

# SITZLER

## Katherine Worker's Accommodation Consultation Report

Prepared by True North Strategic Communication  
November 2023

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V3				

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### Consultation statement

True North Strategic Communication is guided by the principles of good community engagement, based on people's level of interest and concern as outlined by the International Association for Public Participation (IAP2).

Our role is to provide stakeholders and the general public with objective information, so they can provide informed feedback on consultation projects. We give people the opportunity to provide input that is balanced and reflective of the range of community views to independently provide the best possible guidance to decision makers.

Our practice reflects professional standards and ethical standards for human research including anonymity, confidentiality, record storage and keeping people informed.

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## Executive Summary

Sitzler is proposing to build a 256-person worker's camp at 50 (Lot 3164) Lansdowne Road, Katherine, to provide fit-for-purpose worker's accommodation to meet local industry needs.

Sitzler was required to submit an Exceptional Development Permit (EDP) which is a mandatory requirement as the land use does not comply with the traditional pathway of a Development Application. The land use does not comply with the traditional pathway of a Development Application specifically because the proposed accommodation is not only for agricultural workers but also construction workers.

The application required a 28-day exhibition period where submissions could be received and would go to a public hearing with the NT Planning Commission.

Acknowledging the need for additional information, Sitzler chose to invest in a standalone engagement process and engaged independent consultants True North Strategic Communication (True North) to lead a comprehensive consultation program.

## Consultation

True North led an independent consultation program for 4 weeks from 20 October to 17 November 2023. Consultation ran alongside the 28-day public exhibition period.

Sitzler engaged True North to consult with stakeholders, residents and the community about the proposed worker's camp and seek feedback to inform the Exceptional Development Permit process and final proposal.

Residents and stakeholders were contacted by phone, email and face-to-face briefings from 20 October to 17 November 2023.

- 21 nearby residents were contacted and offered a briefing, with no briefings held. Of this group, 10 residents provided feedback via email and/or phone.
- 53 key stakeholder groups were contacted with 3 stakeholder briefings held.
- There were 99 interactions with stakeholders and residents during consultation.

## Feedback themes

The main feedback themes gathered from resident and stakeholder interactions were:

1. Future plans for the accommodation – Some residents shared concerns that the accommodation would be handed to the Northern Territory Government and used in emergency situations, commonly referencing the Howard Springs facility.
2. PFAS – some residents shared concerns about PFAS and the potential for it to spread to Lansdowne Road.
3. Number of people at the camp – there was a perception that the camp would house 500 workers at a time. While this is not factual, many residents shared strong concerns over this.

4. Benefit to the local community – a number of stakeholders and residents acknowledged the need for the accommodation to drive future projects in the Katherine area. Some residents acknowledged that it was a necessary part of progress while others had the view that the accommodation would negatively impact the existing hotel industry.
5. Stuart Highway access – stakeholders and residents shared concerns about an increase in traffic and suggested a Stuart Highway access was crucial and should be developed as early as possible.
6. Zoning – there were some conversations about rural and agricultural zoning, with suggestions that the proposed site is not appropriately zoned for this type of facility. Some residents were concerned it would harm their rural lifestyle and amenity which they strongly value.
7. Distrust of process - Some residents expressed distrust in the consultation process and Sitzler. Residents felt that Sitzler had bypassed the community initially and would not genuinely listen to feedback.

## Insights

Insights gathered from resident and stakeholder interactions included:

- Most residents were concerned about issues they had heard about through word of mouth and not based on the information provided by the project team and in the fact sheet and FAQ. When residents were offered the opportunity to participate in a briefing, they all declined.
- Residents were wary about a large company like Sitzler and the idea of the accommodation supporting FIFO workers rather than locals.
- A couple of residents indicated they were singled out for not sharing the same views as others on Landsdowne Road.
- There was a small but loud group of objectors who were against the proposal in its entirety. These objectors indicated they did not want to participate in briefings as they believed their views would not be heard.
- Some properties in the immediate area already have existing makeshift worker's camps, such as people camping in roof top tents.
- There was some misunderstanding with the approvals process for the proposal. Some residents and community members shared feedback directly with Katherine Town Council as they thought Council was responsible for approving the proposal.
- A couple of residents did not respond to any communication from True North and instead chose to share feedback directly with Katherine Town Council.
- The timing of consultation during the 28-day exhibition period for the Exceptional Development Permit may have caused some confusion and residents and stakeholders may have chosen to provide feedback directly to the NT Planning Commission.

