian Pipelines and Gas Association (APGA) Stakeholder Engagement Guideline and the International Association for Public Participation (IAP2) Spectrum of Public Participation. Under this framework, stakeholder engagement proceeded with reference to five overarching principles of effective consultation, as outlined below in Figure 6-1.

6.3.2 Engagement phases

Figure 6-2 outlines the six phases of engagement activities for the project.



Figure 6-1 Principles of Effective Consultation (adapted from Ministerial Council on Mineral and Petroleum Resources Principles of Stakeholder Engagement)



Figure 6-2 Six phases of engagement activities for the project

6.4 Engagement tools

Viva Energy used a broad range of engagement and consultation tools to provide the community and stakeholders with multiple opportunities to engage and provide feedback about the project. A summary of the engagement and consultation tools used is provided in **Table 6-1**.

Table 6-1 Key approvals required for the project

Engagement Tool	Description
Webpage	A dedicated page on the Viva Energy website was established (www.vivaenergy.com.au/gas-terminal) as a central repository of information regarding the project and was updated regularly throughout the EES development phase as new information became available. The website included all communications collateral, details of community information sessions and shopping centre information booths, and project contact details. Video recordings of community information sessions were also made available on the webpage for those who were unable to attend.
Video	Short informational videos providing a simplified explanation of key elements of the project, such as how the gas terminal would work were produced and shared on Facebook, the Viva Energy webpage and YouTube. These videos also included interviews with project team members providing information on topics of interest such as safety and the marine environment. In response to feedback from representatives from local culturally and linguistically diverse (CALD) communities, project overview videos were also produced in Karen, Persian and Swahili.
'Refinery Update' newsletters	A series of 'Refinery Update' newsletters were prepared and distributed via letter-box drop to the Norlane, Corio, North Geelong and North Shore residents, near neighbours of the proposed pipeline in Macgregor Court, and neighbouring industries and businesses of the refinery. Each 'Refinery Update' was also published as an advertorial in the Geelong Independent newspaper.
E-news updates	An E-news update was sent via email on a regular basis (approximately monthly) to registered 'subscribers' and interested stakeholders. The E-news update covered project updates and key milestones, addressed FAQs and highlighted opportunities for engagement and consultation.
Social media	Facebook was a key communications tool for the project. The Facebook page was regularly updated with information about the project and links to information on the webpage. Posts of videos and photos from community information sessions/booths and other consultation sessions were shared and promoted. Information about key project milestones was also posted on the Viva Energy LinkedIn and Twitter feeds.
Letters and emails	Letters and emails were used as consultation tool initially to introduce the project (or specifically the proposed pipeline) to landowners and occupiers and near-neighbours, and to provide relevant contact details. Letters or emails were also used for formal correspondence (such as those which fulfil requirements under the Pipelines Act) and to formally respond to stakeholders regarding specific issues, concerns or requests.
Factsheets	Online and printed collateral was developed to provide further detail about key areas of the project. These were provided at community information sessions/booths and were published on the project webpage. Relevant contact details and an invitation to engage and provide feedback were included on all factsheets. In response to feedback from representatives of local CALD communities project overview factsheets were produced in Arabic, Chinese, Croatian, Italian, Karen, Macedonian, Serbian and Swahili.

Engagement Tool	Description
Study summaries	Study summaries providing a simplified explanation of the technical studies conducted in support of the EES were developed and published on the Approvals Process and EES section of the webpage.
Media & advertising	<p>The project received national, state and local media coverage throughout the preparation of the EES. Paid advertising was also used to inform people about the project, engagement and consultation activities and ways to provide feedback.</p> <p>Articles about the project were published in the Northerly Aspects magazine which has a distribution of approximately 13,000 in Corio, Norlane and North Shore.</p> <p>Advertisements / advertorials ranging from a quarter to full page were published in local newspapers, including:</p> <p>Geelong Independent – with a distribution reach of approximately 25,000 and over 6,000 digital subscribers in the Lara, Corio, Norlane, North Geelong, Herne Hill, Bannockburn, Batesford and Bell Post Hill areas.</p> <p>Geelong Advertiser – with a hardcopy and digital readership of approximately 60,000 covering Geelong, the Bellarine Peninsula and surrounding area.</p> <p>Geelong Times – with a hard copy and digital reach of approximately 25,000 in the Geelong CBD, Corio, North Geelong, Lara, Bell Post Hill and Batesford areas.</p>
Meetings	Numerous meetings (both in-person and virtual) were held with affected landowners and occupiers or near-neighbours along the proposed pipeline route to provide general project updates and discuss / negotiate and seek feedback on project and pipeline-specific matters. Meetings (both in-person and virtual) were also held with stakeholders and community representatives, individually or in small groups. These meetings were arranged to provide project updates and information about technical studies and investigations that were underway. The meetings also provided Viva Energy with an opportunity to seek input from stakeholders and the community as well as listen to, understand and respond to any concerns.
Project email address	A community enquiry email address (energyhub@vivaenergy.com.au) was established to facilitate direct correspondence with the project team. The project email address was promoted via the project webpage and all communications collateral. Emails and responses were recorded in a stakeholder management database.
Community information sessions and booths	Community information sessions (both in-person and virtual) were held to provide an opportunity for community and stakeholders to meet the project team and ask questions and/or express any concerns. Information was presented by the project team and feedback was collected to gain an understanding of community interest and concerns and tailor future engagement activities to cover community concerns and areas of interest. In response to feedback, some sessions focused on a particular area of interest (e.g., local amenity including air quality, traffic and noise and vibration) and included presentations from technical specialists on studies and assessments. Handouts and displays were available at each session. Sessions were advertised and held in accessible venues across Geelong to allow a wide cross section of the community to attend. Additionally, video recordings of the information sessions were made available via the website to further disseminate the information presented. Drop-in sessions were also held at pop-up community information booths at a variety of Geelong shopping centres.
Business and industry forums	Viva Energy presented at a number of Geelong business and industry association events, such as the Geelong Chamber of Commerce and Geelong Business Club, to promote awareness of the project, understand perceptions and concerns, and discuss potential opportunities for local businesses.

