



Lower Shoalhaven River Coastal Management Program

Community and Stakeholder
Engagement Plan and Summary
Report

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Preamble

This appendix to the Lower Shoalhaven River CMP contains the Community & Stakeholder Engagement Plan (CSEP) that sets out the strategy and process that was adopted to engage with the community and key stakeholders, as required by the CM Act and CM Manual. An overarching CSEP for the entire Shoalhaven LGA was developed in Stage 1 (Advisian, 2020). This CSEP was updated and localised at the start of Stage 2 of the Lower Shoalhaven River CMP process and used as a living document throughout to guide inform and track engagement. As such, some sections were developed initially as a guide for engagement and others have become a summary of engagement activities.

Sections 1 – 4 of this appendix remain unchanged from the initial Lower Shoalhaven River CMP CSEP, although government agency names have been updated to the current naming as of CMP public exhibition.

Sections 5 and 6, and more specifically **Table 5-1** and **Table 6-1** have been updated for the purpose of the CMP public exhibition, and serve as a summary of engagement activities and outcomes.



Site visit at Shoalhaven Heads (Photo: M Rosenthal)

1 Introduction

This Community & Stakeholder Engagement Plan (CSEP) aims to set out our strategy to engage with the broader community and stakeholders as required by the *Coastal Management Act 2016* (CM Act) and the Coastal Management Manual (the Manual; OEH, 2018b), including:

- Government Agencies
- Local and state Government working groups and committees:
 - North Coastal Management Program Advisory Committee (CMPAC)
- Local Aboriginal community:
 - Jerrinja Tribal Group
 - Jerrinja and Nowra Local Aboriginal Land Councils (LALC's)
 - Elders and members of the community who can speak on behalf of Country
- The broader community, facilitated through a range of online and face to face engagement methods.
- A wide range of demographics, contacted through community associations including schools, youth and sports clubs, Landcare and other users of the coast.
- Affected Landholders
- Community associations and business representatives:
 - Shoalhaven Heads Estuary Taskforce
 - Shoalhaven Riverwatch

The CSEP aligns with International Association for Public Participation (IAP2) principles and Shoalhaven City Council's Community Engagement Framework, as well as the requirements of the CM Act and the Manual (**Figure 1-1**). These engagement principles are set out in **Section 2**.

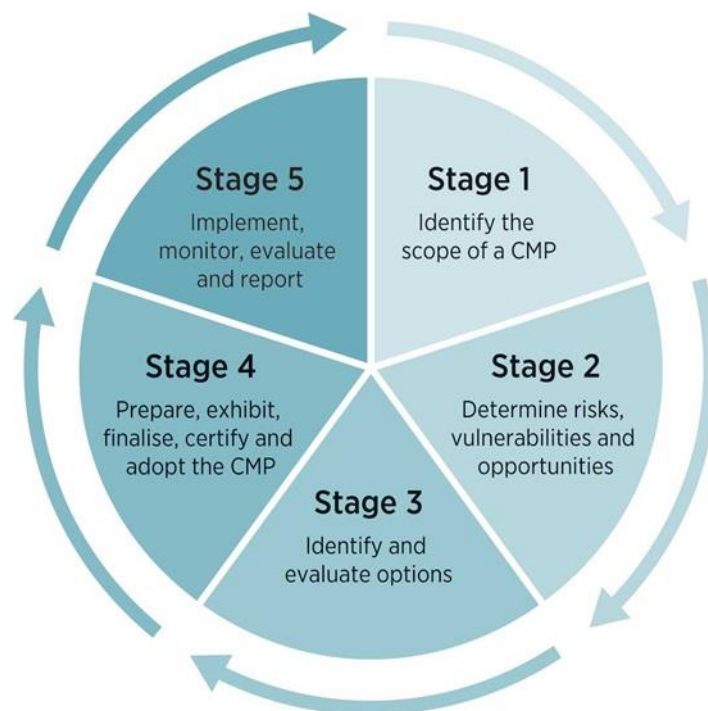


Figure 1-1 The 5 stages of the Coastal Management Program process

1.1 Context

One of the key outcomes of the Lower Shoalhaven River CMP will be the alignment of estuary management activities under the umbrella of the CMP, and integration of activities for which Council is responsible for under the Integrated Planning & Reporting framework. Engagement with Council stakeholders is critical to not only understand what activities are currently being undertaken and what issues they have observed, but also to communicate future risks, and ensure appropriate integration and strategic planning for estuary management.

There is also a range of ongoing and other estuary management activities currently undertaken by other stakeholders, including *State government agencies*, and the CMP will need to consider these and how they interface with the Lower Shoalhaven River CMP. For example, the Department of Primary Industries (DPI) – Fisheries (now Department of Primary Industries and Regional Development – Fisheries & Forestry (DPIRD – Fisheries) is the lead agency for the Marine Estate Management Strategy (MEMS), and they are undertaking a number of projects of relevance to the CMP, some of which are focused on the Lower Shoalhaven River. The bank assessment methodology and decision-support tool proposed for the CMP project has been developed under the MEMS and it is understood learnings from its application in this project may result in refinements of the tool. Further, DPIRD – Fisheries have also been undertaking a Floodplain Prioritisation Study to investigate priority areas that cause estuarine water quality issues from acid drainage and blackwater events with a view to identifying opportunities to modify drainage infrastructure or other projects. It will be important to engage with this stakeholder to understand the interface between the MEMS and the CMP.

