

Chapter 2

Community and stakeholder engagement

This chapter describes the engagement and consultation approach and activities that have been undertaken by Viva Energy in relation to the Minister's Directions for a Supplementary Statement for the Viva Energy Gas Terminal Project (the project).

Viva Energy recognises the importance of public participation in developing the project. An extensive engagement and consultation program was undertaken to ensure that the community and stakeholders were informed, involved and able to actively contribute to the development of the project and preparation of the original Environment Effects Statement (EES) (please refer to Section 8.2). The program of engagement and consultation has continued throughout the preparation of the Supplementary Statement.



2.1 Consultation requirements

The Minister's Directions state that a specific objective of the Supplementary Statement, as part of the extended process under the *Environment Effects Act 1978* (Environment Effects Act) is to facilitate third party involvement in the process.

The initial Consultation Plan for the Project was developed in response to the requirements of the Environment Effects Act and *Pipelines Act 2005* (Pipelines Act).

The Consultation Plan was accepted and published on the Department of Transport and Planning (DTP) (formerly Department of Environment, Land, Water and Planning) website in April 2021.

In July 2021, the Consultation Plan was updated to include an updated project timeline and project approvals schematic, and to provide for a separate rolling Consultation Activities Plan. The Consultation Plan is available at: <https://www.planning.vic.gov.au/environmental-assessments/browse-projects/viva-energy-gas-terminal>.

The Consultation Activities Plan for the Supplementary Statement outlines the engagement and consultation to support the assessment of the environmental effects of the project on the marine environment, noise, air quality and Aboriginal cultural heritage with respect to the consolidated recommendations and further work highlighted in the Minister's Directions. The Supplementary Statement Consultation Activities Plan and quarterly consultation activity schedules are available on the Viva Energy website: <https://www.vivaenergy.com.au/energy-hub/gas-terminal-project/community-consultation-and-feedback>.

The overall objectives, principles and framework of the current Consultation Plan remain unchanged, however Viva Energy has reflected on, and learnt from, the experience of the EES consultation process. The approach, as described in the Supplementary Statement Consultation Activities

Plan, has been updated taking on board feedback from stakeholders and the EES Inquiry and Advisory Committee (IAC).

Activities have been focused on facilitating meaningful stakeholder involvement in the supplementary assessment process and providing opportunities for genuine engagement on the further work required by the Minister's Directions.

2.2 EES engagement and consultation activities

Viva Energy undertook an extensive program of engagement and consultation activities in preparation of the EES to ensure that the community and interested stakeholders were informed, involved and able to contribute to the development of the project.

Consultation over more than 18 months included:

- 186 face-to-face meetings, including eight community information sessions - six in person and two on-line. A range of experts were in attendance at these sessions to answer questions and address concerns.
- Creation of a dedicated website and Facebook page to facilitate public engagement.
- Preparation of 24 fact sheets and study summaries.
- 26 newspaper advertisements and advertorials.
- 13,000 letterbox drops containing project updates.
- 1920 e-updates emailed to key stakeholders.
- Establishing a Community Hub (a shop) in Corio Village shopping centre, in the heart of a community close to the Geelong Refinery for eight weeks. The hub provided information about the project and Viva Energy's plans, via permanent displays and video material, with fact sheets and brochures available along with copies of the EES reports. Staffed periodically, it also provided an opportunity to engage directly with local community members in one-on-one conversation.



- Creating an online chat facility for community members to communicate to the project team.
- Engagement activities were promoted through print media (daily Geelong Advertiser and the free weekly Geelong Independent), direct mail drops (reach 4000- 5000), email updates and social media. Viva Energy consistently highlighted the relevant contact details including an email address, a 1800 number and other ways the community could ask questions or raise issues.
- Creating a fact sheets translated into eight languages and introductory videos made in three languages.

Outside of organised community groups, direct engagement with the general Geelong community proved challenging with our scheduled engagement activities characterized by:

- Low attendance, often fewer than half a dozen people, at regular community meetings.
- Low levels of concern raised through the Community Hub (shop) in Corio Village shopping centre.
- Low numbers of general emails/inquiries being received to the advertised hotline/email address.

However, some clear themes emerged from the EES consultation and engagement activities. 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 carriers and the operation of the floating storage and regasification unit (FSRU) at Refinery Pier. The community was also keen to understand the cumulative safety risk of the project with the existing refinery operations.

The Gas Terminal Project was the subject of an organized campaign of opposition led by Geelong Renewables Not Gas, supported by Environment Victoria. This resulted in:

- A petition against the terminal circulated by Geelong Renewables Not Gas and tabled to Parliament in September 2022 receiving some 2072 signatures.
- More than 1500 of the 2043 written submissions on the EES being generated by an online template tool set up by Environment Victoria.