Engagement Tool	Description
Government briefings	Briefings were held with elected government representatives to inform them of the progress of the project.
Utility and infrastructure provider workshops	Workshops with utility and infrastructure providers were held during the design and development stage (e.g., involving utility and infrastructure providers in constructability reviews and the pipeline Safety Management Study workshops).
Project 1800 number	A toll free 1800 number was established for the project (1800 515 093) which was provided in communications collateral and displayed on the project webpage. All calls and responses were recorded in the stakeholder management database.

6.5 Stakeholders

6.5.1 Stakeholder identification

The Geelong Refinery is Viva Energy's largest facility with the operation employing around 700 people. The refinery and associated operations have been part of the local Geelong community since 1954 and supply more than half of Victoria's fuel needs. Each year more than \$200M in wages and services is injected into the local economy.

For many years Viva Energy has provided operational updates to the community via local newspapers, Refinery Update newsletters, letter drops, social media, stakeholder and community meetings and briefings, as well as participation in local Geelong events.

Viva Energy also has a longstanding and active Community Program. In addition to the national Community Partners, Viva Energy also has partnerships with a range of local Geelong community organisations. These include Northern Futures and the Geelong Football Club – sponsoring their inaugural AFLW team and their Next Generation Academy. Refinery employees give generously to a range of local community organisations such as Give Where You Live for which Viva Energy matches contributions.

The project team was able to leverage the community's understanding of refinery operations and existing stakeholder relationships, as well as build new relationships. These existing networks enabled Viva Energy to identify groups and individuals who could be potentially impacted by the project, would have an interest in the project, or would need to be engaged as part of the approvals processes.

Viva Energy has maintained a list of stakeholders for this project since October 2019. An initial version of this list was included in the Consultation Plan and the list has been reviewed and updated as the project has developed.

The identified stakeholders have been grouped into the following seven categories:

1. Government
2. Neighbours and local residents
3. Business and industry
4. Community and interest groups
5. Recreational users of Corio Bay
6. Traditional Owner and Indigenous groups
7. Viva Energy workforce

Existing knowledge of the stakeholders was also used to inform and support the assessment of potential social and business impacts (see Technical Report L: *Social and Business Impact Assessment*) which included the following activities:

- Review of data pertaining to the local area held by the Australian Bureau of Statistics
- Review of technical assessments prepared in support of the EES
- Review of feedback from community information sessions and other engagement activities.
- Interviews with stakeholders and the community.

6.5.2 Government

Technical reference group (TRG)

In accordance with the scoping requirements, a TRG was convened and chaired by DELWP on behalf of the Minister for Planning. The TRG provided advice to Viva Energy throughout the development of the EES, advising on:

- Applicable policies, strategies and statutory provisions
- Scoping requirements for the EES
- Design and adequacy of technical studies for the EES
- The proponent's public information and stakeholder consultation program for the EES
- Responses to issues arising from EES investigations
- Technical adequacy of draft EES documentation
- Coordination of statutory processes.

The member organisations of the TRG for the project are listed in **Table 6-2**.

Table 6-2 Technical Reference Group member organisations

Technical Reference Group members	
DELWP Impact Assessment Unit	DELWP Pipeline Regulation
DELWP - Heritage Victoria	DELWP Barwon South West
Department of Jobs, Precincts and Regions - First Peoples – State Relations	Greater Geelong City Council
Environment Protection Authority (EPA) Victoria	Energy Safe Victoria
WorkSafe Victoria	Ports Victoria
Corangamite Catchment Management Authority	Wadawurrung Traditional Owners Aboriginal Corporation

Table 6-3 Project regulators not represented on the TRG

Other project regulators	
Commonwealth Department of Agriculture, Water and Environment (DAWE) - Environmental Approvals Division	Transport Safety Victoria – Maritime Safety
Commonwealth Department of Home Affairs – Aviation and Maritime Security (AMS) Division	Victorian Fisheries Authority
Australian Maritime Safety Authority (AMSA)	Department of Transport - VicRoads
Australian Energy Regulator	Parks Victoria

Regulators

In addition to the government departments represented on the TRG, a number of other regulators were engaged throughout the EES process. These are listed in **Table 6-3**.

Local government

The project is located within the City of Greater Geelong local government area. Greater Geelong City Council has been engaged during the EES process through its participation in the TRG meetings, regular project update meetings, and briefings and presentations to Councilors and council executives. The project was first introduced to the Greater Geelong City Council in a briefing to the mayor and council Chief Executive Officer (CEO) in December 2019 and ongoing engagement has included:

- Meetings to discuss the proposed pipeline route, pipeline survey access and land access for pipeline construction and operation (including the status of the voluntary transfer scheme for the former New Corio Estate sub-division).
- Regular meetings to discuss the project's proposed amendment to the Greater Geelong Planning Scheme and other regulatory approval related matters
- Briefing for Councillors and council executives in February 2021 and October 2021 which included updates on the project and the EES process.

6.5.3 Neighbours and local residents

Landowners and occupiers

Engagement with landowners and occupiers potentially affected by the proposed pipeline (including near-neighbours) commenced in November 2020 and has continued throughout the preparation of the EES and application for a pipeline licence. Engagement with landholders continued as the project progressed to discussions with respect to land access and tenure. A Pipeline Consultation Plan was prepared in November 2020 as part of Viva Energy regulatory requirements to gain a pipeline licence and to complete the pipeline component of the project. In July 2021, following the Minister's decision requiring an EES to be prepared, a project Consultation Plan was developed which superseded the Pipeline Consultation Plan. The Consultation Plan applied up until public exhibition of the EES and other approvals documentation including the application for a pipeline licence.

Active engagement provided potentially affected landholders with a background of the project and the reason behind the requirement for a pipeline. Landholders were consulted throughout project development on the proposed pipeline alignment and proposals to minimise impacts to properties during project construction.

The consultation methods used by Viva Energy to engage with landowners and occupiers as well as the different stages of consultation were developed in accordance with the requirements of the Pipelines Act and the approved Consultation Plan.

The initial stage involved early engagement with landholders and the establishment of a landholder database (including information such as title searches, addresses and contact details) following approval of the Pipeline Consultation Plan in November 2020. The search results indicated that there were approximately 10 private landowners, other than Viva Energy, including Geelong Grammar School, Ports Pty Ltd and the Baptist Union of Victoria along the proposed pipeline alignment. It was found that the majority of private individual landowners held small parcels of land within the historical New Corio Estate subdivision which was never developed. The small parcels that would be traversed by the proposed pipeline route are now within the protected 'Corio Native Grasslands Reserve' and remain undeveloped and vacant, and subject to a Council voluntary transfer scheme. The proposed pipeline route would also traverse a number of land parcels that are owned and managed by statutory authorities including VicRoads and City of Greater Geelong. Near-neighbours of the pipeline include Geelong Grammar School Corio campus and the rural-residential properties on the east side of Macgregor Court, Lara.

