

# **Six Mile Creek Dam Safety Upgrade Project**

## **Community and Stakeholder Engagement Plan**

Document number: LMDIP-05829-GNL-CMS-MPL-00001

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## Definitions and Abbreviations

Term/Abbreviation	Definition
CG	Coordinator General
CGER	Coordinator-General Evaluation Report (2019)
CGCR	Coordinator-General's change report – Construction (2025)
CM	Construction Manager
CSM	Community and Stakeholder Manager
CSEP	Community and Stakeholder Engagement Plan
DETSI	Department of Environment, Tourism, Science and Innovation
EAP	Emergency Action Plan
EMP	Environmental Management Plan
ESM	Environment and Sustainability Manager
FOC	Flood Operations Centre
IAR	Impact Assessment Report
LDMG	Local Disaster Management Group
MP	Member of Parliament
OCG	Office of Coordinator General
PM	Project Manager
SEMP	Site Environmental Management Plan
SIA	Social Impact Assessment
VMS	Variable Message Signs

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# 1. Scope

This Community and Stakeholder Engagement Plan (CSEP) is applicable to all construction phase works associated with the Lake Macdonald Dam Improvement Project (the Project). This CSEP is to be read in conjunction with the:

- Site Environmental Management Plan (SEMP) (ref: LMDIP-10000-GNL-ENV-MPL-00002)
- SMEC Impact Assessment Report including the Draft Environmental Management Plan and the Consultation Report (Ref: Appendix B and Appendix N of the SMEC Impact Assessment Report)

This CSEP has been prepared to address the relevant imposed conditions outlined in the Coordinator-General's change report 2025 (CGCR) – Construction and recommendations (the addressable items).

## 1.1. Objectives

The objectives of this CSEP are to:

- Outline the methods for undertaking engagement and consultation with stakeholders and the community
- Identify all stakeholders relevant to the Project and outline their needs and concerns
- Outline the roles and responsibilities of those undertaking engagement and consultation, including the responsibilities of the Contractor
- Detail the process of complaints management and flood notification and the avenues that are available for stakeholders to make a complaint or query about the Project
- Provide a framework for monitoring and reporting, which includes an internal feedback process so that stakeholder feedback can be appropriately incorporated into relevant Management Plans
- Ensure that the engagement activities are aligned with stakeholder concerns and that communication is clear, transparent and provided in a timely manner

# 2. Specific Performance Measures

The specific performance measures relevant to the implementation of this CSEP have been detailed in Table 1.

**Table 1 Performance Measures**

Specific Performance Measure	Measurable Target(s)
Community and stakeholder support for the Project is maintained to facilitate construction activities	Less than 5 verified enquiries and complaints per quarter received regarding a lack of engagement or consultation, with 100% of complaints acknowledged within 1 business day and 80% responded to within 2 business days
	Majority of media coverage is neutral or positive
	During high-impact periods, proactive engagement will be demonstrated through at least two direct community updates per month (e.g. newsletters, or door knocks, or social media updates, or community drop in events)

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Specific Performance Measure	Measurable Target(s)
The community is notified of planned construction activities and amenity impacts with sufficient notice	No verified community complaints received about construction activities relating to a breach of approvals, permits, or Management Plans
	Notification timeframe requirements detailed in the Engagement Action Plan described in Section 7.5 are met
Community and stakeholder complaints are managed and responded to appropriately	All community and stakeholder complaints are recorded
	All community and stakeholder complaints are responded to within the required timeframes detailed in Section 9
Feedback is used to improve the delivery of the engagement strategy and environmental management measures	All stakeholder complaints are recorded
	Internal reporting requirements detailed in Section 11 are met
	Environmental Management Plans are reviewed to incorporate any feedback received

### 3. Roles and Responsibilities

At the commencement of construction activities, the Contractor maintains responsibility for communication and engagement activities.

Key roles and responsibilities as they relate to community and stakeholder engagement are outlined in Table 2. These roles and responsibilities are in addition to those described in Table 9 of the SEMP.

**Table 2 Roles and Responsibilities**

Role	Responsibility
Seqwater	<ul style="list-style-type: none"> <li>Manage the construction process as the Project proponent</li> <li>Allocate sufficient resources to prepare, review and update this CSEP</li> <li>Ensure that the requirements of any statutory approvals, legislation and this CSEP are included in the contract documentation and implemented</li> <li>Undertake audits of the Contractor to verify compliance with any legislative requirements and this CSEP</li> <li>Review and approve communication materials as required</li> <li>Support and participate in consultation and engagement activities when necessary</li> </ul>
Seqwater Communication, Engagement and Education team	<ul style="list-style-type: none"> <li>Managing flood communications when Seqwater's Flood Operations Centre (FOC) is mobilised or mobilising</li> </ul>
Contractor Project Manager (PM)	<ul style="list-style-type: none"> <li>Maintain a master copy of this CSEP, a record of the completion of management measures, monitoring records and reports</li> <li>Provide sufficient resources to ensure the effective implementation of this CSEP</li> <li>Participate in any audits initiated by Seqwater</li> </ul>

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Role	Responsibility
	<ul style="list-style-type: none"> <li>Provide relevant and timely information about construction activities that may impact on the amenity of stakeholders to the Community and Stakeholder Manager</li> </ul>
Contractor Construction Manager (CM)	<ul style="list-style-type: none"> <li>Report any incidents, non-compliances and complaints to the Contractor Project Manager</li> <li>Participate in any investigations of complaints or non-conformances</li> <li>Liaise with the Community and Stakeholder Manager to ensure a coordinated approach to community and stakeholder engagement</li> <li>Ensure all staff are trained/inducted to the Project</li> </ul>
Environment and Sustainability Manager (ESM) (project team member)	<ul style="list-style-type: none"> <li>Primary responsibility for implementation and compliance of Environmental Management Plans (EMP), statutory approvals and legislation</li> <li>Participate in toolbox talks as required to ensure staff are aware of key concerns associated with environmental matters and stakeholder feedback</li> <li>Report any incidents, non-compliances and complaints to Seqwater</li> <li>Lead any investigations of complaints or non-conformances and report any findings and corrective actions to Seqwater</li> <li>Ensure stakeholder feedback is used to inform updates to EMPs, where appropriate</li> </ul>
Community & Stakeholder Manager (CSM)	<ul style="list-style-type: none"> <li>Oversee the implementation of this CSEP</li> <li>Engage with community and stakeholders regarding the Project, responding to complaints, enquiries and compliments</li> <li>Provide advice to project construction staff and contribute to the effective planning of site activities to minimise impacts</li> <li>Record and report all stakeholder and community contact within Seqwater's customer database (Consultation Manager)</li> <li>Write and distribute notifications, newsletters and community updates</li> <li>Liaise with the Contractor ESM and CM to ensure stakeholder feedback is used to inform ongoing updates to EMPs</li> </ul>
Supervisors	<ul style="list-style-type: none"> <li>Ensure that this CSEP requirements are communicated to all personnel, where relevant</li> <li>Ensure that any complaints made to Project personnel by a stakeholder are appropriately escalated to the Contractor ESM, CM and CSM</li> </ul>
All Project personnel (including Subcontractors)	<ul style="list-style-type: none"> <li>Comply with reasonable directions given by the Contractor regarding consultation and engagement matters</li> <li>Report to the supervisor on any complaints received from the community or Project stakeholders</li> </ul>

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## 4. Legislative and Other Compliance Requirements

The following section outlines the applicable legislative and compliance requirements for the Project.

