



Communications and Stakeholder Engagement Plan

13 October 2023



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1 ABOUT CAPRICORNIA ENERGY HUB

Initially known as the Bowen Renewable Energy Hub and rebranded in December 2022, the Capricornia Energy Hub (the Hub) encompasses pumped hydro, wind and solar.

It will be one of the largest renewable baseload energy projects in Northern Australia.

The Hub is a 1.4GW integrated renewable and energy storage projects that will provide reliable renewable for Central and North Queensland with a pumped hydro-electric scheme, wind farm, solar farm and a hydrogen electrolyser to support export scale hydrogen production.

The Hub will be located in the Mackay Hinterland, on Widi Country and it will deliver dispatchable green energy into the grid to power over 1.5 million Queensland homes.

Ideally located in North Queensland Renewable Energy Zone, the project will also include four water reservoirs, connecting waterways, two powerhouses and 17 km of new transmission lines. It is ideally located in the North Queensland Renewable Energy Zone and close to existing energy infrastructure.

The Hub is expected to be operating by 2028 and will bring sustainable industry and employment to the region.

More than 250 full time jobs will be created during operation and more than 25,000 job years during construction.

Once complete, the Hub will deliver 20% of Queensland's 2030 Renewable Energy Target.

2 DOCUMENT ADMINISTRATION

2.1 Document Revision History

TABLE 1 - DOCUMENT REVISION HISTORY

Version	Author	Date	Details
0	M. Simmonds	January 2023	Initial internal draft of Community Consultation and Stakeholder Engagement Plan for the pre-construction phase of Capricornia Energy Hub.

2.2 Application

The Capricornia Energy Hub Community Consultation and Stakeholder Engagement Plan (the Plan) will form the basis of the community and stakeholder engagement as part of the Council, State and Federal Government approval processes for environmental approvals, including but not limited to the requirements of the Office of the Coordinator-General.

2.3 Distribution

All individuals in the following distribution list must be notified when the document is amended, and new versions issued through the appropriate document management system. Others may be notified at the discretion of the Capricornia Energy Hub Communications Manager. All requests for changes to the distribution list must be addressed to the Capricornia Energy Hub Communications Manager.

2.3.1 Distribution List

- Communications Manager, CEH
- Project Director, CEH
- Vice-Presidents, CIP

3 PROJECT DETAILS

3.1 Historical Context

The Pumped Hydro component of the former Bowen Renewable Energy Hub was developed as part of 'The Urannah Project' Environmental Impact Statement (EIS).

In December 2022 the project proponents announced that 'The Urannah Project' would be withdrawn from the EIS process. Shortly after this announcement, Copenhagen Infrastructure Partners (CIP) announced the acquisition of the Bowen Renewable Energy Hub and that the project would be renamed Capricornia Energy Hub.

3.2 Project Location and Study Area

The project site is located within the Mackay local government area on Eungella Station in the Eungella Hinterland, downstream from Eungella Dam on the Broken River.

The site was chosen to be studied for its topography, access, elevation and wind patterns.

The land expected to be inundated and developed is currently a pastoral lease for dryland cattle grazing.

4 ENGAGEMENT AND CONSULTATION

4.1 Engagement Approach and Principles

The approach taken in this Plan is to meet the requirements of the Environmental Impact Statement (EIS) and the requirements of the Coordinator General that the Plan be developed to meet the Social Impact Assessment (SIA) Requirements for the project.

The Plan seeks to ensure the community is kept up to date on the project as it progresses, they understand the benefits for the regional economy, are aware of the impacts that the planning and construction process will understandably create and directs them to a single information portal and contact person.

The objectives of this Plan are to ensure that our stakeholder engagement and community consultation is:

- **Wide-ranging** to ensure as many interested members of the local community have the opportunity to learn about the project and have their questions and concerns addressed;
- **Consistent and frequent** so that stakeholders are aware of key milestones, changes and developments for the project and in order to maintain strong relationships between stakeholders and the project team;
- **Respectful** of the wide range of opinions, ideas and perspectives on how and when the project should progress; and
- **Medium agnostic** in recognition of the diverse range of technologies for contacting people available to our stakeholders.