Stage 2 involved obtaining land access for survey purposes from affected landholders for technical studies for the EES and other studies for design development. Notices of Intention to Enter Land for Survey were issued during this phase. Ministerial consent under Section 25 of the Pipelines Act was granted for three parcels of land within the former subdivision for which, despite Viva Energy taking all reasonable steps, agreement to enter the land for survey could not be reached. Note that the width of the proposed Construction Right of Way (ROW) was reduced to 19 m to minimise the number of affected land parcels within the Reserve.

During stage 3 of landholder engagement, Notices of Pipeline Corridor were issued to all owners and occupiers of land within the pipeline corridor pursuant to Section 27 of the Pipelines Act. Consultation has been ongoing with landowners with regard to land access and tenure.

Following submission of the application for a pipeline licence at the same time as lodgement of the EES, the Notice of Pipeline Application will be published in a newspaper circulating generally in Victoria.

Should all approvals be obtained, communication will continue with affected landowners and occupiers throughout the construction and operation phases of the project.

A summary of the engagement to end-November 2021 with landowners and occupiers is set out below.

- Number of property visits/meetings - 41
- Number of phone conversations – 74
- Number of emails – 187
- Number of letters – 91

Local residents

Viva Energy has engaged and will continue to engage with local residents through various communication channels.

Viva Energy hosted eight community information sessions. Six of these were in person at public venues in Geelong in February 2021, April 2021, May 2021, July 2021, November 2021 and December 2021. Due to COVID19 restrictions prohibiting in-person gatherings, Viva Energy hosted two virtual community information sessions via webinar in August 2021 and October 2021. The number of attendees at the information sessions ranged between 8 and 40. In order to make these sessions available to a range of people, the project hired local venues (Geelong Library and Heritage Centre, Norlane Community Centre and Geelong West Town Hall) and held meetings at different times of the day to encourage public participation. Community information (pop-up) booths were held in March 2021 at the local Corio Village shopping centre and November 2021 at Westfield Geelong. Due to COVID19 restrictions the shopping centre booths planned for June and September were initially postponed and then cancelled. The community information sessions and booths were widely publicised through newspaper advertisements, Refinery Update newsletters and project E-news updates, on the project webpage and social media, and in meetings and briefings.

Refinery Update newsletters with information about the project and upcoming consultation activities were letter-box dropped to residents and businesses surrounding the project area in December 2020, April 2021, August 2021, October 2021 and November 2021. The number of newsletters distributed initially was approximately 1,500, however in the October and November letter-box drops, the number was increased to approximately 4,500 to include additional parts of Corio on the western side of the Princes Highway. In addition, articles about the project were included in the quarterly Northerly Aspects newsletter which is letter-box dropped to all residents of Corio, Norlane and North Shore.

The North Shore Residents Group was extensively engaged during the EES process. Viva Energy met twice with representatives of the Residents Group, and then separately with individual members to address particular topics of concern. Viva Energy also responded to Facebook posts and Letters to the Editor in local newspapers from this group.

Viva Energy continued to engage with community members virtually and by phone and email during the COVID19 restrictions.

Geelong Grammar School Corio campus is situated to the north east of the refinery on the shores of Limeburners Bay and provides both a day school and boarding facilities. The project was first introduced to Geelong Grammar School during an in-person meeting in June 2020 and ongoing engagement with the school has included meetings with the principal and staff, and formal presentations to the Audit, Finance and Risk Committee (of the School Council). As the results of technical studies became available, regular meetings were scheduled to present the outcomes of the assessments. Viva Energy also facilitated a presentation to the school by WorkSafe Victoria on major hazard facility regulation.

Culturally and linguistically diverse (CALD) communities

The northern suburbs of Geelong are culturally and linguistically diverse. Northern Bay College in Corio is a key member of the northern suburbs community and for many students and their families it forms an important connection between the individual / home and the wider community. Viva Energy has had a long-standing relationship with Northern Bay College including sponsoring a student 'breakfast club'. Viva Energy engaged with students and their families to help translate and produce factsheets about the project in Arabic, Chinese, Croatian, Italian, Karen, Macedonian, Serbian and Swahili, and videos, featuring the Project Manager, translated and subtitled in Karen, Persian and Swahili.

6.5.4 Business and industry

Local business and industry

Viva Energy, through its existing Geelong Refinery communications network, is in regular engagement with local businesses and industries such as Quantem, Barwon Water, LyondellBasell, Midway, Incitec Pivot, Corio Distillery and Winter & Taylor Commercial Vehicles.

Viva Energy met, and engaged with, local business associations including Geelong Manufacturing Council, Geelong Chamber of Commerce, Committee for Geelong, Geelong Region Alliance G21 and the Geelong Business Club providing briefings and presentations at association events and functions, and utilising these organisations to disseminate project information more broadly among their members.

Port users and commercial shipping

The FSRU would be situated at an extension to Refinery Pier within the Port of Geelong, Corio Bay. Ports Victoria (formerly Victorian Regional Channels Authority) manages commercial navigation in the port waters in and around Geelong and is responsible for the safe and efficient movement of shipping, and for maintaining shipping channels and navigation aids. Since privatisation in 1996, wharf and landside infrastructure has been privately owned and operated by GeelongPort. Key users of the port in addition to Viva Energy include Incitec Pivot, Midway and Quantem. Spirit of Tasmania (operated by TT-Line) has announced that in 2022 it will move its Victorian port operations to a new passenger and freight terminal at Corio Quay.

Viva Energy first engaged with Ports Victoria in March 2020 and ongoing and regular contact has continued since that time, through their representation on the TRG, regular meetings (both in-person and virtual) and participation in workshops. Viva Energy has worked closely with Ports Victoria in the development of the EES chapter on Maritime and Port Operations Safety in order to address this area which some community members have raised as a concern. As the operator of an existing dredged material ground east of Point Wilson, Ports Victoria has also been extensively engaged on the project dredged material disposal options study.