### 4.1. CGCR Addressable Items

Details of the applicable CGCR addressable items and how these have been addressed in the CSEP have been detailed below.

**Table 3 CGCR addressable items relevant to this CSEP**

CGCR Reference	Type	Addressable Items	How addressed in this CSEP
<i>Coordinator-General (CG) Conditions</i>			
Appendix A. Imposed Conditions, Schedule 1, Condition 1 (c) Site Environmental Management Plan (SEMP)	Imposed Condition	The SEMP must include the following construction EMPs:  (ii) community and stakeholder engagement plan	This CSEP is a sub-plan of the Site Environmental Management Plan
Appendix A. Imposed Conditions, Schedule 2, Condition 2 Monitoring and reporting	Imposed Condition	The proponent must prepare a report every 3 months that summarises compliance and monitoring results for project activities and complaints.  The reports must include the following for the reporting period:  (iv) details of complaints received and outcomes of complaints resolution process, including: (A) corrective actions or additional controls taken as a result of the complaint and (B) the effectiveness of these corrective actions or additional controls.	This CSEP identifies and manages community and stakeholder interests and incorporates review measures  Reporting requirements are outlined in Section 11 Table 13 of this plan.  Review and updates to the CSEP are discussed in Section 0
Appendix A. Imposed Conditions, Schedule 1, Condition 4 Traffic Management Plan monitoring	Imposed Condition	In accordance with the approved TMP required by Condition 1, the TMP must:  (a) (ii) be progressively reviewed by the proponent to ensure actions identified achieve desired outcomes and avoid or mitigate and manage adverse traffic impacts on the local community	Management measures are described in the engagement plan (7.1, 7.2, 7.4 and 7.5 and Table 6, Table 7, Table 8 and Table 9) and enquiries and complaints management section (Section 9 and Table 11)

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CGCR Reference	Type	Addressable Items	How addressed in this CSEP
		(b) Heavy vehicle traffic data, including truck numbers, location, timings, routes taken to site and away from site, vehicle telematics and other quantifiable transport information, as well as performance monitoring and auditing results are to be reported at the quarterly meetings outlined in the CSEP for discussion and resolution.	

## 4.2. Legislation

Details of relevant legislation applicable to this CSEP have been provided below.

**Table 4 Other legislation applicable to this CSEP**

Legislation	How it applies to this CSEP
<i>The Privacy Act 1988</i>	The <i>Privacy Act 1988</i> protects the privacy of individuals and regulates how organisations handle personal information, including the information of the Project's stakeholders
<i>State Development and Public Works Organisation Act 1971 (SDPWO Act)</i>	The SDPWO Act provides a framework for the state government's assessment and evaluation of projects. The Project was declared a coordinated project in 2017, requiring an Impact Assessment Report (IAR) in accordance with the SDPWO Act. The Project IAR was subsequently prepared by Seqwater and evaluated by the Coordinator-General. The Coordinator-General published the CGER in 2019, recommending the project proceed, subject to conditions and recommendations, including the development of this CSEP

# 5. Community and Stakeholder Engagement Approach

## 5.1. Approach

Throughout the construction stage of the Project, Seqwater will aim to minimise disruption to the local community and ensure that engagement and consultation is ongoing, open and transparent, and builds upon the existing relationships Seqwater has developed.

The key objectives for undertaking engagement are to:

- Establish and build genuine relationships with stakeholders and the community to increase support and understanding of the Project
- Minimise, where possible, Project impacts on stakeholders and the community by communicating on Project activities
- Appropriately address stakeholder and community issues

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- Ensure that stakeholder feedback is appropriately recorded so that feedback can be used to improve management measures

## 5.2. Industry Best Practice

The approach to community and stakeholder engagement is guided by industry best practice frameworks and standards. These include:

- *International Association of Public Participation (IAP2) Quality Assurance Standard* (IAP2 2023)
- *IAP2 Public Participation Spectrum* (IAP2 2018)
- *Accountability AA1000 Stakeholder Engagement Standard* (AA1000SES 2015)

The *IAP2 Quality Assurance Standard* and the *Accountability AA1000 Stakeholder Engagement Standard* guide the process for undertaking stakeholder engagement and provide guidance on best practice frameworks for monitoring, evaluating and reviewing stakeholder engagement performance.

The IAP2 spectrum for public participation is an informative tool which assists project teams in clarifying the role of the public (or community) in planning and decision-making. It also allows for the setting of appropriate goals, expectations and activities. For the purpose of this CSEP, the IAP2 spectrum has assisted in the selection of appropriate communication tools based on the Project's engagement objectives and Project needs. The IAP2 spectrum can be seen in Figure 1.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Figure 1 IAP2 Public Participation Spectrum (2018)

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## 5.3. Previous Engagement

Significant consultation has been undertaken to date and where appropriate, the stakeholder feedback has informed the planning phases of the Project. A high-level summary of key engagement activities has been provided below:

Engagement undertaken for the IAR includes:

- 12 Social Impact Assessment (SIA) scoping interviews

Notifications distributed to 27 residents and businesses within a two kilometre radius of the lake

- E-news updates via direct email (distribution of 401 stakeholders)
- Media release promoting IAR engagement
- A presentation to the Community Reference Group
- A presentation to the Cooroy Chamber of Commerce
- Tours offered to downstream residents
- One on one meetings offered to adjoining landholders
- An information stand at the Noosa Water Festival
- An information display at the Cooroy Library
- Information sessions (four in total) at the Cooroy Library to provide the opportunity for face-to-face engagement
- Technical workshop with select stakeholders to develop the water lowering plan for the Project
- Ongoing monitoring of the dedicated Project hotline and email to collect feedback and answer questions

Following the completion of the IAR, engagement activities have included:

- Community information sessions in February and March 2024 in Cooroy and Pomona
- Community newsletters, as published on the Project website
- Ongoing phone call and email communications
- Doorknocking activities
- Social media updates
- Re-establishment of the Community Reference Group
- 2 community engagement events (May and October 2024)

## 6. Stakeholder and Issue Analysis

Project stakeholders have been segmented according to their relationship to the Project and an analysis has been undertaken on each stakeholder's concerns/interests. This analysis has determined the level of engagement required with each stakeholder group throughout construction.

