

NATURAL ENERGY- DONE WITH THE WIND

EES Stakeholder Engagement Plan

GOLDEN PLAINS WIND FARM



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ABBREVIATIONS

CBO	Community Based Organisation
CFA	Country Fire Authority
CSEM	Communications and Stakeholder Engagement Manager
CRG	Community Reference Group
CRM	Customer Relationship Management Database
DELWP	Department of Environment, Land, Water and Planning
EES	Environment Effects Statement
EPA	Environment Protection Authority
GPSC	Golden Plains Shire Council
GPWF	Golden Plains Wind Farm
IAP2	International Association for Public Participation
MP	Member of Parliament
SEP	Stakeholder Engagement Plan
TRG	Technical Reference Group
VRET	Victorian Renewable Energy Target
WWE	WestWind Energy Pty Ltd

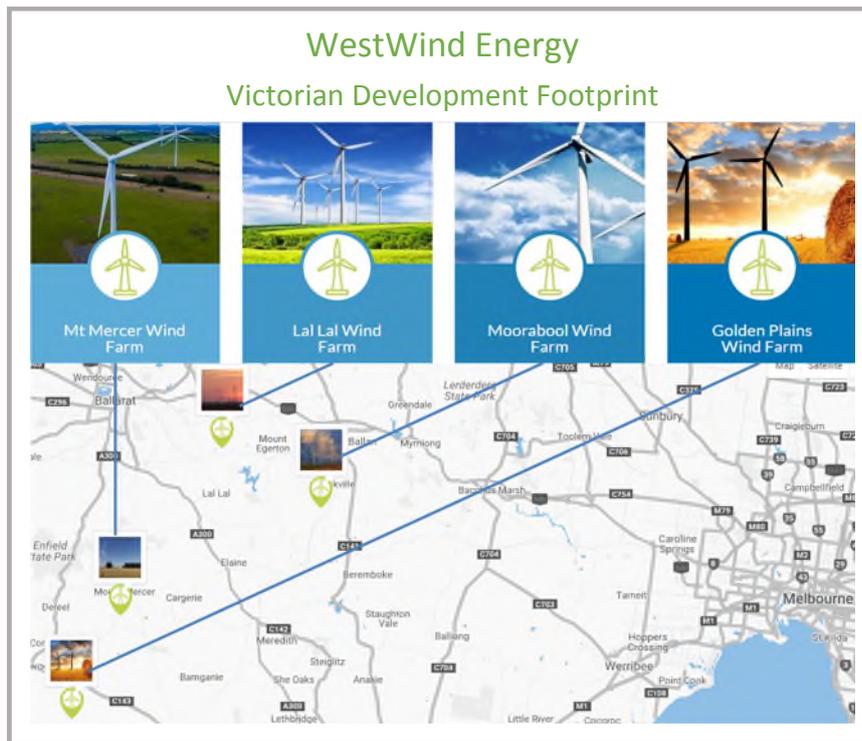
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1 Introduction & Objectives

1.1 Introduction

WestWind Energy Pty Ltd (WWE) is an Australian company dedicated to the development, construction, operation and management of wind farms and other renewable energy projects in Australia.

In 2005, WWE began monitoring the wind resource in southwest Victoria in the Golden Plains Shire, specifically around the Barunah Park area. In 2016, WWE completed further feasibility investigations



into the proposed development site and made the commercial decision to pursue a planning permit for a very large wind energy project (in excess of 800 MW).

The project has 39 host landholders, and is located across 17,345 ha of land south, east, and west of Rokewood.

Rokewood is located approximately 133km west of Melbourne, 60 km west of Geelong and approximately 40 km south of Ballarat. The area is predominately characterised by

agricultural land used for grazing and cropping serviced by several small townships.

Stakeholder engagement is essential to the planning of any major infrastructure project. WWE has developed this Stakeholder Engagement Plan (SEP) for the Golden Plains Wind Farm (GPWF) that provides an outline of the objectives, tools, timing and the desired outcomes for the community consultation to be undertaken for the assessment of the Environment Effects Statement (EES). Its objective is to build upon the activities completed and information gathered to date to inform project design and actively engage and involve all stakeholders during the preparation of the EES for the GPWF project.

A Technical Reference Group (TRG), convened by the Department of Environment, Land, Water and Planning (DELWP) with membership drawn from government agencies, local government and regional authorities, has been appointed to provide advice to DELWP and WWE on preparing an EES, including the design and implementation of the EES Consultation Plan.

WWE intends to meet and exceed the statutory requirements for consultation to fully engage stakeholders during the preparation of the EES and beyond. It is in the mutual interests of WWE and stakeholders for the EES consultation process to be open, inclusive and productive.

1.2 Objectives

The objectives of this plan are:

- To deliver effective stakeholder engagement and consultation through the EES process for the project.
- To ensure affected stakeholders and interested parties are informed, consulted and involved in the EES process and their values, priorities and issues are acknowledged and addressed.
- To encourage participation and input in the EES process, so that local knowledge, priorities and expertise can contribute to the process and outcome.
- To provide timely, consistent, and open engagement with stakeholders throughout the EES process.

1.3 The requirement for an Environment Effects Statement

In July 2017, the Victorian Planning Minister advised that an EES would be required for the GPWF.

The Minister's reasons for this decision are listed below:

- The project has the potential for a range of significant environmental effects. In particular, the project as proposed is likely to have significant effects on:
 - i) Critically endangered native vegetation communities and species listed under the *Flora and Fauna Guarantee Act 1988* and *Environment Protection and Biodiversity Conservation Act 1999*;
 - ii) The local and regional landscape values and visual amenity of the area.
- There are other potential effects on the environmental and social setting, including for surface water, groundwater, noise, traffic and transport impacts, although these are unlikely to be significant provided they are addressed and mitigated consistent with existing statutory requirements under the *Aboriginal Heritage Act 2006*, *Water Act 1989* and *Planning and Environment Act 1987*.
- Assessment of potentially significant effects through an EES is necessary to ensure their extent, significance and related uncertainties are sufficiently investigated. Those investigations will inform strategies for avoidance, minimisation or mitigation, including an assessment of project design refinements, to ensure acceptable residual effects are achieved.
- An EES would also enable a single integrated and transparent process for consideration of potentially adverse effects of the project to inform relevant statutory decision-making, including under the *Planning and Environment Act 1987*, *Aboriginal Heritage Act 2006*, *Flora and Fauna Guarantee Act 1988* and *Environment Protection and Biodiversity Conservation Act 1999*.

During the EES process there will be formal opportunities for stakeholders to make submissions about the project's potential environmental effects to DELWP. DELWP will seek public comment via submissions on behalf of the Minister for Planning. The formal EES public review process includes:

- Exhibition of the draft EES 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 a form of a formal hearing (at which the proponent and submitters can make presentations), a roundtable conference with submitters, or a desktop review of written submissions.

To promote active community participation in the EES process, WWE proposes a consultation approach that facilitates community information, consultation or involvement at each key stage of the process, in parallel with expert review undertaken through the TRG.

1.4 Acknowledgement to Country

WWE acknowledges the traditional custodians of the land that the GPWF project is located on, being the Wadawurrung, Eastern Maar, and Guligad people, and wishes to pay respect to Elders, both past and present. We acknowledge the ongoing connection between the Wadawurrung, Eastern Marr and Guligad people with the land and waters.

2 Project Background, Benefits & Timeline

2.1 Project Background

GPWF is in the Golden Plains Shire, southeast and west of the small township of Rokewood. The GPWF project will consist of 231, 3-5 MW wind turbines, internal below and above ground powerlines, access tracks, up to 6 permanent wind monitoring masts, four collector stations and a terminal station.



