



# EIANZ 2024 IMPACT ASSESSMENT SYMPOSIUM

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Presentation materials  
[| accessible here](#)

## ABSTRACT

### Communication pitfall in EIS project management

Environmental Impact Statements (EIS) are comprehensive assessments that integrate various disciplines to evaluate project impacts. Effective communication is vital across all teams involved, including stakeholders and the broader community, to ensure thorough consultation and understanding. High-quality project management and timely communication channels are essential to coordinate technical teams and stakeholders efficiently, fostering transparency and alignment throughout the assessment process. A recent confidential renewable energy project highlighted the importance of internal and external project communication and the interlink with consultation activities. Due to the project structure, technical disciplines were excluded from the consultation process and the company engaged for such activities had a lack of knowledge on regulatory processes. This led to ineffective information and technical disciplines not receiving critical information and consequently unable to deliver within budget nor on time. Experience within the project team led to the identification of these issues, and it was suggested that the project team needed to intervene to manage relationships between external consultants, technical disciplines, and the client, but not as separate entities. It was identified that a key facet to the successful delivery of the project was going to be communication between all three groups in an efficient and consistent manner. A key recommendation emerged for a dedicated management role to facilitate these relationships, document any communications, and ensure knowledge sharing across all teams. However, further obstacles were encountered such as budget constraints and client expectations. Establishing clear communication channels and defining roles and responsibilities early in the project lifecycle will be crucial. For multidisciplinary projects, this includes a dedicated role and associated budget for a communication and knowledge sharing channel, which should remain live throughout project delivery. Implementing robust tracking mechanisms for consultations and promoting regular knowledge sharing will also help prevent similar breakdowns in future projects.

## SPEAKER BIOGRAPHY

Caitlin is an experienced environmental consultant who has seamlessly transitioned from academia to roles in some of Australia's largest consultancies. Originally from the UK, Caitlin specializes in ecology and environmental management. Her background includes extensive fieldwork in remote areas of Central and South America, where she honed her skills in team coordination across diverse skill sets. Throughout her career, Caitlin has leveraged her environmental research background to provide a comprehensive perspective in the energy and mining sectors, facilitating the development of innovative concepts and applications within collaborative teams. With a wealth of experience spanning environmental impact statements, compliance and due diligence, project management, and social impact assessments, Caitlin thrives in multidisciplinary environments. She excels in roles that require coordinating diverse teams, managing deliverables, and ensuring effective communication. Her project portfolio encompasses a wide range of sectors, including pumped hydrogen, solar and wind farms, mining expansion, and workforce accommodation solutions.