

NEOEN



KENTBRUCK GREEN POWER HUB
EES COMMUNITY CONSULTATION PLAN

P U R P O S E

This Community Consultation Plan (CCP) was developed for the Environment Effects Statement (EES) and identifies the community relations approach and objectives for the Kentbruck Green Power Hub (KGPH) during the EES process.

This CCP is an appendix to the overarching, comprehensive KGPH Community Engagement Plan.

The EES includes a number of detailed technical investigations that will be undertaken by qualified specialists. In addition to detailed technical investigations, the Environment Effects Act (1978) requires the proponent to **‘prepare and implement a public consultation plan for informing the public and consulting with stakeholders during the preparation of the EES’**.

To promote active community consultation during the EES process, Neoen proposes a consultation approach that facilitates community information, consultation and/or involvement at each key stage of the process in parallel with the expert review undertaken through the Technical Review Committee (TRC).

Further information on the EES process is available at

<https://www.planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria>

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1. OUR APPROACH

1.1 Our approach

Stakeholder and community relations are led by Neoen’s project managers with support from on-the ground community relations specialists. We consider it important to build trusting relationships between the people on the ground who know and understand the project best, and the stakeholders who are part of and connected to their region and local community. Due to the rural nature of the community, our overall approach to consultation for the Kentbruck Green Power Hub (KGPH) will be open, relaxed, flexible and responsive.

Neoen has a vertically integrated business model, meaning that we ‘develop to own’ our projects. This model makes Neoen a standout in the industry, affording us a clear advantage over our competitors in respect to community relations, as we commit to being long term neighbours and participants in the local community for the lifetime of the project. We establish and nurture relationships and embrace partnerships and innovation, confident that we will be there to deliver projects and see their benefits come to fruition.

1.2 Our values

As a company, Neoen has a clear set of values that underpin and guide our work. The way these internal values translate into our external approach to building relationships with communities is described in Table 1.



Integrity

We operate with integrity, whatever we do, and whenever and wherever we do it. We work with partners who abide by the same rules.



Commitment

We uphold all our commitments, internal and external. We believe in hard work and take pleasure in seeing a good job well done.



Audacity

We believe we can become a world leader in renewable energy. We have the audacity to operate globally, imagining, designing and implementing competitive, effective energy solutions.



Esprit de corps

We are loyal to each other and form a close-knit team. We are proud of our company, our goals and our accomplishments.

Table1: Principles and practice

Value and Principle	In practice
Integrity Mutual Respect	– We provide a space for genuine dialogue, where people can participate in respectful discussions.
Integrity Transparency	– We demystify the development process for local stakeholders and clearly communicate at which points, when, and to what extent they are able to influence decisions. – We are transparent about how and why decisions are made.
Integrity Inclusiveness	– We reach out to involve key stakeholders and the local community so they can play a part in decisions that affect them. – We provide a range of opportunities and avenues for ongoing and meaningful dialogue, allowing for detailed and timely discussions.

Commitment Responsiveness	<ul style="list-style-type: none"> – We communicate well and are responsive to emerging issues, concerns and ideas. – We provide timely information and ensure people have the opportunity to digest information, understand the project and make informed decisions.
Commitment Mutual Benefit	<ul style="list-style-type: none"> – We seek shared outcomes of mutual benefit for the local host community over the long term.
Audacity Innovation	<ul style="list-style-type: none"> – We are open to and pursue bold and creative ideas and solutions tailored to and driven by the local context of the project.
Esprit de corps Relationship building	<ul style="list-style-type: none"> – We build and nurture long term local relationships and make meaningful links with local leaders and organisations. – We provide many avenues for interaction across the project lifecycle.
Esprit de corps Celebration	<ul style="list-style-type: none"> – We value and celebrate community - our own and those we work with. – We enjoy celebrating our successes together.

1.3 Our community engagement objectives during the EES Process

Neoen understands that the success of KGPH is dependent on the development of genuine, open and ongoing relationships with key stakeholders and members of the local community. It recognises the importance of ensuring a ‘no surprises’ dynamic with the local community and is committed to developing and nurturing long term relationships between its team and the various project stakeholders.

These objectives will be achieved by:

- 1 Fostering a transparent and open approach to the development of KGPH during the EES process and ensuring ‘no surprises’ for the local community
- 2 Keeping the community and stakeholders informed about KGPH and the EES process through the provision of accurate, timely and factual project information
- 3 Identifying and addressing community and stakeholder concerns and maintaining transparency in the project design, implementation and ongoing operations
- 4 Involving stakeholders and community in key decisions
- 5 Identifying opportunities for local business involvement and local employment in the construction and operations of KGPH
- 6 Identifying opportunities for Indigenous participation and employment in the construction and operations of KGPH, and where appropriate, co-developing and implementing an Indigenous Participation Plan
- 7 Co-designing, developing and delivering a community benefit sharing scheme in collaboration with the community, and in partnership with local stakeholders, where possible
- 8 Developing long term relationships and partnerships with community and stakeholders

1.4 Acknowledgement of Country

Neoen acknowledges the traditional custodians of the land where the project is located, being the Gunditjmarra people and wishes to pay respect to Elders, both past and present. We acknowledge the ongoing connection between the Gunditjmarra people with land and waters.