## Recommendations

Based on feedback provided during consultation, True North recommends that:

1. A summary of the final consultation report is made publicly available and sent to those who participated in consultation to demonstrate transparency and close the feedback loop.
2. Once the final design has been approved, thank stakeholders and community members that participated in the consultation process for their feedback and advise how their feedback was taken on board in the decision-making process.

3. If the project proceeds, continue to engage with residents with during construction and when the facility opens and operates.
4. Continue to keep the industry stakeholders informed as the project progresses, particularly regarding approvals and project timing.
5. Consider meaningful ways Sitzler could be involved with and support the Katherine community as an act of goodwill.

## Background

Sitzler is proposing to build a 256-person worker's camp at 50 (Lot 3164) Lansdowne Road, Katherine, to provide fit-for-purpose worker's accommodation to meet local industry needs.

Sitzler understands that there is a significant pipeline of construction work at RAAF Base Tindal and the Big River's region generally and there is a lack of suitable accommodation for workers in Katherine, all year round. A worker's camp would provide suitable accommodation for a temporary workforce without impacting Katherine's local housing and short-term accommodation stock.

Sitzler was required to submit an Exceptional Development Permit (EDP) which is a mandatory requirement as the land use does not comply with the traditional pathway of a Development Application. The land use does not comply with the traditional pathway of a Development Application specifically because the proposed accommodation is not only for agricultural workers but also construction workers.

The application required a 28-day exhibition period where submissions could be received and would go to a public hearing with the NT Planning Commission.

Acknowledging the need for additional information, Sitzler chose to invest in a standalone engagement process and engaged independent consultants True North Strategic Communication (True North) to lead a comprehensive consultation program.

## Previous consultation

Sitzler previously sought approval for the workers accommodation from the Minister for Infrastructure, Planning and Logistics due to the importance of the RAAF Tindal works to support the Department of Defence in its ongoing development of strategic capability in Australia's north, and as another valid pathway which can be used for development approvals. This application was refused by the Minister in August 2023.

As part of this process, Sitzler engaged with the local community and stakeholders about the proposal and invited feedback about any concerns. Of the 21 nearby residents consulted, 9 were supportive of the proposal and signed letters of support, 2 objected and 7 did not respond.

The key concerns raised by residents were:

- perception that Sitzler tried to avoid due process, blind-siding residents and Council by trying to sneak this through without getting proper approvals

- fears around potential future use of the camp, for example as a flood shelter like Howard Springs.

Other concerns raised by residents included:

- road safety from increased road use, particularly when people use the road for horse riding and exercising
- all noise associated with the camp
- impacts to the aquifer from drawing down on the bore, including real or perceived potential for PFAS migration and wastewater discharge
- the potential for anti-social behaviour
- land clearing and impacts on wildlife.

Design mitigation measures that were incorporated into the proposal to address this feedback include:

- a commitment to use coaster buses to transport workers to and from site, minimising the quantum of vehicles travelling on Lansdowne Road (until a Stuart Highway access can be established)
- a 40-metre bush buffer to screen noise and vision
- use of HV underground power instead of generators
- use of trucked potable water to complement bore water extraction (5ML limit), which is the standard residential extraction limit
- a commitment to implement a secondary wastewater polish to ensure the recycled water is near drinking standard and could be safely used for irrigation, dust suppression and many other uses
- a commitment that the camp will not be used for community housing
- a commitment to zero-chance policy on anti-social behaviour and an onsite camp manager living at the property
- a commitment to annual PFAS testing of the on-site bore.

Sitzler obtained 6 letters of support for the proposal from the following stakeholders during this process:

- NT Farmers Association
- Katherine Town Council
- Regional Development Australia NT
- Manbulloo Limited
- Tyson Brook, 13 Lansdowne Road

Please see Appendix A for copies of the letters of support.

## Methodology

### Level of engagement

True North adheres to the International Association of Public Participation (IAP2) spectrum of

Participation (see below) for best practice community engagement. This consultation was conducted at the level of *consult*.