The stakeholder database will be updated as required throughout the Project.

Table 5 outlines the Project's key stakeholders, their key concerns and interests in the Project, and the indicative level of engagement required.

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**Table 5 Stakeholder and issue analysis and level of engagement**

Stakeholder category	Specific stakeholder	Concern/interest in the project	Level of engagement (IAP2)
<b>Elected representatives</b>	Minister for State Development, Infrastructure and Planning QLD	<ul style="list-style-type: none"> <li>Compliance with development approvals</li> <li>Compliance with imposed conditions included in the CGCR</li> </ul>	Consult
	Minister for the Environment and Tourism	<ul style="list-style-type: none"> <li>Compliance with licenses and effective management of environmental and heritage risks and impacts</li> </ul>	Consult
	Minister for Aboriginal and Torres Strait Islander Partnerships	<ul style="list-style-type: none"> <li>Compliance with the cultural heritage duty of care</li> </ul>	Consult
	Minister for Primary Industries	<ul style="list-style-type: none"> <li>Compliance with licenses and effective management of fisheries risks and impacts</li> </ul>	Consult
	QLD Member of Parliament Member for Noosa	<ul style="list-style-type: none"> <li>Community engagement activities and management of construction and lake lowering impacts</li> </ul>	Consult
	Federal Member of Parliament Member for Wide Bay	<ul style="list-style-type: none"> <li>Community engagement activities and management of construction and lake lowering impacts</li> </ul>	Consult
	Local Councillors for Lake Macdonald, Cooroy and Pomona	<ul style="list-style-type: none"> <li>Community engagement activities and management of construction and lake lowering impacts</li> </ul>	Involve
<b>State and Federal departments and agencies</b>	Department of Environment, Tourism, Science and Innovation	<ul style="list-style-type: none"> <li>Issuing permits/approvals</li> <li>Compliance with approval conditions and Management Plans</li> <li>Approval of EMPs</li> </ul>	Involve
	Coordinator-General	<ul style="list-style-type: none"> <li>Coordinating approval of Management Plans</li> <li>Compliance with imposed conditions detailed in the CGCR</li> <li>Unresolved project complaints</li> </ul>	Involve
	Department of Primary Industries	<ul style="list-style-type: none"> <li>Issuing permits/approvals</li> <li>Compliance with approval conditions and Management Plans</li> <li>Approval of EMPs</li> </ul>	Involve

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Stakeholder category	Specific stakeholder	Concern/interest in the project	Level of engagement (IAP2)
	Department of Climate Change, Energy, the Environment and Water	<ul style="list-style-type: none"> <li>Approval of Adaptive Management Plan</li> <li>Compliance with <i>Environment Protection and Biodiversity Conservation Act 1999</i> approval</li> </ul>	Involve
	Department of Transport and Main Roads	<ul style="list-style-type: none"> <li>Approval of the Traffic Management Plan</li> <li>Haulage route approvals</li> </ul>	Involve
<b>Local Government</b>	Noosa Shire Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents, businesses and user groups during construction and lake lowering</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Design and access arrangements</li> </ul>	Involve
<b>Public Utility Providers</b>	Energex Telstra Unitywater NBN	<ul style="list-style-type: none"> <li>Impacts on utility assets and infrastructure</li> <li>Outages</li> </ul>	Consult
<b>Emergency Service Providers</b>	Queensland Ambulance Service Queensland Police Queensland Fire and Emergency Services (QFES) State Emergency Services (SES)	<ul style="list-style-type: none"> <li>Site orientation, emergency facilities and incident scenario planning</li> <li>Impacts on local roads</li> <li>Emergency access and procedures</li> </ul>	Consult
<b>Traffic and Transport</b>	Local bus companies Taxi companies Ridesharing companies (Uber, Ola etc)	<ul style="list-style-type: none"> <li>Traffic impacts – increase in construction vehicles, changes to local roads</li> </ul>	Consult
<b>Directly affected stakeholders within the immediate work area</b>	Residential property owners and tenants in the vicinity of the construction site	<p>Construction impacts – noise, vibration, dust, visual amenity, odour and traffic management</p> <ul style="list-style-type: none"> <li>Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> <li>Work hours, site access routes and haulage routes</li> <li>Potential for property damage caused by construction</li> </ul>	Consult/Involve

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Stakeholder category	Specific stakeholder	Concern/interest in the project	Level of engagement (IAP2)
		<p>Safety – pedestrians, cyclists, traffic and horse riders</p> <ul style="list-style-type: none"> <li>• Access and egress</li> <li>• Project timing</li> <li>• Sourcing of construction materials</li> </ul>	
<b>Directly affected businesses within the immediate work area</b>	Business / Commercial property owners and tenants in the vicinity of the construction site. This includes but not limited to Noosa Water Treatment Plant	<ul style="list-style-type: none"> <li>• Construction impacts – noise, vibration, dust, visual amenity, odour</li> <li>• Safety – traffic management</li> <li>• Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> <li>• Work hours, site access routes and haulage routes</li> <li>• Potential for property damage caused by construction</li> <li>• Project timing</li> <li>• Sourcing of construction materials</li> </ul>	Consult/Involve
<b>Directly affected stakeholders and residents adjoining Six Mile Creek (downstream residents)</b>	Residential property owners and tenants adjoining Six Mile Creek (downstream residents)	<ul style="list-style-type: none"> <li>• Lake lowering impacts – water release</li> <li>• Hours and duration of water release</li> <li>• Potential for property damage due to water release</li> <li>• Project timing</li> </ul>	Involve
<b>Impacted stakeholders within 1 km radius of the work area</b>	Residential property owners and tenants in a 1 km radius of the construction site	<ul style="list-style-type: none"> <li>• Construction impacts – noise, vibration, dust, visual amenity</li> <li>• Safety – traffic management</li> <li>• Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> <li>• Work hours, site access routes and haulage routes</li> <li>• Potential for property damage caused by construction</li> </ul>	Consult/Involve
<b>Impacted businesses within 1 km radius of work area</b>	Business/commercial property owners and tenants in a 1 km radius of the construction site	<ul style="list-style-type: none"> <li>• Construction impacts – noise, vibration, dust, visual amenity</li> <li>• Safety – traffic management</li> <li>• Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> </ul>	Consult/Involve

