



ACT MATERIALS RECOVERY FACILITY
ADDENDUM TO APPENDIX S
ENGAGEMENT REPORT

Prepared for Veolia Environmental Services (Australia) Pty Ltd | 2 April 2025



- Environment Protection Agency – advised that noise impacts would be addressed in more detail at DA stage.
 - Conservator for Flora & Fauna – advised that their initial concerns about tank overflows being directed to the bio-retention pond had been addressed with the tank overflows now being directed to the street drainage system.
 - ACT Heritage – requested additional research which is further outlined below.
 - EPSDD Climate Change Team – advised that new greenhouse gas calculations would be required.
 - EPSDD Impact Team – provided ongoing advice on the process to complete the revised EIS, which is further outlined below.
 - Icon Water - requested additional information which is further outlined below.
- A video meeting was held on 13 November 2024 with representatives from EPSDD (Impact Team, Climate Change Team, Conservator). The meeting discussed:
 - The proposed changes to the site layout and operations.
 - The proposed approach of revising the EIS.
 - New risks identified due to the changes to the concept design, would need to be addressed more substantially in the revised EIS.
 - Upgrades to Recycling Road are not part of the MRF project covered in the revised EIS and this would be clarified.
 - ACT Heritage would need to be further consulted.
 - Roof tank overflow will be directed to street stormwater, not the bio-retention pond.
 - Gas is no longer proposed to be used. The removal of gas from the project would require new GHG calculations.
 - Day-to-Day Monitoring - Veolia's approach is that the ongoing monitoring will be covered in the environmental authorisation and the EIS will be general and refer to the environmental authorisation.
 - Legislative Context – Need to update the references to the new legislation. The EIS/project will be assessed under the former P&D Act as allowed by S.636 Planning Act Transitional Provisions. However, any future DA will be considered under the new Planning Act and Urban Forest Act.
 - Surrounding Developments – Additional general commentary in the revised EIS on other local activity (e.g. proposed FOGO) would be sufficient.
 - Utilities – While the Demolition DA includes requirements for utilities, this should also be included in the revised EIS.
 - Climate Change - Need to include commentary in the EIS on any proposed climate change protection measures for extreme rainfall events.
 - Construction methodology – Some commentary on matters like site disturbance, earthworks, excavation should be included in the revised EIS.
 - Bushfire Risk – The bushfire standards have changed since the draft EIS and this should be reviewed to determine if the Asset Protection Zones and BAL requirements have changed for the revised site layout.
 - Alternatives – General commentary as to why the revised Veolia site layout is a better outcome than other options is acceptable, specific weighting of assessment criteria is not necessary.
 - A separate meeting was held on 14 November 2024 with representatives from Icon Water. The meeting discussed:
 - No secondary plastic processing / washing as previously proposed, but included proposing glass washing that was not previously proposed.
 - On average, Veolia's proposal is to take 35m³/hr of town water over an 8 hour day and discharge 35m³/hr of treated leachate.

- Treatment of the leachate would be through a DAF system to ICON Water discharge specifications.
 - Disposal to landfill as General Solid Waste of ~8.7t/day of sludge generated by the process.
 - Leachate treatment to be through an Aerofloat system.
 - PFAS - monitoring at other Veolia plants haven't identified any increase in PFAS due to washing. PFAS testing will be required.
 - COD can't be 3 times more than BOD (which is 98ppm, against a COD of 526ppm).
 - Icon need to model capacity for the network but an upgrade will be required, as the site drains to the Jerrabomberra pump station which is at capacity. Icon need 3-4 years lead time to upgrade the pump station.
 - Veolia should get in principle approval/acceptance from ICON through the Asset Acceptance Process before commencing detailed design and lodging a DA.
 - The Icon treatment plant is already at capacity dealing with TDS. Icon need more speciation of dissolved solids including different types of salts.
 - Micro-plastics are a major concern. However, plastic washing and processing is no longer proposed so there won't be microplastics in wastewater discharged.
 - ACT will have new draft Trade Waste Guidelines released for public comment in 2025. This will include requirements for contingency plans, due-diligence, safety data sheets, hours, volumes, SCADA remote if not manned, discharge auto-flow based metering.
 - Need to contact ACT Fire & Rescue with regard to water mains pressure requirements.
- After the Government agency meetings, ACT Heritage provided further advice as the revised proposal extends slightly beyond the areas previously identified as the 'Proposed Impact Area'. The additional information sought by ACT Heritage included:
 - An addendum report or similar, prepared by a suitably qualified specialist, which considers the latest investigation of Hume Site 1 and the revised development footprint and assesses whether direct impacts to deposits associated with Hume Site 1 will occur.
 - Consider alternatives to avoid heritage impacts.
 - Describe the outflows in relation to the height of the bank and outline if this will be below Hume Site 1.
 - Articulate why the lower bank is resistant to erosion.
 - Consider where along the height of the bank that erodibility changes.
 - It is noted that upper bank erosion is expected for the 20 percent AEP and above flood events. It must be clear where along the profile of the bank that Hume Site 1 is located, and if a lower AEP may also impact associated deposits this should be stated.
- In addition, the Targeted Site Investigation was referred to the EPA, who provided initial feedback, summarised as follows:
 - Justify why the existing MRF area is not considered an APEC.
 - Site's suitability for all land uses permitted by its zoning needs to be considered.
 - Demonstrate that six sampling locations are appropriate.
 - Justify why further odour investigation is not warranted and whether odour management measures are needed.
 - Reference the correct version of the Territory Plan.
- Further details were provided to the EPA who then advised that they support the proposed method, namely carrying out a Pre-Construction Environmental Site Investigation (PESI), following demolition and prior to the commencement of any new building works subject to:
 - The PESI must be undertaken by a suitably qualified environmental consultant to determine whether past activities have impacted the site from a contamination perspective and to determine whether the site is suitable for the proposed uses.

- A consolidated assessment report (combining the analytical results from the PESI and GHD TSI) by a suitably qualified environmental consultant must be submitted to the OEPA for review and endorsement prior to the commencement of any new building works.

Assessment

The matters raised, or additional information requested by ACT Government agencies was addressed through commissioning additional specialist studies in relation to water management, noise, bushfire, heritage and greenhouse gases. Each of these studies are provided as addenda to the original draft Appendix attached to the EIS.

During the public exhibition period for the draft EIS, one submission was received, from the Conservation Council. The Conservation Council supported the proposed MRF and requested a series of actions be implemented relating to ongoing monitoring of the operations of the facility, together with site works such as landscaping and protecting heritage values.

Conclusions

The revised EIS and the revision of relevant technical studies addresses all comments made by Government agencies on the draft EIS and in subsequent consultation.

The revised site layout and operational changes do not affect the matters raised by the Conservation Council. As such the approach to address these issues remain relevant and are incorporated in the revised EIS.

It is considered that the changes to the draft EIS assessed in the revised EIS and the matters raised in the only public submission do not warrant any further public exhibition.



ACT
Government

Hume Materials Recovery Facility

Engagement Report

A summary of the engagement undertaken in preparation of the Environmental Impact Statement for a new materials recovery facility.

Acknowledgement of Country

The Australian Capital Territory (ACT) is Ngunnawal country. The ACT Government acknowledges the Ngunnawal people as the traditional custodians of the Canberra region and recognises any other people or families with connection to the lands of the ACT and region.

The region is a significant meeting place to the Ngunnawal people and other people and families who have gathered here for thousands of years.

Transport Canberra and City Services acknowledges and respects the Aboriginal and Torres Strait Islander peoples, their continuing culture and the contribution they make to the life of this city and this region, and their historic and ongoing connection to our lands, waters, and sacred sites.

We pay our respects to their Elders past, present and emerging.

Introduction

Background

The ACT Government is proposing to replace and upgrade the existing Materials Recovery Facility (MRF) in the Hume Resource Recovery Estate.

The existing MRF was extensively damaged by a fire in December 2022 and the facility is no longer operational. The main shed is still standing and planned to be demolished and the remainder of the site is currently being used as a waste transfer station to accept recycling, and sort and store materials before they are transported to other processing facilities. While construction of a new MRF was being progressed despite the fire, it is now vital that construction is prioritised to ensure the ACT's recycling can be processed locally and allow the temporary long-haul transport arrangements in place to cease.

The existing MRF will be replaced with a new facility that will provide technological improvements to increase resource recovery, creating higher quality recycled products and reducing the amount of waste ending up in landfill. The new MRF is a central part of the Draft ACT Circular Economy Strategy 2022-25. The circular economy aims to keep resources circulating in our economy for as long as possible, maximising the value of materials and reducing the need to use natural resources.

The Environmental Impact Statement (EIS) for the facility will enable a processing capacity of up to 115,000 tonnes per year of mixed recyclables. This capacity would provide for population growth and changing consumer behaviours which are expected to contribute to increases in recoverable materials over time.

Key features of the proposal are included below.

- A receival hall with pre-sort capability to better separate, identify, sort and segregate or bale specific marketable product streams and reduce contaminants.
- Glass crushing and washing facilities to provide better quality crushed glass that can be used in a wider range of products.
- Plastic washing and 'flaking' facilities – the flaking process breaks the washed plastic into small pieces, providing a clean product ready for local markets.
- Improved and expanded baling processes for Container Deposit Scheme materials.
- An upgrade to data collection, management, and analysis systems.
- Wastewater capture and reuse, and stormwater management infrastructure to achieve environmental compliance.

The Environmental Impact Statement (EIS) scoping document issued for the MRF details the need for the proponent to consult with the community as part of the concept design and preparation of the EIS. The public engagement period took place from April to June 2023. Given the close proximity of the future MRF to the proposed future Food Organics Garden Organics (FOGO) facility, the public engagement phase was carried out for both facilities together to consider community feedback. Feedback on each facility has been documented separately to assist with the EIS process.

Location

The new MRF would be located within the current bounds of the Hume Resource Recovery Estate (HRRE) on Recycling Road in Hume (Block 12, Section 25, see Figure 0.1).

The site is surrounded by industrial facilities including:

- ACT Skip Hire across Recycling Road to the east
- Soft Landing Mattress Recycling located to the south-east, across John Cory Road
- Hume Industrial Estate located to the south and east across the Monaro Highway
- Mugga Lane landfill located approximately 200 metres to the north-west
- proposed FOGO facility located to the east, across John Cory Road.

The footprint of the built area is estimated to be 3.5 hectares (ha) which includes the loading bay, processing area, and carpark. The roadways on-site would be 0.5 ha and the building would be 1.05 ha. The new MRF would be accessed via Recycling Road to the east of the site.



Figure 0.1 Location of the new MRF, Hume Resource Recovery Estate

Engagement Approach

A Community and Stakeholder Engagement Plan was developed to identify the objective of engagement, stakeholder groups and engagement methods.