Level of Engagement	Promise to the public
<b>Inform</b>	We will keep you informed.
<b>Consult</b>	<i>We will keep you informed, listen to your concerns and provide feedback on how the public's input influenced the decision.</i>
<b>Involve</b>	We will work with you to ensure your concerns are reflected in the alternatives developed, and provide feedback on how the public's input influenced the decision.
<b>Collaborate</b>	We will look to you for advice, ideas and solutions and incorporate those into the decisions as much as possible.
<b>Empower</b>	We will implement what you decide.
©International Association of Public Participation <a href="http://www.iap2.org">www.iap2.org</a>	

## Desired outcomes of consultation

1. To gather informed and detailed feedback and understand concerns from relevant stakeholders about the proposed worker's accommodation.
2. To clearly communicate the need and benefits of the proposed worker's accommodation.
3. To communicate with stakeholders to allay their concerns on any perceived impacts and nullify any misinformation or non-factual statements.
4. To help develop and manage realistic expectations about the project and minimise concern.

## Consultation approach

Sitzler engaged independent consultants True North Strategic Communication to lead a standalone consultation program. Consultation was open for 4 weeks from 20 October to 17 November 2023 and ran alongside the Development Consent Authority's 28 day Development Application exhibition period.

The consultation approach focused on achieving the above desired outcomes by directly engaging with the most impacted stakeholders, nearby residents and businesses on Lansdowne Road.

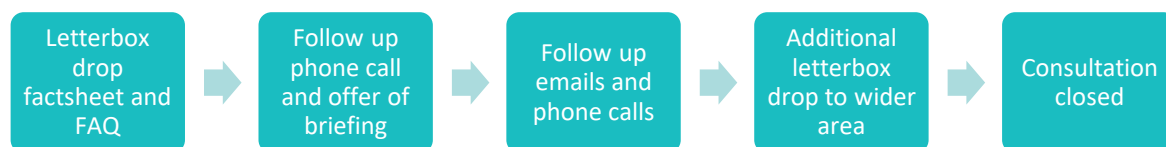
### Residents

True North contacted nearby residents through the following method:

1. A contact database was developed from publicly available information.
2. A fact sheet and FAQ were letterbox dropped (pegged to gates) to properties on Lansdowne Road on the morning of 20 October 2023.
3. Where phone numbers were publicly available, phone calls were made to residents and businesses on Lansdowne Road after the letterbox drop to introduce the project, invite feedback and offer a face-to-face briefing with the project team in Katherine.

4. An email with the fact sheet and FAQ was also sent to all residents and businesses on Landsdowne Road.
5. Up to 3 follow up phone calls and 3 emails were sent to residents and businesses who did not respond to invite feedback.
6. A second letterbox drop of the fact sheet and FAQ was conducted to properties on Quarry Road, Alright Court and Niceforo Road.
7. Consultation closed.

The consultation process with nearby residents can be summarised as:



#### *Key stakeholders and wider community*

Relevant key stakeholders and the wider community were also engaged about this project. True North targeted the following stakeholder groups during consultation:

- Northern Territory Government
- Katherine Town Council
- Member for Katherine, Jo Hersey
- NT Farmers Association
- Local accommodation, tourism and real estate organisations
- General Katherine community.

True North contacted these stakeholders through the following methods:

1. A preliminary briefing was held with Katherine Town Council before the start of consultation to brief the Council on the project and understand key issues.
2. An email with the fact sheet and FAQ was sent to key stakeholders on the first day of consultation to introduce the project and offer a project briefing.
3. Phone calls were made to confirm receipt of the fact sheet and to follow up on the offer for a project briefing.
4. Project briefings were held as requested.
5. Follow up briefing to Katherine Town Council and ongoing liaison, as a key interface with the Katherine community.
6. The fact sheet and FAQ were displayed on the community notice boards at the local Woolworths shopping centre and Katherine Library.



7. Additional follow up phone calls were made to stakeholders.
8. Visited local real estate agencies to share information and factsheets to share with the community.
9. Two print advertisements were placed in the NT News and Katherine Times.
10. Final follow up email sent in the last week of consultation to those who had not responded and to invite feedback from local accommodation and tourism providers.
11. Consultation closed.

