

Eden Cruise Wharf

Community Communication Strategy

Operations and Maintenance Phase

12 November 2025

Revisions table

Revision	Description	Revision date	Author	Reviewer	Notes / updates made
Final	Final	August 2017	Ricardo Prieto-Curiel	Christa Sams	CCS was approved by the Secretary of the Department of Planning and Environment (DPE), prior to commencement of construction.
Rev 1	Revised Final	September 2019	Ricardo Prieto-Curiel	Christa Sams	CCS updated and submitted to DPE at the commencement of site operations.
Rev 2	Revised Final	April 2023	Ricardo Prieto-Curiel	Christa Sams	CCS updated to address the operational phase of the project, including approved MOD 2.
Rev 3	Revised Final	12 November 2025	Francisca Alvarez	Christa Sams	CCS updated to address the operational phase of the project, including approved MOD 3.

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1 INTRODUCTION

1.1 Purpose and scope

This Community Communication Strategy (CCS) sets the communications and community liaison activities to be undertaken for the Eden Cruise Wharf (the Facility) from completion of construction and for the life of the operation. This will be reviewed when required. It addresses the following:

- Communication and engagement approach and objectives
- Project background
- Overview of the works
- Key milestones
- Roles and responsibilities
- Key messages
- Identification of communications tools, timelines and actions to be implemented
- Identification of stakeholders and targeted consultation
- Issues and impacts to stakeholders, and proposed mitigation measures
- Monitor and evaluation.

The CCS is a 'live' document and will be regularly reviewed and updated.

The CCS has been prepared in accordance with conditions B3-B5 of the Project's Infrastructure Approval SSI 7734, Operational Environment Management Plan (OEMP) and its sub-plans (Traffic, Transport and Access, Noise Management Water Quality Management and Air Quality Management), and other management plans. The CCS was approved by the Secretary of the Department of Planning and Environment (DPE) on the 8 August 2017 prior to commencement of construction in accordance with condition B4, and was then subsequently amended as required during construction by the former Department of Industry. An updated version of the CCS was submitted to DPE in September 2019 at the commencement of site operations. The CCS was further updated in April 2023 by Port Authority of NSW (Port Authority) (the operator of the Facility) to address the operational phase of the project, including approved modifications.

The Facility was approved by the Executive Director of the Department of Planning, Infrastructure and Environment (DPIE) on the 5 July 2017 and modified by the Minister for Planning's delegate on the 7 November 2018 (MOD 1), on the 21 October 2020 (MOD 2) and on 24 May 2024 (MOD 3) (the Infrastructure Approval). The original approval provided for the extension of the existing Breakwater wharf by approximately 95m for use by large cruise ships. The MOD 2 approval allowed the use of the Eden Breakwater wharf extension by vessels up to 100m in length at times when the Facility is not occupied by a cruise ship, including 24/7 berthing and operational/maintenance activities from 7:00am to 10:00pm. The MOD 3 approval allowed for the visitation of larger cruise ships and other vessels to invest in the local economy and tourism, support business opportunities for regional and local communities and respond to ongoing demand from the cruise and shipping industries.

Key aspects of the MOD 3 approval include:

- Increase the size of cruise ships allowed to visit the Eden Cruise Wharf up to a maximum length of approximately 370m.
- Allow all ships to remain at berth 24 hours per day. Vessels at berth are still subject to the Eden Cruise Wharf activity operating hours.
- Allow an unrestricted number of cruise ship visits to the Eden Cruise Wharf.
- Construct a mooring dolphin approximately 60 m seaward of the existing mooring dolphins
- Construct a catwalk extension to the existing Eden Cruise Wharf to allow cruise ships to use an additional passenger embarkation/disembarkation door.

It is noted that while the Infrastructure Approval permits vessels up to 370m in length to visit at the berth, the following additional infrastructure would need to be developed prior to receiving these longer vessels: installation of an additional mooring dolphin, passenger catwalk extension.

1.2 Communication and engagement approach and objectives

The approach to maintaining relationships and trust with the community and stakeholders will be achieved through commitment to the following objectives:

- Aligning messaging with concurrent government projects for the Eden region.
- Utilising targeted communication and engagement tactics for each stakeholder to build understanding about the economic benefits to the region, the operation and maintenance of the Eden Cruise Wharf and potential impacts.
- Providing updates to stakeholders to manage expectations, issues and risks.
- Ensuring all communication and engagement is in accordance with the Project's Infrastructure Approval, OEMPs and OEMP sub-plans.