Who we engaged

Key stakeholders located close to the future MRF were identified. They included:

- the local area dominated by low density residential properties to the west of the site
- neighbouring suburbs of Chisholm, Fadden, Farrer, Gilmore, Gowrie, Hume, Isaacs, Jerrabomberra, Macarthur and Tralee
- Hume Business District
- businesses operating on or near Recycling Road, John Cory Road, and Mugga Lane including ACT Skip Hire and Soft Landing Mattress Recycling ACT, Mugga Lane Solar Park, ACT Recycling, Corkhill Bros and the Mugga Lane Resource Management Centre (MLRMC)
- community groups including the Tuggeranong Community Council, Inner South Canberra Community Council, Jerrabomberra Residents Association and the Woden Valley Community Council
- volunteer conservation, landscape management or landcare groups active in the area including the Molonglo Conservation Group.

How we engaged

Consultation for the new MRF started on 24 April and closed on 5 June 2023.

The community and stakeholders were notified through a letterbox drop and a stakeholder email inviting them to community sessions about the proposal. This was supported by a project page on the City Services website and downloadable factsheets and project information.

Feedback on the proposal was encouraged via email or attendance at one of the drop-in sessions.

Letter to residents and businesses

In May 2023, a letter was distributed to around 10,690 residents and businesses located in the suburbs of Chisholm, Fadden, Farrer, Gilmore, Gowrie, Hume, Isaacs, Jerrabomberra, Macarthur and Tralee as well as to other community members who had registered to be kept informed on the proposal.

The purpose of the letter was to:

- provide information about the proposed new MRF and FOGO facility
- inform the community about the start of the EIS process for the facilities
- invite the community to provide feedback on the proposals.

Email to stakeholders

In May 2023 an email was sent to around 140 businesses and community groups to inform them of the project. The stakeholders identified included:

- neighbouring services and businesses
- local community groups
- volunteer conservation, landscape management and landcare groups in the area.

Website information

A joint MRF and FOGO project page was created on the City Services website. The project page provided information on both proposals, contained printable resources including fact sheets on both the facilities as well as fact sheets specific to odour, traffic and noise management, as well as contact details and information regarding the community drop-in sessions. The website also encouraged the community to provide feedback which would inform the draft EIS.

Social media

Content was distributed via ACT Government channels including Facebook, Twitter and LinkedIn. The Facebook post was scheduled on 16 May 2023. It was boosted to surrounding suburbs to ensure maximum reach. It reached an audience of 1,382 with a 7.3% engagement rate, 238 reactions, 53 comments, 18 link clicks and nine shares.

Engagement activities

Community consultation sessions

Four face-to-face consultation sessions were held in May 2023. Across the four sessions, 76 people attended and registered interest in the project.

The community sessions were held across two weeks, with two sessions per week, across four different locations near the proposal sites. The community sessions are outlined below.

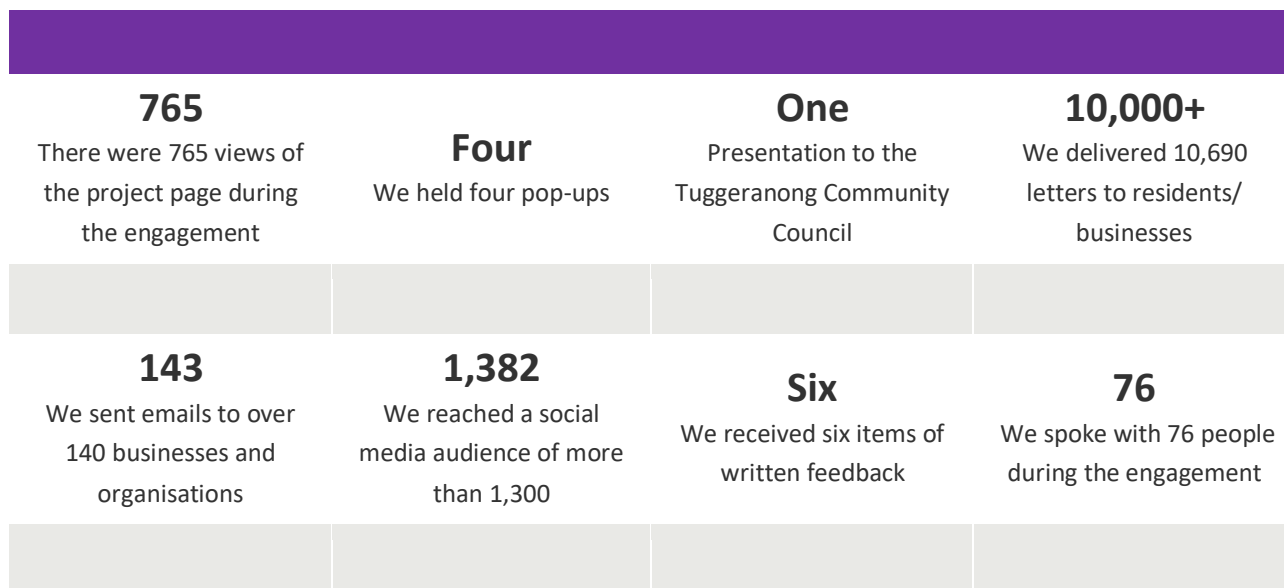
Session 1:	Date: Saturday 20 May 2023 Time: 10:30 am to 12:30 pm Location: Woden Library
Session 2:	Date: Wednesday 24 May 2023 Time: 3:30 pm to 5:30 pm Location: Tuggeranong Library
Session 3:	Date: Saturday 27 May 2023 Time: 10:30 am to 12:30 pm Location: Chisholm Village Shopping Centre
Session 4:	Date: Wednesday 31 May 2023 Time: 10:30 am to 12:30 pm Location: Mawson Southlands Shopping Centre

The purpose of the sessions was to allow the community to:

- understand the proposal
- ask questions and discuss issues and their concerns in the more detail
- provide feedback to inform the development of the EIS.

To support the consultation sessions, six A0 sized posters were prepared. In addition, hard copies of the project fact sheets were provided to attendees.

Engagement figures



What we heard

Stakeholders and community members expressed support for the new MRF acknowledging its role as a key piece of recycling infrastructure for the Territory.

Concerns were raised about traffic, construction and noise impacts with development and operation as well as the potential for odour and litter associated with the nature of the proposal.

The table below outlines the written comments received during the engagement period and the ACT Government response.

Topic	Issue raised	ACT Government response
Support for the project	Community supported the proposed new MRF and the rebuilding of the MRF on the existing site.	The new MRF is proposed to be located on the same site as the existing facility on Recycling Road within the Hume Resource Recovery Estate (Block 12, Section 25).
	Community raised that re-establishing recycling processing in the ACT is critical to recovering the confidence of Canberrans to put their valuable waste materials into the appropriate bins.	The new MRF will allow recycling generated by the community in the ACT to be processed locally.
	Community was happy the proposed new MRF would have an increased capacity than the previous MRF to meet future needs.	It will be designed to have an increased processing capacity of up to approximately 115,000 tonnes per year. The previous MRF was receiving approximately 65,000 tonnes per year.
Traffic and development	Concerns were raised over the development of Southern Memorial Park and capacity of Mugga Lane and Long Gully Road.	The completed draft EIS will include a Traffic Impact Assessment which will provide further detailed information regarding traffic and any required mitigation measures. The specific technical studies will be available with the draft EIS for community comment whilst on public exhibition. A Traffic Impact Assessment will also be prepared as part of the development application process for the Southern Memorial Park. The ACT Government will continue to monitor traffic flows and consider future road upgrades to manage any additional truck movements.
	Concerns were raised about the interaction with Southern Memorial Park and compatibility of development.	Cemeteries and crematoria require specific land zoning and, as they can never be moved, their location should be carefully considered. A number of locations were investigated as part of the development of the 2012 draft masterplan and a site off Long Gully Road and Mugga Lane was found to be most appropriate due to its size, zoning, access and proximity to existing facilities. This was supported by community consultation undertaken in 2009. The Southern Memorial Park is located well to the north of the current Mugga Lane landfill site and is protected by a large grassed south facing mound. The design also includes significant landscaping to screen the site. Site investigations found prevailing winds are oriented away from Southern Memorial Park.
	Highlighted how the site has excellent access to arterial roads and is not located near to any existing businesses or residences which would be unreasonably impacted by the facilities.	The Traffic Impact Assessment will consider the operational impact of the MRF and FOGO facility. The Traffic Impact Assessment is under preparation and will be included in the draft EIS.
Circular economy	Community raised support of the facility supporting a circular economy.	A new facility with modern technology will improve the separation and processing of recycling streams such as paper, glass and plastic. This will increase resource recovery, creating higher quality recycled products and reducing the amount of waste ending up in landfill. The new MRF is a central part of the draft ACT Circular Economy Strategy 2022-25. The circular economy aims to keep resources circulating in our economy for as long as possible, maximising the value of materials and reducing the need to use natural resources.

Topic	Issue raised	ACT Government response
	Suggestion to increase circular economy opportunities through additional avenues such as waste to energy, with potential for that to power the facilities, and biofuel production, with potential to fuel the trucks which collect the waste.	<p>There are no plans to construct a waste-to-energy facility in the ACT. The thermal treatment of waste is prohibited under the ACT Waste-to-Energy Policy 2020-25, except for facilities already in place prior to the policy. The policy released publicly in March 2020 stated that waste reduction, reuse and recycling of materials was the primary focus in the ACT.</p> <p>A number of additional circular economy measures will be considered and investigated in the design development and construction planning for the new facility. The proposed educational facility that would form part of the proposal is intended to be fitted out with eco-friendly materials where practicable to support circular economy development. Substitution of less emission intense fuels will also be considered such as the use of electric/hydrogen plant and vehicles.</p>
	Suggestion that glass should be sorted by colour and fed back into glass product as an alternative to glass being recycled into trench filler.	The new MRF may incorporate secondary processing such as glass washing and cutting and plastic washing to be turned into new recycled products. This detail will be further investigated during the detailed design phase and made available as part of the development application phase.
	Suggestion for plastics to be sorted by colour and quality and recycled to create a circular economy, minimising the production of virgin plastics.	The new MRF may incorporate secondary processing of plastics thereby contributing to the circular economy. This detail will be further investigated during the detailed design phase and made available as part of the development application phase.
	Suggestion to work with local enterprises to adjoin processing facilities for complex materials such as metals, glass, concrete, textile, and minerals.	<p>The ACT Government is in the process of investigating options to progress the ACT's circular economy to design out waste and keep materials in use at their highest value. As part of this body of work, we will investigate opportunities to improve product stewardship for various products.</p> <p>The ACT Government has also been supporting opportunities to reduce textile waste to landfill in the ACT. ACT NoWaste is supporting a charity bin trial at the Hume Resource Management Centre. The trial is helping to redirect textiles from unnecessarily going to landfill and allow Koomarri to support jobs for people who have an intellectual disability. Koomarri runs a social enterprise called "cut cloth", which turns waste textiles that are not fit for sale into rags that are sold to businesses in the local region.</p>
	Suggestion that the ACT Government should invest further in developing a circular economy for Canberra. This should include advocating at the national level for compulsory stewardship schemes across all product categories, and mandatory recycled content targets. These are essential for driving producer responsibility, funding to invest in recovery and processing, and markets for recovered materials.	The new MRF is a central part of the Draft ACT Circular Economy Strategy 2022-25. The circular economy aims to keep resources circulating in our economy for as long as possible, maximising the value of materials and reducing the need to use natural resources. Ultimately, the new MRF will help the ACT Government achieve its goal of net zero emissions by 2045.