The *community* are a very important stakeholder, or perhaps more appropriately, group of stakeholders. They play a key role in implementing estuary management activities through volunteering activities but also as landholders, with many land use practices on private land significantly impacting the estuary (e.g. bank erosion, riparian condition, drainage and water quality). Further, there is a need for community education and improved awareness of key issues and how they will be managed in the future to ensure community buy-in or at least acceptance of the proposed approach. Entrance management for flood mitigation is a key example of such an issue. Community members are also valuable sources of information and intelligence on estuary processes and are the main users of the coastal zone for recreational and economic activity. They, along with the environment, are the key beneficiaries of coastal management.

1.2 Previous Community Engagement

Community engagement has been undertaken as part of Council's management of the Lower Shoalhaven River, as part of the preparation of the *Shoalhaven River Estuary Management Plan (2008)*, *River Road Foreshore Coastal Management Options Assessment (2017)*, and the *Lower Shoalhaven River Drainage Remediation Action Plan (2014)*.

A summary of the community engagement undertaken as part of these previous studies was provided in the Shoalhaven CMP Scoping Study (Advisian, 2020) and is replicated in **Attachment A**. The summary provides an overview of the engagement methods used, values identified by the community and the management issues of most concern to the community.

1.3 Outcomes of CMP Scoping Study

A range of engagement activities were undertaken as part of the CMP Scoping Study (Stage 1) that were relevant to the Lower Shoalhaven River. These included:

- An agency workshop (February 2019) to confirm coastal management activities done to date, roles and responsibilities, and inform the scope of the Shoalhaven CMP. The workshop was attended by:
 - *Shoalhaven City Council*
 - *NSW Department of Planning, Industry and Environment (DPIE; now Department of Climate Change, Energy, the Environment and Water (DCCEEW), including:*
 - *DPIE (now, DCCEEW) Environment, Energy and Science (Biodiversity and Conservation Division, SE Water Floodplains and Coast Team)*
 - *National Parks and Wildlife Service (NPWS)*
 - *DPIE Planning and Assessment (now, Department of Planning, Housing and Infrastructure (DPHI) - Planning*
 - *DPIE Housing and Property – Crown Lands (now, DPHI – Crown Lands)*
 - *Department of Regional NSW – NSW Local Land Services (LLS) (now, DPHI – LLS)*
 - *Department of Regional NSW – Department of Primary Industries – Marine Parks*
 - *Department of Regional NSW – Department of Primary Industries – Fisheries (both Marine Parks and Fisheries are now DPIRD – Fisheries)*
 - *Transport for NSW – Roads and Maritime Services*
 - *NSW State Emergency Services*
 - *Australia Defence Force (ADF).*
- Six community workshops and drop-in information sessions were held in September/October 2019 to inform the Scoping Study, including one at Shoalhaven Heads.
- A community survey to provide insight into the community’s key values, uses and issues for coastal management.
- Public exhibition of the Scoping Study.

A summary of the key outcomes of the Scoping Study engagement activities, that were relevant to the lower Shoalhaven River, is provided in **Table 1-1**. Further details can be found in the Scoping Study (Advisian, 2020).

Table 1-1 Key issues raised from Scoping Study engagement

Theme	Issues Raised
Tourism	<ul style="list-style-type: none"> • Need for improved maintenance and enhancement of Shoalhaven Heads for tourism related purposes • With increased development and tourism impacts, water quality needs to be monitored more closely in order to protect the unique historical asset of oyster farming in the South Coast
Entrance Management	<ul style="list-style-type: none"> • There was a desire for the Shoalhaven River entrance area to be dredged to help widen the channel and reduce flooding risk
Consultation and Engagement	<ul style="list-style-type: none"> • State Government agencies, Council, community and key stakeholders need to work more collaboratively to have improved oversight on decisions
Environmental Management	<ul style="list-style-type: none"> • Need for improved mitigation around storm pipes, due to pipes causing erosion and siltation, in particular around River Road • Comerong Island need the CMP to better protect the diverse range of birds, reptiles and frog species, which include a significant population of the threatened green and golden bell frog.
Key issues identified as part of community survey	<ul style="list-style-type: none"> • Riverbank erosion • Poor water quality • Flooding • Litter / marine debris • Entrance management • Sand build up / siltation at Shoalhaven Heads

2 Purpose and Objectives

The key objectives of the CSEP are to:

<p>1. Confirm</p>	<p>Confirm that Council have taken on board the community feedback in previous consultation, including the Scoping Study and are now undertaking the additional assessments into boating user conflicts, water quality issues, monitoring and urban runoff treatment to address key concerns.</p>
<p>2. Educate and inform</p>	<p>Educate and inform the community about the coastal management process and the legal requirements behind undertaking a CMP.</p>
<p>3. Ensure</p>	<p>Ensure awareness of the CMP across the whole community and facilitate residents feedback, ideas and concerns about acceptable risk and around how the lower Shoalhaven River is managed in the future.</p>
<p>4. Clarify and deliver</p>	<p>Clarify roles & responsibilities for implementation. Deliver the management program over the next 10 years.</p>

Consultation about management options and the evaluation process will:

- Raise awareness of the strategic and staged approach to management of coastal issues.
- Ensure residents have had an opportunity to inform how the coast is managed in the future.
- Provide council with early feedback about actions and priorities that are acceptable to local communities and the overall population and its visitors. This will facilitate pre exhibition review of the draft CMP and should streamline Stage 4.
- Clarify the agency roles and public authority position on actions that require a collaborative effort.
- Help identify groups that require more targeted engagement in the coming months (in the lead up to and during exhibition) to facilitate conversations and gain feedback on the coastal threats and management options.
- Ensure the management option evaluation process (feasibility, viability (cost benefit) and acceptability) is transparent and well-communicated.
- Build on previous consultation undertaken for the CMP and under the previous studies. Ensure that communities feel that their previous feedback was heard and taken on board.