Viva Energy also used Ports Victoria's regular port user forums as an opportunity to disseminate project updates and information including an introductory briefing to port-users on 26 November 2020.

As the port manager, and licensor of Refinery Pier, GeelongPort has been consulted since project inception. As the results of technical studies have become available, the outcomes of the assessments have been presented at meetings with GeelongPort.

Representatives of pilotage provider, Port Phillip Sea Pilots, have participated in maritime simulation workshops which determined that an LNG carrier would be able to safely back up in a considerably smaller swing basin than initially designed. This resulted in a reduction to the estimated volume of dredging by more than half.

6.5.5 Community and interest groups

Throughout preparation of the EES, Viva Energy has sought feedback from community and interest groups by providing briefings and attending meetings, inviting them to public events including community information sessions and using these groups to disseminate information to the wider community.

During development of the EES, Viva Energy actively engaged with and responded to environment interest and advocacy groups such as Environment Victoria, Geelong Sustainability, Gas Free Geelong and Geelong Environment Council. Viva Energy also responded to all community and interest groups which made a submission on the publicly exhibited draft Scoping Requirements.

Limeburners Bay and the northern shores of Corio Bay are designated as wetlands of international importance under the Convention on Wetlands of International Importance (Ramsar Convention). The proximity of the project to the Port Phillip Bay (Western Shoreline) and Bellarine Peninsula Ramsar site and the potential for impacting the site's ecological values has been a source of community interest. Viva Energy has engaged with the Ramsar Coordinating Committee and with environment interest groups such as Geelong Field Naturalists Club, Bellarine Catchment Network, Birdlife Bellarine Peninsula and Bellarine Landcare specifically seeking input to technical studies and inviting them to attend community information sessions on the assessment of potential impacts to the Corio Bay marine environment and Ramsar site.

6.5.6 Recreational users of Corio Bay

There are various public boat ramps around Corio Bay in the vicinity of the project area including on the adjacent foreshore reserve and within Limeburners Bay. Several private yacht clubs also facilitate recreational boating and yachting in Corio Bay.

Viva Energy has engaged with key recreational user organisations including the Royal Geelong Yacht Club, Lagoon Boat Club and Victorian Recreational fishing body - VRFish (the peak body for recreational fishing in Victoria). In some cases, these organisations provided project information to their members: VRFish for example, notified members of the exhibition of the draft Scoping Requirements and encouraged them to make a submission.

6.5.7 Traditional Owners & Indigenous groups

The project area is within the traditional lands of the Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC).

Viva Energy first engaged with WTOAC about the project in October 2020 and ongoing and regular contact has continued since that time, through their representation on the TRG and development of the project's Cultural Heritage Management Plan (CHMP). A total of two days was spent with WTOAC completing field work and cultural heritage surveys in the project area for the CHMP together with a number of meetings and exchanges of correspondence. A results meeting with representatives from WTOAC was held in June 2021 in relation to the outcomes of the field work and nominated management measures for inclusion in the CHMP. Further meetings were held in August 2021 and September 2021 to review any requirement for additional field work based on proposed changes to the construction footprint and it was concluded that adequate surveys have been conducted (due to the extent of previous disturbance in the area). Technical Report O: *Aboriginal cultural heritage impact assessment* provides more detail on the outcome of the CHMP assessments.

Viva Energy provided an introduction to the project to the Wathaurong Aboriginal Cooperative in July 2021 and also engaged First Peoples – State Relations through the TRG meetings.

6.5.8 Viva Energy workforce

The Viva Energy workforce was initially engaged following the project announcement and was updated regularly as the project progressed. Initially this was through a series of in-person 'Town Hall' meetings and presentations from project team members. With the introduction of COVID19 restrictions, this changed to on-line forums. In addition, project communications material was circulated through internal 'Refinery Report' newsletters, emails from the CEO, the company intranet and company social media channels.

6.5.9 Wider community

Viva Energy also has a dedicated page on its website to keep the community informed about the project and the EES process. Viva Energy has encouraged interested parties to sign up to receive E-news Updates and to provide feedback or comments via the 1800 number or by email. Viva Energy also used Facebook, Twitter and LinkedIn to provide updates about the project and the EES process to the wider community. All key documentation was also made available on the DELWP website.

Viva Energy conducts a regular survey to monitor the views of the wider Geelong community on our business and our refinery operations. The research targets community members directly surrounding the refinery, the broader Geelong region and also the surf coast areas. In October 2021, some additional questions about the gas terminal were included to gauge the level of understanding and also reactions to the project. The research found that of those community members who knew about the project, the majority were supportive of the proposal.

6.6 Overview of engagement to date

In October 2019, Viva Energy commenced preliminary engagement to introduce the Gas Terminal Project as part of the broader Geelong Energy Hub to individuals and stakeholders that would be directly involved in or impacted if it were to proceed. This initial engagement primarily involved Commonwealth, State and local governments as well as key regulators. Subsequent engagement then expanded to include the refinery's closest neighbours, local Geelong associations and businesses and the broader community primarily through announcements in the media in June and July 2020. Information about the project was made available on the Viva Energy website in November 2020.

Project engagement increased significantly following the Minister's decision in December 2020 that an EES would be required for the project. A summary of the project's key engagement activities is shown in **Figure 6-3** and summarised in **Table 6-4**.

