



▶ **Groundwater Prohibition Area – Glenelg East and surrounding areas**

Community engagement report

Groundwater Prohibition Area – Glenelg East and surrounding areas community engagement report

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December 2018

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Executive summary

Since 2014 the Environment Protection Authority (EPA) has managed an assessment program to monitor groundwater and soil vapour coming from the former Glenelg Dry Cleaners at 37–41 Cliff Street. It has also been regulating the assessment of groundwater contamination originating from various other sites in the area including a former blacksmiths site since 1996, the dry cleaner since 2002 and a service station since 2008. Groundwater will remain contaminated in the area for the foreseeable future.

The EPA first wrote to residents in Glenelg East in 2011, and has had extensive engagement in the Glenelg East assessment area since 2014. During this time the EPA has engaged with residents, landowners, schools, councils and other stakeholders in the area of Glenelg East, Glenelg South, Glenelg and Glengowrie.

The EPA provided an update to the community on 20 April 2018, advising it would progress with work to establish a Groundwater Prohibition Area (GPA).

Community consultation on the establishment of a GPA commenced 12 September 2018 for a 90-day period and an [online engagement forum](#) was established. During this time the EPA had **50** personal interactions with the Glenelg East community. This included a community information session on Wednesday 26 September 2018 with 23 residents attending.

As at 19 December 2018, **329** visits have been made to the online engagement site, with **151** of these visits resulting in the downloading of further information. This represents approximately **22%** of the targeted community, which is a high rate of engagement compared with past experience.

The majority of people chose to engage with the EPA online (**87%**). Of the personal interactions (**23%**), the majority of these were directly with bore owners (**74%**).

Of the bore owners, **54%** of the interactions were positive, with **6%** or 3 out of 50 interactions being a negative response to the proposed prohibition and **14%** neutral. The majority of negative or neutral interactions were specifically regarding the strong desire to continue to use bore water, especially on gardens.



Bore users provided the EPA with further information on how they use their bore water, from what depth, and for what purpose. The Groundwater Prohibition Area was influenced by the consultation with bore owners in the area and has been tailored to exclude bores accessing deeper aquifers where there is no evidence of contamination.

The conclusion from the consultation process is that there was widespread understanding of the nature and extent of the EPA's work in the Glenelg East Assessment Area, and the need to protect current and future generations from the groundwater contamination by establishing a GPA.

After writing to residents on 12 December 2018, the EPA established a Groundwater Prohibition Area by placing a notification in the [South Australian Government Gazette](#) on 20 December 2018.

1 Purpose and objectives

The purpose of the engagement process was to identify stakeholder and community views so these could be considered in conjunction with the [Groundwater Prohibition Area – Portions of Glenelg East, Glenelg South, Glenelg and Glengowrie Determination Report](#).

The EPA reviewed 39 assessment reports on 17 different sites of potential groundwater contamination within the wider Glenelg East, Glenelg South, Glenelg, Glengowrie, Morphettville, Somerton Park and Oaklands Park area.

The EPA concluded that a formal prohibition on the extraction of groundwater in the area should be established.

Before any decision was made, the EPA embarked on a comprehensive community engagement program to discuss this proposal with members of the local community.

The objectives of the community consultation were to:

- provide information
- clarify queries or concerns
- listen to residents and gather feedback on bore water usage and bore depths.

This report outlines the approach and findings of the community engagement process.

2 Background

Several source sites have contaminated the groundwater in parts of Glenelg East, Glenelg South, Glenelg and Glengowrie. Chemicals from historical industrial activities include volatile chlorinated hydrocarbons from a dry cleaning site such as perchloroethene (PCE), trichloroethene (TCE) and its degradation products, dichloroethene (DCE), and vinyl chloride (VC). Other chemicals include petroleum hydrocarbons identified from the replacement of degraded underground fuel tanks at an active petrol station. Additional chemicals of concern are heavy metals and cyanide from a former blacksmiths site.

Responsibility for site contamination is assigned according to the 'polluter pays' principle. Where a liable party no longer exists, or is unable to undertake the necessary assessment and remediation, the EPA may undertake the work. This is known as an orphan site. The Glenelg East Assessment Area has been an orphan site since 2014.

Annual campaigns reminding bore water users to test their bore commenced in 2015 and in areas where it is known that the groundwater is contaminated, the EPA regularly advises residents not to use their bore water for any purpose.