A public information display was originally planned to take place in the third week of consultation at the Woolworths shopping centre. This was cancelled due to safety concerns based on feedback and interactions with a small group of stakeholders.

Sitzler carried out separate discussions with community members and obtained 57 signatures supporting the proposal. These can be found in Appendix B.

Katherine Town Council received several feedback submissions relating to the project during consultation. These are noted but as they were not directed to True North are not included or analysed in this report. Please see Appendix C for copies of these submissions.

### Engagement tools and tactics

The following engagement tools and tactics were used to support the consultation approach.

ENGAGEMENT TOOLS	DETAIL	DISTRIBUTION
<b>Centralised phone and email</b>	A centralised phone and email inbox were used to channel and record all interactions.	All stakeholder communication was channelled via the centralised phone and email  1 phone call received 10 emails received
<b>Project fact sheet</b>	Emailed to all stakeholders.  Provided overview of project, including some detail on previous consultation.  Included drawing of proposal.	Also available on Sitzler website  Letter box dropped to residents and businesses on Landsdowne Road, Quarry Road, Niceforo Road and Alright Court  Copies provided to Local Member and Katherine Town Council to display

ENGAGEMENT TOOLS	DETAIL	DISTRIBUTION
		Pinned to notice boards at local Woolworths shopping centre and Katherine Library
<b>Frequently Asked Questions</b>	<p>Emailed to all stakeholders.</p> <p>Provided answers to commonly asked questions.</p>	<p>Also available on Sitzler website</p> <p>Letterbox dropped to residents and businesses on Landsdowne Road, Quarry Road, Niceforo Road and Alright Court</p> <p>Copies provided to Local Member and Katherine Town Council to display</p> <p>Pinned to notice boards at local Woolworths shopping centre and Katherine library</p>
<b>Website</b>	Detail on the project and community consultation was made available on Sitzler's website.	<p>Included fact sheet and FAQ</p> <p>Publicly available</p>
<b>Letterbox drop</b>	The fact sheet and FAQ were letterbox dropped (pegged to gates) to nearby residents	Residents and businesses on Landsdowne Road, Quarry Road, Niceforo Road and Alright Court.
<b>Emails and phone calls</b>	<p>Phone calls and emails were made to establish contact with residents on Landsdowne Road to inform them of the project and offer a project briefing. Up to 3 follow up calls and emails were made to those who did not respond.</p> <p>All phone call and email correspondence was channelled via the centralised phone and email address.</p>	20 phone calls and 59 emails to residents and stakeholders
<b>Briefing</b>	<p>Project briefings were offered to Landsdowne Road residents and key stakeholders. Offers of briefing were made via phone calls and emails.</p> <p>The project briefings were an opportunity to hear about the project from the project team and ask any questions.</p>	<p>Briefings offered to residents and key stakeholders</p> <p>3 stakeholder briefings held with Katherine Town Council and local member, Jo Hersey.</p>

ENGAGEMENT TOOLS	DETAIL	DISTRIBUTION
	All Lansdowne Road residents who were made contact with declined the offer of a project briefing.	
<b>Print advertisements</b>	Two print ads were placed during consultation with a QR code linking to more information.	One in the NT News and one in the Katherine Times
<b>Information display</b>	An information display was originally planned to take place at the Woolworths shopping centre but was cancelled due to concerns about safety.	

## Effort

### *Residents on Lansdowne Road*

Best efforts were made to establish ‘active’ contact with the residents on Lansdowne Road. In this case, ‘active’ contact means verified contact and acknowledgement from the resident.

Of the 21 nearby residents on Lansdowne Road, 2 could not be reached following 3 phone calls (if phone number was available) and 3 emails. Of all the residents, only one could not be contacted via phone as a phone number was not available.

Of the 21 residents on Lansdowne Road, 10 provided feedback to True North via phone and/or email. Some residents provided feedback multiple times via email and phone. No residents took up the offer to participate in a briefing.

### *Stakeholders*

Key stakeholder organisations were emailed the fact sheet and FAQ. All stakeholder organisations were followed up with a phone call to confirm the email was received. During consultation, 2 briefings were held with Katherine Town Council and one with the Member for Katherine, Jo Hersey.

