February 2015

UNIVERSITY OF CANBERRA

Commonwealth Environmental Water Office

Long Term Intervention Monitoring Project

 Lachlan River System

Appendix 2

Communication and Engagement

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1. Appendix 2: Communication and Engagement

This Appendix provides details regarding:

* Lachlan LTIM Reference Group
* Landowner relationship.
* Stakeholder needs analysis and reasons for engagement.
* Stakeholder expectations and risk management.
1. Lachlan LTIM Reference Group
	* 1. Purpose

The Lachlan LTIM Reference Group will provide a forum for the exchange of information and intelligence that supports the implementation of the LTIM Project, through effective coordination of environmental watering, and monitoring and evaluation.

* + 1. Authority

The Lachlan LTIM Reference Group will be organised, operated and Chaired by Dr Fiona Dyer, University of Canberra, under these Terms of Reference approved by the CEWO.

The Lachlan LTIM Reference Group has no executive powers, supervisory functions or decision-making authority in relation to the LTIM Project. It is an operational group tasked with a general support and advisory role.

* + 1. Objectives:

The Lachlan LTIM Reference Group will facilitate:

* Effective coordination between environmental water delivery partners and other relevant monitoring and evaluation projects and groups, including relevant advisory bodies, such as the Lachlan Riverine Working Group
* Communication to environmental water managers of any information that would improve environmental water management
* Exchange of information and intelligence relevant to improving the implementation of the LTIM Project, as well as improve the efficacy of environmental watering activities to support adaptive management on both a short-term (preliminary observations during watering events) and longer-term (evaluation outcomes)
* The identification, communication and management of any issues, risks or opportunities relevant to the LTIM Project.
	+ 1. Membership

The Lachlan LTIM Reference Group includes agencies involves in the successful delivery of the Lachlan LTIM Project. This includes: organisations directly and indirectly responsible for delivering LTIM Project deliverables; representatives from organisations involved in environmental water planning and delivery.

The Reference Group comprises the members listed in Table 1 who have been nominated by the project lead and agreed to by the CEWO.

Table 1. Lachlan LTIM Reference Group membership (as at April 2014)

|  |  |
| --- | --- |
| NAME/POSITION | AGENCY |
| Fiona Dyer (Chair)  | Institute for Applied Ecology, University of Canberra - Lachlan LTIM Project (lead organisation) |
| Ben Broadhurst | Institute for Applied Ecology, University of Canberra - Lachlan LTIM Project (lead organisation) |
| Monitoring and Evaluation Representative | Monitoring and Evaluation, Commonwealth Environmental Water Office |
| Water Delivery Representative | Environmental Water Delivery, Commonwealth Environmental Water Office  |
| M&E Advisers Representative | Monitoring and Evaluation Advisor, Murray Darling Freshwater Research Centre  |
| Lachlan Environmental Water delivery officer | Environmental Water Delivery, NSW Office of Environment and Heritage |
| Organisation representative | NSW Office of Water |
| Organisation representative | Lachlan Catchment Management Authority |
| Organisation representative | NSW Fisheries, conservation branch |

* + 1. Terms of Reference

The Lachlan LTIM Reference Group will be responsible for supporting strategic direction of the LTIM Project and exchanging information and intelligence to support the LTIM Project and adaptive management. It will:

* Actively support and promote the LTIM Project within partner organisations.
* Review (where appropriate) key project documentation, including evaluation reports.
* Exchange operational intelligence relevant to the LTIM Project, including intelligence on upcoming watering or monitoring activities.
* Exchange intelligence relevant to adaptive management of environmental water, including operational observations, monitoring outcomes and evaluation outcomes.
* Consider stakeholder expectations (where appropriate) of the LTIM Project.
* Exchange intelligence on any risks, actual or perceived, to the LTIM Project.
* Communicate key messages of the LTIM Project to organisations involved in environmental water planning and delivery.
* Document key discussion points and outcomes of Lachlan LTIM Reference Group meetings and distribute these to members (including the CEWO) in the form of minutes.
	+ 1. Operations

The Reference Group will operate in alignment with the following requirements:

**Meetings**

Working Group meetings will be held at least twice during Stage 1 (2013-14) and quarterly (or as required) from 2014-15. Meetings will be held primarily as teleconferences with an annual face to face meeting.