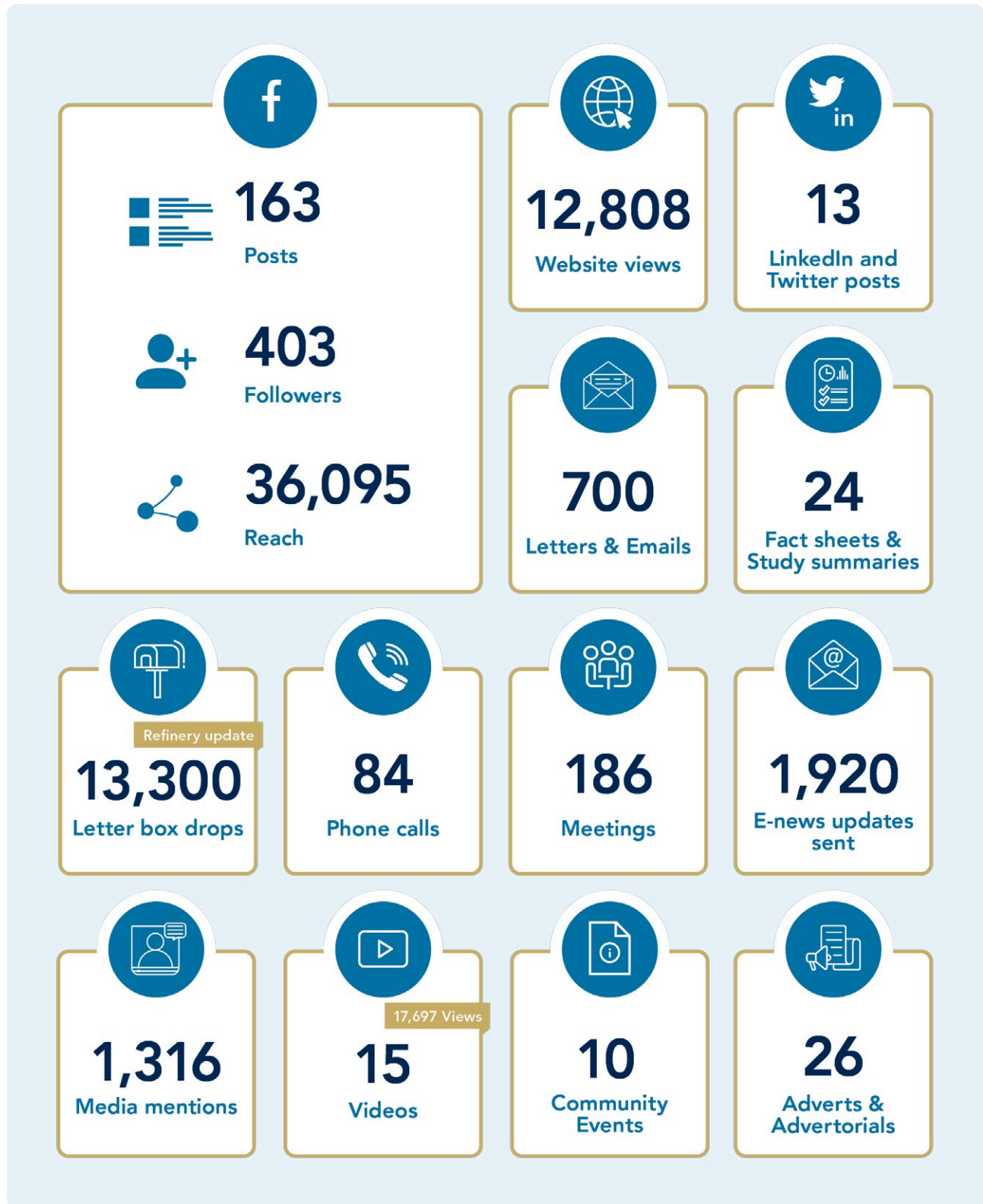


Figure 6-3 Summary of the project's key engagement activities

Table 6-4 Consultation summary from January 2021 to December 2021

Activity	Description	Target Audience	Phases
Media and advertising	Advertisements and advertorials in 3 local newspapers and 1 local magazine with a combined readership of at least 123,000 5 letterbox drops of the Refinery Update newsletter to residents and businesses surrounding the project area. Total distribution of 13,300 1,316 media mentions about the Gas Terminal Project. Included coverage in local papers including the Geelong Advertiser and Geelong Independent and national coverage in The Age, Australian Financial Review and The Australian.	Neighbours and local residents Business and industry Community and interest groups Recreational users of Corio Bay	2 & 3
Community information sessions and booths	Included 6 in-person and 2 virtual community information sessions. In-person events at local, accessible venues. There were 2 pop-up style community information booths at shopping centres.	Neighbours and local residents CALD communities Community and interest groups Recreational users of Corio Bay Wider community	2 & 3
E-news updates	8 editions of the E-news update sent to project update subscribers. Total number of emails sent; 1920	Neighbours and local residents Community and interest groups Wider community	2 & 3
Social media	Facebook for sharing project information; there were 163 posts, there are 403 followers and a reach of 36,095 LinkedIn and Twitter for posting key milestones; there were 13 posts	Neighbours and local residents CALD communities Community and interest groups Business and industry Recreational users of Corio Bay Wider community	2 & 3
TRG meetings	10 meetings held	Members of the TRG convened by DELWP on behalf of the Minister for Planning as part of the EES process	2 & 3

Activity	Description	Target Audience	Phases
Meetings	Both in person and virtual, includes visits to landowners and occupiers in the pipeline corridor and briefings to elected government representatives. There have been 186 meetings.	Government Neighbours and local residents Landowners and occupiers Business and industry Community and interest groups Traditional Owners and Indigenous groups	2 & 3
Webpage	Repository of project materials including; - 24 fact sheets and study summaries - 15 videos There have been 12,808 unique views and 17,697 views of the videos	Neighbours and local residents CALD communities Business and industry Community and interest Groups Traditional Owner and Indigenous groups Wider community	2 & 3
Project email address	Less than 25 email enquiries about the project	Neighbours and local residents Community and interest groups Business and industry groups Recreational users of Corio Bay Wider community	2 & 3
Letters and emails	700 letters and emails used to introduce the project, provide updates and for formal communications with landowners and occupiers	Government Neighbours and local residents Landowners and occupiers Business and industry Community and interest groups Recreational users of Corio Bay Traditional Owner and Indigenous groups	2 & 3
Business and industry forums	Presented at 4 events of the Geelong business community, total number of attendees 192	Business and industry	2 & 3

Activity	Description	Target Audience	Phases
Utility and infrastructure provider workshops	Completion of constructability workshops and pipeline Safety Management Study	Government Business and industry Landowners and occupiers	2 & 3
Employee events	Regular presentations and updates about the project through internal communications channels such as town halls, all-company emails and @workplace	Viva Energy workforce	2 & 3

6.7 Overview of feedback received

There have been some clear themes that have emerged from consultation and engagement activities conducted to date. The most frequently mentioned themes from the feedback were the rationale for the project and safety. There was a great deal of interest around the rationale for the project and the need for a new source of gas supply given public concern over climate change and the use of fossil fuels. Feedback indicated that there was specific concern from some members of the community, in particular local residents, about the safety of the transiting LNG carrier and the FSRU operation at Refinery Pier. The community was also keen to understand the cumulative safety risk of the project with the existing refinery operations. Potential marine impacts of the FSRU's operation on Corio Bay and the Limeburners Bay/Point Wilson section of the Port Phillip Bay (Western Shoreline) and Bellarine Peninsula Ramsar site was also a prominent concern.