Topic	Issue raised	ACT Government response
	<p>Suggestion for investments in research collaborations, such as SMaRT@UNSW and the CSIRO to develop solutions for complex wastes such as disposable coffee capsules, rubber tyres, electronics, medical wastes, and mattresses.</p> <p>Suggestion for Government to support transfer of materials through mapping these processes, inputs, and outputs across the ACT via an online platform that enables organisations to connect.</p> <p>Suggestion for Government to support transfer of materials through removing regulatory barriers to higher value uses (e.g. Goterra's insects could become protein for human consumption).</p> <p>Suggestion that the proposal should also include collection and processing of soft plastics, given the failure of REDcycle.</p>	<p>The ACT Government is in the process of investigating options to progress circular economy in the ACT to design out waste and keep materials in use at their highest value. As part of this body of work, we will investigate opportunities to improve product stewardship for various products.</p>
	<p>Suggestion for the building of MRF to reflect a world best practice standard.</p>	<p>Noted. The proposal would provide technological improvements to facilitate greater resource recovery and will be one of the most recent MRFs built in Australia with modern technology.</p>
	<p>Highlighted the greater the sorting capacity and technological capabilities of the facility, the higher quality the recovered materials will be, ensuring that these materials have a high market value which will help fund the facility.</p>	<p>The proposal would provide technological improvements to facilitate greater resource recovery by increasing the quality of recycled materials and reducing the amount of non-recyclable residual waste generated that is currently sent to landfill. The upgraded facility is intended to improve the quality and marketability of paper and mixed cardboard, mixed plastics and glass.</p>
Community education	<p>Suggestion that community education must shift from thinking “waste management” to “circular economy”.</p>	<p>In October 2022 the ACT Government released its first draft ACT Circular Economy Strategy. The Strategy provides the initial steps towards a more circular economy through to 2025. It outlines a common language and vision to bring the ACT Government, industry, business and the community together to build a circular economy that supports a prosperous and sustainable Canberra.</p> <p>The Strategy will inform the development of a circular economy action plan and the development of new circular economy legislation for the ACT. As this is the first circular economy strategy for the ACT, it sets the high-level ambition to build on previous work to drive the initial steps towards a more circular economy through to 2025, at which point the Strategy will be reviewed and updated. The circular economy will continue to mature and expand over time as the concept becomes embedded and our understanding of the concept - and its possibilities - grows. Community education is an integral part of the success of the Circular Economy Strategy and is a key focus for the ACT Government in the roll-out of the Strategy and its associated action plan.</p>
	<p>Suggestion that the new facilities must be supported by significant investment in community education to minimise</p>	<p>The ACT Government through ACT NoWaste invests significantly in community education and this will continue.</p>

Topic	Issue raised	ACT Government response
	<p>contamination of both comingled recycling and FOGO collected from households.</p> <p>Concern that a lack of education leads to high contamination rates which leads to poor quality products which cannot be sold, leading in turn to failure of economic viability of the facilities. Money spent on education is well spent.</p> <p>Suggestion that community education could be delivered in partnership with enterprises such as Capital Scraps, the Canberra Environment Centre and SEE-Change. This education should commence well ahead of completion of the facility and the start of scaled-up collections.</p>	
Fire prevention	Concerns were raised about what is being done to ensure future fires can be prevented or mitigated.	<p>The proposed new MRF will have modern firefighting detection and fire suppression technologies including hydrants, ring mains, and an internal automatic fire sprinkler system.</p> <p>The design of the facility would be in accordance with the objectives of the relevant fire safety guidelines including the <i>Fire safety in waste management facilities 2022</i> published by Australasian Fire and Emergency Service Authorities Council (Australian Fire and Emergency Service Authorities Council, 2022) and the current edition of the National Construction Code (Australian Building Codes Board, 2022).</p> <p>In addition, emergency management plans will be prepared prior to construction, operation, and occupancy of the facility in line with the Fire Safety Guidelines for Fire Safety in Waste Facilities.</p> <p>These management systems will help prevent fires from occurring on that scale in the future.</p>
Water	Concern that water flows across the site must be managed to avoid the run-off of potential toxins and particulates into the waterways.	<p>In developing the EIS and the technical studies, best-practice methods were identified in assessing stormwater quality impacts and an appropriate treatment strategy was developed in response. Water quality modelling undertaken for the proposal confirms that the proposed treatment strategy would achieve the requirements of the ACT Water-sensitive Urban Design Code (ACT Government, 2017) and meet ACT regulations for water quality.</p> <p>Before the commencement of MRF operations, a detailed operational management plan will be developed and updated annually.</p> <p>The proposal site is not significantly impacted by flood flows, with flood waters generally confined to the north-western side of the site. Further run-on from other sites is not notable.</p>

Topic	Issue raised	ACT Government response
	Because of the topography of the area the only way to avoid, minimise and mitigate adverse impacts is to relocate the proposed facilities.	<p>The MRF is proposed to be located at a level equal to, or higher than, the 1 in 100 Annual Exceedance Probability (AEP) flood level of nearby waterways. Stormwater from local catchments is proposed to be diverted around the site, utilising existing drainage channels and infrastructure.</p> <p>Hydraulic modelling has been undertaken to inform the design and ensure that the proposed facility pad level and location would not cause flooding to extend to any adjacent landholdings or result in any notable impacts on downstream waterways. These studies will be available with the draft EIS when it is on public exhibitions.</p>
Odour	Concerns were raised about the odour from the existing MLRMC.	<p>The ACT Government understands the neighbouring communities have experienced ongoing odour issues from the existing MLRMC.</p> <p>An Air Quality Impact Assessment is currently underway for the proposal and will form part of the draft EIS.</p> <p>While some proposed activities have potential for low levels of odour emissions, the new MRF will be a fully enclosed building and therefore is not expected to result in any odour impacts in the surrounding area.</p> <p>The ACT Government will continue to monitor this issue.</p>
Legislation/regulation	Has the EPBC Act been considered.	<p>The EPBC Act is the Australian Government's primary legislation for the protection of matters of national environmental significance (MNES). It provides a legal framework to protect and manage nationally and internationally important flora, fauna, ecological communities, and heritage places.</p> <p>Heritage and ecological assessments undertaken as part of the draft EIS have confirmed the proposal is not expected to have impacts to any MNES.</p>
Procurement process	Concerns were raised that the current proposed procurement method for a 'single contractor of substance' may not provide the best outcome for the environment or local businesses as small and medium-sized businesses may not be considered. Local businesses will not tender or provide feedback on the Early Tender Notification (ETN) as a result.	The project is being expedited by undertaking a single stage tender to ensure the facility is built as soon as possible. The pre-tender notice released in May 2023 stated a preference for 'single contractor of substance' and does not preclude other types of entities in participating the tender process.
	Concerns were raised about the ETN - the proposed builder must be accredited under the Australian Government Building and Construction WHS Accreditation Scheme and that this will remove the opportunity for many ACT businesses despite them carrying an ACT Government WHS Accreditation.	This is a requirement of the Australian Government funding contribution and is not considered onerous to obtain for this project.
	Highlighted they understand the rationale behind the speed with which the Government intends to develop these facilities, but raised concern this haste will compromise potential benefits to	In December 2022 the MRF in Hume was destroyed by fire. Since the fire, the ACT Government has been transporting the ACT's recycling material to three materials recovery facilities in Western Sydney and one in Victoria for processing.

Topic	Issue raised	ACT Government response
	<p>the ACT. Suggestion to re-think the approach, even if it is more difficult and takes 6-12 months longer. Suggestion to use that time to consider how more local businesses can be involved and how the very latest and emerging waste management technology can be incorporated.</p>	<p>Approximately 229 tonnes per day is being transported, which is an average of nine trucks per day. This is unsustainable in the long term.</p> <p>The new MRF is being delivered as a priority and designed to have an increased processing capacity of up to approximately 115,000 tonnes per year. Initial plans were to substitute the existing MRF with new technology and therefore the early design work has to date focused on new and emerging waste management technologies. This will continue to be a feature of the design work as well as a consideration for the operator once the facility is up and running. Waste management technology is always evolving and the ACT will continue to look for ways to improve waste management as part of the Circular Economy Strategy.</p>
Waste collection trucks	<p>Suggestion that the Government should also ensure that collection trucks are restricted in size to safely navigate all Canberra streets without compromising mature trees and planning for active travel.</p>	<p>Currently the Territory is tendering for a Household Waste Collection Service. The vehicle types used will be detailed through that process.</p> <p>Maintaining mature trees and planning for active travel remain important priorities for the Territory.</p>
Consultation session locations	<p>Feedback provided to the project team regarding confusion into the reasoning behind the selection of times, dates, and locations for the community information sessions.</p>	<p>Two additional community consultation sessions were added at Chisholm Village Shopping Centre and Mawson Southlands Shopping Centre following community feedback.</p>

Appendices

Appendix A

Community and Stakeholder Engagement Plan



Hume Organics & Materials Recovery Facility

Community and Stakeholder Engagement Plan

ACT NoWaste

February 2023

→ **The Power of Commitment**



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Project manager	Grant Erbacher
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Document title	Hume Organics & Materials Recovery Facility - Community and Stakeholder Engagement Plan
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1.1 Proposal benefits

The proposals are being developed in line with sustainable waste disposal practices. These practices seek to promote the ACT's Strategy and provide the following benefits:

- Support the ACT Government's policies including:
 - [ACT Waste Management Strategy](#)
 - [Canberra's Living Infrastructure Plan: Cooling the City .](#)
 - [ACT Climate Change Strategy](#)
 - [Waste Management and Resource Recovery Act 2016](#)
 - [ACT Draft Circular Economy Strategy \(2022\)](#)
- Provide direct and indirect employment opportunities during construction and operation leading to social and economic benefits for the local community
- Deliver ACT's objectives for resource recovery
- Support the diversification and expansion of ACT's industrial base
- Increase ACT base economy.

1.2 Purpose of this document

This Community and Stakeholder Engagement Plan (CSEP) outlines the engagement process to be undertaken as part of the concept design and EIS for the two proposals. In both cases the proponent is ACT NoWaste, with the proposals to be administered by the Infrastructure Delivery Partners (IDP) group. An EIS is required to assess each of the proposals. The CSEP has been developed to plan, implement, and manage the engagement process throughout preparation of both EISs.

The CSEP is a dynamic document that may need to be revised during development of the proposal to reflect outcomes of the engagement activities, the proposal priorities and respond to the feedback from the community and other stakeholders. The CSEP will be developed based on current knowledge of the proposal and its proximity to various environmental reserves and the potential community and stakeholder concerns relating to the facility.

This CSEP aims to:

- confirm the relevant guidelines associated with community consultation activities required to inform development of the EISs
- identify affected (directly and indirectly) stakeholders and community members
- outline the activities and techniques proposed to effectively engage the community and stakeholders to: raise awareness, identify issues, respond to queries, and manage complaints
- establish the scope and responsibility for consultation activities
- establish contact channels for community enquiries, feedback and information distribution including website content, email address and phone number
- detail a proposed approach for continued liaison with stakeholders and the community.

