

# Renewable Energy Training Program

## Engaging Communities

### TWO DAY TRAINING:

**Day One** - Determining requirements and planning and delivering effective engagement.

**Day Two** – Understanding emotion and anger and working with individuals and communities.

There are increasing impacts on communities, especially rural and regional communities, from the development of new renewable energy infrastructure including solar and wind farms, pumped hydro, battery storage and high voltage transmission lines.

State or territory designated Renewable Energy Zones (REZs) in some states may optimise opportunities for infrastructure, but communities do not always understand what these zones mean for them and their communities.

The recent Australian Energy Infrastructure Commissioner (AEIC) 'Review of community engagement practices', along with a range of other state and organisation guidelines and requirements, highlights the importance of effective community engagement across all stages of project development.

Government is suggesting that proponents carry the responsibility for engaging and developing relationships with their affected communities. To avoid entrenched community opposition, delays or project failure it is important to engage early and effectively.

Proponents for energy projects need to explore the questions from the public perspective on impacts of energy infrastructure being developed. We need to understand the issues for the community, the environment, agricultural land and the personal social and economic situation of communities.

### Who should attend?

**This course is suitable for anyone seeking to develop their engagement skills. It is focussed on Development, Project and Construction Managers and those working alongside these roles in renewable energy and associated infrastructure.**

- Need guidance on how to achieve and demonstrate good engagement practice?
- Seeking clarity on what is being asked, i.e, through Australian Energy Market Operator (AEMO) and/or state-based requirements?
- Looking for better approaches to emotional and outraged communities?
- Do you want to get better value from engaging the public to improve social licence?



## About the course

This two day training course explores how energy proponents can effectively engage with landholders, community members, neighbours, local councils, first nation communities and interest groups.

### HOW DO WE FACTOR ENGAGING THE PUBLIC INTO OUR PROJECT MANAGEMENT?

Public participation is an integral part of all project, project stages from project planning through to construction and operation - it cannot be an afterthought, nor should it happen to the side of your project. Effective engagement is the responsibility of us all.

#### IN THIS COURSE WE WILL EXPLORE:

- When to involve or not involve the public and why
- How and when might the public want or need to be involved in the decisions that we are making
- Managing the public response to renewables including public or individual opposition
- The expectation of the community and local government and keeping our promises to them
- The costs and benefits of public participation

## Dates and location

Adelaide – 6 and 7 June 2024

Sydney – 20 and 21 June 2024

Brisbane – 2 and 3 October 2024

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[plancom.com.au/engaging-communities-registration](https://plancom.com.au/engaging-communities-registration)

## Training costs

The costs per person for the two-day training course is \$1,300 + GST.

Discounts apply for 3 or more from one organisation.

The course is highly interactive and participation is capped at 25 people to maximise the interaction and experience.

## Want tailored training for the team at your workplace?

This can be more convenient and cost effective and we can use your case examples.

Contact us on [info@plancom.com.au](mailto:info@plancom.com.au)

## Cancellation policy

No refunds will be provided for cancellations made less than one week prior to training. Cancellations less than 2 weeks prior to training are subject to a 15% cancellation fee. Substitutions or transfers to other courses are possible but need to be notified 48 hours in advance.

## The course in detail



### DAY ONE: EFFECTIVE PLANNING FOR ENGAGEMENT

Using the experience of the participants and a relevant case study we will explore:

- What is engagement and how to make it effective
- Who needs to be involved and ensuring our engagements are accessible
- Stakeholder involvement for all project stages
- Exploring requirements of AEMO, Clean Energy Council, The Energy Charter, State Government guidelines
- Application of the models referenced in documents i.e. establishing level of engagement using the IAP2 Spectrum.
- Working with and involving indigenous people and their representatives
- Engagement resources that we might need
- Evaluating our success in engagement



### DAY TWO: WORKING WITH EMOTIONAL OR OUTRAGED INDIVIDUALS & COMMUNITIES

- Exploring application of the best engagement methods for the situation and through planning, construction and operation
- Exploring outrage and the components of outrage developed by Dr Peter Sandman
- Strategies to reduce outrage and encourage dialogue
- Listening skills, self awareness and empathy
- Effective responses to communication from the community
- Working with communities around maximising the benefits
- Social license, what does it mean and how do we know when we have it
- Working with stakeholder values
- Methods and approaches that may reduce outrage.

## About PlanCom Consulting and Margaret Harvie as the lead trainer

**PlanCom Consulting is committed to delivering high quality training and best practice community engagement.**

Margaret has provided training courses to the renewable energy industry for more than 10 years. She has delivered training to over 2,000 professionals in courses in New Zealand, Thailand, Singapore, Malaysia, UK and the USA in addition to Australia.

As an active community engagement practitioner Margaret regularly engages communities for infrastructure and

planning projects. She has worked across the eastern states of Australia on wind, solar and waste to energy projects. She has also assisted the NSW Department of Planning, Housing and Infrastructure and the ACT government to develop and update guidelines for community engagement.

Margaret is a fellow of the International Association for Public Participation (FIAP2) and a trainer for the IAP2 Global Learning Pathway training course.

She is a member of the Panel of Chairpersons for NSW Department of Planning, Housing and Infrastructure Community Consultative Committees (CCCs) and Chairperson for a wind farm. CCCs are formed in NSW as part of the project approval requirements and her position gives insights into the NSW planning system and the requirements for approval and post approval of projects.



**PlanCom**

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