Katherine Town Council requested further information about the application process as there was a misunderstanding in the community that Council would have decision-making authority on the proposed development. True North assisted with drafting a letter which provided clarity on the proposed worker’s accommodation, consultation period and application process. A second briefing was offered to Katherine Town Council however this did not proceed due to Council availability. The letter can be found in Appendix D.

### *Total effort*

A total of 53 stakeholders and residents were contacted, and 99 interactions were recorded between 20 October and 17 November 2023, primarily phone calls and emails. Please see Figure 1 below.

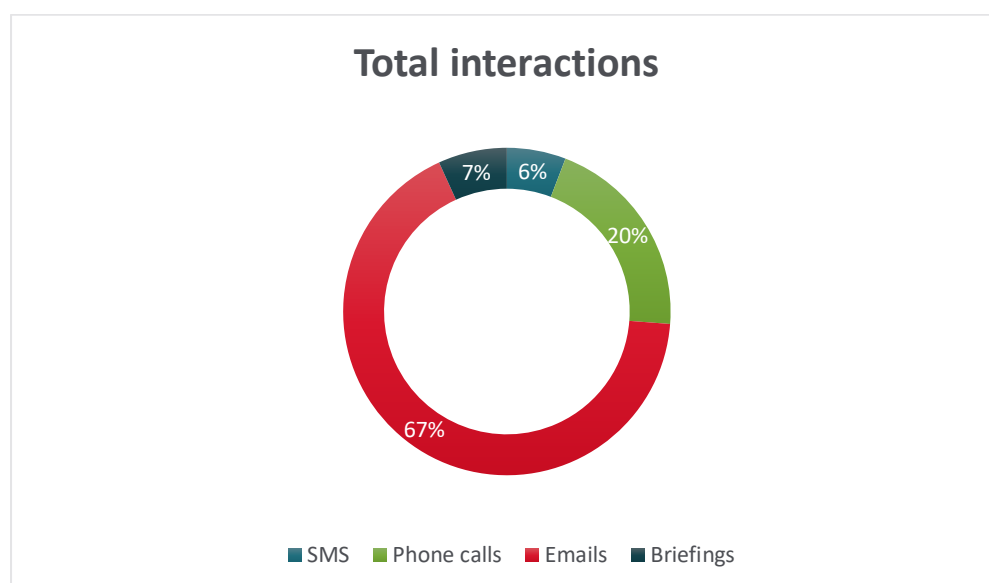


Figure 1: Total interactions between 20 October and 17 November 2023.

#### Effort against desired outcomes

Desired outcome	Effort
1. To gather informed and detailed feedback and understand concerns from relevant stakeholders about the proposed worker's accommodation.	<p>True North offered briefings to 21 residents on Landsdowne Road. Of the 21 residents, none took up the offer of a briefing. Of this group, 10 provided feedback via email and/or phone.</p> <p>28 stakeholder organisations were reached and 3 briefings were held.</p> <p>A second letterbox drop took place on Quarry Road, Alright Court and Niceforo Road to engage more residents.</p>
2. To clearly communicate the need and benefits of the proposed worker's accommodation.	<p>10 out of 21 residents were reached, offered a briefing and provided all possible information about the project.</p> <p>28 stakeholder organisations were reached and 3 briefings were held.</p> <p>The fact sheet and FAQ were displayed on Sitzler's website, community notice boards and letterbox dropped to residents on Landsdowne Road, Quarry Road, Alright Court and Niceforo Road.</p> <p>2 ads were placed in the NT News and Katherine Times and project information was available on Sitzler's website.</p>