Should a member be unable to attend a meeting, a suitable alternate may attend provided prior notification is given to the chair.

**Minutes and Agendas**

Staff from the Institute for Applied Ecology, University of Canberra will prepare and distribute meeting agendas and minutes. Agendas and minutes from the previous meeting will be distributed no later than five days prior to the meeting. Meeting minutes and action items will be distributed within two weeks of the meeting. Immediate actions may be circulated earlier.

**Agenda items**

Table 2 lists the standard agenda items for the Reference Group. Members can submit additional items to be included on agenda at the discretion of the Chair.

Table 2: Reference group standard agenda items

|  |  |
| --- | --- |
| ITEM | RESPONSIBILITY |
| Review and accept minutes from last meeting | M&E Provider [Chair] |
| Update on action items from last meeting | Chair and members |
| Update on planned watering activities | Delivery partners, environmental water planning organisations |
| Update on planned monitoring activities | M&E Provider lead |
| Update on monitoring observations and evaluation outcomes to support adaptive management | M&E Provider lead |
| Update on community engagement | M&E Provider lead |
| Other business | All |
| Confirmation of next meeting | M&E Provider [Chair] |

Where practical, meeting papers will be distributed no later than [five days] prior to the meeting, and will include:

* Agenda.
* Previous meeting minutes.
* Any papers for consideration.

**Grievances:**

Grievances identified within the Reference Group will be mediated by the Chair. Where a grievance is deemed significant, a member or members of the Reference Group may be removed, at the discretion of the CEWO.

1. Landowner Relationship

Key members of the Lachlan M&E Provider Team either currently or have in the past worked extensively in the monitoring zones, and hence, have existing good relationships and access arrangements with many of the potential affected landholders. In particular, OEH Senior Environmental Water Manager (Paul Packard) has been conducting long-term routine communication activities and risk management/mitigation as standard operating procedure for all past environmental flow actions and has nurtured good relationships with many potentially affected landholders to the point that they willing to contribute their own resources (e.g. time and equipment) or change practices to facilitate environmental water delivery. Likewise, other Lachlan M&E Provider Team researchers also have good relationships and contact networks either built up over many years (10 years plus) for past programmes, or existing protocols and access arrangements in place for present monitoring sites (e.g. NSW DPI Fisheries and NSW Office of Water IMEF). Initial contact with potential affected landholders will be through introductions and build on such arrangements and relationships. Due diligence and care will be taken to prevent any risk to those existing relationships and the valuable investment and resource they represent to agencies and personnel outside the LTIM Project (e.g. a point which will be emphasised during LAP induction mentioned below).

Prior to onset of field monitoring (after 30 June 2014) and for the life of project activities, Central Tablelands LLS will provide a dedicated staff person, Senior Lands Services Officer High Conservation Value Aquatic Ecosystems (HCVAE; and LRWG Executive Officer) as a consistent single point of contact for all project activities. The Senior Lands Services Officer (HCVAE) and M&E Provider Leader (with assistance from Lachlan M&E Provider Team) will conduct face-to-face interviews with each affected landholder after 17 April 2014 and before monitoring schedule starts (30 June 2014). All landholder access requirements from such interviews will be formalised in a document called Land Access Protocol (LAP), with a copy provided to landholder and all field monitoring staff. All field staff will be inducted in relevant LAPs by Senior Lands Services Officer (HCVAE) with assistance from Paul Packard, with inbuilt opportunity for feedback from all users as well as landholders to be incorporated into each LAP.

There is scope to also expand the LAP to capture landholder observations (e.g. local rainfall, regeneration line along riparian corridors, river levels, time of recession, seed set etc). Rainfall, in particular, is systematically recorded by landholders and is a popular topic of conversation that ‘breaks the ice’. Given the large distances between monitoring sites and Bureau of Meteorology (BoM) weather stations, rainfall is one form of anecdotal/observation data worth capturing routinely at every site visit. This will be formalised during LAP induction given that each landholder will have their own set of requirements and limits to participation (i.e. some will be happy to provide rainfall on the spot after each event via email or during face-to-face/telephone conversations whereas others will not want to be tied into a regular obligation).