The section below summarises the feedback received, the project's responses and how (and where) these concerns were addressed in the EES.

6.7.1 Project response to stakeholder concerns

Viva Energy has sought to understand and address stakeholder and community feedback received during preparation of the EES and consider, and where possible incorporate, this feedback in the design of the project. A complete list of mitigation measures is provided in Chapter 14: *Environmental Management Framework*.

In addition, Viva Energy has sought to provide stakeholders and the community with information about the key areas of concern through targeted communications collateral (displays and presentations) and targeted community meetings.

Planning Panels Victoria is responsible for managing any submissions received during the EES exhibition and submission period and the overall submission process.

A summary of responses to issues raised is included in **Table 6-5**.

Table 6-5 Viva Energy responses to stakeholder and community feedback

Issue raised	Response to issue	Location in the EES
Project Rationale		
Questions about how this project fits in the context of broader climate change policy and use of fossil fuels	<ul style="list-style-type: none"> • Extensive consultation with community and environmental interest groups – particularly highlighting the gas supply/demand balance, the role that gas plays in the Victorian economy and in the transition to lower carbon energies • Viva Energy's commitment to reducing operational (Scope 1 and 2) emissions to net zero by 2050 and as part of this Viva Energy is committed to medium-term 2030 emissions reduction targets for operational Scope 1 and 2 emissions, from a FY2019 base year: <ul style="list-style-type: none"> – net zero across Retail, Fuels and Marketing (all non-refining parts of the business) – 10% reduction in emissions intensity at the Geelong Refinery – offsetting Scope 1 and 2 emissions from the construction and operation of the gas terminal • An independent study into the Australian east-coast gas market was commissioned. The report identified a gap in the gas supply/demand balance could emerge as early as 2024. LNG import via a gas terminal is the most flexible and cost effective way to address this shortfall. • Geelong Energy Hub communications channels were created emphasising the role of the project as part of the vision for the Geelong Refinery 	<p>Attachment I: <i>Energy demand and market statement</i></p> <p>Chapter 2: <i>Project rationale</i></p>
Questions around the project's greenhouse gas emissions	<ul style="list-style-type: none"> • Selection of 'open loop' regasification as the usual operating mode of the FSRU to reduce greenhouse gas emissions by approximately four times that of closed loop operation. • A number of considerations have been adopted to minimise greenhouse gas emissions from the project including: <ul style="list-style-type: none"> – Material selection – Equipment selection – Prioritisation of locally sourced suppliers – Potential for excess boil off gas from the FSRU to be used in the refinery – Lighting design • Commitment to offset the project's residual Scope 1 and 2 construction and operation emissions • Study Summary prepared summarising the Greenhouse gas impact assessment 	<p>Technical Report C: <i>Greenhouse gas impact assessment</i></p> <p>Chapter 9: <i>Greenhouse gas emissions</i></p>

Issue raised	Response to issue	Location in the EES
Safety		
General concern around safety of gas terminal operation and transportation of LNG	<ul style="list-style-type: none"> • Extensive consultation with WorkSafe Victoria, Energy Safe Victoria, DELWP Pipelines Regulation and Ports Victoria • Suite of safety studies conducted including HAZID, HAZOP, pipeline Safety Management Study and Quantitative Risk Assessment (QRA) • Pipeline design specification exceeds the requirements of Australian standards • Development of varied collateral to assist in responding to the questions that have been raised regarding the safe operations of the gas terminal and LNG transportation. This has included: <ul style="list-style-type: none"> – LNG safety fact sheet – Safe and secure operations fact sheet – information in Refinery Update newsletters, and – E-news updates <p>This information was shared on communications channels including Facebook, advertorial in local newspapers and the project website</p> <ul style="list-style-type: none"> • In response to the frequency of the issue being raised a community information session was held in July 2021 to provide safety study results to date – recognising that further work was underway. The session focused on the LNG carriers and FSRU and provided an opportunity to answer questions. This meeting was recorded and made available online. Further follow up occurred after the session to respond to additional areas of concern • A second community information session focused on safety was held in October 2021 • Developed a Study Summary for the safety, hazard and risk assessments technical report 	<p>Technical Report N: <i>Safety, hazard and risk assessment</i></p> <p>Chapter 12: <i>Safety</i></p>
Impact on maritime and port operations safety with increased ship visits to Refinery Pier	<ul style="list-style-type: none"> • Berthing simulations and modelling of LNG carrier movements undertaken in conjunction with Ports Victoria and pilotage providers • Highlighting that LNG shipping movements will only be a small increase in total shipping visits to the Port of Geelong 	Chapter 12: <i>Safety</i>

Issue raised	Response to issue	Location in the EES
Concern around increased security and terrorism risk	<ul style="list-style-type: none"> An independent vulnerability and security risk assessment was completed by an industry risk management specialist with consideration of the presence of the FSRU and LNG carrier Security content added to safe and secure operations fact sheet A security expert was present at the community information sessions in July 2021 and October 2021 and answered direct questions about this topic 	Chapter 12: <i>Safety</i>
Concerns around a major incident given proximity of transiting LNG carriers to North Shore residents	<ul style="list-style-type: none"> Engagement with Ports Victoria has been occurring on an ongoing basis since project inception Independent vulnerability and security risk assessment was completed for the project QRA undertaken for LNG carriers in transit through the shipping channel and past North Shore Results of risk assessments presented at the July 2021 community information session Safety was also the focus of the October 2021 community information session Direct responses to concerns raised and videos posted on Facebook and through Geelong Advertiser 'Letters to the Editor' Offers to meet and discuss safety with the North Shore Residents Group In line with Viva Energy processes and regulatory standards, prior to visiting the gas terminal all LNG carriers would be assessed and vetted Strong safety track record of LNG shipping industry Ships in transit required to follow Ports Victoria direction 	Chapter 12: <i>Safety</i>
Concerns around a major incident given proximity of transiting LNG carriers to North Shore residents	<ul style="list-style-type: none"> Engagement with Ports Victoria has been occurring on an ongoing basis since project inception Independent vulnerability and security risk assessment was completed for the project QRA undertaken for LNG carriers in transit through the shipping channel and past North Shore Results of risk assessments presented at the July 2021 community information session Safety was also the focus of the October 2021 community information session Direct responses to concerns raised and videos posted on Facebook and through Geelong Advertiser 'Letters to the Editor' Offers to meet and discuss safety with the North Shore Residents Group In line with Viva Energy processes and regulatory standards, prior to visiting the gas terminal all LNG carriers would be assessed and vetted Strong safety track record of LNG shipping industry Ships in transit required to follow Ports Victoria direction 	Technical Report N: <i>Safety, hazard and risk assessment</i> Chapter 12: <i>Safety</i>