2. PROJECT CONTEXT

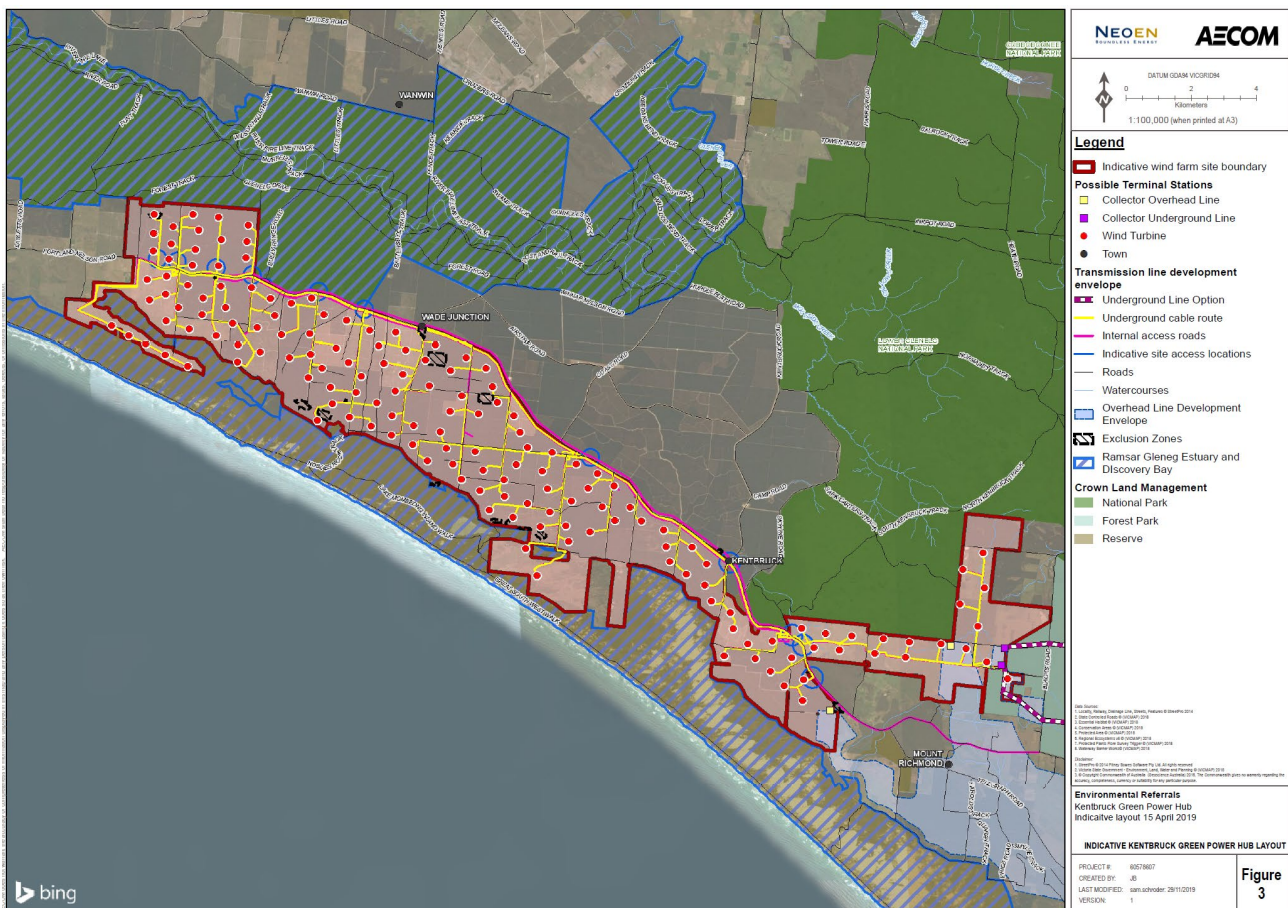
2.1 Project description

KGPH is an environmentally and economically sound wind and storage facility that will improve Victoria’s energy security and provide an economic boost to the region. The proposed KGPH will be a wind farm and battery storage project with up to 157 wind turbines and battery storage in south west Victoria, between Portland and Nelson. The proposed 900MW wind farm and battery storage facility will possibly be the first of its kind in Australia to be located within an actively managed and harvested pine forest.

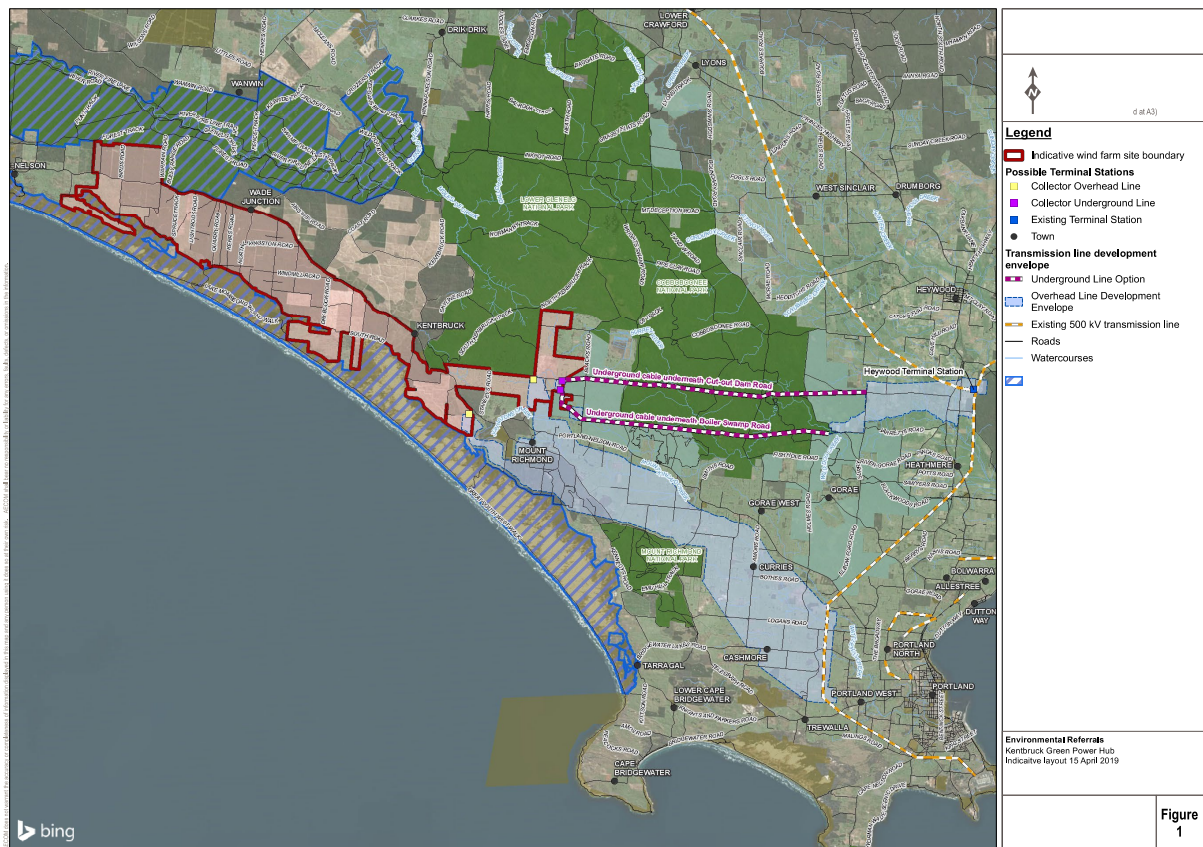
The project will create more than 200 full time jobs during 24 months of construction and contribute an estimated \$1.2 billion investment to Australia’s renewable energy future and economy. KGPH will deliver more than 3,300,000MWh of clean, renewable electricity into the national power grid and reduce carbon emissions by more than 3.5 million tonnes each year. This reduction will be equivalent to taking 860,000 cars off the road, planting 4.3 million trees or producing enough electricity to power approximately 500,000 homes with renewable energy.