 OEH Senior Environmental Water Manager (Paul Packard) will also provide introductions, project oversight and be a critical source of insight for specifics to each property and landholder’s situation, especially during the (M&E Plan) development stage and during the negotiation of LAPs. In recognition of the potential for access conditions and land management practices to change over 5-years, the Senior Lands Services Officer (HCVAE) will monitor LAPs and provide frequent opportunity to review and update with participating affected landholders.

All Land Access Protocols (LAPs) will be scanned and emailed to the Communication Theme leader and the Project Manager within 5-days of completion of field monitoring trip, all follow-up actions implemented, a copy placed on file for auditing purposes, with routine checks (phone calls) also conducted by Senior Lands Services Officer (HCVAE) to landholders ensure they are satisfied with level and method of engagement. Senior Lands Services Officer (HCVAE) will also keep a Stakeholder Log, including follow-up actions, and provide that to auditors along with copies of LAPs.

1. Stakeholder needs analysis and reasons for engagement

Table 3 provides details regarding stakeholder needs, reasons for engagement, what success would look like, and links to CEWO 5 high-level objectives.

Table 3 Stakeholder needs analysis including reasons for engagement (e.g. why engage and related outputs), what success would look like, and links to the CEWO 5 high-level objectives.

| WHY ENGAGE? | MAIN STAKEHOLDER GROUP(S) | RELATED OUPUTS | MAIN OUTCOMES: What success looks like! | HIGH-LEVEL OBJECTIVE(S) |
| --- | --- | --- | --- | --- |
| Seeking local knowledge and input to inform initial project development | • Affected landholders • Stakeholder groups• CEWO and Lachlan LTIM Reference Group, and delivery partners | • M&E Plan development (especially site selection and logistics (i.e. best access points) • M&E Plan 5-year implementation and review • Selected Area schedule of monitoring • Area evaluation reports • Information transfer | • M&E Plan contains the best possible suite of sites and schedule of monitoring to meet Evaluation questions and Standard method requirements; with robust scenarios and mechanisms for rapid adjustments once in-field monitoring starts and Commonwealth environmental water is delivered • LTIM Project fully costed and deliverable, opportunities for efficiencies created  | 2. and 5.  |
| Obtaining buy-in from stakeholders (including willingness to participate and contribute) | All stakeholder group categories including CEWO and Lachlan LTIM Reference Group, and delivery partners | • M&E Plan • Area evaluation reports • Quarterly Project Progress Reports • Media products and communication activities | **•** M&E Plan implemented and/or current hypothetical’s/unknowns (i.e. specifics of Commonwealth environmental water action) modified in response to conditions as they unfold in real time (i.e. event-based monitoring) based on local, real-time information/data and/or observations; the 'quality' of which is improved by input from stakeholders with local expertise/experience unique to the Lachlan • Ongoing access to monitoring sites • Affected landholders/managers willingly contribute time and resources to both real-time management of environmental flows or events (bird breeding event) and field monitoring including observational reporting and operational assistance • Affected landholders and stakeholder groups provide input into progress reports • Stakeholders participate in engagement activities and contribute to outputs and outcomes (i.e. provide quotes or photos and endorse case studies, reports etc.) • All stakeholders provide considered, critical and productive feedback on the management of Commonwealth environmental water | 2., 4. and 5. |
| Early warning of problems, or affirmation that relevant issues/objectives are being addressed and effectively/appropriately communicated | • CEWO and Lachlan LTIM Reference Group, and delivery partners• M&E Provider Leader• Stakeholder groups | • M&E Plan • Area evaluation reports • Quarterly Project Progress Reports • Media products and communication activities | • M&E Provider Leader ensures effective and timely communication pathways and protocols are established between themselves, and all Theme leaders and staff, who inform the M&E Provider Leader immediately of any proposed substantial changes to M&E Plan and or Selected Area schedule of monitoring, or any potential ‘problems’ that may arise (e.g. change sites due to lack of environmental water delivery)– any substantial changes discussed with CEWO, Lachlan LTIM Reference Group and M&E Advisors, and a collaborative solution is found and relayed back to relevant M&E Provider staff.• If the complexity of the system is such that predetermined solutions in M&E Plan are not proving effective, there is capacity and goodwill to allow emergent solutions to be considered and communicated.• Outputs and outcomes are processed and analysed, and feedback provided from M&E Advisors and CEWO to M&E Provider in a timely and informative manner that allows adjustments to be made without unnecessary time lags.  | **5** |