1.3 Previous engagement

As a result of preliminary community engagement and following the release of the EIS scoping documents from EPSDD the following themes have emerged.

- Both the Inner South Canberra Community Council and the Tuggeranong Community Council are very interested and involved in the waste proposal generally and are specifically interested in the FOGO facility. These groups coordinate and share information. It will be important to engage with and tailor messages to these groups.
- Community concerns raised are around traffic and odour impacts, particularly in the Tuggeranong district for which odour complaints are received relatively frequently in regard to existing waste uses.
- There is a large new memorial park precinct proposed near to the site on Mugga Way and stakeholders in this project will also be important to engage with both in terms of traffic management and odour.
- Many of the community issues coming out of the FOGO trial are not in relation to the facility specifically but around the service, with the following issues to consider:
 - What products the facility will be able to process eg paper, paper towels, recyclable containers, compostable containers, tea bags, dog poo in a compostable bag. These products are currently not allowed in the FOGO bin. The capability of an industrial facility will be a key aspect.
 - Currently, FOGO pilot participants are supplied with a certified compostable bin caddy liner (corn starch) which is allowed in the FOGO bin, however the contractor is currently pulling them out as they are not breaking down fast enough in the compost. Questions around what the facility can take will be important to be able to answer and the composting process itself.
 - Community access to the finished high-quality compost, closing the loop is desirable. Having an idea about how accessible the product is to the community during consultation will also be important.

2. About the proposals

2.1 Hume Food Organics and Garden Organics facility (FOGO)

2.1.1 Site description

The proposed site for the FOGO facility is situated within the current bounds of the HRRE on Block 5, Section 26 Hume, off John Cory Road. Canberra's central business district Civic is about 12 kilometres north of the site with Canberra Airport around 12 kilometres to the north-west. The proposed site is located on land zoned IZI – General Industrial Zoning and is one-kilometre from the New South Wales border. The main access to the site is from Recycling Road via John Cory Road, which intersects Mugga Lane that connects to the Monaro Highway.

Block 5 is adjacent to the ACT (MRF) and is bordered by Recycling Road and John Cory Road. The immediate surrounding areas are zoned IZI – General Industrial Zoning, with other neighbouring land to the north and west comprising Rural Zones, Residential Zoning and NUZ3 Hills, Ridges and Buffer Areas.

The proposed site is vacant land. Block 5 is mostly cleared with minimal elevation. There are reportedly pockets of native grassland, rare species and threatened woodland within 100 metres of the site, which is to be assessed as part of the EIS. The surrounding blocks are rural land and general industrial land with two parks, Wanniasa Hills Nature Reserve and Gilmore horse paddocks. Dog Trap Creek also lies within one-kilometre of the site.

The industries and businesses within the immediate area are mainly industry related and delivery services such as Soft Landing Mattress Recycling ACT and the MRF. In the broader area businesses include FedEx, Aramex, Toll Express, Mainfreight, the Mugga Lane Solar Park and Rose Cottage.

The proposed site would be accessed from Recycling Road, which is off John Cory Road, with connections to the Monaro Highway south of the site.

2.1.2 The proposal

The proposal consists of the following buildings:

- Waste receival hall (waste receival and decontamination/pre-sort area)
- Primary composting tunnels
- Biofilter
- Maturation Building

The buildings on site would reach a maximum height of 12 metres, including the waste receival hall. Sustainable energy sources would be integrated with the design of the buildings. The building designs would consider incorporating features that maximise the use of natural light without contributing significantly to heat build-up within the buildings. Allowance for rooftop solar photovoltaic (PV) panels will also be included in design considerations. The installation of solar PV would be subject to commercial considerations and may form part of the initial construction of the facility or may be added at some time following commencement of operations.

The proposal site is accessed off Recycling Road, with access guided by the following design principles:

- One-way traffic flow within the site to allow for safe and efficient movement
- No public access or drop offs to the site
- The size and geometry of the receival hall would allow for safe drop off and entry
- Minimised interaction between vehicles and pedestrians.

Construction of the proposal is expected to take about 18 months with procurement to get underway in 2023. Construction timing will be firmed up following the design phase.

2.2 ACT Materials Recovery Facility

2.2.1 Site description

The proposed site for the MRF proposal is situated within the current bounds of the HRRE on Block 6 and 10, Section 25 in Hume. It is located off Recycling Road, Canberra's central business district Civic is about 12 kilometres north of the site with Canberra Airport around 12 kilometres to the north-west. The proposed site is located on land zoned IZI- General Industrial Zoning and is one-kilometre from the New South Wales border. The main access to the site is from Recycling Road via John Cory Road, which intersects Mugga Lane that connects to the Monaro Highway.

Blocks 6 and 10 are adjacent to the ACT Hume FOGO site and is bordered by Recycling Road and John Cory Road. The immediate surrounding areas are zoned IZI- General Industrial Zoning, with other neighbouring land to the north and west comprising Rural Zones, Residential Zoning and NUZ3 Hills, Ridges and Buffer Areas.

Block 6 is mostly clear. There are reportedly pockets of native grassland, rare species and threatened woodland within 100 metres of the site, which is to be assessed as part of the EIS. The surrounding blocks are rural land and general industrial land with two parks, Wanniasa Hills Nature Reserve and Gilmore horse paddocks. Dog Trap Creek also lies within one-kilometre of the site.

The industries and businesses within the immediate area are mainly industry related and delivery services such as Soft Landing Mattress Recycling ACT and the future FOGO facility. In the broader area businesses include, FedEx, Amarex, Toll Express, Mainfreight, the Mugga Lane Solar Park and Rose Cottage. The proposed site would be accessed from John Cory Road, with connections to the Monaro Highway south of the site.

2.2.2 The proposal

The proposal consists of building and operating a new MRF on Block 6 and 10 in Hume.

The physical works would include:

- construction of a new MRF facility for the sorting, separating, and processing of recycled materials
- a receival hall and pre-sort capability for remove gross contaminants and improve quality
- optimisation of paper and cardboard separation and baling
- wastewater capture and reuse, and stormwater management infrastructure to achieve environmental compliance
- additional Emergency Services Agency (ESA) site access
- site security and improved fencing
- civil construction of enhanced pavement areas for optimised traffic and pedestrian management to achieve site safety
- material separation and storage capabilities
- additional fire suppression capability including hydrants and ring mains (noting current building requires a fire protection capability) and meet Fire Safety Guideline for Fire Safety in Waste Facilities (Fire and Rescue NSW, 2020)

It would include the following operational aspects:

- technical improvements to optically separate, identify, sort and segregate or bale specific marketable product streams
- technical improvements to separate, identify and sort single resin stream plastic products, like polyethylene terephthalate (PET) (clear and coloured), high density polyethylene (HDPE) (opaque and coloured) and potentially polypropylene (PP) to enable further processing such as flaking / pelletising and washing
- washing of glass, and granulating and washing PET, HDPE
- technical improvements to separate, crush, screen and wash glass sand, to nominally less than 5mm
- improved optical sorting to identify, separate, remove contaminants, quality control and bale paper and cardboard products
- improved and expand baling processes in the CDS separated materials

- improved and expand baling processes in the to enable these streams to be processed separately to prevent cross-contamination of kerbside collected beverage container materials (yellow bin co-mingled), and CDS materials
- technologies for optical sorting capability using material identification through processes like Near Infra-Red, colour and metal sensing
- optimised separation to capture live data for all processed waste streams and process manufacturing capabilities (inbound and outbound)
- an improved plant layout and manual sorting/quality control station ergonomics
- an upgrade to data collection, management, and analysis systems

The new facility is intended to have an annual capacity of approximately 115,000 tpa. This would provide for future growth and population increases in the ACT and the surrounding region and improve the quality and marketability of paper and mixed cardboard, mixed plastics and glass from the ACT and five regional NSW councils.

Construction of the proposal is expected to take about 18 months with procurement to get underway in 2023. Construction timing will be firmed up following the design phase.

3. Key messages

The use of approved key messages through a range of mediums targeting specific stakeholders and the community will provide consistency in the flow of information to stakeholders and the community.

The following key messages will be used throughout the stakeholder and community engagement process and will be updated and refined throughout the project duration.

The construction and operation of the proposal will be of considerable interest to the citizens of the ACT, particularly those nearby. Residents are likely to be interested in local employment opportunities and with this new sustainable waste program.

3.1 FOGO key messaging

The following key messages will be communicated to the wider community and key stakeholders.

- The ACT Government has proposed a dedicated large-scale FOGO processing facility which will have the capacity to process household FOGO collections for the whole of Canberra.
- A FOGO facility will help to divert food waste from landfill and instead turn collected FOGO materials into high-quality compost.
- In the initial phase, up to 50,000 tonnes per annum of FOGO material would be composted, with capacity to increase this to 70,000 tonnes per annum to accommodate growth and collection from surrounding councils.
- The proposed facility would be located in the Hume Resource Recovery Estate, owned by the ACT Government.
- The facility would be constructed with an in-vessel composting system which means delivery and processing are contained within a building to reduce odour in surrounding areas and control stormwater runoff into the surrounding environment.
- We will keep the community and stakeholders informed throughout the concept design and EIS phase and will provide opportunities for feedback. Enquiries: communityengagement@act.gov.au.
- The proposal will support the diversification and expansion of the ACT's industrial base and employment growth while helping to achieve the important 90% resource recovery target set out in the ACT Waste Management Strategy.
- Composted FOGO material would be available to purchase by the community and commercial avenues to go back into Canberra's parks and gardens, supporting the ACT's and Australia's circular economy.

3.2 MRF key messaging

The following key messages will be communicated to the wider community and key stakeholders.

- The ACT Government is proposing to construct a new state-of-the-art MRF to recycle materials.
- The new MRF will boost the facility's capacity to process up to an average of 115,000 tonnes per annum to accommodate growth and collection in the quality and marketability of paper, mixed cardboard, mixed plastics and glass.
- The facility will remain in the Hume Resource Recovery Estate utilising Block 6 and Block 10, Section 25 Hume.
- New technology at the new plant will deliver the capacity to sort, separate, and process materials for the whole Canberra region, creating higher quality resources with higher value uses including remanufacturing.
- The new equipment/technology available at the new facility could include:
 - optical scanning equipment to identify and separate different types of plastics
 - better screening technology to reduce contamination in paper and cardboard recycling
 - glass washing facilities to provide better quality crushed glass 'sand' products that can be used in a wider range of products
 - plastic washing and 'flaking' facilities – the flaking process breaks the washed plastic into small pieces, providing a clean product ready for local markets.

- We will keep the community and stakeholders informed throughout the concept design and EIS phase and will provide opportunities for feedback. Enquiries: communityengagement@act.gov.au.
- The proposal will support the diversification and expansion of the ACT's industrial base and employment growth while helping achieve the important 90% resource recovery target set out in the ACT Waste Management Strategy

4. Stakeholder engagement

Engagement and consultation should aim to identify and understand the issues and concerns of the stakeholders and community regarding the proposals, including their construction and operation so that these concerns can be adequately addressed, both directly to the community and within the design and EIS of both of proposals. It is critical that decisions, activities, and behaviours complement and support each other to ensure a streamlined approach to communication and engagement and to minimise confusion for businesses, community members, external stakeholders and organisations.