The petition and submissions focused on objectors' concerns for the project's potential to impact on the marine environment, greenhouse gas emissions and community safety.

2.3 Pipelines Act 2005

In November 2020, a Pipeline Consultation Plan was prepared in accordance with Part 4, Division 1 of the Pipelines Act and requirements of the Pipelines Regulations 2017. 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 2.1** above, would respond to the requirements of both the Environment Effects Act and the Pipelines Act. In July 2021 the Consultation Plan superseded the Pipeline Consultation Plan. It 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.

2.4 Approach

2.4.1 Engagement principles

Viva Energy recognises that regular dialogue and engagement with stakeholders is essential to project success and maintaining a social licence to operate. As per the consultation and engagement program for the original EES, engagement and consultation activities have continued to be 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 2-1**.

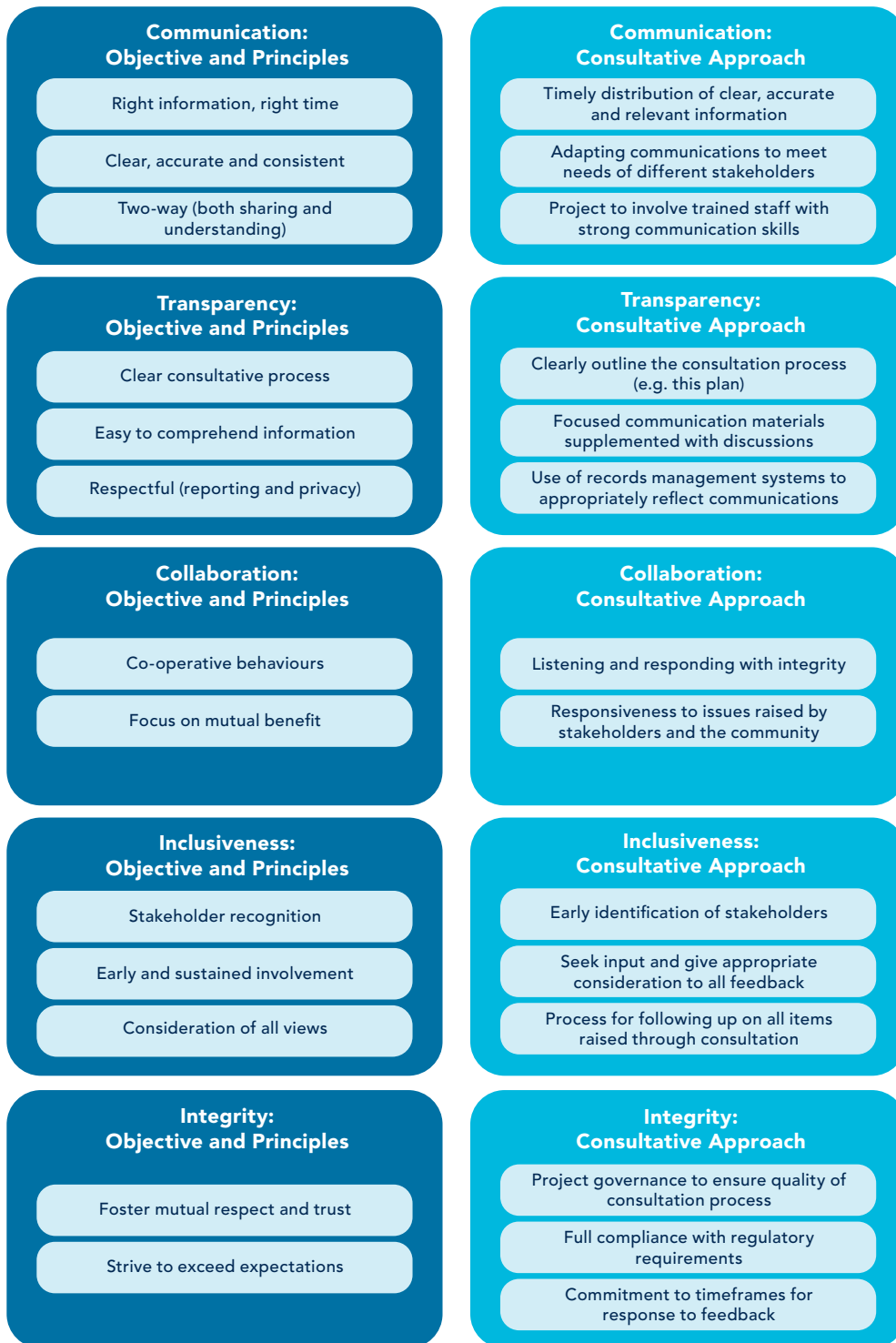


Figure 2-1 Principles of Effective consultation (adapted from Ministerial Council on Mineral and Petroleum Resources Principles of Stakeholder Engagement)

2.4.2 Engagement phases

Figure 2-2 below outlines the four phases of Viva Energy’s engagement activities following the issuance of the Minister’s Directions for the project.