3 Engagement Principles

This CSEP is aligned with the principles within Council’s Community Engagement Policy. These include:

- **Good governance** – Meaningful engagement with the community is at the core of good local government.
- **Informed council** – The elected Council’s understanding of the needs and wants of the community are supported so better Council decisions are made, providing equity and confidence in long term aspirations.
- **Integrity** – Demonstrate openness and honesty about the scope and purpose of the engagement.
- **Respect** – Community engagement should involve respectful and civil interactions by Councillors, staff and community members.
- **Deliberation** – The careful consideration of information before decision, where people take note of and question expert opinion and share their personal views in reasoned and respectful discussion, while aiming to find common ground.

3.1 International Association for Public Participation – IAP2

International Association for Public Participation (IAP2) is an organisation advancing the practice of public participation. Their mission is to advance and extend the practice of public participation through professional development, certification, standards of practice, core values, advocacy and key initiatives with strategic partners around the world.

IAP2 Australasia are a member association incorporating individuals, governments, institutions and other entities that affect the public interest throughout the world.

IAP2 has developed tools that are widely used and acknowledged. These include the *Core Values for Public Participation* for use in the development and implementation of public participation processes; and the *IAP2 Public Participation Spectrum* which assists with the selection of the level of participation that defines the public’s role in any community engagement program. Additionally, the *Quality Assurance Standard for Community and Stakeholder Engagement*, is recognised as the international standard for public participation practice.

This CSEP has been prepared in consideration of the IAP2 tools and guidelines.

3.2 Coastal Management Act 2016 and Coastal Management Manual (OEH, 2018b)

The CM Act sets out the following consultation requirements for preparing a CMP.

Before adopting a coastal management program, a local council must consult on the draft program with:

- a) the community, and*
- b) if the local council's local government area contains:*
 - (i) land within the coastal vulnerability area, any local council whose local government area contains land within the same coastal sediment compartment (as specified in Schedule 1), and*
 - (ii) an estuary that is within 2 or more local government areas (as specified in Schedule 1), the other local councils, and*
- c) other public authorities if the coastal management program:*
 - (iii) proposes actions or activities to be carried out by that public authority, or*
 - (iv) proposes specific emergency actions or activities to be carried out by a public authority under the coastal zone emergency action subplan, or*
 - (v) relates to, affects or impacts on any land or assets owned or managed by that public authority.*

The Manual provides guidance on how to undertake engagement with stakeholders and the community to achieve the requirements of the CM Act. This guidance has been considered in the preparation and implementation of this CSEP.

Community and stakeholder engagement during development of the Lower Shoalhaven River CMP has exceeded the legislative requirements, underlining the Council's commitment to recognising and addressing the community's concerns. This approach aims to ensure that all voices are heard, fostering a sense of shared responsibility and trust in the coastal management process. The Council acknowledges the diverse and significant issues that matter to the community, demonstrating a proactive stance in safeguarding the coastal environment for present and future generations.

4 Stakeholder Analysis

It is important to ensure that all those who need to be involved in coastal management (i.e. those with responsibility for managing the coast, community members who use and enjoy the amenity of the coast, and those with a vested interest in its management, such as property owners) are kept informed and invited to contribute to the process to establish a common understanding of coastal management and how decisions are made.

Stakeholders may tend to make judgements about coastal management based solely on their own perceptions. These perceptions can vary due to differences in values, needs, assumptions, concepts, concerns and degrees of knowledge. Stakeholders' views can have a significant impact on how they interpret the decisions made through the coastal management process, so it is important that differences in their perceptions of risk be identified, recorded and addressed.

A stakeholder matrix has been developed to identify relevant stakeholders, and their relative level of interest, influence and impact on the Coastal Management Program. The outcomes of this analysis identify the suitable level of consultation based on the IAP2 consultation spectrum (**Table 4-1**).

The stakeholder matrix is provided in **Table 4-2**. The matrix also indicates the suggested engagement method selected for each stakeholder based on the outcomes of the stakeholder analysis. Further details on the engagement methods are provided in **Section 5**.

Stakeholder contacts for each of the stakeholder types identified in **Table 4-2** are provided a separate and confidential file. This contact register will be updated throughout the project.