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Stakeholder category	Specific stakeholder	Concern/interest in the project	Level of engagement (IAP2)
		<ul style="list-style-type: none"> <li>Work hours, site access routes and haulage routes</li> <li>Potential for property damage caused by construction</li> </ul>	
<b>Authorised water users</b>	Unity Water  Down stream license holders	<ul style="list-style-type: none"> <li>Impacts on utility assets and infrastructure</li> <li>Impacts to water supply</li> </ul>	Consult
<b>Community groups / recreational users</b>	Lake Macdonald Rowing Club  Lake Macdonald Freshwater Fishing Association Inc.  Individual boat users SUP users Canoe/kayak users  Recreation trail users	<ul style="list-style-type: none"> <li>Construction impacts - noise, vibration, dust and visual amenity</li> <li>Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> <li>Temporary loss of community facilities and open space during construction</li> <li>Reinstatement of community facilities</li> <li>Changes to pedestrian access and local traffic arrangements, including detours, parking and safety</li> <li>Temporary changes to recreation trail access points</li> <li>Project timing</li> </ul>	Consult
<b>Impacted stakeholders on the proposed haul route</b>	Residential property owners and tenants located along the proposed haul route	<ul style="list-style-type: none"> <li>Traffic impacts– noise, dust, changed traffic conditions, increase in construction traffic, speed limits</li> <li>Work hours</li> <li>Access and egress</li> <li>Safety – pedestrians, cyclists and horse riders</li> <li>Project timing</li> </ul>	Consult
<b>Impacted businesses on the proposed haul route</b>	Business/commercial property owners and tenants located along the proposed haul route	<ul style="list-style-type: none"> <li>Traffic impacts – noise, dust, changed traffic conditions, increase in construction vehicles, speed limits</li> <li>Work hours</li> <li>Access and egress to businesses</li> <li>Safety - pedestrians and customers</li> </ul>	Consult

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Stakeholder category	Specific stakeholder	Concern/interest in the project	Level of engagement (IAP2)
<b>Affected stakeholders surrounding Lake Macdonald</b>	Residential property owners and tenants in the vicinity of Lake Macdonald	<ul style="list-style-type: none"> <li>• Lake lowering impacts – visual amenity, odour and potential flora and fauna loss</li> <li>• Traffic impacts – increase in construction vehicles</li> <li>• Safety</li> </ul>	Consult
<b>Educational and early learning</b>	Educational and early learning facilities that are located on the proposed haulage route. This includes: <ul style="list-style-type: none"> <li>• Cooroy State School</li> <li>• Karinya Montessori Children's House</li> <li>• Tadpoles Early Learning Centre</li> <li>• Smarty Pants Early Learning Centre</li> <li>• Noosa District High School</li> </ul>	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Impacts on pedestrian crossings and local roads</li> <li>• Impact on school operations</li> <li>• Construction impacts – increased traffic, noise, vibration, dust</li> <li>• Construction program clash with exams</li> <li>• General interest in the Project</li> </ul>	Consult
<b>Religious / places of worship</b>	Cooroy Cemetery	<ul style="list-style-type: none"> <li>• Traffic impacts, increased construction traffic in the area</li> </ul>	Inform
<b>Other associations / events</b>	Murray River Catchment Coordinating Committee  Noosa Festival of Water  Friends of Noosa Botanic Gardens Rotary Club of Noosa Heads  Opera in the Amphitheatre (Private business that utilises the Noosa Botanical Gardens Amphitheatre)	<ul style="list-style-type: none"> <li>• Construction impacts – noise, vibration, dust, visual amenity, odour and traffic management</li> <li>• Work hours, site access routes and haulage routes</li> </ul>	Consult
<b>Media</b>	News media outlets including: <ul style="list-style-type: none"> <li>• Noosa news</li> <li>• Sunshine Coast Daily</li> <li>• Cooroy Rag</li> <li>• Local and Brisbane news TV</li> <li>• Mainstream and community radio</li> </ul>	<ul style="list-style-type: none"> <li>• General interest in the Project</li> <li>• Flora and Fauna</li> <li>• Construction traffic management</li> </ul>	Inform



## 7. Engagement Plan

### 7.1. Community Engagement Process

The community engagement process for construction is a cyclical process that includes objective setting, undertaking of engagement and consultation, recording stakeholder feedback, reporting on consultation outcomes and engagement performance, and evaluating how stakeholder feedback can be used to update and improve not only the engagement process, but the implementation of environmental management measures.

This section discusses what tools and processes support the community engagement process, including:

- The communication tools available to the Project
- The flood notification process
- Notification requirements for undertaking construction activities
- How consultation informs environmental management measures
- The schedule for undertaking engagement

### 7.2. Communication Tools

A range of communication tools will be used to engage with stakeholders, and the application of these tools will be dependent on any imposed reporting requirements from the CGCR conditions and the communication needs of the stakeholder. These tools will complement the communication activities already undertaken by Seqwater to ensure consistency as the Project moves into its construction stage.

The communication tools available to the Project have been outlined in Table 6.

**Table 6 Communication tools**

Tool	Purpose	Responsibility
<b>Community contact tools</b>		
24-hour Community hotline	The 24-hour community hotline (07 5472 1565) provides access to the Project team during construction.  The number is to be publicised on all communication materials and details of all complaints are recorded.  Community members will be encouraged to contact the Project team at any time through the Project's 24-hour community hotline.	Contractor to monitor and address
Community email address	The community email address ( <a href="mailto:projectinfo@Seqwater.com.au">projectinfo@Seqwater.com.au</a> ) allows communication with the Project team, and facilitates community feedback. The email address will be included in all communication materials	Contractor to monitor and address
Community post box	Postal address: <i>Seqwater, PO Box 328 Ipswich, QLD 4305</i>  The postal address allows stakeholders to access the Project team in writing. Communication materials to include postal address.	Seqwater
Community online enquiry	An enquiry can be submitted online at <a href="http://www.Seqwater.com.au/contact-us">www.Seqwater.com.au/contact-us</a> by completing the enquiry form. Communications material to include web address	Seqwater

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Tool	Purpose	Responsibility
	Seqwater will investigate the enquiry and forward to the Contractor for response/input as required.	
<b>Information and Promotional Tools</b>		
Website	Seqwater has a website including a webpage dedicated to the Project. The webpage will be reviewed monthly or as required by Seqwater. The webpage will include information about the construction works, newsletters and fact sheets. It will also include photographs and footage of the Project, along with advertising the Project's contact details	Seqwater
Social Media	Seqwater will share project related photos and video footage on relevant social media channels as required, including Facebook, Instagram and Twitter	Seqwater
Site signage and hoarding banners	Site signage used to identify the Project will be used. This might include but not limited to, banner mesh or similar and gate signage  Signage is to advise of activities that could potentially impact stakeholders, for example, changes to pedestrian routes and traffic conditions. Installation of temporary signs will be within a minimum of five business days prior to the Project activity	Seqwater and Contractor
Fact Sheets	A series of Project fact sheets will be developed and distributed to the local community and for download from the website. Potential fact sheets may include information on noise and vibration; construction methods (24hr demolition); lake lowering; aquatic fauna relocation and truck and traffic management	Contractor with Seqwater approval
Contact cards	A card displaying all relevant Project contact details that can be shared during introductions. These cards will be provided to all personnel to ensure that all enquiries, complaints or compliments can be received through a centralised location	Contractor with Seqwater approval
Quarterly newsletter	A quarterly construction newsletter will be produced and distributed to community members and stakeholders on the Project opt-in distribution list and surrounding residents (dependent on newsletter content). The quarterly construction newsletter will also be available on the Project website. The newsletter may include: <ul style="list-style-type: none"> <li>• current and upcoming activities</li> <li>• how activities may affect stakeholders and how impacts will be mitigated or managed</li> <li>• achievements</li> <li>• interesting information about construction techniques</li> <li>• details of design elements</li> <li>• relevant photos</li> <li>• maps and other illustrations</li> <li>• feedback mechanisms, i.e. Project email address and phone number</li> </ul>	Contractor with Seqwater approval
Photography and videography	Photographs and videos used to record the construction process including time-lapse photography. These will be used in communication materials.	Contractor