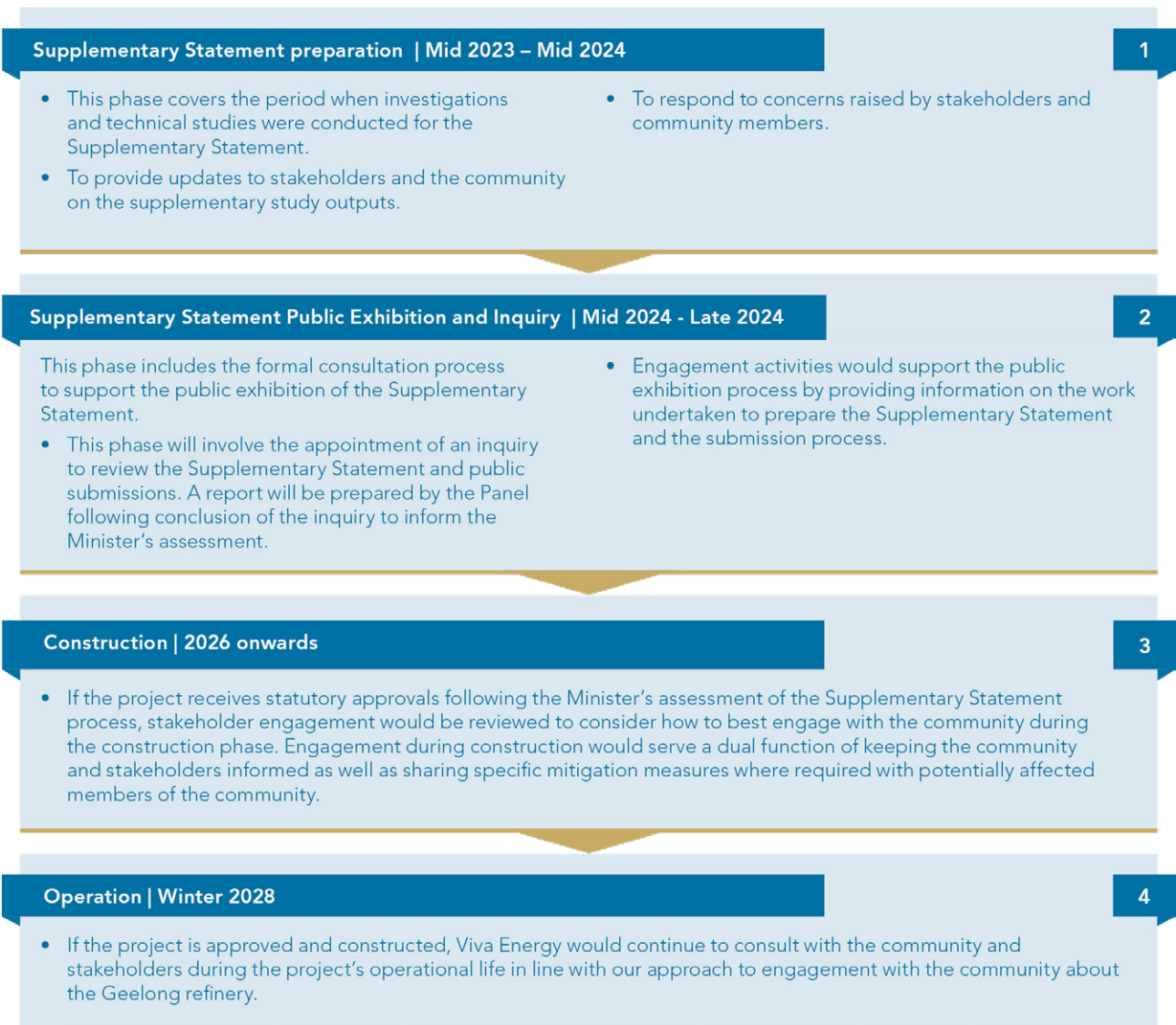


Figure 2-2 Four phases of engagement activities for the Supplementary Statement

2.5 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 on the project during the Supplementary Statement phase. A summary of the engagement and consultation tools is provided in **Table 2-1**.