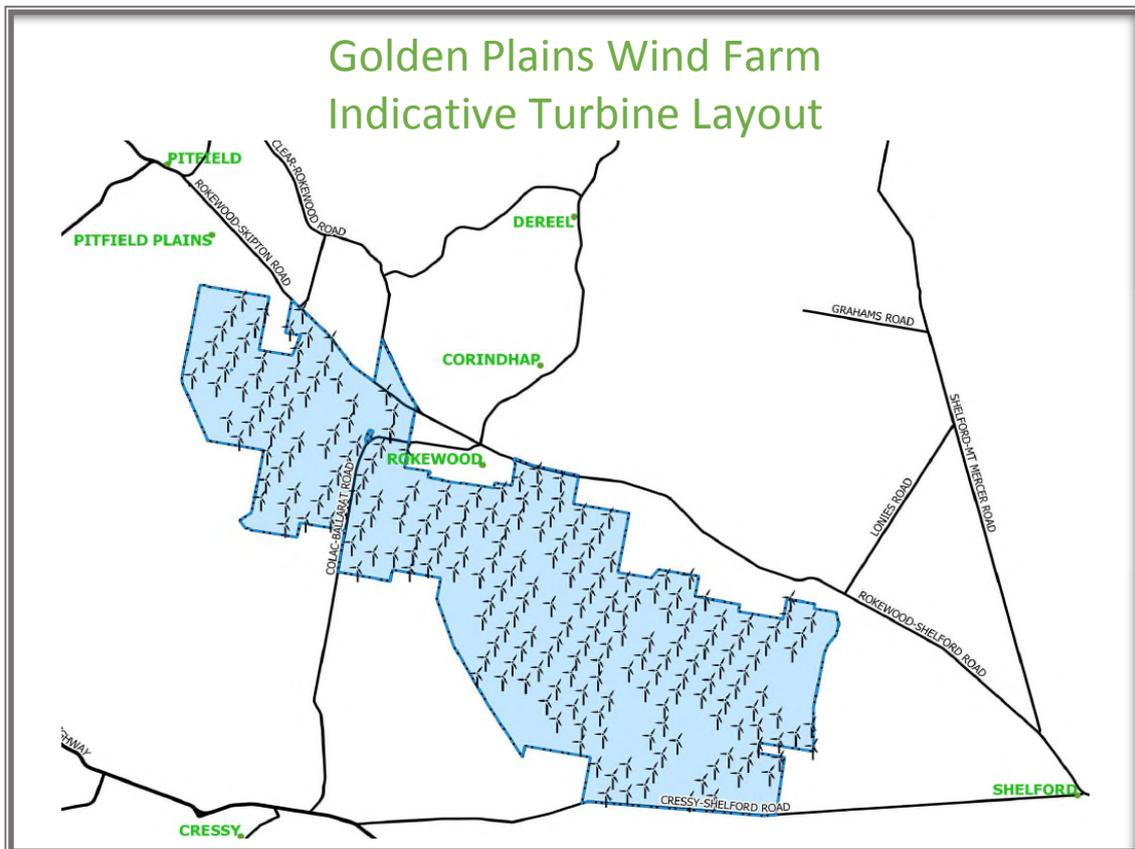
WWE has identified and secured several sites within Australia for the development of wind energy facilities. Strategically, these projects are all located within 50 km of the project site and include Mount Mercer, Lal Lal and Moorabool Wind Farms. Geographically, this area contains sites which have a favourable

wind resource, are located close to a skilled workforce, existing electricity infrastructure, and are on land with manageable environmental constraints.

One of the key advantages for siting this project is the Moorabool-Heywood double circuit 500kV electricity transmission line, which allows for the layout and design of the wind farm to incorporate a direct, on-site connection into the national electricity grid. Built to supply the Portland Aluminium Smelter, this electricity transmission line has significant available capacity to take the electricity

generated from the proposed GPWF. Connecting to the 500kV line is costly, and the generation capacity of the proposed wind farm needs to be of a size which makes the connection into this line commercially feasible.

The wind farm site is well suited for a very large wind energy facility. Key factors which determine its



suitability include:

- Strong consistent winds, combined with a strong grid connection option
 - All generation and transmission infrastructure is located within the project site boundary, thereby minimising the impacts extending beyond the project boundary into the wider community
 - Supportive host landowners, and local community
 - The site is used for farming and the wind energy facility is compatible with this land use
 - The surrounding area has a very low population density (in a Victorian context)
 - Access to suitable local and regional road network including port access for direct transport of infrastructure from suppliers to site
-
- Regional advantages with respect to employment, and

- Environmental constraints can be managed largely within the site.

Golden Plains Wind Farm

Photo Simulation from Shelford – Bannockburn Road



2.2 Environmental Benefits

The GPWF will enable a significant increase in Victoria's renewable energy capacity and provide increased reliability to Victoria's electricity network. This project will deliver significant strategic benefits for Victoria and will go a long way to:

- Achieve Victoria's Renewable Energy Target, which establishes renewable energy generation targets of 25 per cent by 2020 and 40 per cent by 2025 (up to 1500 megawatts (MW) of new large-scale renewable energy capacity by 2020 and up to 5400MW by 2025)
- Support initiatives within the *Victorian Climate Change Act 2017* to help achieve a long-term greenhouse gas emissions reduction target and achieve net zero emissions by 2050
- Assist the Federal Government's commitment to achieve its 2030 Climate Change Target, to reduce greenhouse gas emissions by 26 per cent to 28 per cent based on 2005 levels by 2030.

A preliminary energy assessment indicates that the wind farm:

- Will generate >2500 gigawatt hours (GWH) per annum
- Power >450,000 households, and
- Save >2.5 million tonnes of carbon dioxide emissions annually.

2.3 Community Benefits

GPWF is committed to sharing the financial benefits of the wind farm with neighbouring property owners. After discussions with many stakeholders, WWE has considered community feedback, and identified ways the wind farm can share the benefits of the project with the surrounding community and close neighbours to the wind farm.

COMMUNITY BENEFIT FUND

Once operational, a community fund will be established to provide annual financial support of up to \$235,000 a year (\$1000 annually per turbine) for a range of community based initiatives, projects and events that benefit local communities around the wind farm. The fund will target a range of community needs including: health and social welfare, safety, environment, education and youth, sport and recreation, culture, arts and economic development.

COMMUNITY INVESTMENT PROGRAM

As part of WestWind Energy's commitment to sharing financial benefits with the community, a program will be initiated to facilitate host landholders and the community living within approximately 10km of the wind farm to invest financially in the project. WestWind Energy believes community owned renewable energy is a fantastic opportunity for the community. Not only is community owned renewable energy a great way to improve the environment, it is also an opportunity for regional communities to come together and benefit economically. Community-owned renewable energy can strengthen local communities, build community participation, and help educate people about renewable energy. It will also create training opportunities about wind energy, and generate a way for the local community to secure a financial return from their neighbouring wind farm.

2.4 Neighbour Benefit Schemes

ELECTRICITY OFFSET & ENERGY AUDIT SCHEME

This scheme will share the financial benefit across the most affected section of the community, the neighbours within 3km of wind turbines, while reducing the carbon footprint of the current community. Through the provision of renewable electricity to an amount equal to the average Victorian home, it will offset electricity costs to all non-host, habitable and registered dwellings within 3km of a constructed turbine. The wind farm will also provide an energy audit for each of these dwellings to help homeowners understand how they can minimise electricity usage. An assessor will visit each home to evaluate thermal and electrical performance, and provide energy assessments to prioritise the most appropriate solutions for energy usage in people's homes.