The objectives of engagement for the proposals are:

- build and maintain relationships with the community and stakeholders
- ensure that a broad range of the local community and stakeholders are informed about the proposal and given the opportunity to provide feedback
- provide the community and stakeholders with an opportunity to ask questions and to identify areas of concern with respect to the proposal
- provide direct feedback to the project team during all stages of the proposal and develop solutions that address community expectations where possible
- effectively and proactively identify and manage issues
- manage stakeholder feedback and complaints in a timely, respectful way
- monitor and evaluate stakeholder feedback to measure success
- build community and stakeholder confidence in the ACT Government and the decisions it makes.

The engagement approach is designed to build credibility and strengthen the proposal's reputation, and ultimately the reputation of ACT Government.

The engagement approach will be guided by:

- The Core Values and Code of Ethics of the International Association for Public Participation (IAP2).
- The scoping document for the EIS, specifically relating to community and stakeholder consultation

Nearby residents and local community groups, such as those who have previously raised concerns about windblown litter, odour and traffic within Hume and surrounding suburbs will be engaged so that the project team can understand and address their concerns and provide information about mitigation strategies. Proactive strategic engagement is crucial to support the project team in:

- Mitigating community concerns.
- Managing community and stakeholder expectations.
- Informing the community about the proposal's progress.
- Highlighting where and how the community can be expected to be engaged in the proposal.
- Providing stakeholders and the community with the opportunity to be involved in the planning, design and environmental assessment stages of the proposal.
- Building a support base for the proposal.

Figure 2 below provides an overview of the engagement approach.

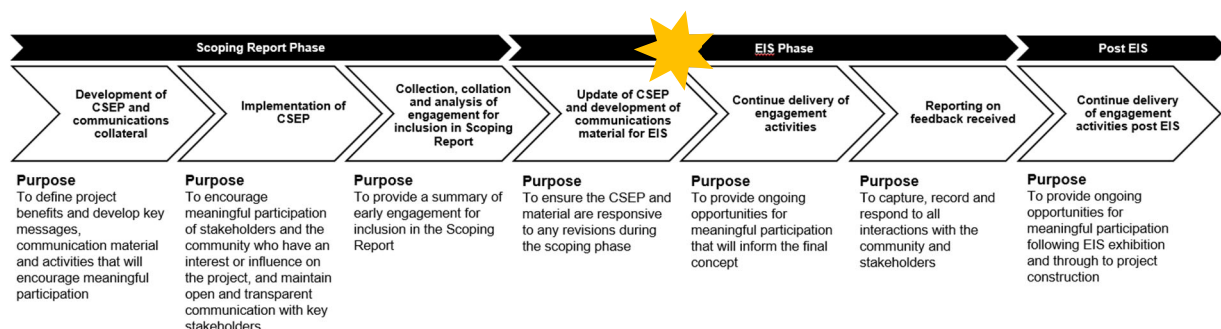


Figure 2 Overview of the engagement approach

4.1 Stakeholder mapping

In developing this CSEP, consideration has been given to the engagement undertaken at the MRF.

Further analysis will be conducted to understand the potential specific concerns that may be raised during the proposal. The analysis presented in Table 3 identifies the recognised stakeholders, their potential concerns and areas of interest, as well as the method of engagement proposed for each stakeholder group.

Table 1 identifies the key issues to be addressed during the engagement process.

Table 1 Impacts table

Primary	Secondary
Air quality (odour)	Indigenous heritage (currently in progress with Navin Officer)
Land use	Biodiversity (threatened woodland and native species)
Litter	Nature conservation
Traffic, transport and access	Water quality & Hydrology
Noise and vibration	Visual amenity
Waste disposal	Socio-economic and Health
Biosecurity	
Hazards (fire/bushfire)	

4.1.1 International Association for Public Participation

Our engagement approach will be guided by the Core Values and Code of Ethics of the International Association for Public Participation (IAP2). As outlined the figure below, the level of participation for the EIS stage of the proposal is advised to be at the ‘Inform’ and ‘Consult’ levels.

This spectrum is based on the level of community and stakeholder impact of the proposal to ensure adequate feedback is received from the community. Involving the community and stakeholders at these levels will ensure that concerns and aspirations are directly reflected in the concept design and EIS, where feasible, and to provide feedback on how community and stakeholder input influenced the decision-making process.

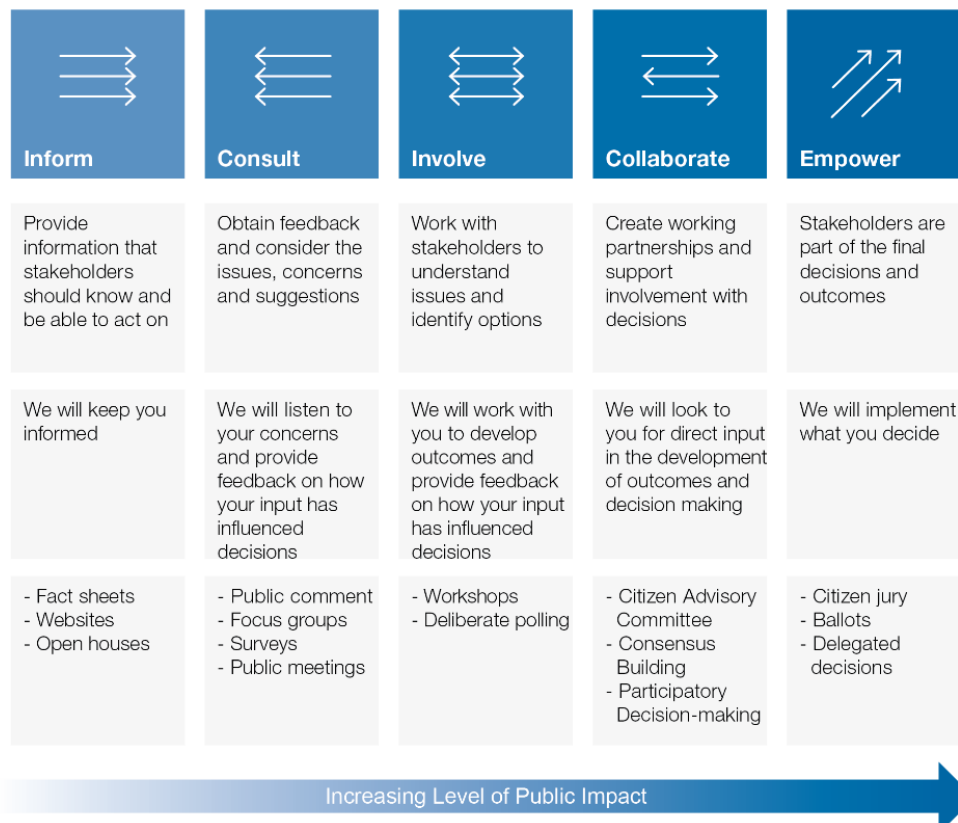


Figure 3 IAP2 Public Participation Spectrum

4.1.2 Stakeholders and community groups

Each community is important and unique. Engagement activities will be tailored to clearly respond to community and stakeholder concerns regarding the proposal. Understanding the needs of the community, stakeholder groups, and key audiences will be necessary to tailor the engagement approach and to meet the project requirements for engagement.

The proposal sites are located approximately one kilometre from Low Density Suburban Areas and is situated in proximity to potential sensitive environmental zones. Our view of the community falls into three categories: directly impacted, indirectly impacted and broader community.

Table 2 Community overview

Community	
Directly Impacted	– Community members who own, live or work at properties impacted by the proposal's operation or construction
Indirectly Impacted	– Community members who own, live or work at properties located adjacent to, or near the project
Broader community	<ul style="list-style-type: none"> – Wider community within project area – Community groups – Local businesses – Canberra Airport – Media – Environmental groups

This community has several sensitive receivers located close to the proposals (ranging from 500 metres to three-kilometres). Sensitive receivers are typically regarded as residential properties, schools, childcare centres, aged-care facilities, hospitals, neighbouring businesses and tourism related facilities or businesses.

Characteristics of the community include:

- Neighbouring suburbs of: Farrar, Fadden, MacArthur, Tralee, Gilmore and Jerrabomberra
- The proposal sites are accessed via Recycling Road, which is connected to John Cory Road and Mugga Lane
- Situated within a two-kilometre proximity to the proposed Southern Memorial Park (cemetery and crematorium)
- The broader locality is dominated by low density residential properties to the west of the site
- The surrounding suburb of Hume, including several businesses across the Monaro Highway
- Neighbouring services of ACT Recycling, Mugga Lane Solar Park and Soft Landing Mattress Recycling Act, who use John Cory Road as access
- North of the boundary of the site is classified as Rural Land
- South and majority of surrounding area is General Industrial Land
- Transport Canberra and City Services own the proposal site
- There are protected reserves including of Wanniasa Hills Nature Reserve and Gilmore Horse Paddocks within two kilometres of the proposal
- Dog Trap Creek lies less than one kilometre North-West of the site.

4.1.3 Stakeholder identification and risk analysis

The proposal is located near the Hume Industrial Estate on the outskirts of Canberra. It is expected the local stakeholder and community concerns will relate to traffic, construction and noise impacts with development and operation as well as the potential for odour and litter associated with the nature of the proposal. Table 3 below provides an overview of stakeholders who may have an interest in the proposal. The table identifies stakeholders, their potential concerns and areas of interest, as well as the proposed method of engagement with these groups. This table will remain dynamic as the consultation continues. Several sensitive receivers are located within two kilometres of the site such as the communities of Farrer, Fadden, Gilmore and MacArthur, requiring targeted engagement. These stakeholders may either be impacted by the proposal or influence the proposal.