Table 2-1 Engagement tools used by Viva Energy

Engagement Tool	Description
Community Outreach: Drop-in Information Sessions	Quarterly and ongoing. Community drop-in information sessions at Rosewall Community Centre in Corio. Focus is on community-led interest and discussion. Open invitations to these drop-in sessions included in the Geelong Energy Hub newsletter (see below) and via our Geelong SMS database (approx. 150 people).
Community Outreach: 'Listening Post' Sessions	Twice per quarter and ongoing. Viva Energy personnel attend local community centres to hear community feedback, answer questions and provide updates on projects. Focus is on community-led interest and discussion.
Community Outreach: Advisory Meetings	Quarterly and ongoing. 1:1 conversations focused on Viva Energy's community engagement activities with the leaders of the Rosewall, Cloverdale and Norlane community centres and Give Where You Live. Feedback is provided to Viva Energy's Refinery Leadership Team and the Gas Terminal Project team with any actions/responses reported back to the participating organisations.
Geelong Energy Hub newsletters	Quarterly and ongoing. Geelong Energy Hub newsletters are prepared and distributed via letter-box drop to approximately 6500 residences in Norlane, Corio, North Geelong and North Shore, near neighbours of the proposed pipeline in Macgregor Court, and neighbouring industries and businesses of the refinery. Digital copies are also sent to stakeholders via email. The newsletters feature an open invitation to the public to attend a quarterly 'Community Outreach Drop-in Session' at a date that follows the distribution of the newsletter.
Geelong Energy Hub 'e-updates'	A quarterly digital Geelong Energy Hub 'e-update', alternating with the Geelong Energy Hub newsletter, was emailed to registered Gas Terminal Project subscribers and interested stakeholders.
Website	A dedicated page on the Viva Energy website was maintained https://www.vivaenergy.com.au/energy-hub/gas-terminal-project as a central repository of information regarding the project. It was updated to reflect the Supplementary Statement requirements and process.
Factsheets	Factsheets providing a simplified explanation of the technical studies conducted in support of the Supplementary Statement were developed and published on project website.
Media	The project has received regular national, state and local media coverage. Viva Energy also provides updates on the project via corporate communications channels which could include quarterly company updates, half-year results, annual results and Annual General Meetings (AGM).
Meetings	Meetings were also held with stakeholders and community representatives, individually or in small groups. These meetings were arranged to provide project updates and information about the Supplementary Statement process and technical studies. 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.

Engagement Tool	Description
Project email address	A community enquiry email address (energyhub@vivaenergy.com.au) facilitates direct correspondence with the project team. The project email address is promoted via the project webpage and all communications collateral.
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.
Business and industry forums	Viva Energy regularly briefs Geelong business and industry association leaders from the Geelong Chamber of Commerce, the Geelong Manufacturing Council, the Committee for Geelong and the G21 Regional Alliance.
Government briefings	Briefings were held with elected government representatives to inform them of the progress of the project.

2.6 Stakeholders

2.6.1 Stakeholder identification for the Supplementary Statement

Viva Energy has maintained a list of stakeholders for this project since October 2019.

During the Supplementary Statement process, Viva Energy engaged, or attempted to engage (phone calls, emails) with stakeholders according to their interests in the project at the time of the initial EES. The stakeholders have been grouped into the following 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

2.6.2 Government

2.6.2.1 Technical Reference Group

A targeted TRG was convened and chaired by DTP's Impact Assessment Unit on behalf of the Minister for Planning. The TRG provided advice to Viva Energy throughout the development of the Supplementary Statement, advising on:

- Applicable policies, strategies and statutory provisions.
- Study Program for the Supplementary Statement.
- Design and adequacy of technical studies for the Supplementary Statement.
- Viva Energy's public information and stakeholder consultation program for the Supplementary Statement.
- Responses to issues arising from Supplementary Statement investigations.
- Technical adequacy of draft Supplementary Statement documentation.
- Coordination of statutory processes.

The member organisations of the TRG for the project Supplementary Statement are listed in the following table.