FINANCIAL INCENTIVE PROGRAM FOR NEIGHBOURS

All neighbours that own a property with their primary residence on that property and where that primary residence is located within 2km of a constructed wind turbine (excluding host dwellings and dwellings located within the Rokewood township), will be provided an annual incentive based on level of impact. The financial incentive is calculated based on the number of turbines constructed within a certain distance from the centre of the dwelling to the nearest turbine towers. Each of these neighbours will receive \$1000 for each of the first three turbines, and \$750 for each additional turbine that is constructed within 2km of their dwelling. The annual payment will begin when construction of the foundation of the turbines within 2km of their dwelling is complete. This payment will be adjusted for CPI, and will continue while the wind farm is operational.

2.5 Landholder Benefits

SUPPLEMENTARY INCOME

Once the GPWF is in operation, it will provide >3.5 M in annual income across 39 land owners. This is an important economic boost to these farmers. It enables them to secure supplementary income annually, for decades, through lease arrangements with the wind farm operator. This annual supplementary income can provide a stable addition to the farmer's income and help them counteract swings of commodity prices and 'drought proof' their farms. Studies have also shown that this money is very often re-invested in their farming business, supports improvements to their land and employs many local service providers in the process. Much of the land on which the wind farm is located is not highly fertile and productive land, so this allows farmers a stable income even during challenging years of cropping or grazing.

There are no financial costs for farmers to be able to receive supplementary income. WestWind Energy takes on the development costs and once the wind farm is constructed farmers benefit from the partnership and on-going income for decades. The income further increases the host land holder's property values due to the wind farm revenue.

LAND ACCESS

The roads installed by the wind farm developer give landholders all weather access across their property which improves stock management practices and bushfire access. Many roads around the wind farm are also upgraded to allow access in and out of the site, and new gates are frequently installed. These roads also create fire breaks and access for the CFA to reach areas that were not easily accessible prior to the wind farm development.

PROTECTION OF FARMLAND

The wind farm allows farmers to make a living wage, either for themselves or their family members or additional farm staff that they can now employ, without needing to subdivide properties for working capital. This sustains the farming practice and provides protection to the farming land for years to come. It also allows farmers to farm more environmentally sustainably by removing the pressure to maximise income from the land. Some properties with high quality native vegetation and protected flora and fauna can secure additional income through environmental offsets that are protected for decades to come.

ELECTRICITY INFRASTRUCTURE

The wind farm provides stronger grid stability with more capacity in the area. Lack of grid capacity is often a constraint for energy intensive farming practices and based on advice from the local council this is particularly true in this region.

2.6 Economic Benefits

The wind power value chain incorporates five main stages: materials; components; manufacture; logistics, development and operations (which includes project development, geotechnical services, transportation, construction, and operations and maintenance).

In 2012, the Clean Energy Council (CEC) commissioned SKM to undertake an extensive independent study that presents an updated regional and state-based snapshot on wind farm investment and its direct and indirect influence on job creation. SKM looked at existing wind farm financial data and

interviewed four companies with experience in numerous wind farm projects.

The report presented a breakdown of investment during the construction and operations phases of a major wind farm, collated from actual data provided by developers, contractors, advisers and consultants. Based on this study, the estimated direct, flow-on and total employment from regional spending and the state from construction of the Golden Plains Wind Farm's 800 MW installed capacity is shown in the following table:

Construction Employment Golden Plains Wind Farm 800 MW Installed Capacity			
	Local / Regional	State	Total
Direct Employment	768	2352	3120
Production Induced Impact	824	2604	3428
Consumption Induced Impact	972	3104	4076
Total Employment Including Indirect Jobs	2564	8060	10624

In addition to the construction jobs, it is also important to consider the annual operational employment opportunities of the Golden Plains Wind Farm over its 25-year life span outlined in the following table:

Operations Employment Golden Plains Wind Farm 800 MW Installed Capacity			
	Local / Regional	State	Total
Direct Employment	72	116	188
Production Induced Impact	52	84	136
Consumption Induced Impact	72	108	180
Total Employment Including Indirect Jobs	196	308	504

2.7 Project Stages and Delivery Timeline

Planning, development and delivery of the GPWF will occur in stages. Communications and stakeholder engagement will be tailored to the specific stages of the development. The project stages with an indicative timeline are as follows:

GPWF Indicative Project Timeline



3 Stakeholder and Community Contact

3.1 Overview

Over the past 18 months a comprehensive consultation program has been undertaken with a wide range of identified stakeholders including: host landholders, neighbours within 5km of the site, traditional owners, community groups, sports clubs and service organisations that operate close to the site, local, state and federal MPs and departments and other interested parties.

The main forms of consultation with the community has been through two open days (a third scheduled September 2017), face-to-face meetings with residents and community groups, and home visits by WWE staff to all dwellings within a 5km radius. WWE has also consulted with the community through project-specific information packs, emails, phone calls, letter-box drops and newspaper articles.

WWE has consulted with local, state and federal government MPs, departments and organisations through face-to-face meetings and by letter, email and phone.

WWE also has a page dedicated to the proposed GPWF on its website (w-wind.com.au), which is updated at least monthly to keep interested parties informed of any developments on the proposal.

An overview of key consultation activities to date and for the project going forward can be found in **Appendix A**.

A snapshot of consultation undertaken over the past 18 months is listed below:

- More than 1000 individual meetings and phone calls with host landholders to ensure a collaborative approach on project design
- 218 neighbouring properties doorknocked
- 2 community open days (another planned for September 2017)
- 80 meetings with neighbours and community leaders
- Community surveys provided to 300 property owners
- \$25,000 in sponsorship to community groups/clubs
- 38 landholder and neighbour interviews to understand land use practices and protection of flora and fauna
- 6 meetings and numerous phone calls with Golden Plains Shire Council
- 1 meeting with all Golden Plains Shire councillors
- 20 meetings and phone calls with sports clubs and service organisations
- 6 meetings with Traditional Owners (not including onsite meetings and phone calls as part of cultural heritage work)
- Stakeholder mapping of neighbouring dwellings <5km
- 5 meetings with state and federal MPs

A range of issues and suggestions, as outlined in **section 3.3**, have been raised during the community consultation to date. The feedback provided to WWE from stakeholders has informed and influenced the design of the wind farm, and provided the foundation for WWE's proposed neighbour benefit scheme.

3.2 Consultation for EES

The EES process will require additional consultation with many parties. Many briefings and meetings have been undertaken to provide basic information to key stakeholders and landholders. The EES process will require us to continue to engage closely with stakeholders throughout the EES schedule to encourage community input through the process. During EES consultation the aim will be to provide information that assists the community to understand technical constraints; and present ideas and options in a way that provides opportunities for people to express their values and preferences. Wherever it is not possible to incorporate community or stakeholder preferences, the underlying reasons will be clearly explained. This will demonstrate how and why decisions were made and build confidence in the engagement process.

The list of key local stakeholders include but are not limited to:

- Neighbours within 5km of a proposed turbine
- Golden Plains Shire Council
- Golden Plains Shire Councillors
- Colac-Otway Shire Council
- Corangamite Catchment Management Authority
- Woady Yaloak Catchment Group
- Wathaurong Aboriginal Corporation
- Eastern Maar Aboriginal Corporation (EMAC)
- Guligad Aboriginal Corporation (GAC)
- Woady Yaloak Catchment Group
- Hesse Rural Health
- Neighbours and townships greater than 5 km of turbine
- Rokewood Primary School
- Rokewood Kindergarten
- Rokewood-Corindhap Football/Netball Club
- Rokewood CFA
- Rokewood RSL
- Rokewood Rodeo
- Rokewood Cricket Club

In addition, project briefings and/or consultation will need to be undertaken with state and federal agencies and state and federal MPs, including:



- Department of Environment, Land, Water and Planning (DELWP)
- Environment Protection Authority Victoria
- Southern Rural Water
- Aboriginal Victoria
- VicRoads
- State MP David Southwick
- State MP Richard Riordan
- State MP Jaala Pulford
- State MP Geoff Howard
- State MP Mary-Ann Thomas
- Federal MP Sarah Henderson
- Victoria’s Renewable Energy Advocate

- National Wind Farm Commissioner

Further engagement with these stakeholders will be required throughout the EES process. This engagement process aims to:

- Build trust so stakeholders and the community can be confident they are receiving accurate and timely information
- Gather information about stakeholders and the local community to inform the project design when feasible
- Encourage public participation in the project’s development.