| To ensure stakeholders contribute to knowledge and understanding, development of solutions and improve the ultimate delivery of the project | • Affected landholders • Stakeholder groups | • M&E Plan • Operational information (observed) • Monitoring data • Area evaluation reports • Relationship with Delivery Partners to support evaluation  | • Implementation and review/revision of M&E Plan is supported by stakeholder contributions and insights where appropriate • Information is exchanged on project activities (monitoring undertaken, observations, evaluation) to allow for adaptive management in the delivery of environmental water over time • Operational information (observed) is shared in a timely and cooperative manner • Monitoring data is enriched by relevant contextual information provided by stakeholders | **1.– 5.** |
| Better decision-making based on local knowledge from those impacted by decisions | • Affected landholders • Stakeholder groups | • Operational information (observed) • Monitoring data • Area evaluation reports • Progress reports • Relationship with Delivery Partners | • Environmental water decision-making processes become more inclusive and reflective of 'localism' • Local knowledge is reflected/referenced in LTIM Project outputs where permissible  | 1., 2., and 4 |
| A mechanism for shared responsibility and problem solving; better risk management | • Affected landholders • Stakeholder groups• CEWO and Lachlan LTIM Reference Group, and delivery partners | • Operational information (observed) • Monitoring data • Area evaluation reports • Progress reports • Relationship with Delivery Partners | • Risks are mitigated and operational constraints resolved by collaborative problem solving | 2., 4., and 5. |
| Opportunities to develop long-term and trusting relationships | • Affected landholders • Stakeholder groups | • Operational information (observed) • Monitoring data • Area evaluation reports • Progress reports • Relationship with Delivery Partners | **•** LTIM Project results in a large number of collaborative products (i.e. peer reviewed publications, co-supervision of postgraduate research, inter-agency or whole-of-government decision-making and reports) • Relationships continue to grow outside the scope and duration (5 years) and additional monitoring is funded | 1. and 4. |
| Demonstrate that Commonwealth environmental water is being managed well | All stakeholder group categories | • Basin evaluation reports • Mass media in general | • Ecological outcomes from the use of environmental water are supported by robust (including potential peer-reviewed publications) data collection, analysis, results and interpretation • Monitoring informs 'science underpinning the Basin Plan' and Basin Evaluation questions; as well as local planning mechanisms (e.g. Annual Watering Plans) with demonstrable improvements in understanding in core areas (i.e. cause and effect diagrams) or where knowledge gaps previously identified • By monitoring multiple indicators at the same sites related to the same environmental water event, improve understanding of whole-of-ecosystem relationships, and potentially demonstrate multiple benefits and efficient as well as effective management | **1.– 5.** |
| Assist managers of Commonwealth environmental water learn from experience and improve the delivery of water over time (adaptively manage) | • Stakeholder groups |  | • Environmental water managers report feedback or provide examples of how the LTIM Project has improved the state of knowledge in key areas which affect (and hence also improve) the delivery of environmental water over time • Documented links between data/knowledge provided by LTIM Project and 'ability' (i.e. reduction in risk, approvals) to 'mature' in decision making and adaptively manage a broader range of watering events and objectives (e.g. e-flow to benefit native fish or primary production) | 4 |

* 1. Stakeholder expectations and risk management

Table 4 provides an analysis of stakeholder expectations and associated risks, including mitigation measures. provides a detailed schedule of proposed engagement activities matched to stakeholder expectations and level of engagement.