Table 2-2 Technical Reference Group member organisations

Technical Reference Group members	
DTP Impact Assessment Unit	Department of Energy, Environment and Climate Action (DEECA) Pipeline Regulation
Heritage Victoria	DEECA Barwon South West
Department of Premier and Cabinet- First Peoples – State Relations	City of Greater Geelong
Environment Protection Authority (EPA) Victoria	Ports Victoria
DEECA Biodiversity	DEECA Planning, Environment and Assessment

2.6.2.2 Regulators

In addition to the government departments represented on the TRG, a number of other regulators were engaged throughout the Supplementary Statement process. These are listed in the following table:

Table 2-3 Project regulators not represented on the TRG

Other project regulators

Commonwealth Department of Climate Change, Energy, the Environment and Water

2.6.2.3 Local government

The project is located within the City of Greater Geelong local government area. The city council has been engaged during the Supplementary statement process through its participation in the TRG meetings, regular project update meetings, briefings, presentations and letters to the mayor and council executives. Key direct engagements included:

- 2 June 2023: The Geelong Mayor and senior council executives were briefed on the project and toured the Geelong Energy Hub.
- 17 November 2023: City of Greater Geelong CEO was briefed on the project and toured the Geelong Energy Hub.

2.6.3 Neighbours and local residents

2.6.3.1 Landowners and occupiers

Engagement with landowners and occupiers of the land potentially affected by the proposed pipeline (including near-neighbours) commenced in November 2020 and has been ongoing.

A Pipeline Consultation Plan was prepared in November 2020 as part of Viva Energy's 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.

No further information was required on the pipeline licence application in response to the IAC report issued at the conclusion of the public inquiry on the EES. However, as the supplementary studies have progressed engagement has continued with landowners and occupiers to inform them of the updated project timeline and to discuss potential land tenure options.

Other than Viva Energy, there were approximately 10 private landowners along the proposed pipeline alignment, the majority of whom held small parcels of land within the protected 'Corio Native Grasslands Reserve' (formerly the New Corio Estate subdivision) which remains undeveloped and vacant, and subject to a Council voluntary transfer scheme.

Since conclusion of the EES public inquiry, Viva Energy has purchased a number of parcels of land within the 'Corio Native Grasslands Reserve' to secure land tenure over the proposed pipeline corridor.

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.

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

2.6.3.2 Neighbours and local residents

Viva Energy has engaged, and will continue to engage, on the Gas Terminal Project with its neighbours and local residents through various communication channels.

Geelong Energy Hub newsletters were distributed to approximately 6500 residences via letterbox drops in Corio, Norlane and North Shore, and they were also emailed to industrial neighbours and other stakeholders in:

- April, 2023
- July, 2023
- November, 2023
- March, 2024
- May, 2024

Viva Energy hosted the following community sessions as part of the Community Outreach Program:

- 5 December 2023 - Community Drop-in Information Session, Rosewall Community Centre.
- 20 February 2024 - Community Drop-in Information Session, Rosewall Community Centre.
- 26 March 2024 - Community 'listening post', Norlane Community Centre.
- 17 April 2024 - Community 'listening post', Cloverdale Community Centre.
- 28 May 2024 - Community Drop-in Information Session, Rosewall Community Centre.
- 22 July 2024 - Community 'listening post', Norlane Community Centre.

Regular face-to-face meetings about the project have also been held with representatives from neighbours including:

- Quantem
- Natrio
- Corio Distillery
- Geelong Grammar School: the school is situated to the north east of the refinery 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 including meetings with the principal and staff has continued during preparation of the technical studies for the Supplementary Statement. Geelong Grammar School's requirements in relation to timing and placement of noise monitoring equipment were incorporated into the execution of the further work on noise impact assessment. Data from the supplementary noise monitoring program was provided to Geelong Grammar School.

2.6.3.3 Culturally and Linguistically Diverse (CALD) communities

The northern suburbs of Geelong are culturally and linguistically diverse. During preparation of the initial EES, Viva Energy engaged with Northern Bay College 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. Engagement activities with CALD communities will be included in the in the Schedule of Activities for the public exhibition period of the Supplementary Statement.

2.6.4 Business and industry

2.6.4.1 Local business and industry

Viva Energy has presented the project in presentations and/or site tours to Geelong business and industry associations, and at Geelong industry events, including the:

- Geelong Chamber of Commerce (including a site tour, April 2023).
- Geelong Manufacturing Council (including a site tour, October 2023)
- Committee for Geelong (including a site tour, April 2023).
- Regional Development Victoria (including a site tour, November 2023).
- Future Geelong (March 2024).
- Geelong Manufacturing Council Technology and Information Summit (April 2024).

2.6.4.2 Port users and commercial shipping

The FSRU would be situated at an extension to the Refinery Pier within the Port of Geelong, Corio Bay.

Ports Victoria 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. Ports Victoria has been represented on the TRG for the Supplementary Statement.