Table 3 Stakeholder identification and risk analysis

Category	Stakeholder	Level of interest / influence	Potential concerns or areas of interest	Method of engagement
Government Agencies	<ul style="list-style-type: none"> - Environment, Planning and Sustainable Development Directorate - Environment Protection Authority - ACT Heritage Council - Emergency Services Agency (ESA) - Transport Canberra and City Services (including Development Coordination, Infrastructure Delivery and Roads ACT) 	High/High	<ul style="list-style-type: none"> - Ratepayer concerns and feedback - Increased volume of traffic on the local road network as a result of construction - Visibility of the project (including construction activities), reducing the amenity of nearby residents. - Waste generation and management during construction and operation - Dust emissions generated during construction activities - Fire safety with storage of materials during construction and operation 	<ul style="list-style-type: none"> - Ongoing engagement via senior GHD team member on this project - Agency consultation via planning focus meeting - Collaboration between relevant TCCS project managers/departments.
Local Governments	<ul style="list-style-type: none"> Canberra Region Joint Organisation - Bega Valley Shire Council - Eurobodalla Shire Council - Goulburn Mulwaree Council - Hilltops Council - Queanbeyan-Palerang Regional Council - Snowy-Monaro Regional Council - Snowy Valleys Council - Upper Lachlan Shire Council - Wingecarribee Shire Council - Yass Valley Council 	High/Medium	<ul style="list-style-type: none"> - Alignment with CRJO visions and Canberra Region three-point plan - Potential for increased economic opportunities - Activation of Canberra and surrounding regional areas - Using renewable energy and promoting sustainability - Climate change mitigation - Leveraging growth opportunities - Visual Amenity - Waste generation and management during construction and operation - Ecological and environmental impacts 	<ul style="list-style-type: none"> - Letter notifying about proposal (including a link to project page and a one page factsheet) - Email contact: communityengagement@act.gov.au

Category	Stakeholder	Level of interest / influence	Potential concerns or areas of interest	Method of engagement
Communities / Landowners Residents located within two-kilometres of the site	<ul style="list-style-type: none"> - Farrer - Fadden - Macarthur - Tralee - Gilmore - Jerrabomberra - Hume 	High/Medium	<ul style="list-style-type: none"> - Noise - Visual Amenity - Air Quality and odour - Construction impact including change to traffic - Operational Impacts - Site contamination of the soil and water - Change of traffic, increase of heavy vehicle movement - Bushfire risk / fire safety - Waste generation during operation and construction 	<ul style="list-style-type: none"> - Letter notifying about proposal (including a link to project page and a one page factsheet) - Email contact: communityengagement@act.gov.au - Briefings and community info sessions - Door knocks if needed
Environmental groups/organisations	<ul style="list-style-type: none"> - Molonglo Conservation Group - Mount Mugga Mugga ParkCare Group - Tuggeranong Conservation Group - ACT Australian Conservation Foundation Community - ACT Herpetological Association - Australian Native Plants Society Canberra - ACT Equestrian Association - Jackie Howe Roustabouts Landcare Group - Southern ACT Catchment Group - ACT Parkcare 	Medium/Medium	<ul style="list-style-type: none"> - Biodiversity - Ecological and environmental impacts - Alteration of current landscape with the spread of weeds and pests during construction and operation 	<ul style="list-style-type: none"> - Stakeholder email including information on the proposal and a link to the project page. - Email contact: communityengagement@act.gov.au - Briefings and community info sessions
Local Communities / Associations	<ul style="list-style-type: none"> - Community Council - Weston Creek Community Council - Jerrabomberra Residents Association 	Medium/Medium	<ul style="list-style-type: none"> - Biodiversity - Ecological and environmental impacts - Noise - Visual Amenity - Air Quality and odour 	<ul style="list-style-type: none"> - Stakeholder email including information on the proposal and a link to the project page. - Email contact: communityengagement@act.gov.au

Category	Stakeholder	Level of interest / influence	Potential concerns or areas of interest	Method of engagement
	<ul style="list-style-type: none"> - Tuggeranong Community Council - Woden Valley Community Council - Belconnen Community Council - Gungahlin Community Council - Molonglo Valley Community Forum - Inner North Community Council 		<ul style="list-style-type: none"> - Construction impact including change to traffic - Operational Impacts - Site contamination of the soil and water - Change of traffic, increase of heavy vehicle movement - Bushfire risk / fire safety - Waste generation during operation and construction 	<ul style="list-style-type: none"> - Briefings and community info sessions (noting may also request we attend their relevant monthly meeting)
Airport and related services	<ul style="list-style-type: none"> - Canberra Airport - Toll Southcare Rescue Helicopter team (ACT Ambulance, ACT Health and Toll) 	Medium/High	<ul style="list-style-type: none"> - Ensuring the facility complies with the National Airport Safeguarding Framework (NASF) guidelines of managing the risk of wildlife strikes - Traffic impacts - Operational impacts - Building heights 	<ul style="list-style-type: none"> - Ongoing engagement via senior GHD team member on this project - Attendance at regular TCCS and Canberra Airport catch-ups
Local Businesses	<ul style="list-style-type: none"> - Soft Landing Mattress Recycling ACT - Humeweight Bridge - 4Site - Hume Truck Wash - Canberra Auto Accessories - Spacy Storage Hume - Aramex Canberra - Mugga Lane Solar Park - ACT Skip Hire - Re. Group - Mugga Lane Resource Management Centre - Rose Cottage - Hume Industrial Precinct 	Medium/ Medium	<ul style="list-style-type: none"> - Noise - Visual Amenity - Air Quality and odour - Construction impact including change to traffic - Operational impacts - Site contamination of the soil and water - Change to traffic, increase of heavy vehicle movement - Coordination of various infrastructure projects in the vicinity and their combined impacts. 	<ul style="list-style-type: none"> - Letter notifying about proposal - Link to website page - Project fact sheet - Access Canberra phone number - communityengagement@act.gov.au - Briefings and community info sessions - Door knocks if needed

Category	Stakeholder	Level of interest / influence	Potential concerns or areas of interest	Method of engagement
ACT Government project team for the proposed Southern Memorial Park	<ul style="list-style-type: none"> – Cemetery precinct proposed near to the site on Mugga Way – Related stakeholders in this proposal 	Medium/ Medium	<ul style="list-style-type: none"> – Noise – Visual Amenity – Air Quality and odour – Construction impact including change to traffic – Operational impacts – Site contamination of the soil and water – Change to traffic, increase of heavy vehicle movement 	<ul style="list-style-type: none"> – Coordination between the two ACT Government project officers for both projects – All communications collateral and relevant project documentation to be shared as required. – Standing invites to 'project control group' meetings (or similar).
ACT Government project team for the Monaro Highway upgrade project	<ul style="list-style-type: none"> – Preliminary sketch plan design services are to commence mid-2022 for the Hume mid-block and Isabella Drive interchanges. – This includes a new Hume flyover on the Monaro Highway connecting Mugga Lane and Tralee Street (the existing Monaro Highway right turn into and out of Mugga Lane will be closed off). 	Medium/ Medium	<ul style="list-style-type: none"> – Operational impacts – Change to traffic, increase of heavy vehicle movement 	<ul style="list-style-type: none"> – Coordination between the two ACT Government project officers for both projects – All communications collateral and relevant project documentation to be shared as required. – Standing invites to 'project control group' meetings (or similar).

5. Engagement implementation

5.1 Methods of engagement

A range of consultation and communication tools will be used to achieve engagement objectives. A summary of the tools is provided below.

Table 4 Engagement tools

Method	Description
Meeting (face to face)	One on one or small formal group meetings to discuss issues and concerns in more detail – face to face meetings are to be used where stakeholders have limited access to technology.
Virtual or face to community information sessions / workshops	A structured tool to facilitate working with small groups of stakeholders to identify issues and concerns to inform engagement and communication
Letterbox drop / door knocking	Letters to directly affected residents, businesses i.e., those located within approximately four-kilometres of the proposal site and other stakeholders who had registered to be kept informed – advising them of the community information sessions, the EIS exhibition and providing contact details for the proposal.
Project page	Project pages will be established on the City Services website providing a one-stop shop for all information relating to the projects and opportunities to provide feedback. Links will also be made available on an overarching waste YourSay page.
Social Media	Social media and other platforms such as regionalised Our Canberra content do represent meaningful ways to engage – particularly to elicit feedback from those who have an opinion but may not take the time and effort to write a formal submission. This could include boosted Facebook advertisements to extend reach.
Stakeholder emails	Emails to community/environmental stakeholders to provide information about the project and encourage dissemination of information. Emails to relevant NoWaste distribution lists (Single Use Plastics, FOGO, Circular Economy) to provide information about the project.
Posters/signage	Posters on noticeboards at local shopping centres within the ‘directly impacted’ area providing a QR code link to the project pages. Signage installed at ACT Government waste/recycling facilities to raise awareness of the proposals. Examples include Mitchell and Mugga Lane Resource Management Centres, Container Deposit Scheme drop-off points.
Pop-up stalls	Booth set up at shopping centres and key locations to engage stakeholders face-to-face.
BAU collateral: Frequently Asked Questions (FAQs), one pagers, ppt presentations	Project FAQ, fact sheet tailored to the community to support the project team in providing information about the project, ppt master presentation to be used in meetings.

5.2 Draft engagement action plan

GHD will continue to work with ACT NoWaste to implement the engagement action plan highlighted below. The dates listed below are indicative and subject to change depending on the status of the project.

Table 5 Tactical Action Plan (TAP)

Phase	Date	Action	Notes	Inputs from ACT NoWaste
Planning	JAN 2023	Final update to CSEP (with one round of changes)	Finalise CSEP based on TCCS feedback	Approval of CSEP
		Issue briefing on project to internal government representatives	Task to be led by ACT NoWaste – placeholder based on discussions last week.	ACT NoWaste to lead activity with support from GHD.
Planning	1 month prior to engagement	Preparation of project materials and collateral Project factsheet Briefing packs	<ul style="list-style-type: none"> – Project scope – Benefits – Timeline of design development – Next steps – How to provide feedback – Contact details <p>These collateral items will be used for distribution for community members, and to guide discussion during briefing meetings with key stakeholders.</p>	Review of collateral items
Planning	1 month period to engagement	Confirm engagement dates and initiate contact	<p>In addition to preparing the proposal materials and collateral, GHD work with TCCS to gather contact details for the local community, businesses / residents for TCCS Comms to send through an invitation for the CIS. The team will also prepare the communications collateral for the CIS, including:</p> <ul style="list-style-type: none"> – Distribution of a project fact sheet/newsletter – Preparation of email scripts to send out to the wider community – Ensuring that MS teams/Zoom is accessible – Preparation of a guide on How to use 'MS Teams/Zoom' – PowerPoint Presentation with technical inputs and relevant images – Run sheets for CIS and community/interest groups – Frequently Asked Questions (FAQs) – Providing drone imagery footage as appropriate for improved visual communication. 	TCCS to coordinate internal approvals and distribution.

Phase	Date	Action	Notes	Inputs from ACT NoWaste
			All project materials and collateral will be provided to the client	
Planning	1-2 weeks prior to engagement	Finalising collateral Invitations for CIS and Meetings	The final communications collateral will include: <ul style="list-style-type: none"> – Distribution of a project fact sheet/newsletter – Preparation of email templates to send out to the wider community – Ensuring that MS Teams/Zoom is accessible for all project team members who will be attending – Preparation of a guide on How to use 'MS Teams/Zoom' – PowerPoint Presentation with technical inputs – Run sheets for CIS and community/interest groups. – Frequently Asked Questions (FAQs) All project materials and collateral will be provided to the client to coordinate internal approvals and distribution.	
Launch	Launch date	Digital distribution of the communication material and exhibition information	Community forums and information session feedback forms to be announced in online digital platforms, including: City Services website Our Canberra EDM (electronic digital marketing) ACT Government social media channels	Distribute / launch engagement
Launch	TBC	Distribution of posters/signage at ACT NoWaste locations	Posters to be installed at local shopping centres in the directly impacted area. Signage to be installed at various ACT NoWaste locations	Distribute / install posters and signage
Delivery	TBC	Targeted meetings – community/environmental Interest Groups	Four, one hour in person meetings to be held on the same day with the community interest groups at a suitable venue. <ul style="list-style-type: none"> – Project fact sheet/newsletter – How to use MS Teams/Zoom guide – Frequently Asked Questions (FAQs) document – Contact details GHD will organise for a junior engagement staff member to take notes during the two meetings.	Issue fact sheet / other briefing docs prior to engagement discussions
Delivery	TBC	Community Information Session (CIS) (weekend)	GHD will organise for a senior engagement staff member to coordinate and facilitate a three-hour weekend drop-in style community information session. TCCS Comms will send through a communications pack to the community interest groups in advance, to provide them with background information. This pack will include: <ul style="list-style-type: none"> – Project fact sheet/newsletter 	TCCS to coordinate distribution of additional project information and to attend the information session.