Table 4-1 IAP2 Spectrum of Public Participation

	Inform	Consult	Involve	Collaborate	Empower
Participation Goal	To provide the stakeholders and community with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain stakeholder and community feedback on analysis, alternatives and/or decisions.	To work directly with the community and stakeholders throughout the process to ensure that their concerns and aspirations are consistently understood and considered.	To partner with the community and stakeholders in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public or stakeholders.
Promise	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how stakeholder and community input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how stakeholder and community input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Table 4-2 Stakeholder Matrix

Type	Organisations	Stage 2		Stage 3		Stage 4	
		IAP2	Methods	IAP2	Methods	IAP2	Methods
Government (State and Federal)	Federal and state members of Parliament	Inform	Council / DCCEEW to notify, as required	Inform	Council / DCCEEW to notify, as required	Inform	Council / DCCEEW to notify, as required
Councils	Shoalhaven Council (Project Manager)	Empower	Regular project meetings	Empower	Regular project meetings	Empower	Regular project meetings
	Shoalhaven Council (Councillors)	Empower	Briefing 1	Inform	Media release, FAQs	Inform	Council / DCCEEW to notify, as required
	Shoalhaven Council (other Council Staff)	Involve	Detailed Risk Assessment Workshop	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Email/phone direct contact to seek input on specific issues, as required				
	Goulburn Mulwaree Council	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website
	Kiama Municipal Council	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website
Eurobodalla Council	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website	
State/ Federal Government Agencies	Department of Planning and Environment (now DCCEEW)	Collaborate	Regular project meetings	Collaborate	Regular project meetings	Collaborate	Regular project meetings
			Detailed Risk Assessment Workshop		Options Workshop		Briefing 2 & Briefing 3
	Department of Planning and Environment – Crown Lands (now DPPI – Crown Lands)	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Detailed Risk Assessment Workshop				
	DPE (now DCCEEW) Environment, Energy and Science (Biodiversity and Conservation Division, SE Water Floodplains and Coast Team)	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Detailed Risk Assessment Workshop				
	DPE Planning and Assessment (now DPPI – Planning)	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Detailed Risk Assessment Workshop				
	Department of Primary Industries – Fisheries (now DPIRD – Fisheries)	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Detailed Risk Assessment Workshop				
	National Parks and Wildlife Services	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
			Detailed Risk Assessment Workshop				
	Transport for NSW – Road and Rail	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop (pending draft options)	Inform	Briefing 2 & Briefing 3
	Transport for NSW – Maritime	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop (pending draft options)	Inform	Briefing 2 & Briefing 3
	Transport for NSW – Maritime Infrastructure Delivery Office	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop (pending draft options)	Inform	Briefing 2 & Briefing 3
	NSW Environment Protection Authority	Inform	Council / DCCEEW to notify, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3
National Parks Association of NSW (NPA)	Inform	Council / DCCEEW to notify, as required	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3	
NSW Local Land Services	Involve	Email/phone direct contact to seek input on specific issues, as required	Involve	Options Workshop	Inform	Media release and Council's Website	
NSW Police	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website	
Australian Defence Force	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website	
NSW SES	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website	
RFS	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website	
Advisory Bodies	CMPAP - Northern	Involve	Briefing 1	Involve	Options Workshop	Inform	Briefing 2 & Briefing 3

Type	Organisations	Stage 2		Stage 3		Stage 4	
		IAP2	Methods	IAP2	Methods	IAP2	Methods
	Coastal and Estuary Catchment Panel (selected representatives)	Involve	Briefing 1	Inform	Media release, FAQs	Inform	Briefing 2 & Briefing 3
	Biodiversity Advisory Panel	Inform	Council / DCCEEW to notify, as required	Inform	Media release, FAQs	Inform	Media release and Council's Website
Traditional Land Owners	Aboriginal Advisory Committee	Inform	Council / DCCEEW to notify, as required	Involve	Site meeting or phone calls	Involve	Site meeting or phone calls
	Jerrinja LALC	Inform	Council / DCCEEW to notify, as required	Involve	Site meeting or phone calls	Involve	Site meeting or phone calls
	Nowra LALC	Inform	Council / DCCEEW to notify, as required	Involve	Site meeting or phone calls	Involve	Site meeting or phone calls
Community Organisations	Community Organisations within and involved in the study area	Involve	Selected organisations to be interviewed as part of the boating study (demand analysis survey)	Involve	Options Workshop	Involve	Drop-in sessions, scheduled phone calls, virtual meetings
Youth Organisations	<i>Youth groups to be identified by Council</i>	Inform	Council / DCCEEW to notify, as required	Involve	Options Workshop	Involve	Online workshop
Private Organisations	Private Organisations within and involved in the study area	Involve	Selected organisations to be interviewed as part of the boating study (demand analysis survey)	Inform	Media release, FAQs	Involve	Drop-in sessions
Individuals	Landowners and residents	NA	NA	Involve	Online survey	Involve	Drop-in sessions
	Community members (registered)	NA	NA	Involve	Options workshop (limited numbers)	Involve	Drop-in sessions, scheduled phone calls, virtual meetings
	Visitors	NA	NA	Inform	Media release, FAQs	Involve	Drop-in sessions

5 Engagement Methods

A range of engagement methods have been developed based on the requirements of the CM Act and CM Manual, the objectives of the consultation (**Section 2**) and the level of consultation identified for each of the stakeholders (**Table 4-2**).

A description of the engagement methods, including a summary of the outcome of each method is provided in **Table 5-1**.

5.1 Social Media Strategy:

Council will reach out to the community throughout the CMP process at key stages using the following social media channels:

- Updates on Council's Lower Shoalhaven Coastal Management Program website landing page (Get Involved)
- Council's Facebook page
- Media Releases
- Relevant Council operated newsletters.

Through these channels, the project team can disseminate updates, access to the surveys and the interactive map, and seek feedback on key aspects of the CMP.