1.3 Project background

The Port of Eden is an active working port, a premier location for whale watching, and an increasingly popular cruise destination strategically positioned between Sydney and Melbourne on the New South Wales south coast. NSW dominates the domestic cruise industry which was estimated at \$2.89 billion to the state economy in 2015-16. Completion of the Eden Cruise Wharf allows cruise ships up to 325 metres to dock at the port resulting in improved access and safety.

The Eden Cruise Wharf was jointly funded by the Australian Government (\$10 million), NSW Government (\$32 million) and Bega Valley Shire Council (\$2 million). Government investment will drive regional economic growth with an estimated \$48.4 million into the regional economy and a flow on effect from the Project of 86 ongoing jobs in tourism, hospitality and stevedoring.

Following completion of construction of the Eden Cruise Wharf, responsibilities for the operation of the Facility were transferred from the former NSW Department of Industry – Crown Lands to Port Authority. This includes the operation of the Port and the new Eden Cruise Wharf and transferring responsibility of all communication activities to Port Authority at construction completion. In September 2019, Port Authority became the operator of the Eden Cruise Wharf, assuming responsibility for the operational conditions of the Infrastructure Approval, with subsequent vesting of relevant land holdings to Port Authority on 18 December 2020. Port Authority holds overall responsibility for the conditions of the Infrastructure Approval related to site operations.

1.4 Compliance

This CCS, required under Condition B4 of the Infrastructure Approval, addresses the requirements of Conditions A23, A28, A30, A31 and A32, B1 to B6, D2 and D7, D17, D20, E17, E18, E20 and E22 of the Infrastructure Approval and the Modification of Infrastructure Approval as shown in the following table:

Condition No.	Requirement	Reference
A23	<p>Construction and Operation Compliance Reports must include:</p> <p>b) A summary of the Complaints Register required under Condition A28 including the number of complaints received, a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;</p> <p>g) a Five Year Operational Compliance Summary Report every five years from commencement of Operation, unless otherwise agreed by the Secretary, which includes:</p> <ol style="list-style-type: none"> i. the name and size of visiting cruise ships and date of visits. ii. the number and nature of complaints in relation to specific cruise ships, iii. results of air quality monitoring and any noise monitoring undertaken to investigate repeated noise complaints <p>It is noted that the Planning Secretary in a letter dated 17/09/2024 agreed 'under Condition A23(g), that the Project can cease preparing and submitting 5-year OCSRs after the first such report is submitted.' The first 5-year OCSR was submitted for the 2023/2024 cruise season.</p>	Section 5.5 Community Contact Procedure
A28	A Complaints Register must be maintained for the duration of the Construction and Operation.	Section 5.5 Community Contact Procedure
A30	<p>The following information must be available to facilitate community enquiries and complaints within one (1) month from the date of this approval:</p> <ol style="list-style-type: none"> a) A 24-hour telephone number for the registration of complaints and enquiries about the SSI b) A postal address to which written complaints and enquiries may be sent c) An email address to which electronic complaints and enquiries may be transmitted; and d) A mediation system for complaints unable to be resolved <p>This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level.</p>	Section 5.2 Communication Tools and Section 5.5 Community Contact Procedure.
A31	The telephone number, postal address and email address required under Condition A30 of this approval must be published in a newspaper circulating in the local area prior to the commencement of Construction and published in the same way again prior to the commencement of Operation. This information must also be provided on the website required under Condition B6 of this approval.	Section 5.2 Communication Tools
A32	<p>The Complaints Register must record the:</p> <ol style="list-style-type: none"> a) number of complaints received; b) number of people affected in relation to a complaint; c) means by which the complaint was addressed and whether resolution was reached, with or without mediation 	Section 5.5 Community Contact Procedure
B1	<p>Prior to commencement of Construction, the Proponent is required to establish a Community Consultative Committee (CCC).</p> <p>The CCC is to be established in accordance with the Department's <i>Community Consultative Committee Guidelines for State Significant Projects</i>, dated November 2016, or from an existing group that can be demonstrated to meet the purposes and objectives of the Guidelines as agreed by the Secretary.</p> <p>The committee is to include representatives from port businesses, maritime user groups, residents surrounding the Port of Eden and the Relevant Maritime Authority and is to operate during Construction and during Operation of the SSI for a period as agreed with the Planning Secretary, but not for less than five years from commencement of operation of the committee.</p>	<p>Section 5.3 Community Consultative Committee</p> <p>Committee has been in operation since 2017 when it changed from a CLG to CCC.</p> <p>In January 2025, the CCC was disbanded and replaced with the Port of Eden Stakeholder Group (ESG).</p>
B2	<p>A Report endorsed by the CCC is to be submitted to the Secretary five years after commencement of Operation of the SSI, reporting on whether the purpose of the Committee has been achieved and completed, and recommending a timeframe for continue operation. Where disbandment of the committee is recommended it is to be replaced with a community-based forum, as provided for in the Community Communication Strategy, operating for the life of the SSI unless otherwise agreed by the Secretary. The Community Consultative Report recommending disbandment must be submitted to the Secretary and include:</p> <ol style="list-style-type: none"> (a) minutes of the CCC meeting documenting member agreement to disbandment; and (b) Proposed membership of the community based forum. <p>Note: the community based forum must include local residents and may be an existing community liaison group.</p>	<p>Section 5.2 Communication Tools</p> <p>Section 5.3 Community Consultative Committee</p> <p>Port Authority submitted the 'Five Year Eden Community Consultative Committee Compliance Report' endorsed by the Eden CCC to the Planning Secretary five years after commencement of Operation of the SSI (in December 2025), reporting that the purpose of the Committee had been achieved and completed, and recommending disbandment of the Eden CCC, and formation of the new Port of Eden Stakeholder Group (ESG) and the Terms of Reference for that group.</p> <p>In January 2025, the CCC was disbanded and replaced with the ESG.</p>
B3	A Community Communication Strategy must be prepared to provide mechanisms to facilitate communication between the Proponent, the ER, the relevant Council, the CCC and/or community-based forum, others directly impacted by the SSI, during Construction of the SSI and for the life of the Operation of the SSI, unless otherwise agreed by the Secretary.	This Community Communication Strategy
B5	<p>The Community Communication Strategy must:</p> <ol style="list-style-type: none"> (a) identify people to be consulted during Construction and Operation; (b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the SSI; (c) provide for the formation of community-based forums that focus on key environmental management issues for the SSI arising from Compliance Reports; and (d) set out procedures and mechanisms: <ol style="list-style-type: none"> i. through which the community can discuss or provide feedback to the Proponent; ii. through which the Proponent will respond to enquiries or feedback from the community; and iii. to resolve any issues and mediate any disputes that may arise in relation to environmental management and delivery of the SSI. 	<p>Section 5.4 Consultation during the Operations and Maintenance phase</p> <p>Section 5.2 Communication Tools</p> <p>Section 5.2 Communication Tools, and Section 5.3 Community Consultative Committee</p> <p>Section 5.2 Communication Tools</p> <p>Section 5.5 Community Contact Procedure</p>
B6	A website providing information in relation to the SSI must be established prior to	Section 5.2 Communication Tools