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Tool	Purpose	Responsibility
Notification letters	Work notification letters are to be sent to stakeholders in line with the Notification Requirements outlined in Section 7.3 These notifications ensure that stakeholders are made of aware of upcoming works and any impacts they may experience as a result of these activities	Contractor
<b>Face to face engagement</b>		
Community information sessions	Information sessions held to provide information and updates about the Project. Sessions are also used to explain the current stage of construction and what the community can expect in terms of noise and vibration, traffic etc	Contractor with Seqwater attendance
Doorknock meetings	Used to discuss potential impacts of the Project on highly impacted stakeholders, especially residents in close proximity to the site	Contractor
One-on-one stakeholder meetings	Discuss Project activities, including work in progress, upcoming activities and any associated issues. Meetings will also be used to discuss potential impacts and proposed mitigation measures Meetings with key stakeholders will also be required for the development of various plans and procedures, including emergency planning	Contractor with Seqwater attendance as required
Quarterly meetings with Noosa Shire Council and Dept of Transport and Main Roads	Discuss Project activities, including work in progress, upcoming activities and any associated issues. Meetings will also be used to discuss: <ul style="list-style-type: none"> <li>Traffic Management - effectiveness of management strategies, road maintenance and upgrades and other emerging issues of concern</li> <li>Environmental Management - effectiveness of management strategies, environmental incidents and any Council concerns</li> <li>Community – interactions with the Project and concerns about the Project raised with Council</li> </ul>	Seqwater attendance
Community events	From time to time, events to promote the Project and its benefits will be carried out on site. This may include site tours and briefings to key stakeholders The contractor will host several community events over the life of the construction period to generate community understanding of the Project	Contractor with Seqwater attendance as required
Community Reference Group (CRG)	The CRG is a formal group, inclusive of a wide variety of stakeholders, who provide input and advice on issues of relevance and help disseminate Project information throughout the region Meetings with the CRG will be held on a quarterly basis and are facilitated by Seqwater. Seqwater will feed concerns and issues back to the Contractor and will ensure that issues are addressed through mitigation measures where appropriate	Seqwater
School engagement program	Engagement will be undertaken with the local schools to increase their awareness and understanding of the Project and	Contractor with Seqwater support

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Tool	Purpose	Responsibility
	<p>traffic impacts while utilising the schools' existing channels to communicate Project updates to the broader school community. The school's engagement program includes:</p> <ul style="list-style-type: none"> <li>• Organising excursions to the Project to learn about construction activities being undertaken</li> <li>• General awareness about construction sites, traffic and environmental impacts</li> </ul>	
Attendance at community events	<p>During the construction phase the Contractor will investigate opportunities to grow its prominence in the community, assisting with overall Project recognition and acceptance</p> <p>Attendance at events will be informed by Seqwater and this attendance may be in the form of sponsorship, speaking opportunities or holding stalls</p>	Contractor
Variable Message Signs (VMS)	Electronic VMSs can provide advanced notice to road users of planning and upcoming traffic changes	Contractor

### 7.3. Construction Notification Requirements

Public notification is required when undertaking certain construction activities and it is the responsibility of the Contractor to develop notifications in line with the timeframes outlined in Table 7.

The CM will be responsible for liaising with the CSM to advise on the upcoming construction works. Notification to the CSM will be provided 14 businesses days prior to the anticipated commencement of the activity, to ensure there is sufficient time to prepare and distribute the relevant community and stakeholder notification.

**Table 7 Notification requirements**

Construction Activity	Notification timing
Start of construction	10 days
Specific activities (e.g. piling, investigation activities etc.) and changes to program	5 days
Night works (including when light spillage and nuisance may occur)	7 day
Temporary work area establishment	5 days
Utility interruptions	48 hours
Delivery of significant equipment out-of-hours	5 days
Emergency works	Immediate
Commencement of lake lowering	7 day
Commencement of dam wall demolition, including night works and high levels of dust and noise	7 day
Road closures / local traffic changes / parking restrictions and pedestrian access changes	5 days
Construction activities that are predicted to generate high levels of dust	5 day
Construction activities that are predicted to generate high levels of noise	5day

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## 7.4. Consultation for Management Plans

In developing the Project's Management Plans, consultation will be undertaken to inform appropriate mitigation measures where identified impacts may impact Project stakeholders or have been raised as a key concern or interest.

Table 8 outlines the Management Plans for which consultation must be undertaken.

**Table 8 Consultation Requirements for Relevant Management Plans**

Management Plan	Stakeholders	Level of Engagement Required
Traffic Management Plan	Educational Institutions Noosa Shire Council Department of Transport and Main Roads (DTMR) Local community	Engage
Emergency Plans	Emergency Service Providers Local Emergency Response Groups State Emergency Services	Engage
Dam Safety Management Plan	Noosa Local Disaster Management Group (LDMG)	Engage and Endorse
Cultural Heritage Management Plan	Kabi Kabi People Aboriginal Corporation	Engage
Light Management Plan	Surrounding residents and businesses	Engage
Noise and Vibration Management Plan	Surrounding residents and businesses	Engage
Dust and Air Quality Management Plan	Surrounding residents and businesses	Engage

## 7.5. Engagement Action Plan

The following Action Plan provides an outline of the communication activities that will be undertaken to support construction activities.

The Action Plan is designed to be flexible and where required tailored communication and/or consultation strategies will be developed for specific activities or phases of work.

The implementation of the below communication activities will be co-ordinated and updated in line with the management and mitigation measures identified in the relevant Management Plans.