2.2 Project maps

Map of indicative wind farm site boundary and proposed turbine layout.



Map of possible terminal stations and transmission line development envelope



2.3 Project benefits

- Up to 200 FTE local jobs are expected to be required during the construction phase with additional indirect economic benefit for local businesses, such as manufacturing, logistics, consultancy and services.
- A small, permanent local team dedicated to activities such as vegetation and pest management and maintenance will be employed on an ongoing basis.
- Australia’s energy security will be enhanced by the combination of wind generation and battery storage.
- Neoen will establish a \$150,000 per annum Community Benefit Fund to support local projects throughout the project’s lifespan and provide other shared benefits through discussion and engagement with the community.

2.4 The requirement for an Environment Effects Statement

In August 2019, the Victorian Minister for Planning advised that an EES would be required for the project under the Environment Effects Act (1978). The minister’s reason for the decision was:

The proposal has the potential for a range of significant effects that require assessment. In particular, the project as proposed could have significant effects on:

- Threatened fauna listed under both the Flora and Fauna Guarantee Act 1988 (FFG Act) and Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act), including southern bent-wing bat, red-tailed black cockatoo, and orange-bellied parrot, as well as migratory shorebirds
- Threatened flora and ecological communities listed under both the FFG and EPBC Act
- Aboriginal cultural heritage values

- iv. Landscape values
- v. Effects on surface water and groundwater and related beneficial uses, including risks to wetlands such as Long Swamp as well as the Glenelg and Discover Bay Ramsar Site

An EES is an assessment of the potential environmental, economic and social impacts of the proposed project. It is prepared to inform the Minister for Planning’s assessment of the level of environmental effects a project may have and is taken into consideration by statutory decision makers when deciding whether to approve a project.

During the EES process there will be formal, State coordinated opportunities for stakeholders to engage with the process and make submissions about the project’s potential environmental effects. DELWP will seek public comment via submission on behalf of the Minister for Planning. The formal EES review process includes:

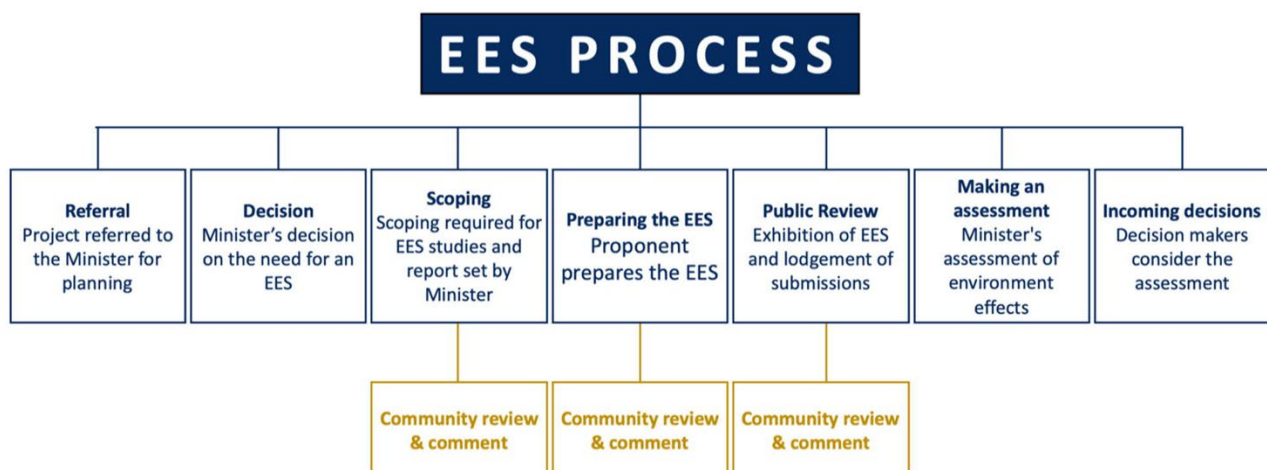
- Exhibition of the Scoping Requirements for 15 business days for public comment
 - Receipt and consideration of written submissions on the Draft Scoping Requirements by DELWP before the Scoping Requirements are finalised and issued to the proponent
 - Exhibition of the EES documentation for a minimum of 30 business days in order to receive public submissions
 - Receipt and consideration of written submission on the EES by the Minister for Planning
- Public inquiry into the EES which may take the form of a formal hearing, a roundtable conference with submitters or a desktop review of written submissions