Table 4 Analysis of stakeholder expectations and associated risks, including risk mitigation measures.

| STAKEHOLDER CATEGORY | ENGAGEMENT TYPE AND PURPOSE | EXPECTATIONS | RISKS | RISK MITIGATION and GENERAL PROTOCOLS | NEGOTIABLE FACTORS | NON-NEGOTIABLE  |
| --- | --- | --- | --- | --- | --- | --- |
| Affected landholders | Permission and ongoing access to monitoring sites | • No interruption to agricultural enterprise operations, nil impact/damage on property • Conditions of access adhered to at all times • Treated respectfully at all times, any concerns or questions noted and appropriate action taken – all requests receive a reply  | • Landholder complaint of improper conduct e.g. gate left open, fence damaged - requires explanation and grievance management or withdraws access permission – flow on effects to other affected landholders and project goodwill from participating landholders collapses • Land sale resulting in new owner that removes access rights  | • Written Land Access Protocol (LAP) and initial meetings where discuss all options and need for flexibility – obtain consensus on negotiable and non-negotiable factors with contingencies build in or alternatives negotiated where possible • Monitoring field staff trained in LAP • LAP/Code of Conductregularly audited to ensure being followed, reviewed and updated • LAP has safe-guards build in and connects with C&E Plan grievance framework • Refer to past stakeholder information; Build on existing good client relationships with landholders and maintain regular phone or face-to-face contact • Renegotiate LAP with new owner  |  • Depending on method may be possible to be flexible with exact dates which may change at short-notice due to weather conditions or shift in agricultural/production needs of landholder• Some conditions or restrictions to access  | • Monitoring sites or access area location and timing for some methods (and potential access points) • Standard methods and indicators• Environmental water delivery (e.g. target, delivery rate and amounts, purpose etc) • Flexibility required for event-based monitoring  |
| Affected landholders |  Two-way communication (information/opinions/observations) about monitoring activities/methods/results undertaken on property | • Receives timely and considered feedback on results etc • Opinions on results, local-knowledge are noted and reflected in the LTIP Project outputs/reports etc• Valued participant with all LTIM Project staff taking active steps to listen to their views and where appropriate, relay these back to CEWO  | • Goodwill dissipates if follow-up actions not taken•Landholder dissatisfied with level of involvement/participation ad withdraws from project   | • Establish during LAP consultation (i) landholders purpose or reason for participating (ii) any past adverse experience/sensitivity to be aware (iii) level of involvement desire/expect and if non-negotiable factors, find other means for meaningful involvement (iv) be clear on limits to control over data/information and input to outputs or products, and don't provide any 'raw' or unpublished LTIM Project material • Ascertain landholder's interest is (i.e. fish, frogs, river red gum etc) and provide personalised end-of-year summary of outcomes and/or photos, species list etc • Where appropriate landholder contribution acknowledged • Implement protocols for informal conversations, and guidelines for communicating consistent key messages  | • In broad descriptive terms, the information provided to landholder and method of delivery (i.e. if wants face-to-face visit etc) • Landholders may be able to see input/opinions reflected in some alternative form or products e.g. incorporation of ancillary data like rainfall or land management info; then landholder formally informed (in writing where necessary); case studies by other agencies such as LLS |  • End use of data e.g. to answer Evaluation questions, especially Basin-scale standard methods • Mass media products and statement of opinion in public forums (i.e. media though CEWO, discourage radio/newspaper interviews etc) |