A social impact assessment will be prepared for the EES which will establish a baseline of existing conditions so potential impacts can be assessed and mitigation measures developed. Part of this involves meetings and group discussions with local residents and community groups. Having the community involved in the overall community engagement program will build an understanding of community issues, preferences and priorities which can then inform impact assessment reports. This will help achieve the best possible outcomes for locals and the broader Victorian community.

3.3 Summary of Stakeholder Concerns

Issue	Key Concerns	Response to Stakeholders	Stakeholders
Roads and Traffic Management	<ul style="list-style-type: none"> • Access points to the wind farm • Increase in traffic on poor roads • Damage to roads from large trucks • Safety along bus routes during school drop off/pick up • Availability of rock for construction and road repair 	<ul style="list-style-type: none"> • Traffic management plans are required prior to being issued a permit, and are updated during the project lifecycle to insure impact is well managed and as minimal as possible • Permit requires roads to be maintained and restored back to their original condition post construction by GPWF • Rock for access tracks will be sourced locally to minimise impact on roads, traffic and the environment. Consultant engaged to progress 	<ul style="list-style-type: none"> • Vic Roads • Colac Otway Shire • Golden Plains Shire • Local Residents surrounding the wind farm • Local Businesses

		<p>investigations as to suitable quarry location.</p> <ul style="list-style-type: none"> Traffic management plan that has also been referred to Golden Plains Council, Colac Otway Shire and VicRoads for their safety assessment, will be implemented during construction 	
Flora and Fauna	<ul style="list-style-type: none"> Native Vegetation Removal Impact on ground fauna, birds and bats Wedge-tailed eagles Loss of habitat 	<ul style="list-style-type: none"> Extensive environmental studies are required prior to being issued a permit to ensure site suitability and minimal environmental impact. GPWF is required to avoid native vegetation destruction when possible and any destruction to protected flora have offset requirements under the permit. Education on the impact to birds/bats - ie. <2 annual deaths from a turbine (fact sheets) None of the bird or bat species on the GPWF site are listed as rare or threatened species. 	<ul style="list-style-type: none"> DELWP Environment Victoria Local Residents Southern Water Association Host Landholders Golden Plains Shire Corangamite Catchment Authority Woody Yaloak Catchment Group
Noise	<ul style="list-style-type: none"> Noise from Turbines & Construction Infrasound Adequacy of noise standards Environment Protection Authority (EPA) should have a role in the assessment and enforcement of wind farm noise 	<ul style="list-style-type: none"> offering background noise monitoring prior to construction to ascertain basis for future noise monitoring and compliance facilitate site visits to Mt Mercer Wind Farm education about the noise compliance required under the permit and studies undertaken to ensure GPWF is noise compliant prior to construction. ($\leq 40\text{dBA}$ at dwellings) direction to our website or copies provided of the studies by the Australian Medical Association and Vic Health. (fact sheets) Complaint line established and grievance procedure for construction and operations Independently audited noise assessments have recently been adopted in wind farm permits 	<ul style="list-style-type: none"> Local Residents Local Businesses Golden Plains Shire DELWP

Shadow Flicker	<ul style="list-style-type: none"> Rotating wind turbine blades interrupt the sunlight producing unavoidable flicker causing annoyance or stress. 	<ul style="list-style-type: none"> Extensive studies completed for shadow flicker to ensure neighbouring dwellings fall under permit restrictions prior to construction. Permit conditions have historically required 30 hours per annum as the maximum allowable exposure of any non-host dwelling to shadow flicker. A requirement under the permit is for non-reflective finishes for turbine blades to help minimise flicker impact. 	<ul style="list-style-type: none"> Local Residents within 2 km of the wind farm. Host Landholders
Impact on Firefighting	<ul style="list-style-type: none"> Hinder firefighting ability Aerial firefighting methods will not be used because of the turbines 	<ul style="list-style-type: none"> The wind farm (and permit conditions) will comply with the Country Fire Authority (CFA) Emergency Management Guidelines for Wind Energy Facilities. The CFA have not raised concerns about GPWF. There is no evidence suggesting that wind energy facilities have in any way restricted firefighting operations. Distribute photos on wind farms where aerial firefighting was performed, and explain how access tracks on the wind farm can help the CFA get access during fires and serve as fire breaks. In South Australian, Country Fire Service (CFS) published a fact sheet entitled <i>Understanding Aerial Firefighting</i>. The CFS approach to wind farms is no different to any other structures such as power lines, weather masts or TV transmission towers. 	<ul style="list-style-type: none"> Local residents within 5 km Local CFA Brigades in West Region (Rokewood, Barunah, Werneth, Shelford, Cressy, Dereel)
Historic Heritage	<ul style="list-style-type: none"> Protection of historic heritage and landscapes 	<ul style="list-style-type: none"> Desktop heritage studies are completed to advise what conditions are required in the planning permit to ensure there is no detrimental impacts to historic heritage on the sites. 	<ul style="list-style-type: none"> Local Residents Heritage Victoria DELWP Golden Plains Shire
Aboriginal Cultural Heritage	<ul style="list-style-type: none"> Protection of Aboriginal heritage and cultural landscapes Respect for Traditional Owners of Land 	<ul style="list-style-type: none"> Archaeological excavation completed onsite and activity areas where the project impact heritage sites are agreed with the Registered Aboriginal Party (RAP) (as well as other Traditional Owners organisations outside the RAP area) in an extensive Cultural Heritage Management Plan (CHMP). 	<ul style="list-style-type: none"> Aboriginal Victoria Eastern Maar Aboriginal Corporation Wathaurong Aboriginal Co-Operative Guligad Aboriginal Corporation

		<ul style="list-style-type: none"> • Turbines were relocated to preserve Aboriginal places identified within the activity area. This includes areas of sensitivity. • Extensive CH studies are required that guide the CHMP conditions that are approved by the RAP prior to permit approval to ensure no detrimental impacts. • WWE has employed the services of a consultant to specifically engage with the Aboriginal community 	<ul style="list-style-type: none"> • Local Residents • DELWP • Golden Plains Shire
Rehabilitation Work	<ul style="list-style-type: none"> • What happens to the wind farm site after decommissioning 	<ul style="list-style-type: none"> • The ground disturbance and vegetation clearing required for wind farms is minimal. If wind farms are decommissioned, the landscape can be returned to its prior condition. 	<ul style="list-style-type: none"> • Host Landholders • Local Community • Golden Plains Shire • DELWP
Electromagnetic Interference	<ul style="list-style-type: none"> • TV / Radio/ Mobile Reception 	<ul style="list-style-type: none"> • TV and radio reception plan • Pre-construction survey of reception • wind farm site design requires careful consideration to ensure wind turbines do not interfere with radio, TV and mobile phone tower signals. • Any possible interference problems can be rectified by proper design and location of the wind turbines or corrected at a relatively low cost through simple technical mitigations, such as the installation of additional transmitters on turbine towers or other masts. 	<ul style="list-style-type: none"> • Local Residents • Local Businesses
Decline in Property Values	<ul style="list-style-type: none"> • Property values surrounding the wind farm will be negatively impacted 	<ul style="list-style-type: none"> • The evidence suggests there is no detrimental impact to property values • Formal studies on the effect of property values in Australia, indicate that there is no discernible impact on local property values. • Reports from elsewhere in the world, where wind farms have been operating longer than here in Australia, also continue to show that house prices are unaffected by the proximity to wind farms. 	<ul style="list-style-type: none"> • Local Residents • Local Businesses • Golden Plains Shire

