



Bell Bay Pulp Mill  
Trevallyn Nature Recreation Area Communications Plan

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Prepared for the  
Director of Environmental Management  
in accordance with the Pulp Mill Permit

11<sup>th</sup> August 2009

## 1. Introduction

This plan has been developed to satisfy condition TR 8.1 of Schedule LU4 of the Pulp Mill Permit. The plan also confirms that conditions GN 8.1 and 8.2 of Schedule LU4 will be complied with.

The permit (TR 8.1) requires that a Trevallyn Recreation Area Communications Plan must be submitted to the Director for approval. The plan must include:

- a. Details of the timing and manner by which interested parties will be informed about the duration and potential impact of the activity and specifies a number of groups that are known to be associated with the area.
- b. Details of a process for receiving and resolving any concerns of interested parties on or near land owned by the Crown.

The permit (TR 8.4) specifies that the plan must be made publicly available.

The permit (GN 7.1) also requires that a Public Complaint Response Protocol be submitted to the Director for approval. The protocol must include:

- a. the establishment of a 24 hour public complaints telephone hotline
- b. a public communications process in relation to the hotline
- c. a procedure for responding to public complaints
- d. the establishment of a complaints register (GN 8.1).

The purpose of this plan is to set out in detail the communication that will occur to advise interested parties of the work proposed. This plan will also detail how the requirements for a Public Complaint Response Protocol will be met.

The intent of this plan is to ensure that all those who may be impacted on by the activity proposed for the Trevallyn Nature Reserve are informed of the activity in advance of commencement of work in the reserve and have the opportunity to discuss and resolve any concerns they may have with regard to the proposed activity prior to commencement.

## 2. Scope of Communication Plan

A number of groups have been specified in Schedule LU4, condition TR 8.1 as "interested parties " that need to be informed about the duration and potential impact of the activity. These groups are as follows:

Friends of Trevallyn Reserve  
Paringa Archers  
Way FM  
Northern Aquatic Club  
Disrow  
Lifesavers  
Esk Valley Orienteering Club  
Launceston Pony & Riding Club  
Cable Hang Gliding Simulator Operator  
Neighbouring landholders  
Neighbouring infrastructure owners (e.g. Esk Water and Hydro Tasmania)  
Private renters within the Trevallyn Reserve.

A number of other groups have been identified and will be included in the process although they are not specified under conditions TR 8.1. They are:

Parks & Wildlife Service  
 Esk Water  
 Councils (West Tamar and Launceston)  
 Aurora  
 Launceston Mountain Bike Club  
 Launceston Lifesaving Club  
 Transend Networks Pty Ltd  
 MAST  
 Tasmanian Aboriginal Land & Sea Council  
 Residents in local areas.

### 3. Timing and Manner of Communication with Interested Parties

The following table outlines the method of communication to be used with the interested parties that have been identified and a proposed timeframe for the communication to take place:

Stakeholders	Method	Timeline
Groups specified under condition TR 8.1	Face to face meeting	30 days prior to planned commencement date
	Formal letter confirming that the works will proceed as discussed	2 weeks after meeting
	Phone call to confirm approximate time of works	1 week before works are planned to commence
NB Follow up meetings may be arranged should they be required by any of these groups		
Groups not specified under condition TR8.1	Face to face meeting	21 days prior to planned commencement date
	Phone call to confirm commencement of works, areas affected and approximate timelines	1 week prior to planned commencement date

Door knocks will take place in the neighbouring residential areas at least 21 days prior to the planned commencement date to ensure that all those living in proximity to proposed areas for the activity are informed. An information leaflet will be dropped in the letter box if no-one is home. The leaflet will provide a brief description of the proposed activity and the contact details of the Manager External Affairs

### 4. Key Messages

Information will be provided covering the following:

- commencement date(s) and duration of work in the reserve
- nature of the works
- possible impacts on neighbours, businesses and services and recreational users in the area
- channels for feedback, concerns and information
- confirmation that all relevant approvals will be in place prior to commencement (emphasising that correct protocols shall be followed)
- Construction Environmental Management Plan (emphasising that a plan has been developed and is in place to minimise and manage any potential impacts on the environment)

- any general background information about the project that may be of interest, such as the significance of project to state (value adding process to current industry, employment, state revenue, providing people with choices, bringing more people to Tasmania)
- consultation process.

## 5. Public Complaint Response Protocol

All concerns raised during the communication process shall be considered and responded to by an appropriate person from the Pulp Mill Project Team prior to the activity commencing. All concerns shall be dealt with by the Manager External Affairs in the first instance. The concerns and any response/actions to be taken/resolution will be documented. Should the Manager External Affairs be unable to address the concerns, an appropriate person (with regard to qualifications and status) from the Pulp Mill Project Team will contact the interested party. Should the appropriate person be unable to resolve the concerns the interested party shall be referred to the Environment Protection Authority. All reasonable attempts will be made to resolve any concerns raised.

All interested parties will be encouraged to contact the Manager External Affairs should they have any concerns during the proposed activity in the Trevallyn Reserve Area. They will also be advised of the 24 hour phone line that will be available to them.

### a. Public Feedback Line

The public feedback line will be operational 30 days in advance of the works and for the duration of the works. The phone will be operational on a 24 hour basis. Where possible, inquiries will be answered immediately. If more specific information is sought in relation to the works it will be provided within 48 hours of the call being received. All calls will be recorded. Abusive calls will not be taken. The phone number will be displayed on Gunns pulp mill website and will be published on all letters and advices that go out in relation to the proposed works.

### b. Contacts Register

All contact with the groups listed above will be recorded in the Contacts Register. All concerns and feedback and subsequent actions will be documented.

## 6. Notification

Notices will be posted at visible entry points within the Trevallyn Nature Recreation area directly impacted on by the works advising people of paths that will be impacted and the timeframe. The Feedback Line phone number and website details will be published on the notices. The notices will be monitored in case they are removed.

The communications plan will be made available to the public via the Bell Bay Pulp Mill Website. Feedback line phone number, public notices. All interested parties (as detailed above) will be offered a copy of the plan. Copies of the plan may also be made available through the council offices with the permission of the councils.

### Additional Notification

Notices will be posted at visible entry points within the Trevallyn Nature Recreation area directly impacted on by the works, advising people of paths that will be impacted and the timeframe. The Feedback Line phone number and website details will be published on the notices. The notices will be monitored in case they are removed.

## 7. Summary

The intent of this plan is to ensure that all those who may be impacted on by the activity proposed for the Trevallyn Nature Reserve are informed of the activity in advance of commencement and have the opportunity to discuss and resolve any concerns they may have with regard to the proposed activity prior to commencement.

The plan covers all aspects of the requirements set out in Schedule LU4. The scope of the plan includes all those listed in TR 8.1 and a number of other interested parties that have been identified.

The plan includes provisions for interested parties to raise their concerns prior to the commencement of the activity and during the activity. All reasonable attempts will be made to resolve any concerns raised.