Condition No.	Requirement	Reference
	<p>commencement of Construction and maintained for the duration of Construction and Operation. Up-to-date information (excluding confidential commercial information) must be published and maintained on the website or dedicated pages including:</p> <ul style="list-style-type: none"> (a) information on the current implementation status of the SSI; (b) a copy of the documents listed in Condition A1 and Condition A2 of this approval, and any documentation relating to any modifications made to the SSI or the terms of this approval; (c) a copy of this approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval; (d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI including Commonwealth permits or approvals; (e) a current copy of each document required under the terms of this approval and any endorsements, approvals or requirements from the ER and Secretary, all of which must be published prior to the commencement of any works to which they relate or prior to their implementation as the case may be; and (f) the outcomes of compliance tracking required under this approval. 	
D2	<p>The OEMP must provide:</p> <ul style="list-style-type: none"> d) details of how the Operation of the SSI will be carried out under the OEMP and OEMP Sub-plans to: <ul style="list-style-type: none"> iv. address issues during Operation, as identified through the CCC, community-based forums provided for under Condition B5, Complaints Register or Monitoring Programs, through a process of continual improvement h) a mechanism for communicating the environmental and compliance obligations under this approval to cruise ship operators i) procedures for the notification of the NSW Food Authority in relation to sewage, fuel and oil sillage spill events; j) procedures for the avoidance of and timeframes for the notification of vessel strikes of marine fauna that are observed under pilotage to NPWS; k) procedures for the expediate notification of DPI Aquatic Biosecurity Unit of any new sightings of <i>C. lepadiformis</i>; <p>Note: DPI Aquatic Biosecurity is the direct contact for all marine pests and diseases. Contact for suspected reports should be via the 24-hour hotline 1800 675 888 and queries directed to the mailbox: aquatic.biosecurity@dpi.nsw.gov.au. Refer to Schedule 2 of the Biosecurity Act 2015, and Schedule 1 of the Biosecurity Regulation 2017 for prohibited and notifiable matters.</p>	<p>Section 5.3 Community Consultative Committee Section 5.2 Communications tools Refer also to OEMP</p>
D7	<p>The Air Quality Monitoring Program, as approved prior to Modification 3, and as amended from time to time, must be implemented until the end of the 2023/24 cruise season.</p>	<p>Section 5.2 Communications tools Refer also to the Air Quality Management OEMP Sub-plan</p>
D17	<p>The Operational Air Quality Monitoring Program must enable the monitoring of the first cruise seasons which are scheduled to have:</p> <ul style="list-style-type: none"> a) more than 60 cruise ship visits; and b) a Quantum class (or equivalent) visit, and c) an Oasis class (or equivalent) visit. <p>Note: Monitoring must be undertaken for the entire cruise season in which events listed in (a) – (c) are expected to occur.</p>	<p>Section 5.2 Communications tools Refer to the Air Quality Monitoring Program and the Air Quality Management OEMP Sub-plan.</p>
D20	<p>The Operational Water Quality Monitoring Program must enable the monitoring of the first:</p> <ul style="list-style-type: none"> a) cruise season with more than 60 vessel visits; and b) visit of a Quantum class (or equivalent); and c) visit of an Oasis class (or equivalent). 	<p>Section 5.2 Communications tools Refer to the Water Quality Monitoring Program and the Water Quality Management OEMP Sub-plan.</p>
E17	<p>The Noise Management OEMP Sub-plan must identify measures to reduce noise impacts on Sensitive Receivers including:</p> <ul style="list-style-type: none"> d) a procedure for management of non-compliant cruise ships including details on proposed actions, timeframes and consequences in the event of non-compliance with (a) to (c) in this condition. 	<p>Section 5.5 Community Contact Procedure Refer also to the Noise Management OEMP Sub-plan</p>
E18	<p>Where a complaint is received from a Sensitive Receiver in relation to a specific cruise ship at the Breakwater Wharf Extension, the source and nature of the noise must be investigated while the ship is at berth (unless this is not possible due to the timing of the complaint or imminent departure of the ship) and corrective actions implemented as required.</p> <p>If there are further complaints or the investigation indicates ongoing exceedance of the noise levels predicted in the documents listed in Condition A1(c) on the return of the cruise ship, future visits must be managed in accordance with the requirements of the Noise Management OEMP Sub-plan and specific actions, timeframes and consequences agreed by the Secretary in the event of repeat non-compliance.</p>	<p>Section 5.5 Community Contact Procedure Refer also to the Noise Management OEMP Sub-plan</p>
E20	<p>The OEMP Air Quality Management OEMP Sub-plan must include the following measures to reduce emissions from cruise ships:</p> <ul style="list-style-type: none"> d) a procedure for management of non-compliant cruise ships including details on proposed actions, timeframes and consequences in the event of non-compliance with (a) ii, (b) and (c) in this condition. 	<p>Section 5.5 Community Contact Procedure Refer also to the Air Quality Management OEMP Sub-plan</p>
E22	<p>Where a complaint is received from a Sensitive Receiver in relation to a specific cruise ship at the Breakwater Wharf Extension about dark smoke emissions or offensive odours, the source and nature of the dark smoke emission or offensive odour must be investigated in accordance with the Complaints Procedure in the OEMP and the procedure for non-compliant ships under the Air Quality OEMP Sub-Plan, and actions undertaken in accordance with these procedures.</p>	<p>Section 5.5 Community Contact Procedure</p>