Health & Safety	<ul style="list-style-type: none"> • Physiological effect • Infrasound • Sleep deprivation • Low frequency vibrations 	<ul style="list-style-type: none"> • Direction to our website or copies provided of the studies by the Australian Medical Association and Vic Health. (fact sheets) • World Health Organisation (WHO) reports on noise levels required for adequate sleep for health 	<ul style="list-style-type: none"> • Local Residents
Unequal Distribution of Financial Benefits	<ul style="list-style-type: none"> • Neighbours near the wind farm not receiving a financial gain from the project. 	<ul style="list-style-type: none"> • WWE has developed a Neighbour Benefit Scheme to ensure neighbouring landholders receive financial incentives. • The financial incentive is calculated based on the number of turbines constructed, relative to the distance from the centre of the neighbour's primary place of residence to the nearest turbine towers. 	<ul style="list-style-type: none"> • Neighbours within 3 km of wind farm

3.4 Engagement Methodologies

The stakeholder engagement and community liaison activities will respond to the community's interest in information and activities, as well as the project's EES progress. Hence, a variety of disclosure and engagement methods will be employed to enhance information provision and community participation. The disclosure methods, and level of technical detail communicated, will vary depending on the target audience and its interest and capacity to understand the information being communicated (see also guidance in the International Association for Public Participation (IAP2) Public Participation Toolbox).

The table below outlines the four levels of engagement and the types of activities that are used to serve the respective levels.

Level on IAP2 Spectrum	Activity
Inform	Project Updates, Fact Sheets, FAQ Documentation Newsletter, Website, Open House, Public Notice
Consult	Public Meetings, One on One Meetings with Stakeholders & Community Groups, Surveys, Responding to Grievances, Interviews, Request for Feedback
Involve	Workshops, Tours & Field Trips to Wind Farm,
Collaborate	Advisory Group – CRG, Focused Conversation, Implementation based upon feedback from community, Wind farm layout and design considerations

3.5 Communication, Methods and Tools for Engagement Through EES Lifecycle

At this stage of the Project, WWE's stakeholder engagement activities are continuing in preparation ahead of the permitting and EES phase and are focussed upon the following key groups of stakeholders:

- Project Neighbours
- Landholders
- Local Community Groups
- Local CFA & Emergency Groups
- Affected Neighbouring Communities
- Traditional Owner
- Golden Plains Shire Council (Council and key staff)
- Corangamite Catchment Authority
- Department Environment Land Water and Planning (DELWP)
- VicRoads
- Victorian Government
- Media

To provide the best opportunity for stakeholders and community to be involved in the EES process, a wide range of engagement activities and communication tools will be used. The following section provides an overview of some of the communication tools and stakeholder engagement methods which will be implemented through the stages of the EES process.

Stage 1 – EES Scoping, TRG Meetings & EES Preparation (indicative schedule August 2017- February 2018)

Digital & Print Communications

- Website Updates – www.w-wind.com.au;
- Facebook page – <https://www.facebook.com/westwindenergy/>;
- Project fact and benefit sheets;
- Project Update 1 & 2 notifying of EES process;
- Flyer for Information Session on Scoping Requirement Exhibition
- Visual representations (photographs, diagrams or models) for use in public open day, Rokewood Rodeo, meetings and face-to-face sessions with residents;
- Landholder letter notification of EES process;
- Site Maps;

Detailed specialist reports for highly interested and engaged stakeholders will be made available on Victoria Government Website and/or a dedicated website for the GPWF and will include reports on:

- Aboriginal Heritage (only to the extent it can be made publicly available in consultation with the Traditional Owners)
- Ecology
- Noise

- Shadow Flicker
- Ground and Surface Water
- Landscape and Visual
- Social and Community Consultation Plans
- Traffic & Transport Plan

Community Engagement

- Information Session during Scoping Requirement Exhibition
- Face-to-face meetings as required;
- Community Open Day;
- Pop up information sessions and listening posts
- CFA & Critical Emergency Response group meeting with local members;
- Meetings with key Aboriginal Groups;
- Presentation at Woody Yaloak Catchment Group Landcare Meeting;
- Project presence at community events;
- Email and phone contacts with key stakeholders as required;
- Hosting information stall, and kids zone at local major Rodeo event;
- Surveys with community for Social Impact assessment
- TRG meetings and communications with Department Agencies

Stage 2 – Public Exhibition of EES (indicative schedule - February 2018)

- WestWind website update with link to all EES Documentation –
<https://www.planning.vic.gov.au/environment-assessment/projects/golden-plains-wind-farm>
- Facebook page update of notification process –
<https://www.facebook.com/westwindenergy/>;
- Project Update 3 letter drop to all stakeholders notifying of EES exhibition and call for submissions;
- Visual representations (photographs, diagrams or models) for use in public meetings and face-to-face sessions with residents;
- Landholder letter notification of EES notification;
- Site Maps;
- Detailed specialist reports and EES submission available on Victoria Government website
- Media advertisement of notice

Community Engagement

- Face-to-face meetings as required;
- 4th Community Open Day;
- Pop up information sessions and listening posts

- Establish Community Reference Group to enhance communication between WWE and the community. Its goal is to help WWE understand the community and ensure the local community benefits from the wind farm project. The role of the Community Reference Group (CRG) is to:

Stage 3 – EES Decision (indicative schedule - August 2018)

- Update WestWind Website with Decision – www.w-wind.com.au;
- Update Facebook page with Decision – <https://www.facebook.com/westwindenergy/>;
- Project Update 4 to all stakeholders notifying of EES decision;
- Landholder letter notification of EES decision;
- Media release of EES Decision

Community Engagement

- Personalised response to all submissions;
- Meetings with concerned residents;
- Face-to-face meetings as required;
- 5th Community Open Day
- Ongoing project updates to stakeholders throughout project lifecycle.

3.6 Reporting, Evaluation & Continuous Improvement

The information obtained from all forms of engagement will be documented in a Customer Relationship Management (CRM) database to include details regarding:

- Locations, dates and lists of participants at workshops and meetings.
- Direct communications received – e-mails, correspondence, phone calls.
- Summary of issues raised.
- Responses to issues raised and the method of communication back to the stakeholders.

In accordance with the Privacy Act 1988, stakeholders will be advised how their personal contact information and feedback will be used and how WWE will respect their privacy and the confidential nature of any issues.

The SEP will be reviewed quarterly and updated to reflect themes emerging from engagement, and feedback from the community and the TRG. WWE will monitor project sentiment to identify and highlight areas of importance, test messaging and the effectiveness of the program through the following:

- Asking for and listening to the community's understanding and level of awareness of the project development and planning process

- Gauging stakeholder participation in the engagement process and interaction with the project during public engagement activities
- Evaluating the participation and the desire for involvement that are demonstrated by registrations for project updates, follows on Facebook and visits to the project website
- Feedback on the engagement approach as measured by a community survey

The effectiveness of the consultation program will be evaluated on an ongoing basis, using a range of mechanisms including:

- Feedback on process surveys
- Phone calls to initiate feedback from host land holders and local government representatives.