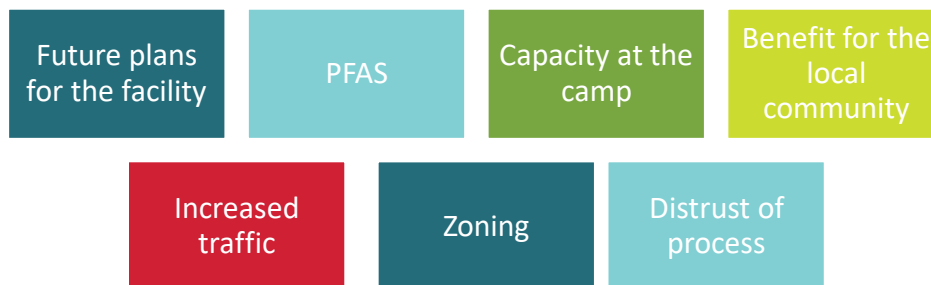
Desired outcome	Effort
3. To communicate with stakeholders to allay their concerns on any perceived impacts and nullify any misinformation or non-factual statements.	<p>10 out of 21 residents were reached, offered a briefing and provided all possible information about the project.</p> <p>3 stakeholder briefings were held with Katherine Town Council and Member for Katherine, Jo Hersey.</p> <p>The fact sheet and FAQ were displayed on Sitzler's website, community notice boards and letterbox dropped to residents on Landsdowne Road, Quarry Road, Alright Court and Niceforo Road.</p> <p>2 ads were placed in the NT News and Katherine Times and project information was available on Sitzler's website.</p>
4. To help develop and manage realistic expectations about the project and minimise concern.	<p>10 out of 21 residents were reached, offered a briefing and provided all possible information about the project.</p> <p>28 stakeholder organisations were reached and 3 briefings were held.</p> <p>The fact sheet and FAQ were displayed on Sitzler's website, community notice boards and letterbox dropped to residents on Landsdowne Road, Quarry Road, Alright Court and Niceforo Road.</p> <p>2 ads were placed in the NT News and Katherine Times and project information was available on Sitzler's website.</p>

*Table 1: Effort in contacting residents and stakeholders against desired outcomes.*

## Feedback

### Key themes

The key feedback themes gathered from resident and stakeholder interactions were:



#### *Future plans for the facility*

Many residents shared concerns about how the accommodation would be used in future. These residents indicated that they would be unhappy if the facility was provided to the Northern Territory Government and used in emergency situations. Many residents and stakeholders referenced the Howard Springs facility and said they were worried about anti-social behaviour and safety. Some residents held the belief that the facility might attract undesirable people to the area.

#### *PFAS and water supply*

Some residents shared concerns about PFAS and the potential for it to spread to Landsdowne Road. There were questions about how this would be mitigated.

A couple of residents also questioned how much water the facility would use and whether it would impact their water supply.

#### *Capacity at the camp*

There was a recurring perception that the accommodation is expected to house 500 workers at a time. While this is not factual and the project team attempted to clarify this, many community members held this view and shared strong concerns over this. These residents were concerned about the implications of having 500 people residing there, including an increase in traffic caused by the number of people living at the facility and safety.

#### *Benefit for the local community*

There were many comments about how the project would benefit the local community. Many community members recognised the need for the accommodation to drive future projects in the area and some said it was a necessary part of progress.

Some residents said the accommodation would not benefit the local community, as workers are not living in Katherine permanently. There were also a couple of comments that Sitzler should consider contributing to the local community through other initiatives such as refurbishing the local pool.

A couple of tourism providers indicated that seasonal workers do not occupy existing accommodation in Katherine and one was concerned the project could negatively impact the hotel industry.

### *Stuart Highway access*

Stakeholders and residents shared strong concerns about an increase in traffic and suggested a Stuart Highway access was crucial and should be developed as early in the project as possible.

There was some scepticism about how likely it would be that a Stuart Highway access would be developed, as some felt Katherine was not a priority for infrastructure development by the Northern Territory Government.

### *Zoning*

There were some conversations about rural and agricultural zoning, with suggestions that the proposed site is not appropriately zoned for this type of facility.

Some residents were concerned the facility would harm their rural lifestyle and amenity which they strongly value.

There were many questions about why this location was chosen and why the Department of Defence would not provide Sitzler with land for the facility.

### *Distrust of process*

Some residents expressed distrust in the consultation process and Sitzler. Residents felt that Sitzler had bypassed the community initially and would not genuinely listening to feedback.

## Resident and stakeholder feedback

The following table shows a summary of notable feedback gathered during consultation. The full list of feedback can be found in Appendix E and meeting minutes in Appendix F.