2. OVERVIEW OF THE WORKS

Construction of the Eden Breakwater Wharf Extension involved:

- Dredging up to 231,500m³ of in-situ material from the bed of Snug Cove/Two-fold Bay.
- Installing 4,000m² of scour protection.
- Relocating impacted moorings
- Extending the wharf by 110 metres.
- Installing three mooring dolphins and two berthing dolphins.
- Installing onshore mooring bollards on the existing wharf.
- Upgrading existing services such as lighting, power and potable water and emergency fire-fighting water.
- Installing navigation aids.

Work commenced in August 2017 and was completed in July 2019. Operations commenced at the start of the Cruise Ship season on 15 September 2019.

MOD 2 allowed for the 'operation of the extended wharf for use by up to 60 cruise ships per annum and associated land-based facilities and services for management of passenger visitation including disembarkation, embarkation and transport'. MOD 2 enabled cruise ships with lengths over 300m and about 3,000 persons on board, to berth between 7:00am and 10:00pm (unless extenuating circumstances prevail such as mechanical failure, an on-board emergency or severe weather conditions) alongside the extended Breakwater Wharf so that passengers can embark/disembark directly and safely via the ship's gangway.

Extended Use operations (approved November 2020) involved:

- Use of the Eden Breakwater wharf extension, when not occupied by a cruise vessel, by fishing vessels, tugs, barges, lines boats, yachts and other vessels with sizes up to 100 metres in length.

Vessel operational activities (loading/unloading, refuelling, maintenance, servicing, passenger embarkation and disembarkation, etc) between 7:00am and 10:00pm.

Key aspects of the MOD 3 approval include:

- Increase the size of cruise ships allowed to visit the Eden Cruise Wharf up to a maximum length of approximately 370m.
- Allow all ships to remain at berth 24 hours per day. Vessels at berth are still subject to the Eden Cruise Wharf activity operating hours.
- Allow an unrestricted number of cruise ship visits to the Eden Cruise Wharf.
- Construct a mooring dolphin approximately 60 m seaward of the existing mooring dolphins
- Construct a catwalk extension to the existing Eden Cruise Wharf to allow cruise ships to use an additional passenger embarkation/disembarkation door.

It is noted that while the Infrastructure Approval permits vessels up to 370m in length to visit at the berth, the following additional infrastructure would need to be developed prior to receiving these longer vessels: installation of an additional mooring dolphin, passenger catwalk extension.

The CCS was further updated in April 2023 by Port Authority of NSW (Port Authority) (the operator of the Facility) to address the operational phase of the project, including approved modifications.

3. KEY MILESTONES

The key milestones are outlined as follows.

2017	August	SSI 7734 approved by the Executive Director of the Department of Planning, Infrastructure and Environment (DPIE)
		Construction commencement.
2018	7 November	MOD 1 approved
2019	August	Advert published in the Eden Magnet (minimum one month prior to Operation)
	April	Marine structures Construction completion.
	July	Heavy Lift Zone completion.
		Pavement reconstruction works completed.
	August	<ul style="list-style-type: none"> • Community opening event held • Transfer of content from DOI project website to Port Authority website and addition of real time air quality monitoring results (from commencement of Operation to the end of the 2019/2020 cruise season) • Transfer of complaints register from DOI to Port Authority • Transfer of telephone number, email and postal address from DOI to Port Authority.
September	First cruise ship alongside. Media event held	
2020	21 October	MOD 2 approved
2024	24 May	MOD 3 approved

4. ROLES AND RESPONSIBILITIES

The roles and responsibilities for managing and implementing the CCS during the Operation and Maintenance phase are outlined in the following table:

Organisation	Role	Responsibilities
Port Authority	Nominated Stakeholder Engagement representative.	Responsible for: <ul style="list-style-type: none"> Working with key stakeholders to identify and resolve issues related to port operations Managing the resolution of complaints. Leading targeted consultation, engagement and communication activities during the Operation and Maintenance phase in line with responsibilities and actions set out in the approved CCS. Facilitating the Port of Eden Stakeholder Group.
Cruise Ship Operators	Cruise Ship Operator	Responsible for: <ul style="list-style-type: none"> Carrying out their activities in accordance with applicable requirements of the Operation Environmental Management Plan and sub-plans, the Infrastructure approval and the EPBC Act Referral Decision Compliance of Cruise Ship Operators will be overseen by Port Authority site personnel (refer to OEMP)
Other Businesses and users: fishing vessels, tugs, barges, lines boats, yachts and other vessels	Users	Responsible for: <ul style="list-style-type: none"> Carrying out their activities to be compliant with the OEMP and the Infrastructure Approval. Compliance will be overseen by Port Authority site personnel (refer to OEMP)

5. COMMUNICATION

5.1 Key messages

Operation and maintenance messages

- Following completion of construction, responsibilities for operation of the Port of Eden was transferred from the former NSW Department of Industry – Crown Lands to Port Authority. Operation commenced in September 2019.
- Port Authority will be responsible for updated operation and maintenance messages as required.
- Community enquiries and complaints should be forwarded to Port Authority's 24 hour hotline on 02 9296 4962, emailed to enquiries@portauthoritynsw.com.au or submitted via the [online form](#) found on our website.
- Port Authority will work with the local community to communicate information and receive feedback as required.
- Port Authority will work with stakeholders to communicate information and receive feedback as required.

5.2 Communication tools

The communication and engagement tools that will be used are as follows:

Communication and engagement tools	Description/purpose/driver
Website	The existing Port Authority website will be updated to include the information required under the Project's Infrastructure Approval Part B Community Information and Reporting as well as up to date information including complaints number (02 9296 4962), email and postal address.
Social media channels	As needed to provide information about Port Authority activities in Eden.
Telephone number / postal address / Project email	To receive feedback from the community. OracleCMS receives complaints and enquiries. The 24/7 contact number to lodge a complaint or enquiry is 02 9296 4962. The email address is enquiries@portauthority.nsw.gov.au and postal address is PO Box 25 Millers Point NSW 2000.
Community based forums	The Port of Eden Stakeholder Group (ESG) has replaced the CCC under section B2 of the Modification of Infrastructure Approval. Membership and rules are in accordance with the Terms of Reference for that group.
Media relations	Media releases may be used to promote Port Authority activities in Eden.
Translation and Interpreting Services	Should language barriers impede a stakeholder's capacity to understand key messages, the Translating and Interpreting Service National (TIS) can be engaged via telephone and online.

5.3 Port of Eden Stakeholder Group

A CCC was established in accordance with the NSW Department of Planning's *Community Consultative Committee Guidelines State Significant Projects November 2016* with adherence to the Project's *Infrastructure Approval Part B Community Information and Reporting*.

The CCC was developed from the existing Project Community Liaison Group, which was formed in January 2015. It comprised an Independent Chairperson, up to seven community representatives from; port businesses, maritime user groups, residents surrounding the Port of Eden, a Council representative and

Port Authority personnel. The CCC operated for five years from the commencement of the Operations and Maintenance phase in accordance with condition B2 of the Infrastructure Approval and performed an advisory and consultative role.

As per condition of approval B2, Port Authority submitted the 'Five Year Eden Community Consultative Committee Compliance Report' endorsed by the Eden CCC to the Planning Secretary five years after commencement of Operation of the SSI (in December 2025), reporting that the purpose of the Committee had been achieved and completed, and recommending disbandment of the Eden CCC, and formation of the new Eden Stakeholder Group (ESG) and the Terms of Reference for that group; operating for the life of the SSI unless otherwise agreed by the Planning Secretary.

The ESG is a new, collaborative initiative by Port Authority and Transport for NSW Maritime (TfNSW) to engage with key stakeholders and the community to support the coordination of activities and initiatives within the Port of Eden.

The ESG will provide a forum to promote communication, consultation and collaboration between TfNSW, Port Authority, port industry operators, adjacent land managers, the community and other stakeholder representatives. The quarterly meetings will focus on planning proposals, current projects, port operational updates and initiatives being undertaken at Snug Cove the surrounding area. Generally, ESG meetings will be held quarterly during the Operations and Maintenance phase, or as required, with any additional or extraordinary meetings held as required. Any changes to the frequency of meetings will be determined in consultation with the ESG.