If groundwater is affected by contamination and there is a likelihood that it may be used for domestic or irrigation purposes, the EPA has powers under the *Environment Protection Act 1993* (EP Act) to establish a Groundwater Prohibition Area (GPA) to protect both future and current residents.

The establishment of a GPA aims to eliminate the pathway between the contaminated groundwater and human contact to prevent human exposure to the chemicals of concern. This provides a long-term regulatory solution in which the use of groundwater may be prohibited for any purpose.

3 Community engagement approach

Several methods were employed to seek feedback about the proposed GPA from residents and landowners, from groundwater users, and from key stakeholder with an interest in this area.

The stakeholder and community engagement approach employed for the proposed Glenelg East Groundwater Prohibition Area applied the principles of the International Association of Public Participation (IAP2), the South Australian Government’s ‘Better Together’ principles, and the EPA’s Partnerships and Engagement Framework 2016–18.

Table 1 Application of the IAP2 public participation spectrum

	IAP2 goal	Community	IAP2 commitment	How we did this
Inform	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	Residents living in the area, landowners that own land in the area, local and state elected representatives, businesses, local community groups.	We will keep you informed.	<ul style="list-style-type: none"> Letter and electronic communication with residents and key stakeholders. Educational video on site contamination made available on website and community info sessions. Technical summary provided in a determination report. Map developed showing contaminated groundwater plume. Glenelg East and surrounding areas fact sheet. Site contamination overview fact sheet made available on website and community info sessions.
Consult	To obtain public feedback on analysis, alternatives and/or decisions.	Residents, businesses, landholders and local community groups.	We will keep you informed, listen to and acknowledge concerns, and provide feedback on how public input influenced the decision.	<ul style="list-style-type: none"> Community contact points. Community information session. Stakeholder briefings. Online engagement forum for downloading information, sharing ideas, stories and Q&A.
Involve	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	Residents, bore users, landowners, and key stakeholders.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	<ul style="list-style-type: none"> Community information session with one-on-one staff:attendee rations to facilitate face-to-face meetings. Incorporated to feedback from the community to design a bespoke Groundwater Prohibition Area that allowed residents accessing deeper aquifers to continue to do so.

4 Community engagement activities

4.1 Methods and response rates

The community engagement methods and tools included:

- Initial information provision:
 - Letter to residents and absent landowners.
 - Electronic distribution of material sent to residents and emailed to key stakeholders.
 - Glenelg East proposed groundwater prohibition fact sheet.
- Feedback mechanism and invitations to engage with the EPA:
 - Designated telephone and email information line.
 - A community information sessions and feedback forms used to record conversations.
 - BangTheTable online engagement forum developed and promoted to residents and stakeholders.
 - Advertisements in local Messenger inviting residents to the community information sessions and publicising the email and online engagement address
- More detailed information provided at community information sessions and online:
 - Site contamination overview fact sheet.
 - Proposed Groundwater Prohibition Area – Portions of Glenelg East, Glenelg South, Glenelg and Glengowrie determination report.
 - Tetrachloroethene (PCE) information from SA Health
 - Site contamination educational animation displayed.

[Home](#) » [Glenelg East](#)

Glenelg East



Key Dates

Drop in any time between 3 pm and 8 pm
26 September 2018

Document Library

- 📄 [Glenelg East and surrounding areas - Proposed Groundwater Prohibition Area \(995 KB\) \(pdf\)](#)
- 📄 [Groundwater Prohibition Area – Portions of Glenelg East, Glenelg South, Glenelg and Glengowrie Determination Report \(3.4 MB\) \(pdf\)](#)
- 📄 [Invitation to community info evening \(357 KB\) \(pdf\)](#)
- 📄 [Resident letter, 12 September 2018 \(286 KB\) \(pdf\)](#)
- 📄 [Map of proposed Glenelg East Groundwater Prohibition Area \(431 KB\) \(jpg\)](#)

Figure 1 Home page for the online engagement forum

4.2 Letter to residents and key stakeholder email

On 12 September 2018 the EPA distributed over 1,700 letters to residents in the areas covered by the proposed Groundwater Prohibition Area, and to landowners that owned property but did not reside in the area.

A [Glenelg East and surrounding areas fact sheet](#) and an [invitation](#) to a community information session were included in this mail-out.