Further information on the EES process and how you can get involved is available at:

<https://www.planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria>

2.5 EES process

The formal EES process has seven distinct stages as identified below in the blue boxes. Aligned with those stages, Neoen will provide three targeted opportunities for community review and comment as identified in the yellow boxes. Information gathered during those sessions, as well as from other sources (such as website feedback forms) will inform Neoen’s EES studies and report.



2.6 Local context

Portland is located 362km west of Melbourne, with a population (Portland and surrounds) of 12,000. Total local employment: 5,700 employed; Glenelg Shire unemployment rate: 4.1% with 1000 current job vacancies (Glenelg Shire MR 29 October 2018).

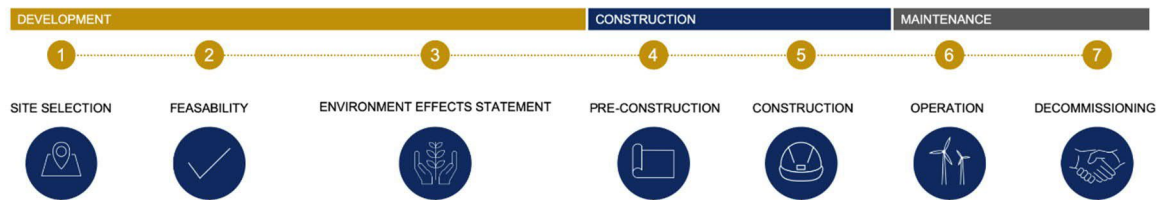
There are numerous renewable power generation projects and proposals in the broader region, including wind, wave and geothermal energy.

The neighbouring town of Nelson is located 422km from Melbourne, a few kilometres from the South Australian border, with a population of 226. It is situated on the Glenelg River, two kilometres from the mouth but with views of the ocean across the sand hills to the south on either side of the river estuary.

The area is a popular destination for those wanting access to numerous holiday experiences without the crowds associated with more populated locations. The area offers close proximity to wild ocean beaches, a beautiful estuary and river, and the surrounding Lower Glenelg National Park.

3.0 ENGAGEMENT PROGRAM

As a long-term owner and operator Neoen applies a seven-phased approach to its overall community engagement program and will guide the implementation of the community consultation plan in alignment with each of the project stages. The EES process is captured in phase 3.



This EES Consultation Plan relates to the preparation of the EES up to the exhibition period (Phase 3). This EES Consultation Plan will be aligned with the following process:

- The Minister for Planning has determined that an EES is required to be prepared for the project
- The EES will contain an assessment of the potential environmental, social and planning effects of the project
- The matters to be addressed in the EES will be set out in the scoping requirements issued by the Minister for Planning. The scoping requirements will be finalised following exhibition for public comment
- A technical reference group including relevant government agencies and local council will be convened by DELWP to provide advice on environmental issues through the EES assessment
- There will be many opportunities for community involvement in the EES development with the KGPB Project team, including stakeholder meetings, one-on-one meetings, feedback surveys, community drop in sessions and the establishment of a community advisory committee
- The completed EES will be exhibited for public comments
- The minister will consider the independent assessment and then prepare a minister’s assessment to inform statutory approvals decisions for the project
- The EES process is expected to be concluded in early 2021.

3.1 Overview of completed engagement and communications activities

Neoen community consultation activities already undertaken include:

Table 2

Activity	Details	Key findings
Individual host landowners meeting	One-on-one landowner meetings (some required three or four; others only two)	13 host landowners involved
Neighbour resident interviews with those living within a 3km radius of the project location	First held February 2019 at either homes or workplaces – some households with greater concerns have been visited on a number of occasions	Concerns surrounding visual amenity, transmission line location, transport/road impacts and enquiries about the possibility to be potential host landowner
Community information drop-in sessions	May 2019 - three sessions in Nelson, Portland and Mt Richmond December 2020 - three sessions in Nelson, Portland and Mt Richmond	More than 500 community members have attended (est: 260 first sessions; 240 second sessions)
107 feedback forms completed	Distributed at all community events and engagement activities, and online via survey monkey	On average respondents rated the project 8 out of 10 when

		<p>rating their attitude towards the project</p> <p>Key issues/concerns: No concerns - 32.38% Visual or noise impact - 46.67% Disturbances (such as traffic) during construction - 28.57% Effects on land use or land values - 32.38% Effects on natural areas and habitats - 43.81% Feedback gathered from the surveys have helped inform the study program.</p>
Meeting with community groups	Attendees included: Friends of Great South Coast Walk, Gunditj Mirring Traditional Owners Aboriginal Corporation, Regional Development Victoria, Portland Fields Naturalist, Corangamite Catchment Management Authority and Nelson Coastcare	<p>April/May 2019</p> <p>Some groups have concerns around ecological impact and bird and wildlife.</p> <p>Attended community drop-in sessions</p>
On-site tour with Gunditj Mirring Traditional Owners Aboriginal Corporation	March 2019	Artefacts were shown and areas of interest pointed out and will inform the EES submission
Participation in business forum with Glenelg Shire Council and Committee for Portland	June 2019 - More than 140 business representatives attended. Project briefing materials were handed to every guest. An opportunity for Q and A's at the end of the presentation.	Very supportive. Register for potential contractors/jobs register.
One-on-one meetings with more than 50 potential powerline hosts	July 2019 – Ongoing	<p>Preferred location of powerline from community surveys: Underground cable through Cobbooboonee National Park – 80% Overground through farmland- 2.9% Most landholders spoken to are open to hosting a power line</p>
One-on-one meetings with local MPs	Two project update meetings with State and Federal MPs	Overhead powerlines were raised as a key potential issue
Distribution of project information handouts and EES scoping requirements	Project briefs and updates are distributed to Council office, Nelson Kiosk, Portland Library and Heywood DELWP office and made available on KGPH website	Made available to those residents that do not have internet access.
Council briefing	February 2019 December 2019	Outline process, updates and EES scoping requirements