**Table 9 Stakeholder and Community Action Plan**

Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
<b>Project award and start up</b>	1. Pre-construction planning	<ul style="list-style-type: none"> <li>Notify the CG of commencement of works</li> </ul>	<ul style="list-style-type: none"> <li>CG</li> </ul>	<ul style="list-style-type: none"> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>At least 5 days prior to commencement of Project activities</li> </ul>
	2. Development of Management Plans	<ul style="list-style-type: none"> <li>Engage with stakeholders in preparing and reviewing Management Plans (including the consultation required as detailed in Table 8)</li> <li>Submit plans for approval to the CG and provide approved versions to Noosa Shire Council</li> <li>The CSEP is publicly available on the Project website</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Services Noosa Shire Council</li> <li>Cooroy State School</li> <li>LDMG</li> <li>State Emergency Services</li> <li>Kabi Kabi People Aboriginal Corporation</li> <li>Surrounding residents and businesses</li> </ul>	<ul style="list-style-type: none"> <li>Contractor PM</li> <li>CSM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>To be submitted for approval no less than two months prior to commencement of activities</li> <li>Within 2 weeks of approval, the CSEP will be available on the Project website</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
<b>Construction Works</b>	3. Site survey activities	<ul style="list-style-type: none"> <li>Works notification to property owners/site neighbours</li> </ul>	<ul style="list-style-type: none"> <li>Property owners/neighbours</li> <li>Residents who directly adjoin Lake Macdonald and may have access impacted during construction work</li> </ul>	<ul style="list-style-type: none"> <li>CSM</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 5 days prior to activities</li> </ul>
	4. Site establishment, and establishment of environmental controls	<p>Stakeholder briefings/notifications</p> <ul style="list-style-type: none"> <li>State MP briefing</li> <li>Cooroy State School and Milestones Early Learning Cooroy briefing</li> <li>Notification to local school bus operator (Polleys Coaches)</li> <li>On-on-one meetings with Council regarding the Project, including temporary and permanent changes to trail networks and disruption to recreational users of Lake Macdonald and</li> </ul>	<ul style="list-style-type: none"> <li>Schools and childcare operators</li> <li>Local bus operator</li> <li>Noosa Shire Council (NSC)</li> <li>CRG</li> </ul>	<ul style="list-style-type: none"> <li>Contractor PM</li> <li>Contractor Construction Manager</li> <li>CSM</li> <li>ESM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Prior to activities commencing</li> <li>Stakeholder meetings as require/requested and ongoing throughout Project</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		the Noosa Botanic Gardens			
		<ul style="list-style-type: none"> <li>Notification to CRG</li> </ul>			
		<ul style="list-style-type: none"> <li>Project construction newsletter</li> <li>Site banner/signage installed</li> </ul>	<ul style="list-style-type: none"> <li>Local community</li> <li>All affected in 1 km radius, including directly adjoining landholders</li> </ul>	<ul style="list-style-type: none"> <li>Contractor PM</li> <li>CSM</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 10 days prior to activities commencing</li> <li>Monthly newsletter</li> </ul>
		<ul style="list-style-type: none"> <li>Emergency services briefing</li> </ul>	<ul style="list-style-type: none"> <li>Emergency services</li> </ul>	<ul style="list-style-type: none"> <li>Contractor PM</li> </ul>	<ul style="list-style-type: none"> <li>Prior to activities commencing</li> </ul>
	5. Lake lowering	<ul style="list-style-type: none"> <li>Works notification fact sheet issued to affected residents, including immediate neighbours and downstream residents via doorknock / letterbox drop</li> <li>Notification published on the Project website</li> <li>SMS alerts</li> <li>Phone calls as needed</li> <li>Quarterly Newsletter</li> <li>One-on-one Stakeholder</li> </ul>	<ul style="list-style-type: none"> <li>Local community</li> <li>All affected within close proximity of the site</li> <li>Downstream residents</li> <li>Emergency Services</li> <li>Noosa Shire Council</li> <li>CR6G</li> </ul>	<ul style="list-style-type: none"> <li>PM</li> <li>CSM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 7 days prior to activities commencing</li> <li>Ongoing as required</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		(including Noosa Shire Council) meetings <ul style="list-style-type: none"> <li>Update flood notifications in accordance with the EAP and dam safety management plan</li> <li>Notification to CRG</li> </ul>			
	6. Increase in traffic, transport, parking, road works, heavy vehicle movements and traffic changes (including road closures)	<ul style="list-style-type: none"> <li>Works notification issued to properties directly affected by the works via doorknock / letterbox drop / email to subscribed stakeholders</li> <li>Direct liaison with key stakeholders (e.g. schools, childcare centre and impacted residents), including Project presentations, discussions, and agreements on management measures. Seqwater will minimise truck haulage during school pick-up and drop-off</li> </ul>	<ul style="list-style-type: none"> <li>Local community</li> <li>Noosa Shire Council</li> <li>Travelling public, pedestrians and cyclists</li> <li>Transport operators, including bus, taxi and ride share operators</li> <li>Delivery drivers</li> <li>Residents and owners of directly affected properties</li> <li>Local residents and businesses</li> <li>Schools and childcare operators</li> <li>Emergency Services</li> <li>CRG</li> </ul>	<ul style="list-style-type: none"> <li>PM</li> <li>Traffic Coordinator</li> <li>CSM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder meetings as required</li> <li>Minimum 5 days prior to works or changes commencing</li> <li>Ongoing as required</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		<p>periods in consultation with CSS and Milestones Early Learning</p> <ul style="list-style-type: none"> <li>• Construction notification published on the Project website</li> <li>• Quarterly Newsletter</li> <li>• Co-ordination with Noosa Shire Council, including consultation with the local Traffic Advisory Committee</li> <li>• Consultation with affected stakeholders, including residents, businesses, emergency services and transport providers</li> <li>• Engagement with Cooroy State School and Milestones Early Learning Cooroy</li> <li>• Management of pedestrian, cyclist and vehicle</li> </ul>			