Key messages of the letter and fact sheet were:

- the EPA has determined that a formal prohibition on the extraction of groundwater in the area should be established
- before this is implemented, the EPA wishes to discuss this with members of the local community.

Key stakeholders comprised a mixture of local residents, tenants and landowners, persons liable for site contamination, local government and Housing SA representatives, SA Health and bore owners.

A total of 329 recipients of the direct-mail letter and information package (either by post or sent as an electronic version sent to key stakeholders) followed the EPA's advice in the letter and visited our online engagement forum for further information. A total of 73 participants found the site via a government website. The EPA Glenelg East Assessment Area website received a 900% increase in webpage hits the day after the information was sent out.

4.3 Groundwater Prohibition Area fact sheet

A comprehensive [Glenelg East and surrounding areas fact sheet](#) included information specific to the proposed Glenelg East GPA in regards to:

- Historical land use in the area.
- What the risk of contaminated groundwater is to residents.
- Please do not use bore water.
- Effect of continued bore water extraction on spreading groundwater contamination.
- What can the EPA do to protect residents from site contamination?
- How will a Groundwater Prohibition Area affect me?
- Community engagement.

Providing community friendly fact sheets to complement a full suite of technical documents is considered by the EPA to be best practice. It is committed to providing full transparency in our reporting complemented by easy to understand summaries where there is community interest in its work.

4.4 Site contamination overview fact sheet

In December 2016, the EPA developed a [Site contamination overview](#) fact sheet, to assist the public to understand the scope of the issue both in South Australia, Australia, and industrialised cities all over the world. This 8-page fact sheet provides a comprehensive overview of the situation beyond the broader Glenelg East area and has been available on the EPA website. The fact sheet was made available online and as a handout at the community information session.

4.5 Determination report

The EPA compiled a report that provides a comprehensive summary of the technical information reviewed by the EPA for the purpose of investigating the necessity to establish a GPA. It aims to provide concise information in relation to a prohibition and describes the roles of SA Health, site contamination auditors, site contamination consultants and the EPA. In compiling the determination report, the EPA reviewed 39 assessment reports on 17 different sites of potential

groundwater contamination in Glenelg East, Glenelg South, Glenelg, Glengowrie, Morphettville, Somerton Park and Oaklands Park.

The description of the determination process for the establishment of a GPA is intended to assist local residents, businesses, community groups, local schools, kindergartens and childcare centres and the City of Holdfast Bay in understanding why the EPA and SA Health consider a prohibition on taking of groundwater is necessary.

This report provides the geometry of the proposed area, the aquifers affected, justification for a buffer area, specific details relating to the source sites, and the historical and ongoing assessment and remediation of these areas.

The report was made available online and at all community information sessions. Offers were made to post a copy to attendees that sought interest in having a paper copy. This report has now been updated at the conclusion of the consultation, and contains the amended size and shape of the prohibition area.

4.6 Designated telephone and email information line

The EPA provided a designated email address for the community engagement and this was publicised in all information materials produced: engage.epa@sa.gov.au. The direct phone number for the Principal Adviser Community Engagement was provided on the letter to residents and invitation to the community information session.

4.7 Community information session

As part of the community engagement program, a community information session was held at the Glenelg Football Club on Wednesday 26 September between 3 and 8 pm. A total of 23 residents from within the proposed GPA attended this session and were able to speak to staff from the EPA.

EPA staff recorded comments made during conversations with community members and ensured that all follow-up actions were completed. Comments were used to gain a greater understanding of the main areas of interest for reporting purposes. This session provided the opportunity for residents to speak with staff in an informal environment to have their questions addressed. It also provided an important opportunity for the EPA to learn more about the bores in the area, how they are being used, and whether they were accessing contaminated aquifers.

4.8 Update of the EPA website

The EPA website has a designated web page for the [Glenelg East Assessment Area](#). This page was updated immediately prior to the consultation period and provided new links to the [online engagement forum](#).

In addition to the number of online engagement visitors recorded, the [Glenelg East Assessment Area webpage](#) received a significant spike – 900% increase – in webpage hits on 13 September 2018, a day after the letters were delivered.

4.9 Online engagement forum

The EPA set up an [online engagement forum](#) using BangTheTable's Engagement HQ software. This enabled the EPA to provide information in an online space where residents and stakeholders could access relevant information and engage with the EPA using the Q&A, Ideas and/or Stories tools.