The SEP may be modified and updated through the EES preparation process. This will ensure that consultation is tailored to address any emerging issues, engagement opportunities and community preferences.

4 Complaints and Grievances

WWE recognises that a range of issues may emerge over the life of the project in addition to those outlined above. Identification of key issues and risks (along with associated mitigation strategies to manage these appropriately) is a critical part of the communications planning process and the project's effective delivery.

WWE is committed to respond effectively and timely to community complaints, as this is essential for maintaining good community relations.

WWE's complaints management system has been designed and established in accordance with the Australian Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.

All community / stakeholder grievances received for the GPWF will follow the procedure set out in Appendix B. Complaints and incidents will be handled using the following grievance procedures to ensure continuous improvement of the system:

- Readily accessible information on how complaints can be made free of cost to complainants.
- Immediate acknowledgement of complaints and regular and comprehensive feedback to complainants on actions proposed, their implementation and success or otherwise.
- Ideally, closure of complaints by agreement with complainants; alternatively, where agreement can't be reached, demonstration of compliance and appropriate engagement with complainants.
- Establishment and maintenance of a complaint register for the recording of receipt and acknowledgement of complaints, actions taken, success or otherwise of actions and complaint closure and for the register to be available to the public during normal working hours.
- Reporting of the contents of the complaint register to the responsible authority as required, and
- Regular, at least annual auditing of the implementation of the complaints management plan with audit results being reported to the responsible authority.

In addition to the above, a procedure is required for the establishment and maintenance of an incident register for the recording of:

- Environmental incidents
- Non-conformances, and
- Corrective Actions

The incident register must be available for inspection by the public during normal working hours and its contents should be reported to the responsible authority as required.

5 References

- Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets, IFC, May 2007
- The IAP2 Public Participation Toolbox
- Australian Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations
- Policy and Planning Guidelines for Wind Energy Facilities; and the guidelines referred to in this document, including: draft National Wind Farm Development Guidelines (July 2010), as amended,
- Best Practice Guidelines for Implementation of Wind Energy Projects in Australia (Auswind, December 2006),
- Effective Engagement Kit – DSE (Version 3 September 2005),
- Community Planning Toolkit
- Community Engagement Guidelines for the Australian Wind Industry
- Best Practice Community Engagement in Wind Development
- Australian Wind Energy Association and Australian Government fact sheets
- Embark – Principles for Community Engagement
- Golden Plains Region Profile 2014
- Australian Bureau of Statistics – Census data

6 Appendix A – Stakeholder Engagement Activities (Provisional)

Timing	Audience	Activity	Who	Discussion
2005	Host landholders	Meeting	Tobi Geiger	Discuss opportunity for landholders to host turbines on their property
2005 - 2011	Host landholders	Meeting (individual)	WWE team members	Maintain positive relationships with landholders
	Barunah Park community	Wind Farm community meeting	Adam Gray and WWE staff	Attend a wind farm meeting organised by the Barunah Park community and answer any questions about wind farm projects in the district including WWE projects
2011	Host landholders	Meeting (individual)	Tobi Geiger/Adam Gray	Talk to host landholders about development of the Barunah Park Wind Farm (later to be known as the Golden Plains Wind Farm)
March 2012	Rokewood/ Corindhap Football Netball Club	Sponsorship	Tobi Geiger	Commit to \$1000 sponsorship this football season
November 2012	Rokewood/ Corindhap Football Netball Club	Sponsorship	Tobi Geiger	Commit to \$1000 sponsorship for the following football season
May 2013	Host landholders	Barbecue/meeting	WWE staff	Landholder meeting and barbecue to inform landholders about the status of the project
March 2014	Host landholders	Barbecue/meeting	WWE staff	Landholder meeting and barbecue to inform landholders about the status of the project
March 2014	Rokewood/ Corindhap Football Netball Club	Sponsorship	Tobi Geiger	Commit to \$1000 sponsorship for the following football season
March 2015	Rokewood/ Corindhap Football Netball Club	Sponsorship	Tobi Geiger	Commit to \$1500 sponsorship for the following football season
March 2016	Rokewood/ Corindhap Football Netball Club	Sponsorship	Tobi Geiger	Commit to \$1500 sponsorship for the following football season
April 2016	Host landholders	Barbecue/meeting	WWE staff	Landholder meeting and barbecue to inform landholders that WWE will be starting feasibility studies on the project
May 2016	Golden Plains Shire councillor	Meeting	Paige Ricci/ Marla Brauer	Meeting with local councillor and landholder to discuss the project and the community that surrounds the site

Timing	Audience	Activity	Who	Discussion
June 2016- January 2017	Host landholders	Meetings (individual)	Ashley Clifton	Meetings with each landholder to discuss property, option agreement and turbine layouts
June 2016	Jaala Pulford MP	Meeting	Paige Ricci/ Marla Brauer	Advised Jaala Pulford about the project and had a general discussion about renewable energy in Victoria
June 2016	Cr Helena Kirby	Meeting	Paige Ricci/ Marla Brauer	Met with Helena Kirby to discuss the development and gather ideas about how best to engage with the community
July 2016	Host landholders	Group meeting	WWE staff	Outlined the way forward for the project and provided an opportunity for landholders to ask questions
September 2016	Neighbours <2km	Meeting	Paige Ricci/ Marla Brauer	Met with key neighbours <2km from the wind farm site to listen to concerns and commit to keeping them informed as the project moves forward
October 2016	Host landholders	Group meeting	WWE staff	Outlined the way forward for the project and provided an opportunity for landholders to ask questions
November- December 2016	Host landholders and neighbours	Individual meetings	Paige Ricci and consultants	Host landholders and neighbours close to the wind farm site were invited to attend individual meetings to inform WWE staff and its consultants about their property's land use and answer questions about the area's flora and fauna
December 2016	Jaala Pulford MP	Meeting	Paige Ricci/ Marla Brauer	Updated Jaala Pulford on the progress of the GPWF
December 2016	Simon Corbell	Meeting	Paige Ricci/ Marla Brauer	Met with Victoria's Renewable Energy Advocate to brief him on the GPWF and general discussion about renewables in Victoria
January 2017	Host landholders	Individual meetings	Ashley Clifton	Discussion about layout of wind farm
January 2017	Jen McLean (Hesse Health)	Phone call	Paige Ricci/ Marla Brauer	GPWF briefing and general update on the project. Spoke about different ways community engagement had worked in the area. Jen McLean provided an overview of the organisation and spoke specifically about the programs that operate in the area.
January 2017	Rokewood/ Corindhap Football Netball Club	Sponsorship	Ashley Clifton/ Marla Brauer/ Tobi Geiger/ Paige Ricci	Commit to \$10,000 sponsorship for this football season. It includes naming rights of the club and is part of a three-year deal.
January 2017	Aboriginal Affairs Victoria (Matthew Phelan and Tya Lovett)	Meeting	Marla Brauer/ Paige Ricci/ consultants	Met with Matthew Phelan and Tya Lovett to introduce the project and work through cultural heritage management strategy
January 2017	Wathaurong Aboriginal Corporation	Meeting	Marla Brauer/ Paige Ricci/ consultants	Met with Bryon Powel and Katrina Thomas to introduce the project and work through cultural heritage management strategy

