

276MW BACKUP GENERATOR COMMUNITY ENGAGEMENT PLAN

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Government of South Australia
Department for Energy and Mining

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PURPOSE

The purpose of this document is to inform of the South Australian Government's strategy to engage with the community in relation to the generators based at the General Motors Holden Site at Elizabeth, and the Desalination Plant located at Lonsdale. The South Australian Government is committed to supporting a culture of high-quality and effective stakeholder and community engagement. Good engagement helps to create better decision-making by bringing the voices of citizens and stakeholders into the issues that are relevant to them.

INTRODUCTION

The emergency power plant was constructed during 2017 and was completed on 12 November 2017 with four units installed at Lonsdale adjacent to the Desalination Plant and five units installed at Elizabeth on a section of the former General Motors Holden (GMH) site.

The emergency power plant was required to help mitigate the risk of rotational load shedding events in South Australia, particularly over the summer periods of 2017-18 and 2018-19.

On 28 November 2017, the South Australian Government announced that it had exercised the option to purchase the nine turbines.

The South Australian Government has undertaken considerable work to determine the future of the emergency power plant whilst ensuring that power is available during peak periods so that "load shedding" is not necessary to maintain the integrity of the state-wide energy network.

To derive the full value from the power plant and to minimise the risk of load shedding, the South Australian Government has issued a market notice via the SA Tenders and Contracts website about its intention to:

- lease the four unit 123MW power plant at Lonsdale for a period of 25 years, commencing no earlier than May 2019; and/or
- lease up to five units and associated equipment sourced from the emergency power plant currently located at Elizabeth for a period of 25 years, commencing no earlier than May 2019.

Where a respondent does not have access to a suitable site for the equipment relocated from Elizabeth, the South Australian Government may make land available for lease at the southern end of the Bolivar Waste Water Treatment Plant.

The South Australian Government will also invite alternative offers from the market that may involve relocating some or all the units to another site(s) in South Australia.

STAKEHOLDERS

External Stakeholders

The following list identifies the project stakeholders in terms of community and stakeholder engagement:

- Local residents and businesses around the former General Motors Holden site, as well as the Lonsdale Desalination Plant
- Local residents and businesses around the Bolivar Waste Water Treatment Plant

- SA Power Networks
- SA Water (including workers at the Desalination Plant)
- Future tenants at the GMH Elizabeth site
- City of Onkaparinga and City of Playford
- Local community groups including those interested in understanding more about the National Electricity Market

DIRECT COMMUNICATION

Levels of Engagement

Various modes of engagement will be used throughout the project, depending on the stage of the project. At times, the approach may need to be altered to ensure the right level of engagement is occurring between stakeholders.

Inform	
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the project and its progress
Commitment	To keep the public up to date on all available information
Public Participation Tools	Project updates, Department for Energy and Mining website

Consult	
Public Participation Goal	To allow and obtain public feedback on project
Commitment	Will keep the public informed, listen and acknowledge concerns and provide information on how public input may have influence on decision making processes
Public Participation Tools	Energy Implementation enquiries phone line, Energy Implementation email

Past Engagement

There have been various modes of engagement thus far in the project. Examples being:

- Doorknocking of local residents (61 houses)
- Project Update letters being delivered to local business and residents that may be affected by the generators, including options to relocate them to Bolivar.

During the construction phase of the project, representatives from the South Australian Government doorknocked residents that were local to both locations. Along with this, letters have been delivered directly to residents and businesses, in a distribution area recommended by VIPAC (an noise and air quality consultant) as those most likely to be affected, to inform and update them on any progress or disruption that may occur due to the project implementation (see images below).



Consultation was undertaken with the local community at Bolivar when the South Australian Government was investigating suitable locations for a proposed relocation of the generators. Letters were sent to local MPs, businesses and residents providing them with information about the government’s plans and options to provide feedback.