It also enabled statistical analysis to be undertaken about visitation to the site and the type of information being accessed. As of 19 December 2018, the site had recorded 329 visits, with 151 going on to download documents or clicking through to obtain further information.

TRAFFIC

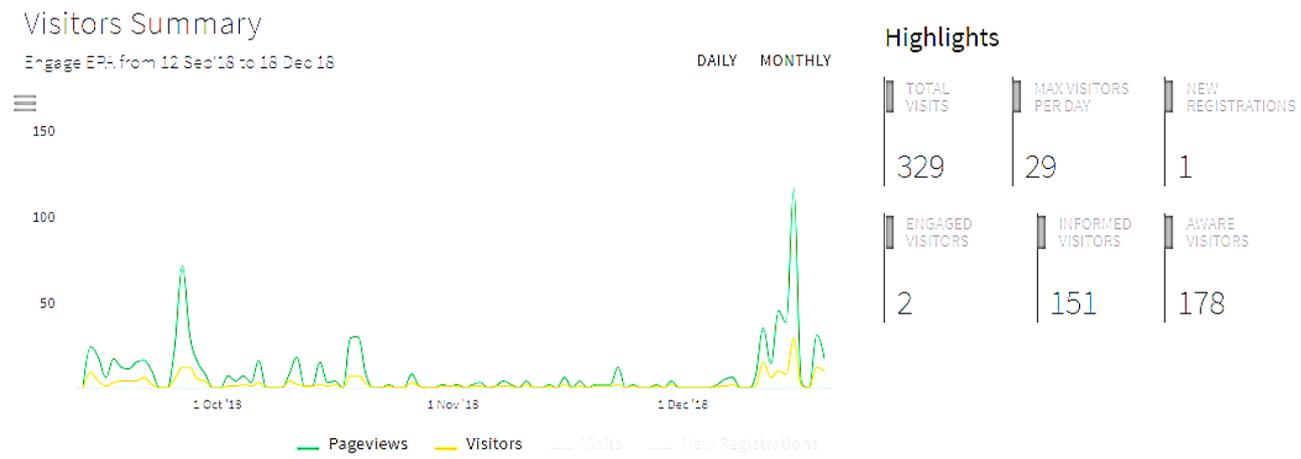


Figure 2 Summary of visitors to online engagement forum

4.10 Site contamination educational animated video

The EPA has created a site contamination overview [animation](#) to complement written and oral methods of communication. The purpose of the animation is to assist people to understand the scope and nature of site contamination. It was shown at the community information session and is available on the EPA website and the [online engagement forum](#).