Detailed information outlining membership, roles of the ESG and its members, frequency and nature of meetings is contained within the ESG Terms of Reference.

5.4 Consultation during the Operations and Maintenance phase

During the Operations and Maintenance consultation will be undertaken with the following stakeholders as required:

- landholders, businesses and residents adjacent to the Eden Cruise Wharf area
- the community
- cruise operators
- Port Authority personnel
- Media
- Local Council
- State Government.

5.5 Community Contact Procedure

OracleCMS manages Port Authority's complaints and enquiries 24 hours per day 7 days per week. The number and process is detailed on the [Port Authority website](#).

Local contact details are:

phone: 02 6496 4721

email: enquires@portauthoritynsw.com.au

The complaints management procedure is outlined is outlined below:

1. Call our 24/7 community enquiries and complaints line on 02 9296 4962
2. OracleCMS will receive the complaint and take details of the nature of the call. Please provide specific details where possible: date, time, vessel name, etc
3. A verbal response is provided, including an outline of how the call will be managed
4. Action is taken by OracleCMS depending on the nature of the complaint. This may include contacting our operations team in Eden for real-time investigation and action if required (e.g. contacting a ship and/or the ship's agent in the event of a noise complaint)
5. OracleCMS emails the complaint to Port Authority
6. Details on the response outcome will be emailed to the complainant by Port Authority within three working days
7. Complaints will be registered and allocated a reference number and kept in a central database by Port Authority.

5.6 Media protocol

All media enquiries will be forwarded to the Port Authority Corporate Affairs team or via the 24 hour media hotline 02 9296 4672.

6. KEY STAKEHOLDERS

Key stakeholders, their interests and issues, and communication channels have been identified in the following table.

Audience	Communication tools	Frequency
Portfolio minister Other relevant ministers Members of Parliament (State and Federal)	<ul style="list-style-type: none"> • Meetings/Face-to face briefings • Email updates • Form letter for ministerial correspondence 	<ul style="list-style-type: none"> • As required
Government agencies <ul style="list-style-type: none"> • Department of Planning, Housing and Infrastructure (Planning) • Transport for NSW • Destination NSW 	<ul style="list-style-type: none"> • Meetings/Face-to face briefings • Projects Steering Committee¹ • Email updates • Website 	<ul style="list-style-type: none"> • As required
Eden Stakeholder Group <ul style="list-style-type: none"> • Community organisations • Business and tourism operators • Local residents • Eden Local Aboriginal Land Council 	<ul style="list-style-type: none"> • Quarterly meetings • Email updates • Annual newsletters 	<ul style="list-style-type: none"> • Quarterly
Bega Valley Shire Council	<ul style="list-style-type: none"> • Meetings • Face-to face briefings 	<ul style="list-style-type: none"> • As required
Tourism	<ul style="list-style-type: none"> • Meetings/face-to face briefings 	<ul style="list-style-type: none"> • As required

Audience	Communication tools	Frequency
<ul style="list-style-type: none"> • Cruise operators • Sapphire Coast Destination Marketing • Destination Southern NSW • Local tourism organisations including Visitor Information Centres • Other tourism groups and local attractions 	<ul style="list-style-type: none"> • Email updates • Website 	
Land holders and tenants in the Snug Cove area	<ul style="list-style-type: none"> • Meetings/Face to face briefings • Website • 	<ul style="list-style-type: none"> • As required
Residents and businesses near the Port	<ul style="list-style-type: none"> • Flyer notification • Website 	<ul style="list-style-type: none"> • As required
Emergency Services <ul style="list-style-type: none"> • NSW Police • NSW Water Police • Ambulance Services • SES • Fire Brigade 	<ul style="list-style-type: none"> • Email updates 	<ul style="list-style-type: none"> • As required
Wider community	<ul style="list-style-type: none"> • Website • Port of Eden Stakeholder Group members • Social media 	<ul style="list-style-type: none"> • As required
Media <ul style="list-style-type: none"> • Eden Magnet • East Coast Radio • ABC South East • About Regional 	<ul style="list-style-type: none"> • Releases 	<ul style="list-style-type: none"> • As required