In addition, the aim of the tools and activities which will be utilised as part the stakeholder engagement and community consultations is to:

- Fully understand the opportunities, benefits, concerns, wants and impacts on stakeholders;
- Raise awareness of the project;
- Manage the expectations and scepticism of the local community about the project progressing and;
- Ensure our final project plan results in the maximum positive outcome for the region.

4.2 Stakeholder Identification and Mapping

The table below outlines the specific stakeholders that have been identified to date.

TABLE 2 - STAKEHOLDER IDENTIFICATION

Stakeholder Category	Stakeholder
Local Government	<ul style="list-style-type: none"> Mayor of Mackay Regional Council Mayor of Whitsunday Regional Council
Queensland Government	<ul style="list-style-type: none"> Premier and Minister for the Olympics Deputy Premier, Minister for State Development, Infrastructure, Local Government and Planning Treasurer and Minister for Trade and Investment Minister for Energy, Renewables and Hydrogen Minister for Regional Development, Manufacturing and Water Minister for the Environment and the Great Barrier Reef State Member for Mackay State Member for Mirani State Member for Proserpine Department of Energy and Public Works Department of Agriculture and Fisheries Department of Environment and Science Department of Regional Development, Manufacturing and Water Office of the Coordinator General
Federal Government	<ul style="list-style-type: none"> Minister for the Environment and Water Minister for Climate Change and Energy Minister for North Australia and Resources Treasurer Member for Dawson Member for Capricornia Department of Climate Change, Energy, the Environment and Water
Regional Economic Development and Industry Groups	<ul style="list-style-type: none"> Regional Development Australia Greater Whitsunday Alliance (GW3) Mackay Chamber of Commerce Bowen Collinsville Enterprise
Environmental Groups	<ul style="list-style-type: none"> Queensland Conservation Council North Queensland Conservation Council Mackay Conservation Group
Offtake	<ul style="list-style-type: none"> CS Energy
Unions	<ul style="list-style-type: none"> Electrical Trades Union (ETU)
Local Community and prominent Local Business Owners	<ul style="list-style-type: none"> Eungella Community Development Association Finch Hatton Progress Association Eungella Chalet Broken River Resort Community groups Recreation groups Local businesses Residents within Mackay Regional Council
Traditional Owners	<ul style="list-style-type: none"> Widi People
Landowners	<ul style="list-style-type: none"> Transmission corridor landowners Wind Farm Landowners Pumped Hydro Landowners Solar Landowners
Media	<ul style="list-style-type: none"> Courier Mail Australian Financial Review The Australian Daily Mercury North Queensland Register Queensland Country Life Rural Weekly

5 ENGAGEMENT TOOLS

The table below lists the main engagement tools that will be developed and utilised throughout the course of community engagement in the pre-construction phase of the Capricornia Energy Hub.

The list is current as of the time of drafting and additional tools may be developed as the project progresses and based on feedback from stakeholders on preferred methods.

TABLE 3 - ENGAGEMENT TOOLS

Engagement Tool/ Activity	Details	Stakeholders
Website	A landing page style BREH Website has been established and will be rebranded to CEH. A new CEH website is also under development.	All
Social Media	Social media, specifically a Facebook page, has been established for CEH.	All
Project Video	A project video has been developed and is located on our Facebook page, website and Vimeo account. It explains the project benefits in more detail and is an efficient and effective way of informing stakeholders about the project.	All
Project Fact Sheets	A project fact sheet has been created. Specific topic fact sheets will be created as requested by the community and as necessary based on issues raised and Frequently Asked questions.	All
Phone and Email	To be established.	All
Advertising	To be established. Including in community publications such as Finch Hatton Progress Association monthly bulletin.	All
eNews	To be established.	eNews Subscribers (Opt In)
Landowner Briefings	Ongoing.	Impacted Landowners
Mail Programme	To be established.	Government Stakeholders at Council, State and Federal level and landowners.
Project Office	To be established.	All
Public Forums and Information Sessions (Virtual and In-Person)	To be established.	All
Information Stalls	To be established.	All
Individual Briefings	To be established.	Individuals
Industry Briefings and Presentations	To be established.	Members of Industry Bodies and Community Groups
Media	To be established.	Media
Feedback Form	To be developed.	All