Table 5-1 Engagement Methods and Outcomes

Engagement Method	Details	When	Outcomes
State Government Agency Engagement: Email, Phone and Virtual Meetings	<p>A letter of introduction to the project was provided to state government agency representatives seeking feedback or information related to:</p> <ul style="list-style-type: none"> The adopted Shoalhaven CMP Scoping Study (August 2020); The existing management actions and any barriers to implementation in the Lower Shoalhaven River Estuary Management Plan (EMP, 2008); The existing entrance management approach specified in Shoalhaven Heads Entrance Management Plan (2006); New information related to flooding, acid sulphate soils, estuarine processes or bank erosion; and Other relevant risks, vulnerabilities and opportunities within the Lower Shoalhaven River Estuary. 	February 2022 (Stage 2)	<p>Crown Lands – Provided background information on work undertaken to assess the impacts of water harvesting on the estuary. Provided useful references related to fish ecology in the estuary.</p> <p>DCCEEW – Provided feedback on the status of EMP actions.</p> <p>DPIRD (Fisheries) – Identified key issues with regards to fisheries habitat, fishing and aquaculture. Suggested considerations when evaluating the effectiveness of previous management activities. Suggested engagement with dairy/cattle farmers, market gardeners and oyster farmers. Identified the importance of WSUD for managing urban development run off and incorporation of environmental restoration works within Coastal Wetland areas. Identified a range of MEMS initiatives to be considered. Provided references for considerations (e.g. estuarine habitat mapping).</p> <p>NPWS – Letter receipt acknowledged, however, no inputs or feedback provided.</p> <p>TfNSW & MIDO – Provided updates on EMP actions, including relevant contact details for each.</p>
Get Involved online platform	Council maintained a 'Get Involved' online platform throughout the project to provide the community with access to information, read Q&A, complete surveys and provide their own comments on estuary management.	Ongoing	16 project updates provided to the community from procurement to the end of Stage 3. Additional updates to be provided until the CMP is certified. Post certification updates will be determined alongside Council's other CMP portfolio.
Boating User Survey	The survey targeted boating usage, issues and conflicts within the Shoalhaven River Estuary. The survey contained 19 questions across six sections with open and fixed multiple-choice responses	An online survey was made publicly available from 31 January to 27 February 2022 (Stage 2)	The survey received 423 responses of which 379 were completed to a level that allowed data analysis to inform the Boating Study completed as part of Stage 2 of the CMP. Full details of the survey responses are provided in the CMP Stage 2 report (Rhelm, 2023d).
Boating users, businesses and community group representatives interviews	<p>Boating users, businesses and community group representatives were interviewed to inform the boating study. Information targeted during interviews included:</p> <ul style="list-style-type: none"> boating activity boat types seasonality details of conflicts between boat users groups and the community, boating ramp usage and capacity condition of ramp facilities and other boating infrastructure navigability, and safety of boating. 	31 January – 4 February 2022 (Stage 2)	Interviews were conducted with 23 stakeholders. The information gathered during the interviews informed the Boating Study completed as part of Stage 2 of the CMP. The interview summaries are provided in the CMP Stage 2 report (Rhelm, 2023d).
Interactive map (Council's Webpage)	<p>Council invited the community to provide input to the CMP through an Interactive Map, published on this web page, using categorised marker pins provided to comment on:</p> <ul style="list-style-type: none"> issues, problems or concerns in the Lower Shoalhaven River Estuary area ideas to address the issues. 	1 April 2022 – 17 November 2023 (Stage 2 & 3)	<p>48 individual respondents provided 155 responses. Responses were categorised into 7 key issues:</p> <ul style="list-style-type: none"> Bank erosion Boating Coastal and tidal flooding Cultural and social values Economic values Environmental values Recreation (other than boating) <p>A detailed overview of responses and how they were incorporated into the CMP is provided in a Closing the Loop document which has been provided on the CMP website.</p>
North CMPAC Briefing 1	Briefing provided on the scope of the CMP (Stages 2 to 4) and tasks completed to date	28 June 2022 (Stage 2)	<p>Provided North CMPAC members an overview of the proposed scope of the CMP (Stages 2 to 4) and an update on the Stage 2 work progress, including the Boating Study, the Water Quality Monitoring Review, and the Bank Condition Assessment.</p> <p>Minutes can be found on Council's website: Minutes of North Coastal Management Program Advisory Committee - Tuesday, 28 June 2022 (infocouncil.biz)</p>