Activation of additional methods of communication including website, project email account, broadcast emails to contact database to notify project milestones, media releases and advertisements in local media

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4. COMMUNITY RELATIONS STRATEGY

4.1 Neoen’s community relations strategy during the EES process

The following table outlines Neoen’s proposed engagement activities during the EES process. Once stakeholders have been identified, activities will be tailored through a needs based approach as follows:

1. Neoen will gather information from and about each stakeholder group in order to understand their needs “**objectives**”.
2. Neoen will use specific activities “**activities**” to best respond to those needs.

Table 3

Stakeholder Group	Overview	Key interest/Issues	Objectives – Needs based approach	Engagement Activities – during the EES phase
Host landowners	Residents who are hosting wind turbines, battery storage or power lines on their land.	Contractual agreements Disruption during construction Traffic management plans Dust suppression measures	Ongoing communication and discussions as project progresses. Contribution to the project’s progress, ability to provide local knowledge, advice and input. Involvement in development and of Community benefit-sharing scheme	One-on-one meetings Landowner updates and dinners Letterbox drops Invitations and involvement in community events
Near neighbours	Residents within a near radius of the project site have the potential to be affected by the visual impact of the wind farm and power line, the noise and heavy vehicle traffic associated with the construction phase.	Shared benefits Visual amenity Dust suppression measures Impact on property valuations Disruption during construction Traffic management plans	To create and maintain a close connection with neighbours that live within a 5km radius of wind turbines. To keep neighbours informed about the project from early in the project planning process and provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	One-on-one engagement Invitation to receive a private photomontage Letterbox drop project updates Community Information Sessions Invitation to community events

			To ensure that neighbours share in the benefits of the project in a equitable way.	
Neighbourhood	Local people living within the Nelson, Mount Richmond and Portland townships nearby to the project.	Jobs Traffic management plans Visual amenity	To keep neighbours informed about the project from early in the project planning phase To provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	Letterbox drop, Project updates Community information sessions Invitation to community events
Council	We will work with the Glenelg Shire Council to shape the Community Engagement Strategy and Benefit sharing program.	Local procurement Jobs and investment Fire levies/Council Rates Traffic management plan Community Fund	To ensure a positive and collaborative relationship with the LGA that can support the long-term goals of the community.	One-on-one engagement Project briefings & updates Community information sessions
Technical Review Committee	We will work with the TRC to seek feedback and provide input into the EES	Scoping studies Technical studies	To ensure a collaborative relationship in order to meet the objectives of the EES	
State MP	Roma Britnell	Powerlines Effective community consultation	To ensure the local member is kept updated about the project and its progress	Project briefing in person by Head of Development Invitation to community events
Federal MP	Hon Dan Tehan	Powerlines EPBC	To ensure the local member is kept updated about the project and its progress	Project update in person by head of Development Invitation to community events
Traditional owners – Indigenous community	Seek to engage and understand what elements of the project are culturally relevant and/or sensitive.	Indigenous participation plan Cultural heritage	Engaging with local Aboriginal groups beyond planning requirements, such as Cultural Heritage Management Plans.	Indigenous Participation Plan Invitation to community events

			To provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	
CFA	Local volunteers representing the Country Fire Authority	Fire risk and minimisation efforts	To ensure project activities abide by safety and regulatory requirements	Provide indicative design plans and updates on the project to prepare for any local fire and emergency safety requirements
Schools, TAFEs and universities	Local schools Local TAFE	Educational opportunities Federation University's APTREC	To ensure organisations are updated on education and vocational opportunities associated with the project. To use the opportunity of a local renewable project to dovetail relevant & practical educational content into the syllabus.	Information and project updates provided and invitation to future networking engagement Opportunities for site visits for local schools. Presentation to schools on renewable energy
Business groups / industry stakeholders	Seek to engage and collaborate with local businesses and business networks around what opportunities may be available such as sourcing for the wind farm development.	Local procurement	To ensure Neoen is creating local renewable energy projects.	One-on-one engagement Project briefings and updates Community Information Sessions Information and project updates provided and invitation to future networking opportunities
Community Environment Groups	Seek to identify issues of concern Seek feedback on their activities and incorporate into project design	Bird/bat mortality Native vegetation Ramsar wetland Tourism	To be accessible, help to address concerns proactively, and to provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	One-on-one engagement Project briefings and updates, Community information sessions Complaints process implemented and transparent from start of construction

Wind farm opponents	We will seek to identify those issues that are of concern to wind farm opponents.	Visual amenity RAMSAR wetlands site Flora and Fauna Wildlife	To be accessible, help to address concerns proactively, and to provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	Face to face meetings with project manager as a priority, with opportunity to escalate Project briefings and updates, Community information sessions, Complaints process implemented and transparent from start of construction.
Advocacy groups	Sustainability groups Community energy groups	Events and milestones	Discussion on community energy and zero emissions targets Potential for partnerships To provide opportunities to raise issues and provide feedback that can influence how the project is designed and implemented	Update / presentation on project Invitations to community events
Community organisations	Rotary / Lions clubs	Local jobs and investment Community Benefit Fund	To understand a project and be able to update their members To participate in / benefit from Community benefit-sharing scheme	Update/presentation on project Invitations to community events

4.2 Implementation Plan during EES period

The following Implementation plan outlines the proposed program of activities (listed in Table 3) during the EES process. Timeframes provided are indicative only.