Stakeholder type	Stakeholder	Key comments	Sentiment
Local government	Katherine Town Council	<ul style="list-style-type: none"> <li>Council is supportive of the project.</li> <li>Council is in support of the Stuart Highway entrance point but lacks confidence in the Northern Territory Government making progress on works in Katherine.</li> <li>A resident, Dani Ford, has spoken with the Mayor and threatened to sue in relation to the project.</li> <li>Can Sitzler renovate the town pool? It would be a good gesture by Sitzler.</li> </ul>	Positive
Local member	Jo Hersey	<ul style="list-style-type: none"> <li>Accepting of the project and recognises the need for accommodation for workers.</li> </ul>	Positive

		<ul style="list-style-type: none"> <li>• Is for development but is also the local member and must put the interests of the community first.</li> <li>• Believes the best possible solution is having the Stuart Highway access road developed from the start.</li> <li>• Expressed concerns of how far the camp will be from the boundary. Does not believe 40m is enough.</li> <li>• Expressed interest in how we are contacting the community and questioned how the community knew True North were in town.</li> <li>• Expressed concerns about the workers camp turning into emergency accommodation, like Howard Springs.</li> </ul>	
Resident	Dani Ford	<ul style="list-style-type: none"> <li>• 500 people are moving next door.</li> <li>• I don't want to speak to anyone as there won't be anything you are able to do to change how we feel about this.</li> <li>• Most of the people on this road feel the same except the ones that are in bed with you.</li> </ul>	Negative
Resident	Doug Glasson	<ul style="list-style-type: none"> <li>• Have a lot of concerns involving PFAS entering the bores.</li> <li>• There is no benefit for Katherine, it's all FIFO.</li> <li>• It went wrong the first time and there was no consultation just a phone call so I'm against it</li> <li>• They said 200 people now it's 500 and what happens when it ceases and government takes over?</li> <li>• A big company like that has no interest in us.</li> </ul>	Negative
Resident	May Rosas	<ul style="list-style-type: none"> <li>• Believe it's a good thing for the Katherine community as it will open up opportunities for employment.</li> <li>• The people who are jumping up and down have money. Many of us are struggling and need this opportunity.</li> </ul>	Positive
Resident	Pete Schubert	<ul style="list-style-type: none"> <li>• I don't have a problem with it, I know progress has to happen.</li> <li>• The only problem is that it will be handed to government and I know what sort of people will go in.</li> </ul>	Neutral
Resident	Tyson	<ul style="list-style-type: none"> <li>• I don't have a problem with it, my wife and I are totally supportive of what you're doing.</li> </ul>	Positive
Resident	Gary Deforno	<ul style="list-style-type: none"> <li>• Never been against it, the only concern I have is it being handed over to government.</li> <li>• If it is managed properly and used for the purpose they are stating then not opposed to it.</li> </ul>	Positive



Resident	Wendy Briskey	<ul style="list-style-type: none"> <li>We spent a lot of money to live on Landsdowne Road.</li> <li>I'm against the project, we will lose our privacy and have to live under lock and key</li> <li>We don't want developments.</li> </ul>	Negative
Community member	Silvija Majetic	<ul style="list-style-type: none"> <li>Great development for Katherine and excellent for community growth and local businesses.</li> </ul>	Positive
Tourism operator	Hasan	<ul style="list-style-type: none"> <li>Don't think Katherine needs another work camp, it will destroy the current accommodation market.</li> <li>Katherine is just busy during the dry season or tourist season, a maximum of 4 months.</li> <li>I don't support any other accommodation options.</li> </ul>	Negative
Tourism operator	Joanna Pace	<ul style="list-style-type: none"> <li>Accommodation providers do not get booking from agricultural workers during the wet season.</li> <li>Most of these seasonal workers have camps now.</li> <li>Recommend removing this from fact sheet.</li> </ul>	Neutral

## Analysis

### Sentiment

The overall sentiment based on total interactions and interactions per person is explored below, noting that some stakeholders providing feedback more than once.

Sentiment definitions:

Positive	Positive comments about the proposed accommodation
Neutral	Not expressing positive or negative comments
Negative	Negative comments about the proposed accommodation

OVERALL SENTIMENT				
SENTIMENT	TOTAL INTERACTIONS	PERCENTAGE	INTERACTIONS PER PERSON	PERCENTAGE
Neutral	1	4%	1	5%
Positive	13	54%	13	65%
Negative	9	42%	6	30%

Total	23	100.00%	20	100%
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Table 2: Total sentiment for interactions between 20 October to 17 November 2023.