Engagement Method	Details	When	Outcomes
Detailed Risk Assessment Workshop – Council Assets	<p>A workshop was held in Nowra with Council staff representing:</p> <ul style="list-style-type: none"> Coastal management Stormwater asset management Open space management Floodplain management Water supply and sewer management Land management and natural areas, including biodiversity Road asset engineers Environmental health Strategic Planning. <p>Representatives from DPE also attended.</p> <p>The purpose of the workshop was to:</p> <ul style="list-style-type: none"> Review consequence ratings associated with inundation of various asset types Review outcomes of study area wide inundation risk assessment and confirm high and extreme risk outcomes Discuss shortlist of asset risks and potential management approaches. 	26 September 2022 (Stage 2)	<p>Key outcomes of the workshop included:</p> <ul style="list-style-type: none"> No changes to high risk assets were identified Sewer assets should be included in the risk assessment Consequences associated with tidal inundation were considered high than consequences associated with coastal storm inundation While consequence rating would primarily be driven by the Property & Infrastructure category, reputational and environment risk categories should also be considered where assessing management options.
Detailed Risk Assessment Workshop – State Agencies	<p>A virtual workshop was held with State Government Agency staff representing:</p> <ul style="list-style-type: none"> Department of Planning and Environment (Water, Floodplain and Coasts Team) Department of Primary Industries (Fisheries and Aquaculture) Transport for NSW (Maritime) Local Land Services Crown Lands National Parks and Wildlife Service. <p>The following additional State Government Agencies were invited, but were unable to attend:</p> <ul style="list-style-type: none"> NSW State Emergency Services NSW Environment Protection Authority Department of Planning and Environment (Flooding). <p>The purpose of the workshop was to discuss the risks within the Lower Shoalhaven River within the context of the Stage 2 assessments. Feedback on the outcomes of the Stage 2 assessments was also sought.</p>	30 November 2022 (Stage 2)	<p>Key outcomes of the workshop included:</p> <ul style="list-style-type: none"> Bank erosion: Soil Conservation Science and Local Land Services have good examples of bank condition improvement works that could be relevant for the Lower Shoalhaven River. Riparian vegetation: review “excellent” riparian condition in Orient Point / Culburra as this area has been impacted by (possibly illegal) clearing. Tidal inundation: <ul style="list-style-type: none"> Undertake engagement with DPI Agriculture regarding sea level rise impacts on dairy farming Council should look into understanding when each floodgate “fails” as a possible action for the CMP Consider saltmarsh/mangrove potential for Brundee Swamp from Hughes et al. 2022 Consider (if available) the Marine Vegetation Management Strategy. Boating: <ul style="list-style-type: none"> Consider optimising boat ramp usage – potentially through boat ramp strategy Pump out facility to be considered at Greenwell Point Undertake engagement with DPI Fisheries regarding signage near oyster leases Water quality: Improve coordination with NSW Food Authority/Council/DPE water quality data. <p>Overall, the outcomes of the Stage 2 assessments and resulting risk outcomes were supported by the workshop attendees.</p>
North CMPAC Briefing 2	Briefing on outcomes of Stage 2 assessments and Stage 2 options identification and evaluation scope, including scope of engagement activities.	Stage 2 Completion – 6 June 2023 (Stage 2)	<p>The CMP progress to stage 3, including planned community and agency engagement.</p> <p>Minutes can be found on Council’s website: Minutes of Northern Coastal Management Program Advisory Committee - Tuesday, 6 June 2023 (infocouncil.biz)</p>
Options Workshops (virtual) – State Government Agencies	<p>Review key outcomes of Stage 2 assessments and identify potential options for consideration in the CMP.</p> <p>Included agency representatives from:</p> <ul style="list-style-type: none"> DCCEEW DPIRD Fisheries and Agriculture Transport for NSW (Maritime) DPHI - Local Land Services DPHI - Crown Lands National Parks and Wildlife Service 	26 and 27 June 2023 (Stage 3)	<p>Key discussion topics:</p> <ul style="list-style-type: none"> Tidal inundation impacts on estuary management Erosion issues at Berry’s Canal and the need for bank protection works Riparian condition improvements Water quality concerns Riparian condition and the effects of tidal inundation Boating and waterway usage and their impacts

Engagement Method	Details	When	Outcomes
	<ul style="list-style-type: none"> Heritage NSW 		<p>Additional information was identified by agencies for consideration during options identification and evaluation during Stage 3.</p> <p>Eight distinct potential management options were identified via the discussion for inclusion in the long list and evaluation during Stage 3.</p> <p>Relevant Stage 2 data was provided to the appropriate agencies.</p>
Options Workshops (in person) – Community Organisations	<p>The project team met with the Lower Shoalhaven Heads Estuary Taskforce and Shoalhaven Riverwatch to discuss coastal management issues, including the outcomes of the Stage 2 studies and potential options for consideration in the CMP.</p>	25 to 26 July 2023 (Stage 3)	<p>Shoalhaven Riverwatch meeting outcomes:</p> <ul style="list-style-type: none"> Riverwatch provided Google Maps links and .kmz files to the project team, highlighting previous works and recommended sites for bank stabilisation. These have been added to the project folder for review and alignment with the Bank Erosion Study. A serious concern was raised regarding the increasing impact of wakeboarding on bank erosion, with the group noting a significant increase in damage compared to that caused by water skiers. Discrepancies were identified between the erosion severity ratings, with some sites marked as low severity experiencing worse conditions, prompting Riverwatch to conduct bank stabilisation works, which have proven effective. Sand sausages were reported to be more effective than sandbags for bank stabilisation at certain sites. The group expressed frustration and reluctance to continue restoration efforts, as their works are being undermined and overtopped by larger wakes, reducing their effectiveness. <p>Shoalhaven Heads Estuary Taskforce meeting outcomes:</p> <ul style="list-style-type: none"> The community seeks clear water and flood protection, believing a revised entrance management plan can help achieve both. Frequent entrance openings at lower trigger levels were supported, with flexibility suggested in the design of the dry notch and pilot channel to prevent quick closure. The group advocated for more flexible operations for each entrance opening to improve safety and effectiveness. Consolidating boat ramps was proposed to reduce dredging needs. Concerns were raised about the impact of increased freshwater inflows on oyster farming.
Options Workshops and Drop In Sessions (in person) – Community	<p>Community members attended workshops via a registration process. Workshop attendees considered the outcomes of the Stage 2 studies and collaborated on identifying key issues for management and potential options to address these issues.</p> <p>The sessions were held at the Shoalhaven Heads Community Centre and Shoalhaven Entertainment Centre (Nowra).</p> <p>Both sessions were opened to the general public following the workshop session for drop-in sessions.</p>	25 to 26 July 2023 (Stage 3)	<p>27 registered attendees at the Shoalhaven Heads session.</p> <p>18 registered attendees at the Nowra session.</p> <p>Maps depicting the outcomes of the Stage 2 studies were annotated in small groups using markers and sticky notes. Several potential management options and considerations for the evaluation criteria were identified and applied during the Stage 3 evaluation of potential management options.</p> <p>Written feedback forms were provided, and several written submissions were received containing suggestions for potential management options which were incorporated into the long list.</p>
Meet on Country with Traditional Owners	<p>Project team members met with representatives from the Nowra LALC and Jerrinja Tribal Group, some of whom were Traditional Owners with the authority to speak for Country.</p>	26 July 2023 (Stage 3)	<p>Key outcomes from these discussions are provided below:</p> <p>Jerrinja Tribal Group Meeting:</p> <ul style="list-style-type: none"> Cultural Protocols – Concern over lack of proper engagement protocols; Traditional Owners should be prioritised in consultation. Heritage Protection – Priority sites, like the midden near Crookhaven Heads, need protection, serving as a model for cultural preservation. Community Significance – Middens hold importance for both Aboriginal and broader communities. Precinct Plan Impact – The Nowra Precinct Plan threatens traditional fishing grounds. Funding Opportunity – Potential alignment with Aboriginal Fisheries Trust Fund for CMP. <p>Nowra LALC Meeting:</p>