Phase	Date	Action	Notes	Inputs from ACT NoWaste
			<ul style="list-style-type: none"> – How to use MS Teams/Zoom guide – Frequently Asked Questions (FAQs) document. <p>GHD will organise for a junior engagement staff member to take notes during the CIS. Feedback received from the CIS will be noted and addressed in the Detailed Design.</p> <p>All project materials and collateral will be provided to the client to coordinate internal approvals and distribution.</p>	
Reporting	Closure of engagement period	Collation of feedback	<p>GHD will prepare a summary memorandum outlining the feedback and concerns raised at the CIS and the targeted stakeholder meetings. Upon receiving feedback, we will analyse and incorporate this information into the consultation outcomes report.</p> <p>GHD have allowed for the analysis of 40 submissions and one round of feedback from the client.</p> <p><i>NB: GHD will provide ongoing and timely feedback to all internal specialists and project team members, in relation to the submissions and feedback received from all communication channels, as the consultation and engagement progresses.</i></p>	One round of consolidated comments in response to issues raised
Reporting	Closure of engagement period	Summarise feedback and preparing memorandum	<p>GHD will prepare a summary of the feedback from the two community meetings for the project team. GHD will endeavour to categorise the feedback into key themes and aim to liaise with the technical team and the client to ensure that all information has been captured.</p> <p>The summary of feedback will be provided to the client to coordinate internal approvals.</p>	One round of consolidated comments
Reporting	Closure of engagement period	Consultation outcomes report	<p>GHD will prepare a consultation outcomes report which will form a chapter to support the EIS. GHD will endeavour to categorise all the feedback received (from the CIS and the meetings) into key themes and aim to liaise with the technical team and the client to ensure that all information has been captured and adequately addressed in the EIS.</p> <p>The consultation outcomes report will be provided to the client to coordinate internal approvals and public release.</p> <p><i>NB: While report preparation will commence in May, this timeframe allows for ongoing receipt of submissions and feedback for six weeks of engagement.</i></p>	One round of consolidated comments
	Ongoing	Logging community interactions	<p>GHD will log all enquiries and interactions with the community/stakeholders into a communication log. The engagement team will endeavour to provide accurate information by preparing a list of approved Frequently Asked Questions (FAQs) to answer all enquiries. If there are questions which are not on the FAQs list, the team will note down the contact details of the community member/stakeholder and the questions and ask the technical team to provide input before providing them with the information.</p>	Issues response and escalation where required.

6. Reporting and evaluation framework

Upon the completion of the stakeholder engagement activities, the GHD team will prepare a Stakeholder Engagement Outcomes Report for the draft and final submission of each EIS. This document should form a chapter in the EIS documentation and made public.

This report will include:

- a summary of the engagement activities as detailed in the engagement program, and how the community and stakeholders participated in preparation of the EIS
- a list of the issues, concerns or feedback which were raised during all engagement activities and how they have been addressed in the concept design and/or EIS.

6.1 Engagement register

The proposal will generate correspondence from community members and stakeholders. Accurately recording this feedback from the beginning is crucial to the success of managing the community engagement process and for demonstrating meaningful engagement.

The Engagement Register Excel spreadsheet is advised to be used to record all inbound and outbound stakeholder communications that are undertaken by GHD throughout the proposal. It will be important to ensure all parties (including the persons who manage the project) are instructed on their responsibilities, given clear instruction and know how to get further advice or support as required.

GHD will use the information contained in the Engagement Register to inform the preparation of the EIS consultation chapter.

6.2 Meeting and event minutes

GHD will conduct the following arrangements to be undertaken for the documentation of meetings, conversations, and community information sessions:

- GHD to take notes during the consultation engagement process
- Minutes will be drafted and circulated within three business days and sense checked by a second person.
- The tone and style will be consistent, and a template should be used for all meetings.
- Copies will be filed in a central location and a record of the discussion noted in the Engagement Register.

6.3 Enquiries and complaints management

Responding to enquiries and complaints promptly and effectively is central to effective project communications and building relationships with stakeholders and the community.

Enquiries and complaints may be received directly by members of the project team via the Access Canberra phone number and the community engagement email address managed by the TCCS Communications team. All project communication materials will contain these central contact details.

6.4 Consultation Outcomes Report

The outcomes of community and stakeholder engagement will be documented in outcomes reports at the end of each engagement phase. These reports provide key inputs to the EISs and government decision making. They outline:

- Engagement activities undertaken during each phase of each proposal.

- What was heard from community via all engagement tools.
- How that feedback has been considered by the team.
- How feedback has influenced the proposal.

More specifically, the consultation outcomes report will inform the EISs and will detail:

- A summary of the engagement activities and how the community and key stakeholders have contributed to the preparation of the EIS.
- How feedback was incorporated into the design and what its value is in relation to the long-term objectives for the proposal.
- The issues and concerns that were raised by the community and key stakeholders during the consultation and engagement activities and how these have been addressed in the EIS and the design.

6.5 Submissions report

Following the formal public EIS exhibition period of 20 working days, a Submissions Report may need to be prepared for each proposal. If required, these reports should include:

- an overview of the issues raised in the submissions received
- response to the issues raised in the submission, including any subsequent meetings or engagement required to address submissions
- any changes made to the proposal or mitigation measures included as a result of the submissions received
- the planned approach to engaging with the community and stakeholders through construction and operation if the proposal is approved.



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→ **The Power of Commitment**

Appendix B

Presentation to community

ACT Government

Hume Material Recovery Facility (MRF)

Hume Food Organics and Garden Organics (FOGO) Facility

Welcome



ACT
Government

ACT Government

'I wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region. I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. I would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today's event.'



ACT
Government

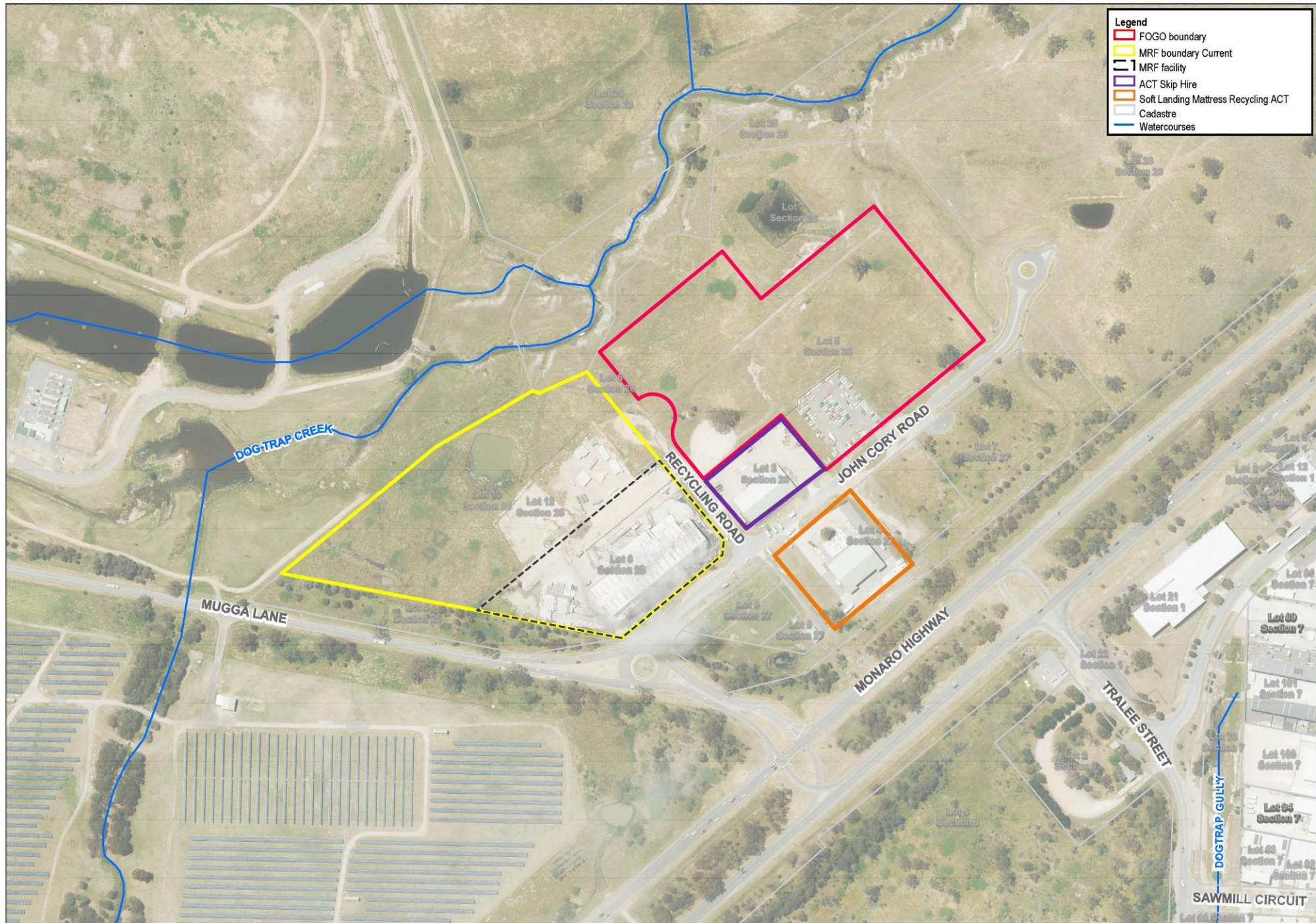
What is the project?