| All stakeholders | Effective and quality communications and engagement activities | • Accurate, timely and up-to-date communication products free of error |  • Conversely, informal communications mis-represented and 'mis-nomas' or concerns regarding results or objectives spread through local community • Inconsistent or conflicting messages in the public arena | • Centralised communication arrangements and Figure 5 networks. • No media without express permission from Director, Monitoring and Evaluation Section within CEWO • Plan and allow adequate time to obtain most relevant, up-to-date information/analysis from authorative sources; factor in Quality Assurance • Use Standard Terms and Style Guide used by Commonwealth Government • Use templates where possible • LMRO develop a set of consistent key messages or responses to FAQ in conjunction with CEWO and Delivery Partners  |   |   |
| Stakeholder groups | Seek information on water system outlooks and river management, and potential re-adjustment of M&E Plan over time | • Focused/strategic provision of information, and considered 'intelligent' requests for information with clear time frames and actions required  | Stakeholder groups withdraw or dis-engage because (i) demand on time and resources too great and (ii) fail to provide critical information immediately while 'dilute' the key messages with low priority information/requests • Potential governance issues or complaints if LTIM Project is perceived as having undue influence over environmental water planning (i.e. where and when to deliver flows) in order to meet/justify LTIM Project objectives and investment  | • Lachlan M&E Provider staff who also stakeholder reps directly negotiate and then review and adjust level of engagement (e.g. LTIM Project a standing item on quarterly meeting Agenda) • Lachlan LTIM Reference Group (Select Area Working Group) to monitor relationships and expectations with Delivery Partners and environmental water advisory group (EWAG; i.e. LRWG) |   | • M&E Advisors and Providers have ultimate decision on site selection and methods, and Selected Methods non-negotiable • Project focus is contribution of Commonwealth environmental water |
| Affected communities | Inform and obtain buy-in or appreciation for objectivesAcceptance of the underlying science of Basin Plan implementation i.e. cause-and-effect diagrams | • Regular, transparent and relevant provision of information, with opportunity to engage directly with LTIM project staff and CEWO • Locally relevant results/outcomes/outputs and value for money• To be provided with objective, accurate and consistent information at all stages of the project• To be provided with opportunities to provide feedback on analysis, alternatives and/or outcomes, and to voice any concerns and needs• To have local knowledge and views be considered input into selection of assumptions and models underlying interpretation of data | • LTIM project as a platform for more general lobbying/criticism of broader government policy and reform • Unable to detect or communicate effectively project benefits, achievements and value of investment (i.e. waste of taxpayer money)• Failure to obtain buy-in from community who publically question the value of the LTIM Project, and the science underpinning use of CEWO environmental water – seen as having the evaluation outcomes imposed upon the community and not reflecting local views on ‘how the lower Lachlan system works’, and contribution of CEWO environmental water to ecological outcomes relative to local rainfall, land use, channel constraints, planned environmental water etc | • Centralise contact with affected communities (i.e. Central Tablelands LLS) and adhere to protocols, involve CEWO area leader • Utilise local networks and tailor message to the audience - find out first what they want to know and if have any historical concerns or interests; be aware of other related local issues • Target activities to interested or open-minded community groups/forums and avoid 'contentious forums' • If possible, piggy back on events or projects of high interest general relevant (e.g. feral animal information, weed control etc) | • Potential to modify community engagement activities as long as within budget and scope • While can't change standard methods should be able to explain what they are, and logic and rationale | • LTIM Project scope and M&E Plan and schedule of monitoring activities • Evaluation questions and high-level objectives • Sites to receive delivery of environmental water • Schedule or engagement activities and associated budget • Commercial-in-confidence information• Existing C&E pathways only and no public meetings at this stage  |