Engagement Method	Details	When	Outcomes
			<ul style="list-style-type: none"> • Land and Erosion – LALC is acquiring machinery for bank stabilisation and seeks priority tender for works. • Bridge Impact – The Nowra Bridge upgrade has worsened erosion, affecting LALC land. • Pollution Concerns – Erosion and pollution stem from Bomaderry Creek and Manildra. • Consultation Lacking – Nowra Precinct Plan impacts traditional fishing grounds with minimal consultation. • Tourism Plan – LALC aims to launch a River Cat tourism operation with a new wharf. • Artefact Exposure – Erosion has exposed Indigenous artefacts, needing protection.
Online sessions with agencies to discuss draft options	The draft CMP actions were presented to each of the State Government Agencies to confirm the action wording and responsibilities prior to their inclusion in the draft CMP.	April and May 2024 (Stage 4)	Feedback on draft management actions was used to fine-tune wording, clarify roles and responsibilities, and obtain in-principle support of proposed actions. Several options were removed from the actions list due to their lack of support from the agencies, or in some cases, due to already being implemented.
North CMPAC Briefing 3	The draft CMP was presented to the North CMPAC.	13 August 2024 (Stage 4)	The committee received the presentation, and the project will progress to public exhibition. Minutes can be found on Council's website: Minutes of Northern Coastal Management Program Advisory Committee - Tuesday, 13 August 2024 (infocouncil.biz)
Draft CMP available on Council's website (Public Exhibition)	To provide the community an opportunity review and provide feedback on the draft CMP.	<i>To be undertaken during Stage 4</i>	
Drop-In Sessions (Public Exhibition)	To provide the community an opportunity review and provide feedback on the draft CMP.	<i>To be undertaken during Stage 4</i>	

6 Monitoring and Evaluation

Evaluation is an integral part of engagement. It provides the opportunity to reflect and review the engagement as it is progressing and enables changes to be made, if necessary, through the engagement (between and within the CMP stages).

The evaluation of the CMP engagement, presented in **Table 6-1**, provides a review of engagement tasks undertaken for each stakeholder and an evaluation of how well they achieved the desired level of engagement identified in the Stakeholder Matrix (**Table 4-2**).

Table 6-1 Engagement Evaluation

Engagement Method	Stakeholders Involved	Level of Engagement	Evaluation
State Government Agency Engagement: Workshops, Email, Phone and Virtual Meetings	All state government agencies listed.	Collaborate	Stage 2 and 3 workshops were intended to allow for collaboration, but primarily ended up being information sessions. Better engagement by Agencies during these sessions should be sought in the future. Stage 4 engagement was approached to address the lack of inputs received by Agencies. Regular and targeted engagement during Stage 4 allowed responsible agencies to directly contribute to the agreed CMP actions.
Boating User Survey	Community members and commercial operators	Consult	High degree of engagement. Inputs directly shaped the CMP.
Boating users, businesses and community group representatives interviews	Community members and commercial operators	Consult	High degree of engagement. Inputs directly shaped the CMP.
Interactive map (Council's Webpage)	Community members and organisations	Consult	High degree of engagement. Inputs directly shaped the CMP.
North CMPAC Briefings	Community and State Government Agency representatives	Involve	Briefings provided adequate time for questions and feedback, which were considered in the development of the CMP.
Detailed Risk Assessment Workshop	Shoalhaven Council (other Council Staff)	Involve	High degree of engagement. Inputs directly shaped the CMP.
Options Workshops (virtual) – State Government Agencies	State Government Agency representatives	Consult	Briefings with agencies, grouped by roles managing related issues allowed for an integrated and collaborative discussion. Information was successfully shared, and inputs directly shaped the CMP.