5.1 Stakeholder Feedback and Dispute Resolution

All feedback on the project is welcomed by the Capricornia Energy Hub, especially in the early phases of the project and pre-construction.

The Enquiry and Feedback Management Protocol is outlined in Appendix 1. Table 4 in Appendix 1 outlines the minimum mandatory requirements that have been set by Capricornia Energy Hub for addressing and responding to stakeholder and community feedback in its different forms.

A range of mechanisms will be made available to provide feedback or grievances to the CEH project team including:

- Phone
- Email
- Contact/Feedback forms on CEH website

6 REPORTING AND REVIEW

6.1 Timeframe and Limits to Engagement and Consultation

Stakeholder engagement and community consultation was undertaken as part of the former Urannah Project and has recommenced since the acquisition of the project by CIP and resubmission for environmental and project approvals.

Consultation will continue through the pre-construction phase, EIS process, during construction and beyond. The methods and intensity of the engagement will of course vary throughout the lifetime of the project.

For reasons of direct impact and resources, consultation and engagement will be limited to those who are directly within the geographical location of the project, the Eungella Hinterland and Mackay and Isaac Regional Council areas.

6.1.1 Reporting and Data Management

Community engagement and consultation will be recorded through a specific programme, namely Consultation Manager. Reporting on consultation both in the form of written briefing notes and Consultation Manager reports will be provided to the Office of the Coordinator General as requested during periodic project meetings and updates.

6.2 Evaluation and Monitoring

The strategy and methodology set out in this plan will be reviewed periodically and at the conclusion of each Project phase and prior to the commencement of the next Project phase in order to ensure it is accurate, up to date with current technologies and takes into account any change of circumstances.

Any updates to this plan will take into consideration feedback and engagement from the community to date on the accuracy and appropriateness of the activities to date.

7 APPENDIX 1 – ENQUIRY AND FEEDBACK MANAGEMENT PROTOCOL

7.1 Enquiry and Feedback Management Protocol

7.1.1 Outline

Capricornia Energy Hub is a pumped hydro, wind farm and solar farm project located in the Eungella Hinterland west of Mackay.

The project is currently in the pre-construction phase and will be submitting environmental approvals to the Queensland and Federal Government.

7.1.2 Forms of Feedback

All feedback on the project is welcomed by the Capricornia Energy Hub, especially in the early phases of the project and pre-construction.

The table below explains the minimum mandatory requirements that have been set by Capricornia Energy Hub for addressing and responding to stakeholder and community feedback in its different forms.

TABLE 4 – TYPES OF FEEDBACK

Category	Definition	Outcome
General Comment	A general comment, positive or negative, about the project being developed by CEG and the real or perceived impact and benefit on the local community.	All general comments will be noted and considered by the project team. Direct responses will be provided as necessary.
Enquiry	A specific request for further information regarding the project being developed by CEH and the real or perceived impact and benefit on the local community.	Requests for further information will be provided by the project team pending any sensitivities or commercial considerations.
Grievance	A complaint or negative comment regarding the project being developed by CEH and the real or perceived impact and benefit on the local community.	Grievances will be escalated and brought to the attention of the Project Manager for response as appropriate.
Vexatious Complainants or Protestors	A person or identified group of people who are fundamentally opposed to the project and unreasonably harass CEH or associated contractors.	Matters will be brought to the attention of the Project Manager and relevant authorities may be requested to assist.

7.1.3 Record Keeping

All contacts from externals needed to be recorded in Consultation Manager.