Table 4: Implementation Plan during EES period

Tools	Planned Activities			
	Study program and scoping requirements October 2019 – January 2020	Prepare the EES Feb 2020 – Nov 2020	EES public exhibition & formal submission period Dec 2020 – Feb 2021	Assessment and decision making Feb 2021 – July 2021
Proposed engagement activities				
One-on-one briefings with neighbours	Regular briefings held in the neighbourhood zone. Issue email updates to neighbours as EES milestones occur	Regular briefings held in the neighbourhood zone Issue email updates to neighbours as EES milestones occur	Briefings held in neighbourhood zone annually Issue email updates to neighbours as EES milestones occur	Respond to neighbour inquiries Issue email updates to neighbours as EES milestones
Community information sessions	Hold a Community Information Session (Nelson, Mt Richmond & Portland) to present study program outline and explain EES process.	Hold a community information session (Nelson and Portland) during the public exhibition phase making available independent experts (i.e.: noise, visual, DELWP) Feedback generated may help to inform the EES	Hold a community information session (Nelson and Portland) to present EES and inform the community on the formal submission process. Feedback generated may help to inform the EES	N/A
One-on-one meetings with key community groups (i.e. Friends of the Great South Coast Walk, Registered Aboriginal Party)	Meet with community groups to provide a project update	Meet annually with community groups to provide a project update Feedback generated will help inform the EES	Meet annually with community groups to provide a project update	Project website maintained and updated regularly

Council briefings	Meet with Mayor and CEO to provide update of project	Meet with Mayor and CEO to provide update of project on a quarterly basis	Meet with Mayor and CEO to provide update of project on a quarterly basis	Provide email updates to council
Community Advisory Committee	<p>Develop a Community Advisory Committee (CAC) and appoint an independent chair</p> <p>An EOI for the CAC has been advertised in the local media and application forms have been available at community drop-in sessions.</p> <p>The independent chair selects the members of the committee. Refer to Appendix 1 for full details.</p>	<p>Meet with the CAC on a quarterly basis</p> <p>Feedback generated will help inform the EES</p>	Meet with the CAC on a quarterly basis	Meet with the CAC on a quarterly basis
Events	Christmas drinks with Green Triangle Forest Products (GTFP)	<p>Hold a landowner dinner with host landowners</p> <p>Attend community event and present project materials</p>	Attend community events and present project materials	Attend community events and present project materials
Proposed communication activities				
Project website	Project website implemented with transparent logging of key documents such as planning permit application	Project website implemented with transparent logging of key documents such as planning permit application	Project website maintained and updated regularly	Project website maintained and updated regularly
Media releases and local print/media ads	Notification of community information sessions	Notification of community information sessions and project milestones	Regular media releases and local ads for community information session and key project milestones	Media releases for key events and project achievements such as Community Benefit Fund announcements.

			Media release notifying the community of public exhibition period	
Factsheets	Fact sheets and relevant FAQs for website to proactively address potential issues	Fact sheets and website FAQs to proactively address potential issues	Fact sheets and website FAQs developed proactively and distributed at community information sessions and public spaces such as council offices and library	Update fact sheets
Project bulletins	Neighbourhood database to be established for neighbourhood area or agreement with local post office to send out to the neighbourhood area. Public enews subscription available on the website	Develop quarterly project bulletins – digital and hard copy	Develop quarterly project bulletins – digital and hard copy	Develop quarterly project bulletins – digital and hard copy
Feedback survey	Feedback survey to be available at all community consultation activities and online Feedback survey measures levels of support for the project and identifies key issues and opportunities Information gathered from the surveys will be addressed in communications materials such as media releases and project bulletins	Feedback survey to be available at all community consultation activities and online Feedback survey measures levels of support for the project and identifies key issues and opportunities Information gathered from the surveys will be addressed in communications materials such as media releases and project bulletins	Feedback survey to be available at all community consultation activities and online Feedback survey measures levels of support for the project and identifies key issues and opportunities Information gathered from the surveys will be addressed in communications materials such as media releases and project bulletins	Feedback survey to be available at all community consultation activities and online Feedback survey measures levels of support for the project and identifies key issues and opportunities Information gathered from the surveys will be addressed in communications materials such as media releases and project bulletins
Complaints Register	NA	Complaints register is made available online, via email and a	Complaints register is made available online, via email and a	Complaints register is made available online, via email and a

		<p>toll free number. The process for managing complaints and grievances involves several key steps including receiving, registering, investigation, responding to and addressing complaints received by stakeholders.</p>	<p>toll free number. The process for managing complaints and grievances involves several key steps including receiving, registering, investigation, responding to and addressing complaints received by stakeholders.</p>	<p>toll free number. The process for managing complaints and grievances involves several key steps including receiving, registering, investigation, responding to and addressing complaints received by stakeholders.</p>
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4.3 Key Messages

Key messages assist in providing information in a consistent way. Initial key messages for KGPH are in Table 4:

Table 5: Key messages

Theme	Key messaging
Neoen Australia	<ul style="list-style-type: none"> – Neoen is an independent power producer specialising in renewable energy. – Neoen has a vertically integrated business model meaning we ‘develop to own’. This means we will be the long term owners of the project, and long term community members – KGPH is managed by a highly experienced team, who are internationally recognised leaders in their field
Innovation and technology	<ul style="list-style-type: none"> – This project is ambitious, innovative and ground-breaking – This will be the first project of this type in Australia
Project areas and phasing	<ul style="list-style-type: none"> – This project will undergo an Environment Effects Statement in parallel with an EPBC
Jobs and growth	<ul style="list-style-type: none"> – KGPH will result in 200 jobs during construction – We are committed to employing local people where possible – Local businesses will be involved in the construction and ongoing – We are committed to reconciliation, and have an Indigenous participation target
Community	<ul style="list-style-type: none"> – The project will result in many benefits to the local community, including more jobs and economic prosperity into the future – Neoen will work closely with the local community and will listen to concerns, ideas and opportunities – Neoen is committed to sharing benefits with the local community in meaningful and equitable ways – We will establish a \$150,000 per annum Community Benefit Fund – We will seek community input and involvement in the structure and mechanisms of the community benefit sharing program.
Environment	<ul style="list-style-type: none"> – KGPH is a large-scale renewable energy project which will mitigate against climate change – KGPH is located in pine plantation which has low ecological value – Potential impacts on flora to be removed and fauna that utilise the site will be studied in detail to determine the risk to any species or community

5. REPORTING, EVALUATION AND CONTINUOUS IMPROVEMENT

This plan will be continuously monitored and updated to reflect the themes and issues emerging from engagement. Ongoing market research and media monitoring will be undertaken to better understand the underlying narrative in the community regarding the project and to assess the key messaging and effectiveness of the communication and engagement activities.

Neoen is committed to continually evaluating the way we approach and identify opportunities for the community, to shape and improve future plans and initiatives. Where possible, monitoring and evaluation activities will be designed to complement other engagement activities. A detailed monitoring and evaluation plan will be developed if the project is successful in obtaining its planning permit.

Evaluation is not a stand-alone or isolated process, rather, evaluation is an integral and ongoing component of every communication and engagement activity or process. Consequently, evaluation at the beginning of the consultation planning process is as important as it is during and following implementation. Evaluation is a vital element for forward planning and can provide a strategic basis for decisions about issues, including the allocation of resources.

The evaluation process consists of two components (see Table 6):

1. Outcomes – increased satisfaction, awareness or attitudinal change
2. Outputs – measuring and monitoring what is actually produced, released or implemented

Table 6: Evaluation process - outcomes and outputs to be achieved

Evaluation	What will be achieved?
Outcomes	<ul style="list-style-type: none"> – General community awareness and understanding of the project. – Long term broad local social acceptance of the wind farm – Widespread understanding among project team, employees, residents, stakeholders and broader community of Neoen’s commitment to engaging with the community – General satisfaction among stakeholders that they have been given the opportunity to express their views and that those views have been heard – Expectations and issues managed effectively through communications and meaningful engagement – Strong local relationships and trust
Outputs and tools	<ul style="list-style-type: none"> – Social risk analysis – Data collected from feedback survey throughout the project informing project design – Regular departmental meetings and reporting – Progress meetings with applicant and government – Issue timely and relevant media releases, project bulletins, email broadcasts, direct mail letters and FAQs – Update website with timely and relevant information (ensure email enquiries are logged and responded to) – Schedule Community Information Days, Open Day, Site Tours, Neighbouring Landholder Forums and other face-to-face engagement events and briefings – Schedule regular briefings with key stakeholders i.e. council. – Introduce, manage and maximise benefits from ‘stakeholder issues database’ – Ensure stakeholder database is regularly updated, so that relevant stakeholders receive project updates – Complaints register – Community-developer partnerships – Benefit sharing model tailored to the local context – Local advocates for renewable energy

5.1 Objectives of evaluation

The objectives of monitoring and evaluating the delivery of the activities outlined in this CRP are to:

- identify opportunities to improve the approach;
- ensure key stakeholders including the community, partners, and contractors have a clear understanding of the progress and performance of key initiatives;
- identify opportunities for the community to shape future plans and initiatives;
- ensure a current understanding of community concerns and to track any complaints;
- report back to key stakeholders about the performance of KGPH and associated programs

5.2 How will feedback be used

Community feedback will be collected, recorded and considered as part of the development and refinement of the project design. Information gathered will be used to inform the project team.

Table 7

Project phase	How feedback will inform the project
Study program and scoping requirements	<ul style="list-style-type: none">– community, stakeholder and neighbourhood feedback gathered to determine the most appropriate powerline route and turbine layout– consultation on investigations to be undertaken i.e. sightings of birds and wildlife
Preparation of EES	<ul style="list-style-type: none">– engagement with the community including environmental impacts and improving visual amenity– ways to minimise construction and traffic impact– community benefit sharing ideas and options– engagement with community groups to inform technical studies such as determining bird sightings and location of maternity and roosting caves
EES public exhibition and formal submission period	<ul style="list-style-type: none">– Public submissions through the formal exhibition of the EES– Submissions to the independent inquiry if appointed by the Minister
Assessment and decision making	<ul style="list-style-type: none">– Minister for Planning’s assessment and consideration

5.3 Limitation

Neoen has proposed this plan for KGPH to align with the EES process. It is based on generally accepted practices and standards at the time it was prepared. No other warranty, expressed or implied, is made as to the content of the plan.

This report should be read in full. No responsibility is accepted by Neoen for any part of the plan in any other context or for the purpose by third parties.

Except as required by law, no third party may use or rely on the contents of the plan unless otherwise agreed by Neoen in writing.

To the extent permitted by law, Neoen expressly disclaims and excludes liability for any loss, damage, cost or expense suffered by any third parties in relation to or resulting from the use of, or reliance on, and information contained in this plan. Neoen does not admit that any action, liability or claim may exist or be available to any third party.

