



## Community Partnership Agreement

### Statement of intent

This *Community Partnership Agreement (CPA)* represents a commitment by the Eastern Metropolitan Regional Council (EMRC) to work with the community to ensure the construction and ongoing operation of the Resource Recovery Facility (RRF) at the Red Hill Waste Management Facility is undertaken in the best interests of the community.

This document once endorsed by Council represents an agreement that has been developed in consultation with the EMRC Community Taskforce (CTF) and the wider community.

In considering the contents of this document the CTF have set the following objectives:

- That the CPA be useful into the long-term for both the community and the EMRC;
- To provide a mechanism for community aspirations and concerns to be captured, heard and responded to in an ongoing manner;
- To provide community confidence that their aspirations and concerns are being considered throughout the project;
- The CPA has credibility and status with the EMRC and community to enforce compliance with these objectives.

The CPA will form part of the Tender documentation to which tenderers will have to respond. In the long-term it will also provide indicators through which the EMRC and RRF operator can benchmark their performance and report back to the community. The CPA will be used at various stages of the RRF project - tender phase, commissioning, ongoing operation and reporting.

### Background to the development of this document

The EMRC has collaborated with its six member Councils: Town of Bassendean, City of Bayswater, City of Belmont, Shire of Kalamunda, Shire of Mundaring and the City of Swan in the development of the Resource Recovery Project.

Given that the proposed RRF is likely to influence all aspects of waste management in Perth's Eastern Region, the EMRC has undertaken extensive research on the various technology options and has actively engaged with the community since 2004.

Community input has been sought through a Waste Management Community Reference Group, the Red Hill Community Liaison Group, community workshops, surveys and information sessions. Information on the RRF has also been made available through newsletters, newspaper advertisements and on the EMRC website ([www.emrc.org.au](http://www.emrc.org.au)).



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In 2009 the EMRC completed an Expression of Interest process, which enabled the EMRC Council to make key decisions related to the acceptable technologies for the RRF as well as identifying the Red Hill Waste Management Facility as the preferred site.

Following this the EMRC Council established a Community Task Force (CTF) in mid 2010, tasked with the responsibility of drafting the *Community Partnership Agreement (CPA)*. In September 2010 the EMRC organised a Community Forum to gather the views, aspirations and concerns of the community in relation to the construction and operations of the RRF. Members of the CTF attended the forum and used feedback from the forum as input into developing the draft CPA.

CTF members have met regularly following the Community Forum and have undertaken the following activities:

- Analysis of community feedback collected during the Community Forum (a report on the forum is available on the EMRC website).
- Met with members of the Mindarie Regional Council's (MRC) Community Advisory Group following a tour of the Neerabup Resource Recovery Facility. This group was responsible for the development of the Mindarie Community Partnership Agreement, prior to the construction of the Neerabup Resource Recovery Facility, run by BioVision 2020 for the MRC.
- Discussions and meetings with their local community to collect information on their aspirations and concerns for the RRF.
- Regular meetings to formulate a *Community Partnership Agreement* giving consideration to the aspirations and concerns of the community.

This final version of the *Community Partnership Agreement (CPA)* incorporates relevant agreed feedback from the community and was presented to the EMRC Council for consideration and acceptance to form part of the tender document. It is intended that the agreement be reviewed as the project progresses and revised to reflect changes as required.



## Community Partnership Agreement

The CPA has six goals for the construction and operation of the RRF:

- Goal 1: Ensure strong community involvement and communication**
- Goal 2: Enhance community education and waste recycling**
- Goal 3: Ensure prudent financial performance and long-term viability**
- Goal 4: Achieve high quality operations and monitoring**
- Goal 5: Minimise the impact on human health and the environment**
- Goal 6: Provide attractive landscaping and site aesthetics**

Notes:

- Some items deemed to be more specifically focused on the tender process (ie: short-term in nature) will be included in the draft Tender Evaluation Criteria (TEC), which will form part of the EMRC's tender and selection process.
- Examples of performance indicators are provided for each objective. These indicators will be finalised during the tender process based on feedback from tenderers.