Timing	Audience	Activity	Who	Discussion
February 2017	Golden Plains Shire Council	Meeting	Marla Brauer/ Tobi Geiger/ Paige Ricci	Golden Plains Shire Council Investment Taskforce Meeting GPWF briefing and general discussion about the investment opportunity for the shire in terms of jobs, community fund and sponsorship. Discussion about the community and the various ways we could engage the community regarding the project. Meeting finished with council officers saying they would attend the Rokewood Open Day on February 23.
February 2017	Golden Plains Shire Council	Meeting	Marla Brauer/ Tobi Geiger/ Paige Ricci	Golden Plains Shire Council Planning Team -GPWF briefing and overview of project timeline. General discussion about how the project had developed over time and how WWE could work in with the council's planning team – what they required etc. Meeting finished with the planning team saying their next step would be to seek a meeting with DELWP. Aside from that meeting, various WWE staff have been in consistent phone contact with the planning department
February 2017	Simon Corbell (Victoria's Renewable Energy Advocate)	Phone call	Tobi Geiger and Marla Brauer	An update on the GPWF and general discussion about how this project could provide local employment opportunities
February 2017	Rokewood Primary School (principal Ben Cook)	Meeting	Paige Ricci	Rokewood Primary School – Principal Meeting - GPWF briefing. General discussion about the project and community, including information about the community benefit fund of which the school will be able to apply for funding. We spoke about the school and curriculum. The principal identified a few ways WWE could work with the school to further educate the students about the project and renewable energy in general.
February 2017	Golden Plains Shire councillors	Meeting	Paige Ricci/ Ashley Clifton	Golden Plains Shire Councillor Meeting - GPWF briefing and update on the first community open day held at the Rokewood Hall on February 23, 2017. Listened to feedback and concerns from councillors and committed to keeping them informed through another briefing later in the year.
February 2017	DELWP	Meeting	Tobi Geiger/ Ashley Clifton	Meeting with Dept. Environment Land Water & Planning (DELWP) regional environment team and planning team members to discuss fauna impact assessments and strategies.
February 23 2017	General community	Open Day	Marla Brauer/ Paige Ricci/ Ashley Clifton	Open day held at Rokewood Hall from noon-8pm. Was well attended, approx. 200 people attended throughout the day to receive information and provide feedback on the proposal. Some of the feedback given was about local employment opportunities, ways the development could benefit the community and opportunities to link into community organisations
March 2017	Neighbours	Phone calls/ letters	Paige Ricci	Follow-up calls and letters with information sent to neighbours that requested it at the open day on February 23.
March 2017	Rokewood Rodeo	Sponsorship	Marla Brauer	Provide \$1000 sponsorship for this year's Rokewood Rodeo
March 2017	Richard Riordan (Polwarth MP)	Meeting	Marla Brauer/ Tobi Geiger	Meeting with local MP Richard Riordan – GPWF introduction/briefing and update on community engagement strategies.

Timing	Audience	Activity	Who	Discussion
March 2017	DELWP	Meeting	Tobi Geiger/ consultants	To provide an overview of the project and to discuss process for lodgement of the referral under the <i>Environment Effects Act 1978</i> . Set up a workshop to further discuss the collision risk modelling with relevant officers from DELWP.
March 2017	Wathaurong Aboriginal Corporation	Meeting	Cultural Heritage consultants	Met with Katrina Thomas to discuss the preliminary findings of the standard assessment on the WAC side. It was agreed that poor visibility on the WAC side of GPWF had hampered effective survey coverage and Ms Thompson reiterated that for this reason, the WAC policy of testing at every turbine location was likely to be required. It was agreed that the preliminary complex assessment results from the EMAC/GAC side of the activity area would be looked at by the WAC before this was confirmed.
March 2017	Golden Plains Shire Council	Networking evening	Karen Roddy/ Paige Ricci	Attended the Golden Plains Business networking event to provide an opportunity for the business community to learn more about the GPWF
April 2017	Corangamite Catchment Management Authority	Meeting	Ashley Clifton	GPWF briefing and overview of current environmental and community works undertaken to date. Discussed the interaction of wind farm infrastructure on areas subject to planning overlays including environmental overlays, vegetation protection overlays, areas of inundation overlays and salinity management overlays. Explained in detail the work that had been completed by independent environmental consultants to minimise and avoid impact on areas subject to environmental, vegetation protection and areas of inundation overlays. Asked for expert advice on localised salinity management concerns and the best path forward for minimising and managing potential areas of impact. CCMA are interested in working with WWE as part of identification of environmental offsets areas.
April 2017	VicRoads	Meeting	Ashley Clifton	Vic Roads. GPWF briefing and overview. General discussion regarding historical learnings from other projects surrounding impact to arterial road networks throughout the construction process. VicRoads expressed significant interest in exploring onsite quarrying opportunities to minimise construction traffic. VicRoads provided WWE with their Guidelines and Framework for Assessing Wind Farm Energy Projects, and Associated Traffic Management Plans as a reference to be used when developing the traffic management plan to ensure all relevant information was captured.
April 2017	DELWP	Meeting	Ashely Clifton/ Tobi Geiger	Meeting with Dept. Environment Land Water & Planning (DELWP) regional enviro team and planning team members to give an overview of the project and discuss updates on flora fauna impact assessments and strategies.
April 2017	Golden Plains Shire Council	Phone call	Marla Brauer	Golden Plains Senior Economic Development Officer (Helena Charles) to discuss community and strategies on engagement with the local community.

Timing	Audience	Activity	Who	Discussion
May 2017	Host landholders	Group meeting	Marla Brauer/ Paige Ricci/ Tobi Geiger/ Karen Roddy/ Ashley Clifton / Simon Clifton	Update host landholders on outcomes of some of the onsite studies. Provide an overview of community engagement activities to date and ask about ways forward and ideas for further community engagement. Outlined the community benefit schemes and provided an opportunity for landholders to give feedback and ask questions.
May 2017	Wathaurong Aboriginal Corporation	Meeting	Adam Gray/ Paige Ricci/ consultants	Meeting with Wathaurong (Katrina Thomas and Steve) to discuss findings in assessments to date and work through cultural heritage management strategy for remainder of project.
May 2017	Aboriginal Affairs Victoria (Matthew Phelan)	Meeting	Adam Gray/ Paige Ricci/ consultants	Meeting with Aboriginal Affairs Victoria to discuss way forward for continued cultural heritage work.
May-June 2017	Neighbours <5km	Door knocking	Paige Ricci/ Joy Sauvarin/ Karen Roddy/ Ashley Clifton/ Simon Clifton/ Adam Gray	Door knocking the 218 dwellings that surround the site (within 5km) to inform them of the project status and talk to neighbours about community benefits. Also, asking people to fill-in survey to help formulate the community benefit fund and gauging interest for the Community Reference Group
May 2017	David Southwick (Shadow Minister for energy and resources)	Meeting	Tobi Geiger/ Marla Brauer	Update on the project and general discussion about community engagement and community sentiment about the development. Mr Southwick was advised community sentiment is good, with most people positive about the project and the potential benefits it could provide.
June 2017	Sarah Henderson	Meeting	Marla Brauer/ Tobi Geiger	Meet and provide project update to Corangamite Federal Liberal MP, Sarah Henderson at her office in Waurn Ponds.