As the port manager and licensor of the Refinery Pier, GeelongPort has been consulted since the project's inception. Since July 2022, GeelongPort has been a partner in the Gas Terminal Project and has an agreement with Viva Energy to construct the extension to the Refinery Pier and license it to Viva Energy.

2.6.5 Community and interest groups

Throughout preparation of the Supplementary Statement, Viva Energy has sought feedback from community and interest groups by providing briefings and inviting them to community information and drop-in sessions.

Viva Energy has contacted and/or briefed the following community interest groups in relation to the studies being undertaken for the Supplementary Statement. The groups have also received e-updates and Geelong Energy Hub newsletters.

- Australian Conservation Foundation Geelong Community branch
- Geelong Environment Council

- Bellarine Birdlife
- Bellarine Catchment Network
- Geelong Sustainability
- North Shore Residents Group
- Geelong Field Naturalists Club
- Ramsar Coordinating Committee
- Environment Victoria

2.6.6 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 sought feedback from community and interest groups by offering briefings and inviting them to community information and drop-in sessions.

Viva Energy has contacted and/or briefed the following community interest groups in relation to the studies being undertaken for the Supplementary Statement. The groups have also received e-updates and Geelong Energy Hub newsletters.

- VR Fish
- Western Beach Fishing Club
- Geelong and District Anglers Club
- Lagoon Boat Club

2.6.7 Traditional Owners & Indigenous groups

Viva Energy is one of the largest private employers of First Nations people in Australia and is committed to a nation where Aboriginal and Torres Strait Islander peoples have equal and equitable opportunities.

In addition to preparing its third Innovate Reconciliation Action Plan, Viva Energy supports major community partnerships either directly with First Nations organisation or for the programs to have an indigenous focus. These include:

- Koori Heritage Trust: A partnership over six years that helps to strengthen our relationships with Victorian Aboriginal communities and promote and celebrate Aboriginal culture.
- Wathaurong Aboriginal Cooperative: Three-year partnership to fund the procurement of a local bus to provide transport and improve First Nations people's access to health care, community services and cultural events in Geelong.

- CareFlight: Supporting the Northern Territory rescue helicopter to undertake medical rescues supporting First Nations communities; developing Indigenous language material to communicate with CareFlight patients and providing First Nations traineeship opportunities.

These long-term relationships with Indigenous organisations help inform the company's engagement approach with Indigenous communities.

2.6.7.1 Wadawurrung Traditional Owners Aboriginal Corporation

The project area is within the traditional lands of the Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC). WTOAC is the Registered Aboriginal Party (RAP) for Wadawurrung country with the statutory authority for the management of Aboriginal heritage values and culture under the Aboriginal Heritage Act 2006 (Aboriginal Heritage Act)

First Peoples - State Relations (FPSR) has represented WTOAC's interests as relevant on the Supplementary Statement TRG.

WTOAC has been sponsored by Viva Energy to undertake a Cultural values assessment (CVA) in order to fulfil the requirement of Recommendation 12 of the Minister's Directions to identify intangible values relevant to the project (both onshore and offshore in Corio Bay). Prior to commencement an initial meeting between Viva Energy and WTOAC was held in May 2023 to discuss the process, scope and timeline for the CVA. An on-country meeting between Viva Energy and a representative from WTOAC was held in October 2023 to present the preliminary findings of the field survey undertaken by WTOAC.

In February 2024, a presentation on the CVA was given to the TRG by a representative from WTOAC. As of the time of writing this chapter, the CVA is still under consideration by WTOAC.

Recommendation 12 of the Minister's Directions also required Viva Energy to undertake an underwater Aboriginal cultural archaeological assessment of the dredged area to inform an updated project Cultural Heritage Management Plan (CHMP).

Prior to commencing the assessment, an online meeting was held with WTOAC (and FPSR) in October 2023 to introduce the study team (led by

Cosmos Archaeology) and discuss the methodology for the study and in particular the proposed locations for collection of marine sediment cores in the dredged area and northern Corio Bay. In November 2023 WTOAC (and FPSR) were present at the meeting (at the former Corio Distillery building adjacent to the Geelong refinery) at which the cores were opened, examined and described by the study team, and sediment samples taken for carbon dating. In accordance with WTOAC's request that sediment cores be stored on Wadawurrung country, the cores have remained at the refinery.

In January 2024, an online meeting was held at which the study team's findings from the examination of the cores, carbon dating and archaeological assessment were presented to WTOAC.

Subsequently, in February 2024 the technical report on the findings was presented to the TRG. WTOAC was present at the presentation to the TRG meeting and expressed concerns about the Supplementary Statement process for review of the technical report, in particular the recommended measures to manage potential impact to underwater cultural heritage included in the report.