7.1.4 Responding to Feedback and Enquiries

The table below outlines the ways in which contact may be received from stakeholders and community members. It also details scripts for responding, how to respond to queries where the information isn't on hand quickly and the timeframe for responses.

TABLE 5 - ENQUIRY GUIDELINES

Type of Contact	Response	Timeframe
General Comment and Enquiry		
1800 Phone Number/Phone call	Script Good morning/afternoon Capricornia Energy Hub, (name) speaking.	Acknowledge within 48 hours. Response within two days.

Type of Contact	Response	Timeframe
	<p>Can I please get your name and contact details in case we get cut off? Would you prefer an email or phone call response? Thanks for your call.</p> <p>Responses Refer to the FAQ Document. If the answer isn't available in the FAQ, take a message and email the enquiry to masi@cipprojects.dk</p>	
Email	<p>Refer to the FAQ Document. If the answer isn't available in the FAQ, take a message and email the enquiry to masi@cipprojects.dk</p> <p>Responses to be approved by the Project Director.</p>	<p>Acknowledge within 48 hours. Response within two days.</p>
Media Enquiries	<p>Do not provide any response.</p> <p>Take a message and let them know that someone will be in contact ASAP. Send the message through to masi@cipprojects.dk.</p> <p>Alternatively, have them send an email through directly to masi@cipprojects.dk with their questions.</p> <p>Responses to be approved by the Project Director and/or provided by the Project spokesperson Luke McDonald.</p>	<p>Respond as soon as practicable.</p>
Social Media	<p>Refer to the FAQ Document. If the answer isn't available in the FAQ, take a message and email the enquiry to masi@cipprojects.dk</p> <p>Responses to be approved by the Project Director.</p>	<p>Respond as soon as practicable.</p>
Mail	<p>Refer to the FAQ Document. If the answer isn't available in the FAQ, scan and email the correspondence to masi@cipprojects.dk</p> <p>If further contact details are provided, call/email to confirm receipt of the letter within 24 hours.</p>	<p>Within a week.</p>
Grievance		
1800 Phone Number/Phone call and Email	<p>Acknowledge and refer ASAP to the appropriate Manager – Land, TO or Community.</p>	<p>Acknowledge within four hours if received during business hours.</p> <p>Provide full response within one business day.</p>
Social Media	<p>Respond by asking for contact details to DM.</p>	<p>Respond as soon as practicable.</p>
Mail	<p>Acknowledge and refer ASAP to the appropriate Manager – Land, TO or Community.</p>	<p>Provide full response within one business day.</p>

Type of Contact	Response	Timeframe
	<p>Unlikely to be urgent.</p> <p>If further contact details are provided, call/email to confirm receipt of the letter within 24 hours.</p>	
<i>Vexatious Complainants or Protestors</i>		
All	Do not respond. Escalate to Project Director for response.	Respond as soon as practicable.

8 APPENDIX 2 – COMMUNITY EVENTS AND OUTREACH CALENDAR 2023

	Eungella/ Crediton	Nebo/ Coppabella	Pioneer Valley	Marian/ Mirani	Sarina	Mackay	Collinsville
Community Events	Festival of Small Halls, December TBC	Nebo Hotel Street Party Nebo Rodeo 20-21 May	Pioneer Valley Show – 18 June Finch Hatton Street Party, August TBC Cane Country Ball, September TBC		Sarina Show, 5-6 August	Mackay Show, 20-22 June	Bowen River Rodeo – June TBC
Virtual Info Sessions	Proposed monthly sessions from April 2023						
Markets	Community Markets – Second Sunday of the Month	Coppabella Markets – Irregular					
Social Media	Minimum weekly post on CEH channels from April 2023. Including information on when/where our community information sessions will be.						
Earned Media	Per Media Plan	Per Media Plan	Per Media Plan	Per Media Plan	Per Media Plan	Per Media Plan	Per Media Plan
Mail	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Digital Advertising	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Community & Industry Group Meetings	Eungella Community Development Association		Finch Hatton Progress Association			Mackay Chamber of Commerce Resources Industry Network	