<b>Goal 1: Ensure strong community involvement and communication</b>	
<b>Objective</b>	<b>Examples of possible indicators</b>
1.1 Accessible and regular communication with the community <ul style="list-style-type: none"> <li>• Information about plant operations provided in multiple formats (newsletter, social media, RRF website etc)</li> <li>• Regular reports outlining project milestones and site performance against the CPA</li> </ul>	1.1.1 Quarterly reports made available to the community outlining project milestones, compliance reports and site performance against the CPA 1.1.2 Number of visits to RRF website 1.1.3 Bi-ennial survey of nearby residents/landowners
1.2 Timely and accessible complaints management system in place	1.2.1 Hotline and web site access for complaints acknowledged within 48hrs 1.2.2 Number of complaints and resolution times
1.3 Community Engagement Advisory Group be formed to oversee the implementation, monitoring and periodic review of the CPA	1.3.1 Meeting attendance, frequency and committee composition 1.3.3 Periodic review of the CPA completed

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<b>Goal 2: Enhance community education and waste recycling</b>	
Objective	Examples of possible indicators
2.1 Design to enable as much of the RRF operations to be viewed as practically possible from a viewing platform or CCTV	2.1.1 Percentage of operations able to be viewed onsite 2.1.2 Percentage of operations able to be viewed online 2.1.3 Number of visits to RRF website 2.1.4 Provision of an interactive video
2.2 Conduct on-site tours and open days for interested parties	2.2.1 Number of tours per year 2.2.2 Number of participants at Open Day
2.3 Incorporate RRF information into the EMRC's existing Education Centre	2.3.1 Visits to education centre 2.3.2 Level of knowledge and improvement from education centre visits
2.4 Encourage waste reduction and source separation throughout the member Councils (Reuse, Reduce, Recycle, Recover) through EMRC's waste education programme	2.4.1 Percentage recovered through recycling 2.4.2 Percentage diverted from landfill

<b>Goal 3: Ensure prudent financial performance and long-term viability</b>	
Objective	Examples of possible indicators
3.1 Value for money operation and services provided to member Councils and their communities	3.1.1 Business plan fully costed over the life of the facility (e.g. 20yr plan) 3.1.2 Costs per household per year
3.2 EMRC runs a financially sustainable operation based on prudent financial management	3.2.1 Quarterly financial reporting 3.2.2 Usefulness/marketability of products produced

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<b>Goal 4: Achieve high quality operations and monitoring</b>	
Objective	Examples of possible indicators
4.1 Ensure reliable, well managed, ongoing operations	4.1.1 Number of unscheduled shutdowns 4.1.2 Comprehensive Business Continuity & Disaster Recovery Plan in place
4.2 Establish monitoring and reporting systems, including real time analysis of key emissions as part of the operations.	4.2.1 On-stream analysis of key emissions as part of operations 4.2.2 Comprehensive monitoring of all emissions that require sampling as required by DEC licence 4.2.3 Analyses to be made publicly available online and published regularly 4.2.4 Onsite display of key emissions
4.3 Implement defined and documented quality control, assurance and reporting systems.	4.3.1 Performance against quality control systems reported to Community Engagement Advisory Group 4.3.2 Performance improvement targets achieved beyond minimal requirements (noise, dust, odour etc)

<b>Goal 5: Minimise the impact on human health and the environment</b>	
Objective	Examples of possible indicators
5.1 Facility meets licence conditions for noise, air emissions, dust, odour, light and water	5.1.1 No breach of environmental licence and/or ministerial conditions 5.1.2 Set operational targets for emissions below licence limits
5.2 Ensure safe handling, storage and disposal of all materials	5.2.1 Handling, storage and disposal of materials to meet appropriate regulations
5.3 All environmental standards met to ensure no damage to surrounding flora, fauna or human health	5.3.1 Compliance against environmental standards 5.3.2 Compliance against health standards
5.4 Is a net producer of energy and reduces greenhouse gas emissions relative to landfill	5.4.1 Energy efficiency of operations 5.4.2 Net reduction of greenhouse gas emission relative to landfill
5.5 Minimise the use of scarce natural resources	5.5.1 Water recycling 5.5.2 Capture of water run off



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<b>Goal 6: Provide attractive landscaping and site aesthetics</b>	
<b>Objective</b>	<b>Examples of possible indicators</b>
6.1 Provide a functional and visually acceptable landscaped facility	6.1.1 Community and customer feedback 6.1.2 Use of local native flora where practical
6.2 Retain existing site buffer zones	6.2.1 Facility location complies with site licence buffer zones

### Acknowledgement

The effort and commitment of the Community Task Force members, listed below is acknowledged for their work in development of the Community Partnership Agreement.

1. Jan Foster-Hawking, Gidgegannup;
2. Martin Chape, Bellevue;
3. Max Jamieson, Helena Valley;
4. Myles Harmer, Mt Helena;
5. Noel Hales, Hazelmere;
6. Noelene Wigmore, Parkerville;
7. Peter Jensen, Gidgegannup;
8. Peter Pearson, Bassendean;
9. Stephen Fitzpatrick (Manager Project Development, EMRC)
10. Prapti Mehta (Manager Organisational Development, EMRC)

The assistance of the following is also appreciated

1. Greg Jones, Stoneville (CTF member from August to December 2010)
2. Joel Levin, Independent facilitator assisting the Community Taskforce