Table 5 Detailed Schedule of proposed Engagement activities matched to stakeholder expectations and level of engagement.

| ACTIVITY NO. | SUMMARY TITLE | STAKEHOLDER | ENGAGEMENT TYPE | LINK TO Table 1. OBJECTIVE | PURPOSE | METHOD(s) | RESPONSIBILITY | TIMING |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| (1) | **Initial landholder meetings** | **Affected landholders**  | **Inform/Involve/Consult:** Provide accurate and timely information about the project, its impacts,and any other aspects that may have an effect on them (early disclosure) | 1. and 2. | Initial phone call to obtain landholder to participate in project; then develop Land Access Protocols | • Phone call to arrange face-to-face meeting to record access conditions/considerations • Face-to- face meeting • Documentation and approval of Land Access Protocol • Provide copy to affected landholder | M&E Provider Leader and Central Tablelands LLS Snr Land Services Officer (HCVAE) | ASAP after 17 April 2014 and by 30 June 2014 |
| (2)  | **Land Access Protocol** | **Affected landholders**  | **Inform/Involve/Consult:** Monitoring staff to implement Land Access Protocol (LAP) | 1., 2., 3., 4., 5., and 7. | Adhere to, and refine Land Access Protocol as required | • Telephone or face-to-face briefing/meeting and induction of all field monitoring staff in relevant LAP•Follow the sequence of actions listed in each LAP | M&E Provider Leader and Central Tablelands LLS ; and every Theme leader (and monitoring staff) on an ongoing basis | • Between 17 April and 30 June 2014 field monitoring staff to be ‘trained’ in relevant LAP• All staff to implement Pre, during and post each monitoring trip |
| (3)  | **Oversight of landholder protocols and relationships** | **Affected landholders**  | **Involve/Consult:** Risk Management and as part of Review/Evaluation of C&E Plan | 1., 2., 3., 4., 5., and 7. | Quality Assurance: ensure Land Access Protocols are being followed and obtain feedback from affected landholders | • Phone interviews (opportunistic face-to-face or if requested) • Post/email copy of Area evaluation report and brief summary report specific to property or areas of interest (i.e. fish, birds) | M&E Provider Leader and Central Tablelands LLS Snr Land Services Officer (HCVAE) | Annually to coincide with Annual Area evaluation report: around November each year |
| (4)  | **Grievance**  | **Affected landholders**  | Contact initiated by affected landholder: e.g. Grievance Management | 3. and 6.  | Landholder relations: responding to requests or potential grievance issues | • Initially telephone or email, then face-to-face mediation | CEWO area leader , M&E Provider Leader, and Central Tablelands LLS Snr Land Services Officer (HCVAE) | Contingency |
| (5)  | **M&E Provider informal contact with landholders** | **Affected landholders**  | **Involve/Consult:** M&E Provider Theme leaders may request input, records or have a question for landholder | 1., 4., 5. and 7. | Affected landholders periodically contacted for additional contextual information (e.g. local rainfall, condition of delivery channel, land management information etc.) | • Phone and face-to-face interviews • Emails and circulars • Where possible through existing pathways such as OEH/CEWO environmental water event monitoring, LRWG, Lachlan CSC meetings etc | M&E Provider Leader in conjunction with Theme leaders and Central Tablelands LLS Snr Land Services Officer (HCVAE) | As required, more likely event-based and in conjunction with Monthly and/or Quarterly progress reports to CEWO |
| (6)  | **Opportunistic presentations as existing community events**  | **Affected communities** | **Inform:** Raise public awareness and appreciation/acceptance for LTIM Project objectives | 2. and 8. |  Improve awareness and knowledge on the role of CEWO and purchases environmental water. Provide balanced, objective, accurate and consistent information to assist local communitiesto understand the five high-level objectives | • Provision of Key Messages and approved communication material (e.g. Fact Sheet, item in newsletters) at Local Land Services stalls at local community events (e.g. Henty Field Days) • Potential presentation at partnerships forums or Local Land Services events, for example, Science Forum  | CEWO area leader , M&E Provider Leader, and Central Tablelands LLS Snr Land Services Officer (HCVAE) | • If LLS or partners have stalls at appropriate venues (e.g. Henty Field Days, local shows e.g. Booligal and Hillston shows) or other Local Land Services awareness raising events e.g. Carp a Thons, community forums. Presentations to occur if appropriate Central Tablelands LLS staff already attending LLS-run event. |
| (7)  | **Media and internal communication products (i.e. Fact Sheet)** | **All stakeholders especially non-targeted general public and affected communities and landholders** | **Inform:** Raise public awareness and appreciation/acceptance for LTIM Project objectives | 2. and 8. | As above | • Media releases, newspaper editorials (local and regional/state), local ABC radio, Fact Sheets and case studies, newsletters (including E-newsletters), Lachlan Environmental Water Management Plan website (www.lrwg.com.au) and social media • Utilise Western/Riverina Local Land Services (LLS) networks and planned project activities e.g. distribute newsletters, website, fact sheets, field days, forums | CEWO area leader , M&E Provider Leader, and Central Tablelands LLS Snr Land Services Officer (HCVAE) | Event and outcome based, opportunistically as they arise with existing networks, such as: • 4 times a year for quarterly LRWG internal newsletter via Lachlan CSC and LVW, LRWG landholder email distribution lists and connections with Water Trust Districts. • Regularly or as ‘good news stories’ or outcomes of watering events become apparent – posted on Lachlan LTIM Project page on LEWMP website.  |