Except as specifically stated in this section, Neoen does not authorise the use of this report by any third party.

APPENDIX 1: COMMUNITY ADVISORY COMMITTEE

Background

Neoen, the developer of the Kentbruck Green Power Hub (KGPH), intends to create a Community Advisory Committee for the project to help facilitate stronger community interaction and involvement.

Purpose

The purpose of the KGPH Community Advisory Committee (CAC) is to enhance communication both within the community and between the community and the KGPH Project Team in order to develop a better understanding of community concerns, encourage collaboration and deliver a project that is the best it can be for all sectors of the community.

The KGPH CAC will provide an additional two-way communication channel between Neoen and the community, enabling the sharing of information and ideas. The committee will also provide a respectful forum for discussion, debate and consideration of various aspects of the project and create a space for ideas on how the community can become more involved, and how the project contribute to the community.

Objectives

The objectives of the KGPH CAC are to:

- provide a transparent, representative and accessible forum to address issues of community interest related to the project
- capture community feedback and suggestions to assist with decision-making for the project
- increase understanding about the project within the community
- ensure effective responses from the project team to arising issues and concerns
- provide advice on benefit sharing projects recommended by the community

Specifically, the CAC will:

- act as a conduit for issues affecting the wider community
- represent community views regarding local issues, impacts and benefits
- receive briefings on the progress of the project
- provide information about the project to other community members
- oversee the community engagement process in relation to Neoen's values of integrity, commitment, audacity and esprit de corps.

Membership

Appointment to committee

Neoen Australia will undertake an expression of interest (EOI) process calling for interested community members to participate in the CAC.

An independent chair will select and appoint community members based on merit, skills, expertise and evidence of connection to the community. The chair will select and appoint community members with a diverse range of views, demographics and backgrounds. Members will be considered who:

- have a clear interest in or connection to the project

- bring a broad range of backgrounds and interests in the community, local government, environment, business, tourism, cultural heritage, transport and emergency services
- can represent different elements of the community, such as gender, abilities, age, ethnicity and cultural background.

Appointment period

Committee members will be selected every two years and appointed for a 24-month period.

Resignation of committee member

A committee member may resign from the committee by advising the independent chair in writing.

Accountability

The appropriate Neoen Australia representative (e.g. local project manager) will be responsible for reporting on the activities of the committee to the Neoen Australia Project Team, including circulating notes and minutes prepared by the independent chair.

Operations

Committee members will be required to undertake approximately one day of reading time and be available for up to four two-hour meetings per year.

- To achieve a quorum, at least three community members are required to be in attendance
- Committee members will not publicly comment on behalf of the committee. Neither will members seek to advocate on the needs of any individual or organisation
- Committee members must treat information with sensitivity and are required to adhere to the Confidentiality and Disclosure agreement
- Committee members should keep abreast and informed of current developments, issues and concerns in the local community
- Committee members must prepare for and actively participate in meetings
- Committee members must declare in advance any potential conflict of interest and exit the room during the deliberation of any issue in which they have an interest. Conflicts will be recorded in the minutes
- Committee members must act in a courteous manner, respecting others' views and opinions

Selection process

A comprehensive selection process will be undertaken to ensure a wide cross-section of the community is represented on the CAC.

Advertisements calling for nominations will be placed in the local newspapers circulated in the project area, as well as on the KGPH website. People wishing to become CAC members will be required to complete an application form, outlining information about themselves, demonstrating any previous community involvement and stipulating why they are interested in being a part of the CAC.

CAC member requirements

- Agree to work within the CAC's Terms of Reference and Code of Conduct
- Arrive on time and stay for the duration of the meeting
- Commit to attend all meetings or provide advance notice of non-attendance
- Respect the rights of other members to express their views

- Respect the confidentiality of items of business which the committee may determine as confidential in nature
- Abide by the CAC media and public speaking protocol

The CAC chair may terminate the membership of CAC members who do not abide by the Terms of Reference and Code of Conduct.

Code of Conduct

The Code of Conduct will be developed and agreed by CAC members at its first meeting.

Media protocol

Individual members are free to speak to the media about the project, but as individual community members, not as a spokesperson or on behalf of the CAC or KGPH.

CRG secretariat

The independent chair will be responsible for taking notes and meeting minutes. A company representative will be present at all meetings in an administrative capacity only and will not hold a voting position on the CAC.

The independent chair is responsible for organising, facilitating and hosting the CAC meetings. In their capacity as secretariat, minutes will be taken by the independent chair and will be distributed to members within 14 days of the meeting. Minutes will then be endorsed by the CAC at the following meeting.

If KGPH does not agree with a recommendation put forward by the CAC, a written explanation will be provided addressed to the CAC chair.

This Terms of Reference will be reviewed by the chair on an annual basis.

For more information, contact Kentbruck Green Power Hub Project Manager, Matthew Parton on 0431 300 834.

Community Advisory Committee – Application Form

Please provide your name and contact details below:

First name

Surname

Contact number

Email

Residential address

Why are you interested in becoming a member of the Kentbruck Green Power Hub Community Advisory Committee?

Please outline your connections to the Kentbruck Green Power Hub project and the surrounding local community, and any particular interests you would bring to the Community Advisory Committee:

Describe any past or current experience you have on committees or working groups:

How would you gather ideas from - and disseminate project information to – the local community surrounding the project?*

Please outline any particular skills or expertise you have that you think will be beneficial to the Community Advisory Group:

Please indicate how you represent the diversity of the community, as described in the Terms of Reference:

Do you have any existing or potential conflicts of interest* to declare?

Yes

No

If yes, please specify:

**A situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest.*

Please nominate two referees for the independent chair to contact:

1)		
	Name	Phone
2)		
	Name	Phone