Viva Energy continues to consult with WTOAC on the incorporation of the findings of the assessment conducted for the Supplementary Statement into the project CHMP which was prepared during the EES. Online meetings lead by Jem Archaeology, who prepared the project CHMP, were held in April and June 2024 to discuss with WTOAC a collaborative process for development of conditions to manage and protect Aboriginal cultural heritage. Following inclusion of those conditions, and in accordance with the Aboriginal Heritage Act, the updated CHMP would then be evaluated by WTOAC (as the RAP) and a decision made to grant or refuse a CHMP

2.6.7.2 Wathaurong Aboriginal Co-operative

Key engagements with the Wathaurong Aboriginal Co-operative on the Gas Terminal Project have included:

- 21 May 2024: Meeting to brief Wathaurong Aboriginal Co-operative on the Supplementary Statement.

2.6.8 Viva Energy workforce

Viva Energy employees are kept up to date with the project through a combination of company-wide 'Town Hall' briefings and update posts to an internal communications channel.

2.6.9 Wider community

Viva Energy provides updates on the project via corporate communications channels which could include quarterly company updates, half-year results, annual results and Annual General Meetings (AGM).

A dedicated page on the company website helps to keep the community informed about the project and the Supplementary Statement. Viva Energy has encouraged interested parties to sign up to receive e-updates and to provide feedback or comments via the 1800 number or by email.

The Gas Terminal Project has received local, state and national media coverage on the back of the projected shortfalls in gas supplies to south-eastern Australia.

2.7 Overview of feedback received

The key issue raised by those attending Viva Energy's drop-in information or 'listening post' sessions during the Supplementary Statement phase of the Gas Terminal Project has been concern for their future gas supply, its likely cost and how long they will be able to continue using gas appliances in their homes. Residents in the northern suburbs of Geelong are heavily dependent on gas for heating, hot water and cooking purposes. Renters also expressed concern that they are in the hands of their landlords in regards to a push to electrify household appliances away from gas.

It was also noted by representatives from some local community groups that those who oppose fossil fuel projects can often afford to do so and that this was not generally the case in the disadvantaged communities of Geelong's northern suburbs.

Session attendees were specifically asked if there were any questions or any feedback they would like to provide on the Supplementary Statement process or the studies being undertaken. However, the only feedback received was in relation to being notified when the Supplementary Statement is publicly available.

Of those who attended the drop-in information or ‘listening post’ sessions, the overwhelming majority were supportive of the project and Viva Energy. There was occasional feedback, in particular from representatives of Geelong environmental groups, that this is not the time for any new fossil fuel development due to climate change concerns.

Viva Energy also facilitated engagement with specific community and interest groups which had been particularly interested in the project during the EES.

Meetings on the Supplementary Statement process have been held with Geelong Environment Council, the Australian Conservation Foundation (ACF) Geelong Community branch, North Shore Residents Group and Environment Victoria. Geelong Environment Council was particularly interested in the scope of the supplementary air quality impact assessment and was satisfied with the response and further information provided. ACF Geelong Community raised concerns about the economic

viability and need for the project in the context of climate change and the transition to renewable energy generation. North Shore Residents Group requested further consultation should the project proceed, in particular on their future involvement in emergency response planning.

Other groups expressed a preference for reviewing the complete Supplementary Statement before providing feedback.

2.7.1 Response to feedback

Viva Energy has sought to understand and address stakeholder and community feedback received during preparation of both the EES and Supplementary Statement and consider, and where possible incorporate, this feedback in the design of the project. A summary of responses to issues raised during the preparation of the Supplementary Statement is presented in the table below.

Table 2-4 Viva Energy responses to stakeholder and community feedback

Issue raised	Response to issue
<p>How does the project fit in the context of broader climate change policy and use of fossil fuels?</p>	<p>It was noted that while the discussion around climate change is an extremely important topic, further assessment on the project rationale did not form one of the recommendations for further work under the Minister’s Directions. The IAC report finding was referred to with respect to the panel finding the project rationale was essentially sound, and the following points were also discussed:</p> <ul style="list-style-type: none"> • The IAC found that there was a balance to be struck between the twin policy objectives of reducing Greenhouse Gas (GHG) emissions and ensuring Victoria’s energy system is secure, reliable and affordable. • Although the Project will contribute to an increase in Victoria’s GHG emissions, the IAC found it is not incompatible with state climate policy, because it does not preclude the Victorian Government achieving its GHG emissions reductions targets. • The IAC found the project is consistent with state energy policy because it could contribute to Victoria’s energy security, reliability and affordability, although there are uncertainties as to whether these benefits will be realized. • Gas is an important transition fuel. During Australia’s transition to a net-zero emissions future, gas will continue to be used by Australian households, businesses and industry, and support the reliability and security of the electricity sector.