Issue raised	Response to issue	Location in the EES
Confusion about jurisdictional coverage of exclusion zones and 'buffer zones' around LNG carriers	<ul style="list-style-type: none"> Engagement with Ports Victoria has been occurring on an ongoing basis since project inception Maps developed of current and future maritime exclusion zones Exclusion zones available on project website clarifying use around LNG carriers in transit Information provided at July 2021 community information session 	Chapter 12: <i>Safety</i>
Understanding the outcomes of risk assessments (QRA analysis) and relevance to residents	<ul style="list-style-type: none"> QRA was used in an iterative process to inform additional design measures to minimise risk based on results and stakeholder feedback Cumulative QRA risk profiles developed for project and the refinery Met with stakeholders to discuss the safety, hazard and risk assessment tools, methodology and outputs Shared current status of risk assessments for FSRU; treatment facility and cumulative impact assessment Safety information was posted on project website Community information sessions held in July 2021 and October 2021 focused on the issue of safety. Meeting materials made available on-line 	Chapter 12: <i>Safety</i>
Potential for major incident / explosion on the FSRU	<ul style="list-style-type: none"> The FSRU would be classified as a Major Hazard Facility (MHF) and would require an accepted MHF safety case and licence issued by WorkSafe Victoria. Multiple studies and assessments have been completed to ensure safety in design and operation Partnered with reputable FSRU provider Hoegh with strong track record around the world Engaged FSRU specialist consultants to provide input into design and operational requirements including exclusion zones. Community information session held July 2021 with content showing QRA for FSRU. Meeting materials made available on-line. This was also discussed at the October 2021 community information session Facilitated a meeting with Worksafe and Geelong Grammar School to ensure stringent regulatory requirements for a MHF were well understood. 	Technical Report N: <i>Safety, hazard and risk assessment</i> Chapter 12: <i>Safety</i>

Issue raised	Response to issue	Location in the EES
Concern about trucks running off the road and damaging the aboveground pipeline resulting in a major incident. Particular areas of concern are at the Wharf Road / Shell Parade bend (near the Refinery Pier Gatehouse), and at the culvert where the aboveground pipeline crosses underneath Shell Parade from the foreshore.	<ul style="list-style-type: none"> Measures proposed following pipeline SMS workshop to address this 'threat' to pipeline integrity include installation of additional "armco" roadside barriers at these two locations. The exact positioning of the additional roadside barriers is to be further investigated as detailed design proceeds 	<p>Technical Report N: <i>Safety, hazard and risk assessment</i></p> <p>Chapter 12: <i>Safety</i></p>
Concerns about the FSRU seawater discharge changing the temperature of the bay and chlorination of seawater.	<ul style="list-style-type: none"> The gas terminal has been designed to enable reuse of seawater transferred from the FSRU into the refinery for use as cooling water which is an environmental enhancement. Discharge from the refinery after reuse of discharge water would be very similar to the current refinery discharge and continue to comply with current EPA licence conditions Engagement with EPA regarding licensing requirements. Development Licence applications will seek approval from EPA for the FSRU and for discharge of FSRU wastewater from the refinery. Additional investigations were completed to understand the existing condition of flora and fauna under the current refinery seawater discharge outlets Diagrams outlining seawater use design were produced and included in communications material including a video of how the gas terminal would work Created a fact sheet on the topic of the marine environment In May 2021, a community information session was held focusing on the marine studies conducted in support of the EES process Stand at November 2021 community information session presented the results of the marine studies conducted in support of the EES. A technical specialist was available to answer questions 	<p>Technical Report A: <i>Marine ecology and water quality impact assessment</i></p> <p>Chapter 8: <i>Marine environment</i></p>

Issue raised	Response to issue	Location in the EES
Questions around understanding what the impact on seawater discharge would be if the refinery was to stop operations	<ul style="list-style-type: none"> • Communication on the company's commitment to continue refining until at least mid 2028 as part of the Commonwealth Fuel Security Package • Potential impact of direct discharge of cooled seawater from the FSRU to Corio Bay was modelled and assessed. • Use of a diffuser to distribute the cooled seawater through a number of outlets over a larger distance to enable improved mixing has been provided for in the event this is needed for a future mode of operation. 	<p>Technical Report A: <i>Marine ecology and water quality impact assessment</i></p> <p>Chapter 8: <i>Marine environment</i></p>
Concern around the scale of dredging and potential impacts on Corio Bay	<ul style="list-style-type: none"> • Shipping simulations were completed to minimise the dredge footprint and volume of material removal dredging required. The dredged material volume was reduced from 1,000,000 m³ to 490,000 m³. • Extensive consultation with Ports Victoria, EPA and DELWP on technical studies and dredged material disposal options assessment • Extensive marine surveys conducted over a 12 month period to characterise the existing environment of Corio Bay • Sediment dispersion modelling was completed in conjunction with a comprehensive offshore sediment sampling and contaminant analysis in accordance with the National Australian Guidelines for Dredging (NAGD) • A dredging methodology assessment was completed to ensure optimal equipment and methods were recommended • A dredged spoil disposal options assessment (DSDOA) was undertaken • Marine and Coastal Act consent required for dredging • Communications developed on Refinery Pier works and localised dredging • Stand at November 2021 community information session focused on localised dredging and dredged material disposal. Technical specialist was available to answer questions • Study Summary prepared to summarise the findings of the marine ecology and water quality impact assessment technical report 	<p>Technical Report A: <i>Marine ecology and water quality impact assessment</i></p> <p>Technical Report B: <i>Dredged sediment disposal options assessment</i></p> <p>Chapter 8: <i>Marine environment</i></p>