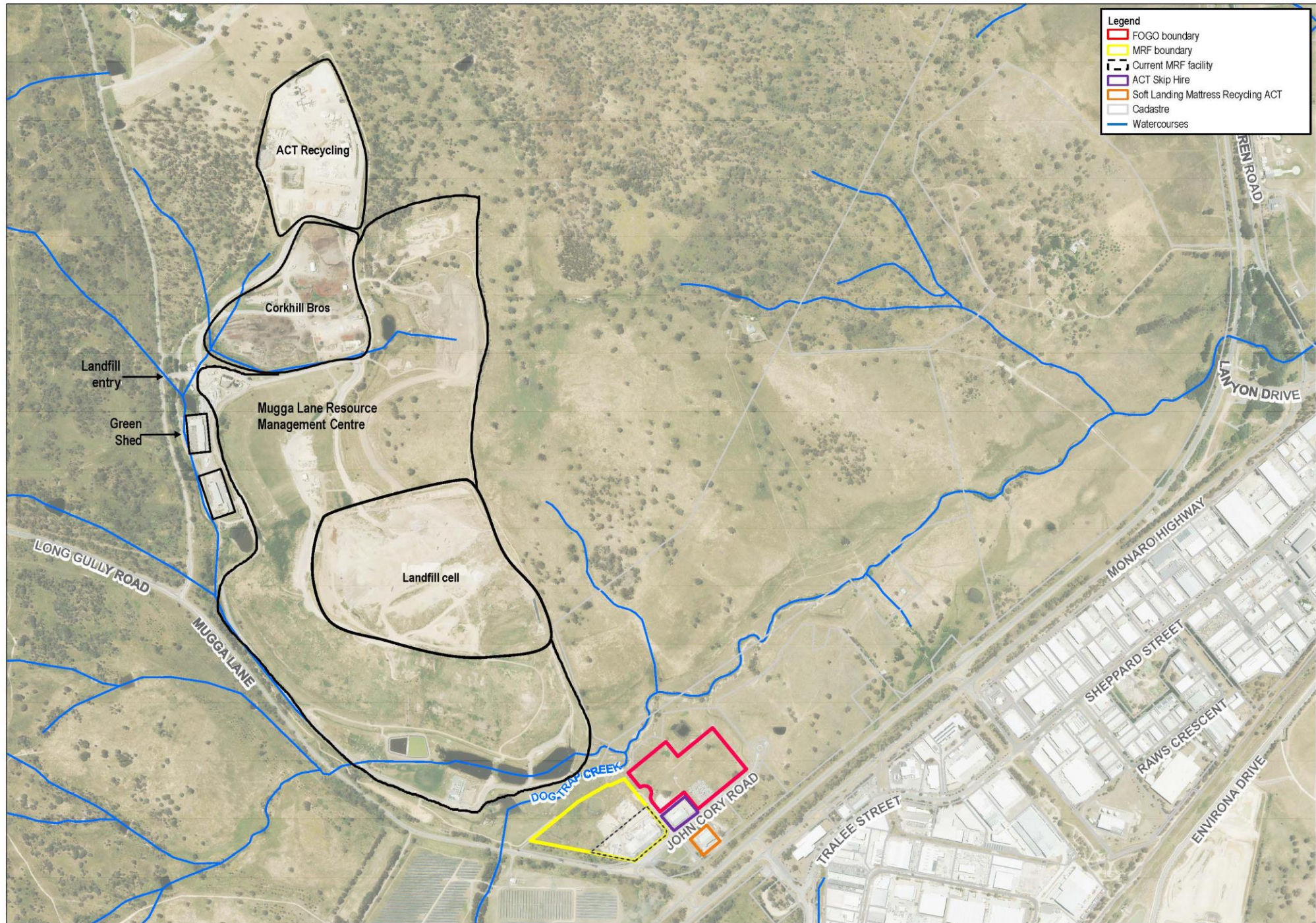
The ACT Government is proposing to:

- Replace and upgrade the Materials Recovery Facility (MRF)
- Construct a Food Organics and Garden Organics (FOGO) Facility

Both facilities will be located in Hume in the industrial Resource Recovery Estate, and will contribute to meeting resource recovery and emission reduction targets of the ACT.







Why do we need these facilities?

Why do we need a FOGO facility?

- The ACT Government has identified the diversion of FOGO from landfill as a key action to achieve resource recovery and emissions reduction targets
- The community has raised concerns about the ongoing and increased odour issues from the landfill

Why a new MRF?

- Currently transporting recycling interstate as the existing facility was lost due to fire.
- The Australian Government has placed bans on exporting waste overseas for processing.
- A partnership between the Australian and ACT Governments will provide \$21 million to the MRF to better separate and process paper, glass and plastic.

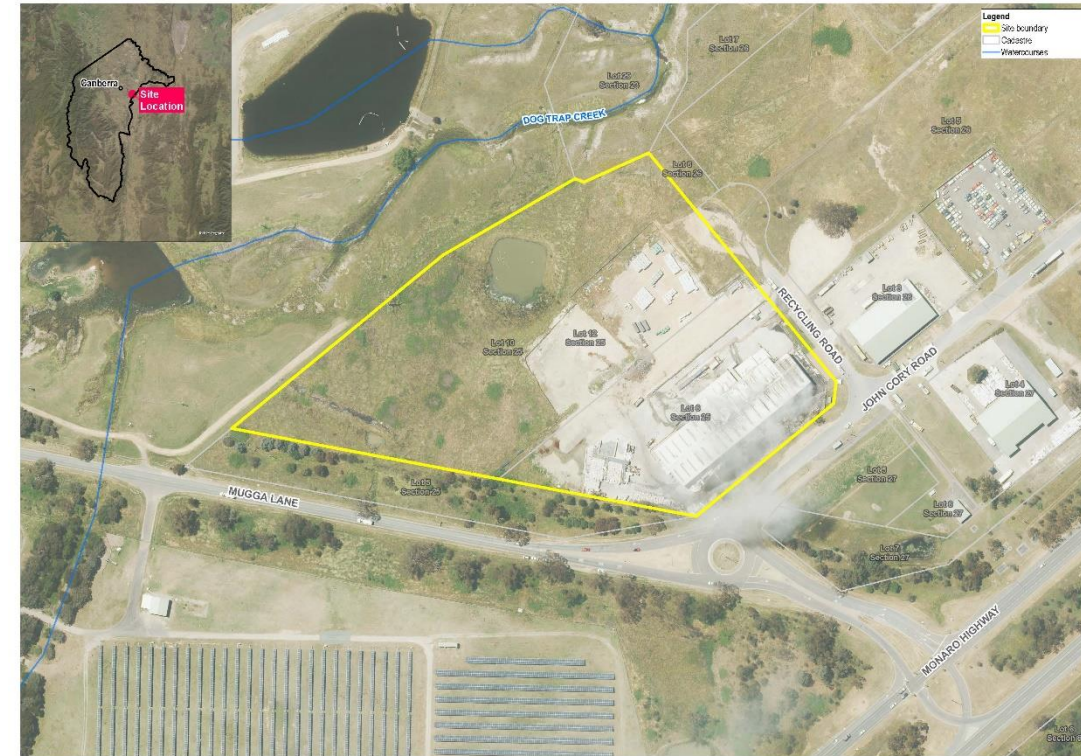
What are the benefits?

- Reduce waste to landfill and production of harmful greenhouse gases.
- They will provide reusable products and circular economy opportunities for the region.
- These practices seek to promote the ACT's Strategy and support the ACT Government's policies including:
 - ACT Waste Management Strategy
 - Canberra's Living Infrastructure Plan: Cooling the City .
 - ACT Climate Change Strategy
 - Waste Management and Resource Recovery Act 2016
 - ACT Draft Circular Economy Strategy (2022)
- Both facilities will provide direct and indirect employment opportunities during construction and operation for the community leading to social and economic benefits for the local community.
- They will support the diversification and expansion of ACT's industrial base.
- They will increase ACT base economy.

Materials Recovery Facility (MRF)



- MRF stands for **Materials Recovery Facility**.
- The existing MRF was significantly damaged by a fire in late 2022.
- The new MRF will:
 - sort, separate and process recycling collected from household yellow bins, local councils, and private businesses in the ACT
 - have a processing capacity of up to 115,000 tonnes per year. This is an increase from 65,000 tonnes per year
 - provide for future growth and population increases in the ACT and surrounding region,
 - have modern firefighting detection and fire suppression technologies.
 - Intended to include secondary processing such as glass and plastic washing and cutting to be turned into new recycled products.



MRF Concepts and Examples



Indicative Concept Layout



Example materials sorter

Example bales



Example enclosed facility



Example materials sorter



Example receiptal

Food Organics and Garden Organics (FOGO) facility



- FOGO stands for ***Food Organics and Garden Organics***
- The facility will:
 - divert FOGO from landfill
 - reduce greenhouse gases and odour using an in-vessel composting process in an advanced technology fully indoor facility with an odour-controlled waste receiver air and forced aeration.
 - turn food scraps and garden waste into valuable compost.
 - process 50,000 tonnes of FOGO material per year with the option to increase processing to 70,000 tonnes per year to meet future demand.
 - produce about 28,000 tonnes of compost each year to be sold back to businesses and the community.



FOGO Facility Concepts and Examples



Indicative Concept Layout



Example tunnel



Example odour control system (humidifier) upstream of biofilter



Example tunnel partially filled with compost



Example receival building



Example negative pressure air duct

EIS Studies and Process

- Undertaking Studies and preparing the EIS in line with Scoping document including:
 - **Traffic**
 - **Noise, odour**
 - **Hazards, bushfire**
 - **Heritage and Ecological values**
 - **Water management**
- The draft EIS will respond to the impacts and propose mitigations to ensure the facilities possible impacts are measured and managed.
- Expect to lodge a draft EIS later this year
- The draft EIS will then be on public exhibition for public and agency comment.
- The draft EIS will be revised to take into consideration the comments received before a final EIS is lodged with EPSDD to be considered by the Authority.



Where to get more info?

We value your feedback, if you have any questions or would like to know more about the Hume FOGO facility and MRF, please contact our project team on:

Phone: 13 22 81

Email: communityengagement@act.gov.au

Website:

<https://www.cityservices.act.gov.au/Infrastructure-Projects/programs/waste-and-recycling-infrastructure/eis-for-new-processing-facilities>



ACT
Government

Appendix C

Community letter



Dear resident,

Proposals for new recycling and food waste facilities in Hume

The ACT Government is committed to building a circular economy and delivering the infrastructure our growing city needs to process recycling and food and garden organic waste.

In late 2022 the ACT's Materials Recovery Facility (MRF) in Hume was destroyed by fire. The ACT Government is currently transporting the ACT's recycling to facilities in other states and territories for processing and the cost of this is unsustainable in the long term.

The Government is expediting the new MRF to be built on Recycling Road in Hume by undertaking a single stage tender to ensure the facility is built as soon as possible. A pre-tender notice will be released this month about the MRF project to inform the market and generate interest.

A new Food Organics and Garden Organics (FOGO) facility is also proposed in the Hume Resource Recovery Estate on John Cory Road. A FOGO facility is essential to delivering a Canberra-wide FOGO collection service which will divert food waste from landfill, reduce harmful greenhouse gases and turn food waste into compost instead.

It is anticipated the new MRF will be operational in 2025, while the ACT's first FOGO processing facility will be operational in 2026. These timeframes are subject to environmental and planning approvals along with successful procurement processes.

Development of Environmental Impact Statements

Both facilities require the preparation of an Environmental Impact Statement (EIS) which the ACT Government is currently preparing. The EISs consider all the environmental, social and economic impacts associated with the proposals and ensure any adverse impacts are avoided, minimised and mitigated.

The ACT Government is holding three upcoming drop-in information sessions to allow the community to understand the proposals, ask questions and provide feedback to inform the EIS development.

The community are invited to provide feedback by 5 June 2023.

Session 1	Session 2	Session 3
Date: Wednesday 24 May 2023	Date: Saturday 27 May 2023	Date: Wednesday 31 May 2023
Time: 3.30pm to 5.30pm	Time: 10.30am to 12.30pm	Time: 10.30am to 12.30pm
Location: Tuggeranong Library, Cowlshaw Street, Greenway	Location: Chisholm Village Shopping Centre	Location: Mawson Southlands Shopping Centre

For more information or to contact us

Please visit cityservices.act.gov.au, call 13 22 81 or email communityengagement@act.gov.au

Regards

Bruce Fitzgerald
Executive Group Manager, Infrastructure Delivery and Waste
Transport Canberra and City Services

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