Issue raised	Response to issue
<p>How does the project fit in the context of broader climate change policy and use of fossil fuels?</p>	<ul style="list-style-type: none"> • The Gas Terminal Project is a flexible infrastructure option which can bring in the gas Victoria needs, for as long as it is required, as demand for gas declines during the energy transition. The overall use of gas will not increase due to the Gas Terminal Project. • The need for gas as a transition fuel over the coming decades is recognised by the market regulator AEMO (2024 Gas Statement of Opportunities) and the Federal Government (Future Gas Strategy). • The flexibility of the Gas Terminal Project is consistent with the ambitions of the State Government’s Gas Substitution Roadmap that supports actions to ensure a reliable and secure gas supply while charting a pathway to transition away from gas consumption in Victoria. • 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: • 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. • The Gas Terminal Project is part of the diversification of the Geelong refinery into a broader energy hub featuring: a hydrogen refuelling station for heavy vehicles; co-processing of alternative, lower-carbon feedstocks; a solar farm; strategic storage of diesel fuel; and production of Ultra-low Sulphur Gasoline.
<p>What will be the project’s impact on air quality?</p>	<ul style="list-style-type: none"> • A full assessment of the potential impacts on air quality from the project was completed as part of the EES. The modelling undertaken in the EES showed no exceedances of adopted air quality criteria for nitrogen dioxide, carbon monoxide, sulphur dioxide, benzene, formaldehyde, polycyclic aromatic hydrocarbons and particulate matter at any of the sensitive receptors in the study area. • The EES study concluded that impacts from FSRU operations, even during winter peak gas output, would be minor and localised in the vicinity of Refinery Pier and the Geelong refinery; meet regulatory requirements; and be unlikely to have regional or State significant effects on air quality. • As part of the Supplementary Statement process further work was undertaken to confirm that the operational impact of the project on air quality would be acceptable. • A study summary was prepared outlining the findings of the supplementary air quality assessment which was shared.
<p>How are we engaging effectively with the local community?</p>	<ul style="list-style-type: none"> • Local ongoing engagement has been discussed with leaders of the local community centres and not-for-profits Give Where You Live and Northern Futures. Based on the feedback that was received indicating the importance on engagement within the community networks, extensive discussions have occurred with various community leaders to explore the most effective measures to facilitate community involvement. In response to the advice, a revised Geelong Community Outreach Program has been established.
<p>Is the project safe?</p>	<ul style="list-style-type: none"> • Extensive engagement and safety studies were completed as part of the development of the EES with the IAC determining that the safety hazard and risk assessments undertaken to date are appropriate for this stage in the project development. It was noted that whilst the Minister’s Directions did not request further assessment, good communication on safety is important with respect to intangible impacts. • The findings from the IAC report on safety have been shared with key local stakeholders. • The project website remains updated with project safety, LNG properties, LNG shipping and security factsheets. • Regular presence at community centres as part of the Community Outreach Program to be available to local residents and neighbours for open communication on safety. • Presentation on safety outcomes provided to Refinery Pier industrial neighbours. • Commitment to further consult with local residents and neighbours on their future involvement in emergency response planning.

2.8 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 schedule of planned consultation activities is updated quarterly and made available at <https://www.vivaenergy.com.au/energy-hub/gas-terminal-project/community-consultation-and-feedback>.

The following communications and engagement activities are planned to inform the public about the project and the Supplementary Statement leading up to and during the public exhibition of the Supplementary Statement:

- Community information and drop-in sessions.
- Community Outreach involving local community centres and not-for-profit community organisations.
- Responding to enquiries through the dedicated project email energyhub@vivaenergy.com.au and 1800 number.
- Communications regarding the public exhibition of the Supplementary Statement, including:
 - Website information
 - Facebook posts
 - E-news update
 - Geelong Energy Hub newsletter
 - Advertising in local newspapers.

Should statutory approvals be obtained following the Supplementary Statement process, the project will progress to a Final Investment Decision and then to 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 would 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;
- E-news updates;
- Geelong Energy Hub newsletters; and
- Responding to enquiries via the dedicated project email energyhub@vivaenergy.com.au and 1800 number.

Viva Energy will continue to engage with stakeholders and the community during project operations in line with our approach to community engagement for the Geelong refinery and broader Energy Hub.



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