Issue raised	Response to issue	Location in the EES
Concerns about potential impacts on Ramsar wetlands in Corio Bay	<ul style="list-style-type: none"> Proactively engaged with wildlife and bird conservation groups, and the Ramsar Coordinating Committee Entrainment and discharge/turbidity plume modelling was undertaken to ensure any potential for direct or indirect impacts to the site were mitigated Light spill assessment conducted. Potential impacts of pier lighting are to be minimised through selection of wildlife sensitive lighting design as per the National Light Pollution Guidelines for Wildlife A community information session on marine studies to support the EES impact assessment incorporating Corio Bay and the Ramsar site was held in May 2021 Created a fact sheet with information on the Ramsar site Developed an informational video on the assessments incorporating Corio Bay and the Ramsar site November 2021 advertorial focused on marine ecology and referenced Ramsar wetlands 	<p>Technical Report A: <i>Marine ecology and water quality impact assessment</i></p> <p>Technical Report J: <i>Landscape and visual impact assessment</i> (Appendix A: <i>Light spill impact assessment</i>)</p> <p>Chapter 8: <i>Marine environment</i></p>
Other themes		
Interest in job creation and local and Indigenous content in procurement	<ul style="list-style-type: none"> Information on the economic benefits including job creation was made available in Facebook posts, through a project benefits poster and highlighted in meetings and briefings Indigenous and local content to be implemented as part of the procurement policy for goods and services 	<p>Technical Report L: <i>Social and business impact assessment</i></p> <p>Chapter 11: <i>Amenity and environmental quality</i></p>
Questions around effective tools for local community engagement	<ul style="list-style-type: none"> Created 8 factsheets and 3 videos for CALD communities Utilised multiple avenues of communication including pop-up shopping centre booths, face-to-face meetings, community information sessions, letter-box drops and local newspaper adverts Targeted website and Facebook content 	Chapter 5: <i>Stakeholder Consultation</i>
Concern around cumulative noise with the refinery	<ul style="list-style-type: none"> A noise impact assessment was conducted by specialists in support of the EES process to assess potential noise impacts and identify management measures to reduce impacts on sensitive receptors, including recommendation to minimise 'out-of-hours' construction works Noise measurements were conducted to establish the baseline noise levels Community information session via webinar covered noise in August 2021. The recording was made available online after the meeting. Short video with information about the noise impact assessment was made available on the website and Facebook Study Summary on the noise and vibration impact assessment technical report published online 	<p>Technical Report I: <i>Noise and vibration impact assessment</i></p> <p>Chapter 11: <i>Amenity and environmental quality</i></p>

Issue raised	Response to issue	Location in the EES
Concern around increased traffic using the local roads.	<ul style="list-style-type: none"> • Consultation occurred with Department of Transport and GeelongPort • Liquid nitrogen delivery to the treatment facility would occur via Refinery Rd consistent with current heavy vehicle movements to the refinery • A transport impact assessment was conducted in support of the EES. Cumulative impacts were assessed with consideration of future Spirit of Tasmania ferry passenger traffic and any overlap with other future projects • A community information session via webinar was held in August 2021 to present the findings of the transport impact assessment. The recording was made available on the project website after the meeting. • Study Summary published summarising the transport impact assessment • Short video with information on the transport impact assessment was created and made available on the project website and social media 	<p>Technical Report K: <i>Transport impact assessment</i></p> <p>Chapter 11: <i>Amenity and environmental quality</i></p>
Concern expressed around the size (and consequent visual impact) of the FSRU	<ul style="list-style-type: none"> • The landscape and visual impact assessment was extended beyond the Theoretical Zone of Visibility to include a viewpoint from the Geelong Waterfront precinct given its high use and significance within the local area • Selection of most appropriate Geelong Grammar School viewpoint for inclusion in the impact assessment was determined in consultation with the School • Photomontages of the FSRU moored at Refinery Pier were created from key viewpoint locations across Geelong – Eastern Beach; Cunningham Pier; North Shore; Geelong Grammar School, demonstrating the visual appearance within what is an existing port and industrial area. These images were displayed at community meetings, on the project website and on Facebook • Comparative height/dimension chart of project infrastructure and LNG carriers was created and displayed via communications channels • Visual impacts were assessed as part of the landscape and visual impact assessment conducted to support the EES • Study Summary published summarising the Landscape and visual impact assessment 	<p>Technical Report J: <i>Landscape and visual impact assessment</i></p> <p>Chapter 11: <i>Amenity and environmental quality</i></p>
Request for information regarding future restricted access for recreational users of Corio Bay	<ul style="list-style-type: none"> • Maps showing the current and proposed exclusion zones were published on the project website • Proactive engagement with VRFish on the project 	<p>Chapter 11: <i>Amenity and environmental quality</i></p> <p>Chapter 12: <i>Safety</i></p>

6.8 Ongoing engagement

Viva Energy is committed to continuing to inform, consult and involve community members and stakeholders during the next phases of the project.

The following communications and engagement activities are planned to inform the public about the project, the EES and to encourage participation during the public exhibition of the EES:

- Community information sessions (to be conducted virtually if required due to any COVID19 restrictions) or pop-up booths
- Responding to enquiries through the dedicated project email energhub@vivaenergy.com.au and 1800 number
- Communications regarding the public exhibition of the EES including:
 - Website information
 - Facebook posts
 - E-news update
 - Refinery Update newsletter
 - Advertising in local newspapers

Should statutory approvals be obtained following the EES process, the project will progress to a Final Investment Decision (FID) and then the construction phase. The Environmental Management Framework (EMF) for the project and the conditions of any statutory approvals would inform and contribute to the ongoing engagement approach. During the construction phase, one of Viva Energy's priorities will be to inform the affected landholders, neighbours and community of construction timing and associated impacts prior to works commencing. Viva Energy will actively seek feedback from stakeholders during the construction phase to ensure continuous improvement on its performance.

Viva Energy will undertake the following communications and engagement activities during the construction phase:

- Direct communications with affected landholders and neighbours
- Website information
- Facebook (and other social media) posts
- E-news updates
- Refinery Update newsletters
- Responding to enquiries via the dedicated project email energhub@vivaenergy.com.au and 1800 number.

Viva Energy will continue to engage with stakeholders and the community during project operations.