Engagement Method	Stakeholders Involved	Level of Engagement	Evaluation
Options Workshop – Community Organisations	Community organisations	Consult	Holding separate sessions with each organisation allowed for discussions that targeted issues relevant to each organisation.
Options Workshop - Community	Community members	Consult	Well attended, with engaged participants. Inputs directly shaped the CMP.
Meet on Country with Traditional Owners	LALC and Traditional Owners	Consult	Holding separate sessions with each organisation / Traditional Owners representatives allowed for discussions that targeted issues relevant to each.
Online sessions with agencies to discuss draft options	All state government agencies listed.	Consult	Holding separate sessions with each agency allowed for focused discussion on relevant management actions. Inputs directly shaped the CMP.
Draft CMP available on Council’s website (Public Exhibition)			
Drop-In Sessions (Public Exhibition)			



Attachment A

Previous Engagement Summary

Previous community consultation undertaken

A summary of the community engagement undertaken as part of previous studies for the lower Shoalhaven River was provided in the CMP Scoping Study (Advisian, 2020) during Stage 1 and is reproduced here.

Shoalhaven River Estuary Management Plan

The Shoalhaven River Estuary Management Plan was completed and adopted by Council in 2008 (Umwelt Australia, 2008), and was developed with community input via the Shoalhaven Natural Resources and Floodplain Management Committee. The Plan identifies and provides a description of the natural, economic social and cultural values of the estuary as well as a suite of management actions and an implementation strategy to address the values. The Plan incorporated community input through a comprehensive exhibition process prior to finalisation.

The following values and management issues are a snapshot of those identified for the Shoalhaven Estuary through the Estuary Management Plan:

Community Issues and Values Identified
<i>Threats to Biodiversity Values</i>
<p>The community is concerned about the maintenance of support for community based bush care and river care programs.</p> <p>Removal or reduction of numbers of individual species through habitat destruction</p> <p>Removal or reduction in the area of individual Endangered Ecological Communities (EECs) through land clearing, severe bank erosion or channel change.</p> <p>Change in the balance between habitat types due to changes in sediment loads or sea level rise.</p> <p>Changes to tidal incursion and salinity due to entrance management.</p> <p>Changes to freshwater inflows</p> <p>Degradation of microhabitats for fish</p> <p>Barriers for fish passage</p> <p>Acid Sulfate Soils</p> <p>Stormwater and industrial discharges.</p> <p>Spread of Caulerpa.</p>
<i>Aboriginal Community Values</i>
<p>Aboriginal community values have not previously been fully incorporated into the management of floodplain and estuarine landscapes and local Aboriginal people have a low level of involvement in local natural resource management planning.</p>
<i>European Heritage</i>
<p>Piecemeal documentation and management of European heritage sites located on the Estuary and coastal floodplain.</p>
<i>Recreational usage</i>
<p>The estuary is a major recreational asset for local people and is also a key element of the Shoalhaven tourism strategy. Recreational uses include swimming, kayaking, fishing (upper estuary and lower</p>

<p>estuary, plus access to ocean fisheries), shellfishing, seafood restaurants, picnics, camping, walking (bush and waterfront), water skiing and wakeboarding.</p> <p>There is congestion on boat ramps and the river upstream of Nowra, particularly during peak usage periods.</p> <p>Potential conflicts between active (high speed) and passive waterway users, particularly upstream of Nowra.</p> <p>Appropriate locations for local and regional boating facilities in the lower estuary need to be determined, to meet growing demand from the local and visitor population.</p>
<p><i>Foreshore Erosion</i></p>
<p>Boat generated waves are causing bank erosion in some sections of the upper estuary.</p> <p>Foreshore erosion in the lower estuary including at Greenwell Point affects the amenity of foreshore reserves and threatens community infrastructure.</p>
<p><i>Flooding</i></p>
<p>Management of the entrance area to alleviate flooding in the Shoalhaven River.</p>

River Road Foreshore, Shoalhaven Heads: Assessment of Coastal Management Options

Community consultation took place during the development of the WRL foreshore management options report via the Shoalhaven Heads Estuary Taskforce and the Shoalhaven Heads Community Forum and at a community drop-in session at the Shoalhaven Heads community centre on Sunday 9 April 2017.

The community identified the need to address stormwater management and retain the visual and recreational amenity of the River Road foreshore in any management options undertaken.

Lower Shoalhaven River Drainage Remediation Action Plan

A Lower Shoalhaven River Drainage Remediation Action Plan has been developed for the lower estuary to manage the impacts of Acid Sulfate Soils, which have been identified as a significant contributor to poor water quality in the Shoalhaven River Estuary. As part of the community consultation for the Lower Shoalhaven River Drainage Remediation Action Plan, a landowner survey was sent out by Council to seek information from landowners about their level of knowledge on Acid Sulfate Soils and their willingness to adopt various remediation strategies. Council releases a periodic newsletter, the Gumboot News, to inform the local community in the Shoalhaven River Floodplain about Acid Sulfate Soils, improving water quality, soil quality, agricultural production and the health of the wetlands and estuary.

Shoalhaven City Council, in conjunction with NSW SES, has produced a series of videos to assist the community to better understand flooding and minimise risks to personal safety and property. The videos feature flood stories of local people together with information from state and local government staff involved in flood planning and management. They outline the history of flooding in the Shoalhaven, explain flood management processes, provide guidance to the community on how to be flood prepared and bust a few common myths. Links to the videos are provided in the May 2017 issue of the Gumboots newsletter and on the Shoalhaven Council website.



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