9 APPENDIX 3 – COMMUNITY MEMBERSHIPS AND SPONSORSHIP OPPORTUNITIES

- Pioneer Valley Show Society
- Finch Hatton Progress Association
- Eungella Community Development Association
- Mackay Chamber of Commerce
- Resources Industry Network

10 APPENDIX 4 – COMMUNICATION MATRIX FOR STAKEHOLDER ENGAGEMENT

Stakeholders	Select Key Messages	Collateral and Tools
Local Government	Create local jobs, strong investment in local community, diversify local economy, prioritising local partnerships.	<ul style="list-style-type: none"> • In person meetings • Media • Mail, • Presence at local community events • Paid advertising • Information sessions
Queensland Government	Create local jobs, strong investment in local community, diversify local economy, prioritising local partnerships, contributing to energy and jobs plan, contributing to grid reliability, promoting region for renewable hub and expertise in renewables.	<ul style="list-style-type: none"> • In person meetings • Media • Mail, • Presence at local community events • Paid advertising • Information sessions
Federal Government	Contributing to energy and jobs plan, contribution to renewable energy target, show of confidence in Government plan and climate change agenda, contributing to grid reliability, promoting region for renewable hub and expertise in renewables.	<ul style="list-style-type: none"> • In person meetings • Media • Mail, • Presence at local community events • Paid advertising • Information sessions
Regional Economic Development and Industry Groups	Contributing to energy and jobs plan, contribution to renewable energy target, show of confidence in Government plan and climate change agenda, contributing to grid reliability, promoting region for renewable hub and expertise in renewables, reducing reliance on fossil fuels generally and for jobs and energy locally and in Queensland.	<ul style="list-style-type: none"> • In person meetings • Presence at local community events with branded t-shirts, sponsorship budget • Memberships of local organisations
Environmental Groups	Reducing reliance on fossil fuels generally and for jobs and energy locally and in Queensland, not in a national park, small footprint, supported by traditional owners.	<ul style="list-style-type: none"> • In person meetings • Project fact sheets
Offtake	Reliable, secure partnership with strong focus on ESG, track record of delivering projects ahead of time and under budget.	<ul style="list-style-type: none"> • In person meetings
Unions	Strong investment in local community, diversify local economy, prioritising local partnerships, focus on training skills and apprenticeship, supply chain development.	<ul style="list-style-type: none"> • In person meetings
Local Community and prominent Local Business Owners	Create local jobs, strong investment in local community, diversify local economy, prioritising local partnerships, small footprint, not in a national park.	<ul style="list-style-type: none"> • Presence at local community events with branded t-shirts, sponsorship budget

		<ul style="list-style-type: none"> Memberships of local organisations
Traditional Owners	Investment in local community, emphasis on skills and training for generations, small footprint, not in a national park, long term relationship.	<ul style="list-style-type: none"> In person meetings
Landowners	Small footprint, long term relationship, additional revenue, strong ESG focus.	<ul style="list-style-type: none"> In person meetings
Media	Refer to Media Plan, case by case basis depending on responsive or proactive media. Refer to CIP core values, ESG, local partnerships, environmentally positive and track record of projects globally.	
Broader Community/Individuals	Contributing to energy and jobs plan, contribution to renewable energy target, show of confidence in Government plan and climate change agenda, contributing to grid reliability, promoting region for renewable hub and expertise in renewables, reducing reliance on fossil fuels generally and for jobs and energy locally and in Queensland, not in a national park, small footprint, supported by traditional owners.	<ul style="list-style-type: none"> Website Active social media channels Feedback form Events advertising on social media Paid advertising Project video Project fact sheets Phone and email Presence at local community events with branded t-shirts, sponsorship budget Memberships of local organisations Pull up banners, branded marquee, branded tablecloths, chairs and tables and giveaway branded merchandise.