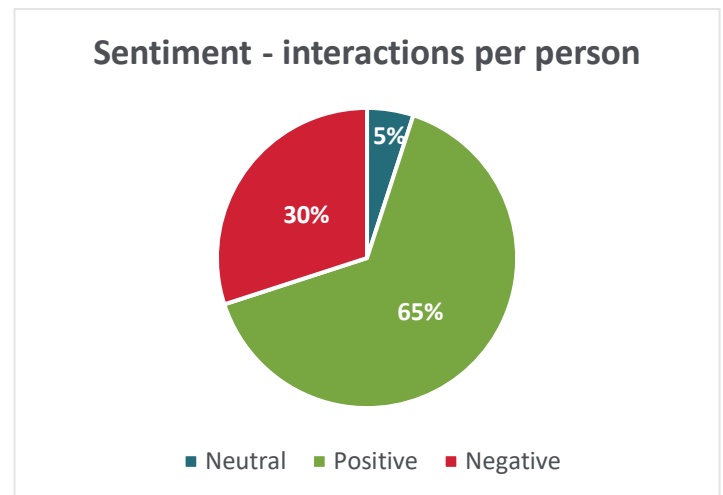
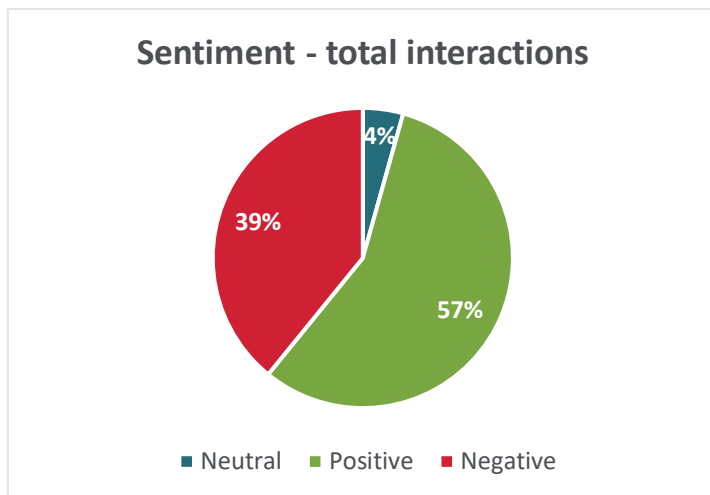


Figure 2: Overall sentiment based on total interactions.

Figure 3: Overall sentiment based on interactions per person.

## Insights

Insights gathered from resident and stakeholder interactions included:

- Most residents were concerned about issues they had heard about through word of mouth and not based on the information provided by the project team and in the fact sheet and FAQ. When residents were offered the opportunity to participate in a briefing they all declined.
- Residents were wary about a large company like Sitzler and the idea of the accommodation supporting FIFO workers rather than locals.
- A couple of residents indicated they were singled out for not sharing the same views as others on Landsdowne Road.
- There was a small but loud group of objectors who were against the proposal in its entirety. These objectors indicated they did not want to participate in conversations as they believed their views would not be heard.
- Some properties in the immediate area already have existing makeshift worker's camps, such as people camping in roof top tents.
- There was some misunderstanding with the approvals process for the proposal. Some residents and community members shared feedback directly with Katherine Town Council as they thought Council was responsible for approving the proposal.
- A couple of residents did not respond to any communication from True North and instead chose to share feedback directly with Katherine Town Council.
- The timing of consultation during the 28-day exhibition period for the Exceptional Development Permit may have caused some confusion and residents and stakeholders may have chosen to provide feedback directly to the NT Planning Commission.

## Recommendations

Based on feedback provided during consultation, True North recommends that:

1. A summary of the final consultation report is made publicly available and sent to those who participated in consultation to demonstrate transparency and close the feedback loop.
2. Once the final design has been approved, thank stakeholders and community members that participated in the consultation process for their feedback and advise how their feedback was taken on board in the decision-making process.
3. If the project proceeds, continue to engage with residents with during construction and when the facility opens and operates.
4. Continue to keep the industry stakeholders informed as the project progresses, particularly regarding approvals and project timing.
5. Consider meaningful ways Sitzler could be involved with and support the Katherine community as an act of goodwill.