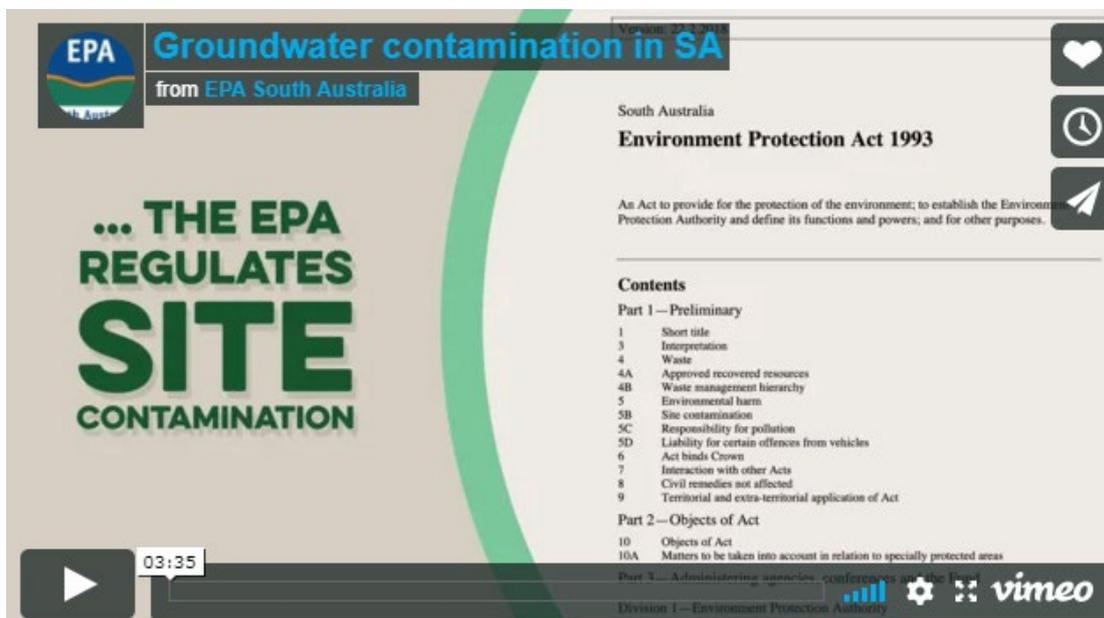


Figure 3 Groundwater contamination in SA animation

5 Evaluation

5.1 Key themes – areas of interest discussed in personal interactions

Most people who engaged with the EPA personally did so because they were bore users impacted by the proposal.

A summary of the top key themes raised with staff is shown in Figure 3.

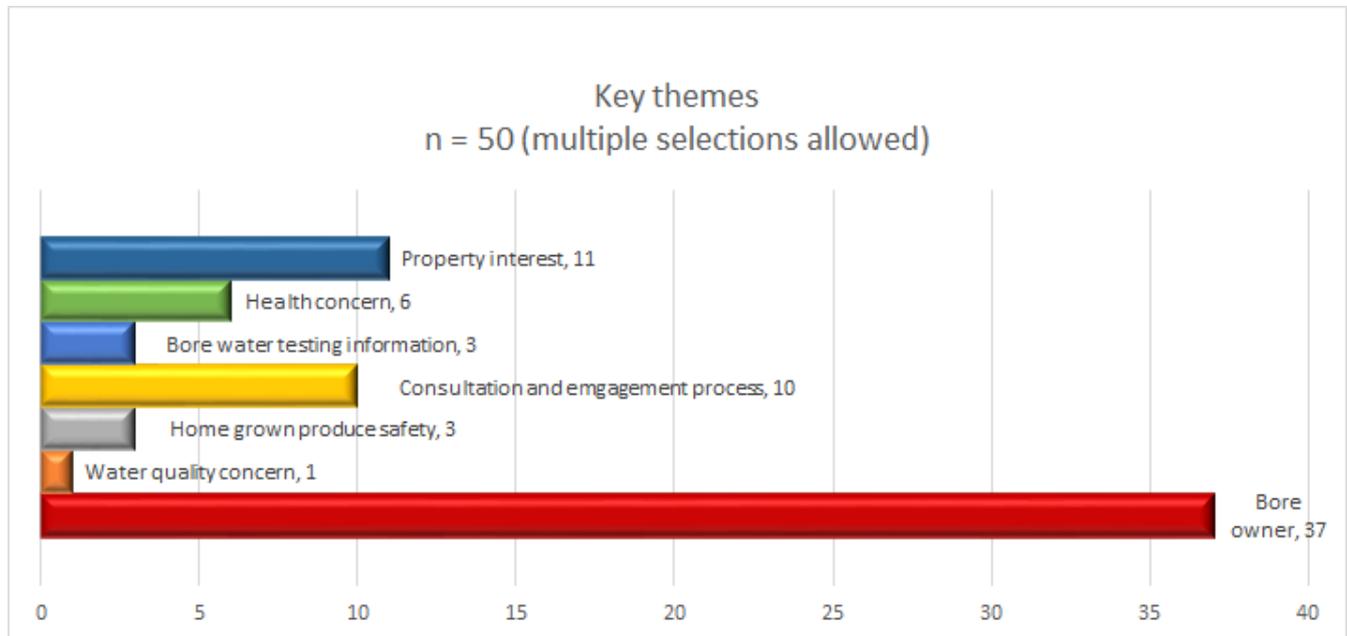


Figure 3 Key themes raised in personal interactions with EPA staff

The GPA was influenced by the consultation with bore owners in the area and has been tailored to exclude bores accessing deeper aquifers where there is no evidence of contamination. Please see map of the GPA in [Appendix 1](#).

After writing to residents on 12 December 2018, the EPA published notification that it has established the Glenelg East Groundwater Prohibition Area by placing a notification in the [South Australian Government Gazette](#) on 20 December 2018.

Appendix 1 Glenelg East Groundwater Prohibition Area