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		<ul style="list-style-type: none"> <li>movement around the site</li> <li>• Advertisements (as required)</li> <li>• VMSs and other advisory or directional signage</li> <li>• Notification to CRT</li> </ul>			
	7. Delivery of significant equipment, including out of hours	<ul style="list-style-type: none"> <li>• Works notification to properties directly affected via doorknock and letterbox drop to sensitive receivers / impacted residents / email to subscribed stakeholders</li> <li>• Consultation with Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>• Local community</li> <li>• Transport operators</li> <li>• Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>• Contractor PM</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 5 days prior activity</li> <li>• Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>
	8. Commencement of significant construction	<ul style="list-style-type: none"> <li>• Works notification to properties directly affected via doorknock and letterbox drop to sensitive receivers / impacted residents/businesses</li> <li>• Quarterly newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• Local community</li> <li>• All affected residents and businesses within close proximity of the site</li> <li>• Schools and childcare operators</li> <li>• Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>• Construction PM</li> <li>• CSM</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 7 days prior to works commencing</li> <li>• Ongoing as required/requested</li> <li>• Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		<ul style="list-style-type: none"> <li>Onsite information session</li> <li>Website updates</li> <li>Email updates to subscribed stakeholders</li> <li>Notification to Noosa Shire Council</li> </ul>			
	<p>9. Commencement of noise and vibration intensive and out of hours activities, including:</p> <p>Pump operations during night time</p> <p>Sheet piling of the cofferdam</p> <p>Clearing and grubbing and gravel road construction of the east and west embankment</p> <p>Mobilisation and demobilisation of heavy plant and equipment</p>	<ul style="list-style-type: none"> <li>Works notification to properties directly affected via doorknock and letterbox drop to sensitive receivers / impacted residents</li> <li>SMS to sensitive receivers / impacted stakeholders</li> <li>Email updates to subscribed stakeholders</li> <li>Quarterly Newsletter</li> <li>Monitoring the community hotline, community email address and post box and respond to complaints</li> </ul>	<ul style="list-style-type: none"> <li>Sensitive receivers and all impacted stakeholders</li> <li>Local community</li> <li>CRG</li> <li>Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>Contractor Construction Manager</li> <li>CSM</li> <li>ESM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 5 days prior to activities</li> <li>During works as required</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
	Any activity that will be undertaken outside standard construction hours	<ul style="list-style-type: none"> <li>Consideration of respite mitigations when required, as detailed in Section 9.1</li> <li>Notification to CRG and Noosa Shire Council</li> </ul>			
	10. Commencement of construction work with dust and air impacts	<ul style="list-style-type: none"> <li>Works notification to properties directly affected via doorknock and letterbox drop to sensitive receivers / impacted residents</li> <li>Monitoring the community hotline, community email address and post box and respond to complaints</li> <li>SMS to sensitive receivers / impacted stakeholders</li> <li>Email updates to subscribed stakeholders</li> <li>Quarterly Newsletter</li> <li>Consideration of respite when required,</li> </ul>	<ul style="list-style-type: none"> <li>Sensitive receivers and all impacted stakeholders</li> <li>Local community</li> <li>CRG</li> <li>Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>CM</li> <li>CSM</li> <li>ESM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 5 days prior to activities</li> <li>During works as required</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		as detailed in Section 9.1 <ul style="list-style-type: none"> <li>Notification to the CRG and Noosa Shire Council</li> </ul>			
	11. Commencement of construction work with visual impact (including light)	<ul style="list-style-type: none"> <li>Works notification to properties directly affected via doorknock and letterbox drop to sensitive receivers / impacted residents prior to nightworks</li> <li>Monitoring the community hotline, community email address and post box and respond to complaints</li> <li>SMS to sensitive receivers / impacted stakeholders prior to nightworks</li> <li>Email updates to subscribed stakeholders</li> <li>Consideration of respite when required, as detailed in Section 9.1</li> </ul>	<ul style="list-style-type: none"> <li>Sensitive receivers and all impacted stakeholders</li> <li>Local community</li> <li>CRG</li> </ul>	<ul style="list-style-type: none"> <li>CM</li> <li>CSM</li> <li>ESM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 5 days prior to activities</li> <li>During works as required</li> <li>Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		<ul style="list-style-type: none"> <li>Notification to the CRG and Noosa Shire Council prior to nightworks occurring</li> </ul>			
	12. Dam spill	<ul style="list-style-type: none"> <li>Flood notifications will be distributed to the local community and downstream stakeholders in accordance with the Lake Macdonald Dam Emergency Action Plan (EAP) and Dam Safety Plan in the event that there are: <ul style="list-style-type: none"> <li>Dam outflows associated with flood events</li> <li>Uncontrolled seepage from the dam or structural damage to the dam</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Local community</li> <li>Downstream residents</li> <li>Emergency services</li> <li>Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>PM</li> <li>CSM</li> <li>Seqwater</li> <li>ESM</li> </ul>	<ul style="list-style-type: none"> <li>Immediate</li> </ul>
<b>Demolition</b>	13. Demolition works	<ul style="list-style-type: none"> <li>Works notification to properties directly affected via doorknock and letterbox drop to</li> </ul>	<ul style="list-style-type: none"> <li>Sensitive receptors and all impacted stakeholders</li> <li>Local community</li> <li>Noosa Shire Council</li> </ul>	<ul style="list-style-type: none"> <li>Contractor PM</li> <li>Construction Manager</li> <li>CSM</li> <li>Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 7 days prior to activity commencing</li> <li>Stakeholder meetings ongoing throughout works</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		<p>sensitive receivers / impacted residents</p> <ul style="list-style-type: none"> <li>• SMS to sensitive receivers / impacted stakeholders</li> <li>• Monitoring the community hotline, community email address and post box and respond to complaints</li> <li>• Consideration of respite mitigations when required, as detailed in Section 9.1</li> <li>• Quarterly Newsletter</li> <li>• Notification to CRG and Noosa Shire Council</li> <li>• Website update</li> <li>• Email updates to subscribed stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• CRG</li> </ul>		<ul style="list-style-type: none"> <li>• Quarterly meetings with Noosa Shire Council and other agencies as required</li> </ul>
<b>Completion of works</b>	14. Completion of all activities	<ul style="list-style-type: none"> <li>• Quarterly Newsletter</li> <li>• Notification to properties directly affected via doorknock and</li> </ul>	<ul style="list-style-type: none"> <li>• All stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• CM</li> <li>• CSM</li> <li>• Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of construction works</li> </ul>

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Project stage	Project activity/Issue	Communication tools/mitigation action	Stakeholder	Responsible	Timing
		letterbox drop to sensitive receivers / impacted residents <ul style="list-style-type: none"> <li>• SMS to sensitive receivers / impacted stakeholders</li> <li>• Website update</li> <li>• Notification to CRG and Noosa Shire Council</li> </ul>			
	15. Post-construction engagement	<ul style="list-style-type: none"> <li>• Consultation with the operators of the Camp Cooroora and Gerry Cook Fish Hatchery in relation to re-licensing</li> </ul>	<ul style="list-style-type: none"> <li>• Camp Cooroora operator</li> <li>• Gerry Cook Fish Hatchery operator</li> </ul>	<ul style="list-style-type: none"> <li>• CM</li> <li>• Seqwater</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of construction works</li> </ul>

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## 8. Hold Points

The hold points that will be adopted for community and stakeholder engagement, specifically, consultation for management plans and the engagement action plan have been detailed in Table 10.

**Table 10 Project hold points**

Hold Point Number	Related Project Activity Number	What	When does it occur	Construction activities restricted until Hold Point completed
1	#2	Appropriate level of stakeholder engagement has been undertaken to inform Management Plans and mitigation measures	During Project planning and start up phase	Commencement of construction works
2	#3, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13	Notification of works have been provided to the community within the required timeframes	During construction works and demolition phases	The relevant Project activity for which the notification is required

## 9. Enquiries and Complaints Management

The following enquiries and complaints management process has been developed to ensure queries or complaints made by the community and Project stakeholders are effectively managed, recorded and responded to.