| (8)  | **LRWG initial consultation** | **LRWG** | **Involve/Inform/Consult:**  | All objectives | Initial discussions with LRWG and obtain feedback on C&E Plan, and how they would like to be engaged in future | LRWG Quarterly meeting: The LTIM Project agreed as standing Agenda Item at each meeting | Central Tablelands LLS Snr Land Services Officer (HCVAE) and Lachlan LTIM Reference Group | Wednesday 26 February 2014 with outcomes reported back to M&E Provider Leader and CEWO area leader, and used to inform the final M&E Plan due 17 April 2014  |
| (9) | **Ongoing communication with LRWG** | **LRWG** | **Involve/Consult:** Information exchange and collaborative problem solving | All objectives | • To obtain ongoing feedback/input from stakeholders on analysis, alternatives and/or outcomes • To work directly with stakeholders throughout the process to ensure respective concerns and needs are consistently understood and considered, and to share key learnings and improve management of environmental water | • Inform via LRWG Executive Officer (emails, meeting briefings, newsletter etc) • Involve/ Consult via attending LRWG meetings and briefing papers • Personal discussion with key staff, and other planning meetings | • Central Tablelands LLS Snr Land Services Officer (HCVAE) and Lachlan LTIM Reference Group | As required, however, where possible updates (i.e. Quarterly progress reports and draft Annual Area evaluation reports) should coincide with LRWG quarterly meetings • M&E Provider Leader may attend planning session for Lachlan Valley Annual Watering Plan (~ Feb/March each year) |
| (10) | **Existing stakeholder group pathway** | **Lachlan Customer Service Committee (CSC)** | **Involve/Consult:** Information exchange |  | • To obtain feedback from stakeholders on analysis, alternatives and/or outcomes  | • Inform via CSC State Water Corporation administrator, Sri Sritharan, who is also LRWG representative • LRWG newsletter and CSC briefing papers; potential to present at CSC meeting by request or invitation | As above | As required via above protocols |
| (11) | **Existing stakeholder group pathway** | **Lachlan Valley Water (LVW) and Water Trust Districts** | **Involve/Consult:** Information exchange |  | As above | • Inform via LRWG representatives such as LVW Executive Officer Mary Ewing; Water Trust Districts via LRWG reps Gordon Turner and OEH Paul Packard who already attends meetings etc • LRWG newsletter and briefing papers as requested | **As above** | As above |
| (12) | **Existing stakeholder group pathway** | **Local government** | **Inform:** Raise public awareness and appreciation/acceptance for LTIM Project objectives | 7., 8., and 9. | To utilise distribution/communication networks | • Inform via Local Land Services Local Government Officers and associated reference/advisory groups | Central Tablelands LLS Snr Land Services Officer (HCVAE) and Lachlan LTIM Reference Group | When required (pre or post watering events) |
| (13) | **Collaborate with other research/ monitoring or water resource projects** | **Research institutes** | **Inform:** Potential to collaborate and expand monitoring activities  | 7., 8. and 10. | To build on existing projects and where possible utilise equipment and students for field monitoring | • Inform and establish collaborative/information sharing relationships via existing LTIM Project team networks | • M&E Provider Leader to liaise with relevant Lachlan LTIM Project staff to obtain a list of relevant projects, contact details, and access to available information | Prior to 30 June 2014 and ongoing |
| (14) | **MDBA-related policy/ legislation requirements** | **Other relevant government sections or departments (e.g. MDBA related obligations)** | **Involve/Consult:** Information exchange to improve Basin-scale knowledge and management | 10 | To ensure LTIM Project outputs and outcomes for meeting high-level objective are consistent with future legislative and policy requirements  | • Via LRWG and Lachlan LTIM Project team existing agency networks  | • M&E Provider Leader to liaise with relevant Lachlan LTIM Project staff to obtain a list of relevant projects, contact details, and access to available information | As required |
| (15)  | **Case studies**  | **Affected landholders**  | **Inform/Involve/Consult:** | All objectives | To ensure goodwill does not dissipate and landholders are not dissatisfied with level of involvement/participation and withdraw from project. To works towards improveddecision-making based on local knowledge from those impacted by decisions   | Via specific interviews with select affected landholders, and utilising all project information available from M&E Provider Team (i.e. LAPs, annual C&E Plan evaluation, Stakeholder log, emails and feedback surveys, review of LAPs etc) | M&E Provider Leader and Central Tablelands Snr Lands Services Officer (HCVAE) to liaise with relevant Lachlan LTIM Project staff | As requested or expedited by affected landholder; Year 4 or 5 of LTIM Project |