There has been limited, but mostly positive feedback thus far in terms of the project. Much of the feedback has been around noise and whether or not it will affect the particular resident, or what was being done to mitigate the risk of noise being an issue. This, along with commercial noise issues, has been dealt with by SA Power Networks through their Noise Management Plan.

The South Australian Government has also provided a contact number that is available from 9am – 5pm Monday to Friday, for members of the public to call for more information on the back-up generator project. Along with this, they have been able to email the Energy Implementation team for response.

Future Engagement

Future engagement with our stakeholders will include further project updates.

The South Australian Government will continue to provide project updates, as required, to the local community by direct mail as well as being published on the Department for Energy and Mining website for the general public to access.

From time-to-time, local residents may receive correspondence from agencies such as the Environment Protection Authority (EPA) or SA Power Networks about the project.

MANAGING FEEDBACK

The South Australian Government is committed to managing any feedback and complaints that may be received from the general public, businesses or local residents to the generator sites. This management will be consistent with the principles of natural justice, and equity of access.

Complaint handling will require ‘good practice,’ which will require relevant staff to exercise reasonableness, impartiality, fairness and ethics in the decision making process by officially acting in the public interest.

The table below demonstrates the guiding principles of managing feedback and complaints and provides examples of how these are being implemented or addressed:

Enabling feedback

Principle	Detail	Action
People focussed	Acknowledge that everybody has the right to provide feedback, and ensure a people focussed and proactive approach is adopted when seeking feedback and receiving complaints.	Each response is dealt with in a consistent manner to ensure that every correspondence is treated equally.
Ensure there is no detriment to the complainant	No detriment should be suffered by the individual that is providing feedback or making the complaint.	Contact details only provided to those who require it to correspond with the complainant.
Visibility and Transparency	There should be well publicised information about how and where feedback or a complaint can be made. E.g. Department for Energy and Mining website, departmental contact either via email or phone.	Information is easily accessible on the Department for Energy and Mining website, as well using the phone number.
Accessibility	Ensure the feedback and complaints process and system is accessible.	The general public are able to contact the Energy Implementation team via the Department for Energy and Mining website Contact us page or by contacting the team on the phone number provided.

Managing feedback

Principle	Detail	Action
Responsiveness	Promptly acknowledging all feedback and complaints received and assess and advise complainants about process and timelines.	It is common procedure that an acknowledgement email will be provided to those who send feedback or complaints via the Department for Energy and Mining website. In respect to phone call complaint or feedback, if an immediate answer cannot be provided, contact details are taken and a response will be provided as soon as possible. Where necessary the complaint may be referred to the appropriate third party such as, but not limited to, the Environmental Protection Authority or SA Power Networks.
Objectivity and fairness	Each complaint should be managed in an objective and unbiased manner; conflicting interests should not interfere with	Each response is dealt with in a consistent manner to ensure that every correspondence is treated equally.

	or be perceived to interfere with the management and resolution of complaints.	
Equity	A complaint should be addressed in an equitable manner. Each person should be treated in the same way no matter who they are.	Each response is dealt with in a consistent manner to ensure that every correspondence is treated equally.
Privacy and disclosure	Personal information should only be disclosed or used in compliance with relevant privacy laws (IPPI).	Contact details only provided to those who require it to correspond with the complainant.
Communication	Communicate the reason behind your decision to the complainant, so they understand the facts and reasoning that formed the basis of the decision.	Communications to be reviewed by the relevant experts to ensure appropriate level of detail included in each response.

Response timeframes

The South Australian Government will endeavour to acknowledge the receipt feedback and complaints within three working days, and will endeavour to respond to all incoming correspondence within 21 working days of receipt.

Stakeholder management database

A stakeholder management database is being used to track contact with the community. The database will assist in the collation of stakeholder contact details, issues and concerns, resolution, method of contact, contact notes and outgoing communications.

REVIEW

This Community Engagement Plan will be reviewed and updated if and when there are any changes at either site that impact on the community or other stakeholders and require a change to the way in which the South Australian Government communicates with the community.

For more information please contact:

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