A complaint is defined as a verbal or written expression of dissatisfaction made to or about Seqwater. It is related to a policy, procedure, service, conduct, or product provided by Seqwater, its staff or contactors, and requires a response or resolution, whether explicitly or implicitly expected or legally required.

Community enquiries and complaints will generally be received via:

- Seqwater's 24-hour community hotline: 07 5472 1565
- Seqwater's email: [projectinfo@Seqwater.com.au](mailto:projectinfo@Seqwater.com.au)
- Online via Seqwater's webpage - <https://www.Seqwater.com.au/contact-us>
- Seqwater's project information line – (07) 3432 7000

With the exception of Seqwater's Project information line, the Contractor is responsible for monitoring, recording and responding to enquiries and complaints and for escalating these matters where appropriate.

The 24-hour community hotline, email address and webpage will be published on all communication materials to ensure stakeholders are aware of the communication channels available for them.

Calls made to the Project information line – (07) 3432 7000 are answered by Seqwater (Monday to Friday 9am to 5pm), and Seqwater will pass on complaints and enquiries related to the Project to the Contractor.

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The process and responsibilities for complaints management are outlined in Table 11.

**Table 11 Complaints Management Process**

Step	Action	Responsibility
1	The 24-hour community hotline, email address and webpage will be monitored by the Contractor	Contractor
2	Any complaint or query received will be addressed by the CSM (with assistance from the Project team as required) within 48 hours from receipt of the complaint or query Complaints relating to light, noise and vibration and air quality or other forms of nuisance will be reported to the ESM, PM and Seqwater within 12-24 hours of the complaint being received	CSM ESM CM
3	Complaints will be investigated and results recorded (Although the exact nature of complaints is unknown, appropriate steps are to be undertaken to investigate and resolve them) Corrective actions will be reported to the complainant and PM	CSM ESM
4	Complaints will be escalated to Seqwater where further time is required to respond to the complaint, the complainant will be informed within 48 hours from the initial interaction and provided with an update on anticipated response times. Seqwater will liaise with relevant agencies for technical advice where required. Escalated complaints that require longer than the 48 hours will be addressed and closed out within 10 business days from the initial interaction In the event that a complaint remains unresolved, Seqwater will advise the OCG and the OCG will become involved to mediate an outcome.	CSM ESM
5	Complaints received will be incorporated into required reporting, as per Section 11 Where complaints relate to environmental management measures, these will be recorded in the Weekly Communication and Engagement Report and provided to the ESM, CM, PM and Seqwater, and to the Noosa Council quarterly working group, for updating of Management Plans where appropriate	CSM ESM
6	Stakeholder feedback will be considered during the 6 monthly review of Management Plans	Contractor Seqwater

## 9.1. Respite Mitigation

Seqwater is committed to minimising impacts to the community's wellbeing during construction, especially during prolonged night works or highly disruptive works conducted in standard working hours.

It is acknowledged that some activities may exceed Project emission targets, despite implementing all practical and reasonable mitigation measures. In such cases the CSM will liaise closely with local stakeholders to offer commensurate respite offers.

The decision to consider respite for residents on a case-by-case basis will be based on several factors, including:

- The resident's proximity to the works

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- The nature of the works and its impacts
- The duration of the works
- Individual circumstances such as special needs associated with health conditions
- What relief has already been provided by Seqwater
- Requirements of the relevant management plan, e.g. Noise and Vibration Management Plan

## 10. Monitoring

To verify this CSEP is achieving its performance measures the following monitoring program has been proposed.

**Table 12 Monitoring Program**

No.	What	Who	When / Frequency
1.	Monitoring of media coverage	Seqwater	Daily
2.	Monitoring records of the number of complaints received, key complaint themes and the effectiveness of the complaints procedure	CSM	Weekly
3	Appropriate monitoring and investigation will be undertaken upon receipt of any amenity or environmental complaint or community concern	ESM	On receipt of complaint or community concern
4	Quarterly audits of this CSEP and findings to be discussed with Noosa Shire Council at quarterly meetings	ESM and CSM	Quarterly

## 11. Reporting

Reporting that will be undertaken in accordance with this CSEP has been detailed in Table 13.

**Table 13 Reporting Plan**

No.	Reporting Required	By Whom	By When	To Whom
1.	The following details will be recorded in a weekly Communication and Engagement report: <ul style="list-style-type: none"><li>• Consultation undertaken</li><li>• Consultation planned for the following week</li><li>• Complaints and queries received and status of response</li><li>• Known construction activities for the following six (6) weeks that require consultation and/or notification</li></ul>	CSM	Weekly	PM / CM

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No.	Reporting Required	By Whom	By When	To Whom
2.	All complaints / incidents regarding the Project are reported immediately in accordance with the enquiries and complaints management process (Section 9)	All personnel / CSM	Within 12 hours of an incident/complaint	ESM / PM / Seqwater
3.	Results of complaint investigations and corrective actions	CSM / ESM	Within 48 hours of the complaint	Complainant / PM
4.	Monthly report to Seqwater that includes details of the consultation undertaken in that month and details of the complaints and queries received, and actions taken to address complaints	CSM	Monthly	Seqwater
5.	<p>Quarterly report to the CG as per the requirements of schedule 2, condition 2. Report will include:</p> <ul style="list-style-type: none"> <li>• An evaluation of compliance with the SEMP</li> <li>• Monitoring data required by the Imposed Conditions included in Schedule 2 of the CGCR (2025) for the period and an interpretation of the results</li> <li>• Details of any environmental incident during the reporting period, including a description of the incident, resulting effects, corrective actions (including site remediation activities), revised activity practices to prevent a recurrence, responsibility and timing</li> </ul> <p>The reports must be provided to the entity nominated as having jurisdiction for the relevant condition and also be made available on the Project website within 20 business days of the end of the three-month period to which the report relates and continue to be available on the project website for the duration of the Project</p>	CSM / ESM / Contractor PM / Seqwater	Quarterly	CG
6.	<p>A detailed complaints report will be provided to Seqwater and will include the number and nature of complaints received and the actions undertaken to address complaints</p> <p>Seqwater is required to report on the number of complaints received by 30 September each year</p>	CSM / ESM / Contractor PM	Annually	Seqwater

## 12. Review

This CSEP shall be reviewed every six months following the commencement of on-site Project works. The review will consider feedback received from stakeholders and the community and incorporate updates to the CSEP, SEMP and other relevant plans where appropriate. This CSEP may be reviewed out of the normal cycle in the event of a legislative breach, incident, community complaint, discovery of a new impact, or where an internal audit has identified improvements within the processes outlined in this CSEP.

Following any review, the updated CSEP will be provided to the CG for information within one week of the update being finalised. The updated version will then be updated on the Project website and will remain available for the duration of the Project.

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