Timing	Audience	Activity	Who	Discussion
June 2017	General community	Open Day	Paige Ricci/ Karen Roddy/ Ashley Clifton/ Adam Gray	A second open day has been held at the Rokewood Hall, noon-8pm to provide a further opportunity for people to come and find out more information about the project and community benefits. Attendees were also being asked to fill-in a community survey and gauge interest for the Community Reference Group.
June 2017 - ongoing	Rokewood Rodeo	Event planning	Paige Ricci	Discuss the possibility of sponsoring a kids' zone at this year's Rokewood Rodeo followed by WWE's commitment to sponsor the kids' zone this year.
July 2017	Cricket club	Sponsorship	Paige Ricci	Discuss sponsorship of Junior cricketers with club
August 2017	General Community	Project Update #1	Paige Ricci	Project Update to be distributed
August/Sept 2017	Rokewood Primary School	Class workshop	Paige Ricci / Ashley Clifton	Work with the kids and explain the science behind wind energy and wind farms.
August 2017	WWE, Jacobs, DELWP, Golden Plains Shire, EPA, VicRoads	TRG Meeting	Tobi Geiger/ Marla Brauer/ Paige Ricci/	Golden Plains Wind Farm EES TRG Meeting
4th QTR 2017	All Stakeholders	Monthly Day of Local Office	Marla Brauer / Paige Ricci	Local office set up in Rokewood Hall for WWE staff availability for walk-ins, community questions or concerns.
September 2017	General Community	Community Open Day	Paige Ricci	3rd Community Open Day Rokewood to provide project information and updates, and receive feedback from the community.
September/October 2017	Community Reference Group	Advertising	Paige Ricci	Advertise for applications to join the community reference group
September (once permit application is submitted)	All stakeholders	Establish Community Reference Group	Paige Ricci	Begin advertising and recruiting members for the Community Reference Group ahead of planning panel hearing and permit approval.
September 2017	Local Community	Market	Paige Ricci	Project Information stall and face painting at market
September/October 2017	Community Reference Group	Advertising	Paige Ricci	Advertise for applications to join the community reference group
October/November	All Stakeholders	Website update	Paige Ricci	Update website to include information about the EES process

Timing	Audience	Activity	Who	Discussion
October/ November	All Stakeholders	Facebook page	Paige Ricci	Update Facebook page to include information about the EES process
October/ November	Rokewood Primary School	Bus trip	Paige Ricci/all staff	Take the children at Rokewood Primary School on a bus trip to the operating wind farm at Mt Mercer.
Nov/Dec 2017	Community Reference Group	Appoint members	Paige Ricci	Review and appoint members to the Community Reference Group
November 25, 2017	All stakeholders	Community event	Paige Ricci/all staff	Attend the Rokewood Rodeo. WWE is sponsoring and organising the kids zone – an area of kids' activities targeted at the 5-13years age group. It will also include a stall about the GPWF as well as renewables in general.
Nov/December 2017	Local Community	Face to Face meetings	Paige Ricci	Meetings with local residents as required
4 th QTR 2017	Key Aboriginal Groups	Meetings	Paige Ricci	Discuss cultural heritage
1 st QTR 2018	Landholders	Letter	Paige Ricci	Letter to landholders notifying them off EES notification
1 st QTR 2018	Community Reference Group	1 st meeting	Paige Ricci	Organise and hold first meeting of the Community Reference Group
1 st QTR 2018	Local Community	Project Update	Paige Ricci	Project update mail out to all stakeholders notifying of EES notification and call for submissions
February 2018	All Stakeholders	Media	Paige Ricci	Media notification of EES Decision
When the Department's recommendation goes to the Minister for Planning	Bryon Powell (Elder and Chairperson for Wathaurong Aboriginal Corporation)	Meeting / Phone Call	Paige Ricci / Adam Gray	Update Bryon and other Traditional Owner groups on the progress of the planning panel report
When the Department's recommendation goes to the Minister for Planning	State members of Parliament	Meetings and follow up letters (if recently met with – update via phone call)	Tobi Geiger	<p>MPs</p> <ul style="list-style-type: none"> • Richard Riordan • Jaala Pulford • Sarah Henderson <p>Key messages:</p> <ul style="list-style-type: none"> • Jobs • Regional investment and development • Project helps to deliver on environmental election commitments <p>Purpose:</p> <ul style="list-style-type: none"> • To advise of their support for the project • To request the Minister's timely support for the project

Timing	Audience	Activity	Who	Discussion
When the Department's recommendation goes to the Minister for Planning	Minister for Energy	Meetings and follow up letters (if recently met with – update via phone call)	Tobi Geiger	<p>Key messages:</p> <ul style="list-style-type: none"> Jobs Significant contribution towards Victoria's energy security Significant amount of no emissions and low cost electricity Significant contribution towards VRET Regional investment and development The approval of this project delivers State government policy The proposed project has support of the two local MPs <p>Purpose:</p> <ul style="list-style-type: none"> To request the Minister's timely support for the project
When the Department's recommendation goes to the Minister for Planning	Minister for Planning	Meeting and follow up letter.	Tobi Geiger	<p>Key messages:</p> <ul style="list-style-type: none"> Jobs, regional investment and development The approval of this project delivers State government policy WWE has been proactively engaging with the community WWE has fulfilled all the Department's requests for information and clarification. <p>Purpose:</p> <ul style="list-style-type: none"> To request the Minister's timely approval of the project.
When the Department's recommendation goes to the Minister for Planning	Community, Industry, and Environment Groups - e.g. Australian Wind Alliance Yes to Renewables, landholders, supporters	Phone calls, letter	Paige Ricci Karen Roddy	<p>Key messages:</p> <ul style="list-style-type: none"> Jobs Regional investment and development The importance of the approval of this project to deliver State government policy regarding renewables and climate. <p>Purpose:</p> <ul style="list-style-type: none"> Encouragement to speak up in support of the project <p>Action:</p> <ul style="list-style-type: none"> Letters to landholder's/community groups etc. asking them to write a letter of support for permit approval and send to Minister, local MPs

Timing	Audience	Activity	Who	Discussion
Following approval of Planning Permit & EES Assessment	Immediate stakeholders (hosts)	Phone call/letter/meeting	Paige Ricci Karen Roddy	<p>Purpose:</p> <ul style="list-style-type: none"> To inform key stakeholders of the Planning Permit & EES Assessment approval <p>Activity:</p> <ul style="list-style-type: none"> A phone call to host landholders and neighbours A letter to all stakeholders and interested parties
Following approval of Planning Permit & EES Assessment	General community	Prepare Frequently Asked Questions	Paige Ricci Marla Brauer	<p>Purpose:</p> <ul style="list-style-type: none"> To ensure consistent messaging about the project is provided to all stakeholders. Reputation protection <p>Action:</p> <ul style="list-style-type: none"> Update FAQs on website, if needed
Following approval of Planning Permit & EES Assessment	General community	Project update	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> To advise of the Minister's decision To outline the next steps for the project and provide the community with certainty around timeframes and funding. To increase the level of community support for the project. To be available to respond to questions and concerns <p>Action:</p> <ul style="list-style-type: none"> Update to be completed as soon as necessary Letter to stakeholders advising of Planning Permit & EES Assessment approval
Following approval of Planning Permit & EES Assessment	Host Landholders	Phone Calls	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> Update host landholders on permit approval
Following approval of Planning Permit & EES Assessment	Objectors that spoke at panel	Letters	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> Notify them of decision Advise we will keep them updated Offer of meeting

Timing	Audience	Activity	Who	Discussion
Following approval of Planning Permit & EES Assessment	General community	Update of website & Facebook	Paige Ricci	Purpose: <ul style="list-style-type: none"> To advise of the planning permit decision To outline the next steps for the project and provide the community with certainty around timeframes and funding. To be available to respond to questions and concerns
Following approval of Planning Permit & EES Assessment	General community	Media release	Paige Ricci	Purpose: <ul style="list-style-type: none"> To generate proactive positive messaging To build local profile beyond impacted residents and establish social licence to operate in community To provide local 'human interest' aspect to the announcement to demonstrate how project will benefit local farmers and community.
Following approval of Planning Permit & EES Assessment	Adjoining landowners	Meetings to discuss neighbour agreements	Paige Ricci Marla Brauer	Purpose: <ul style="list-style-type: none"> To share the project's benefits To prevent previous objections rolling over into ongoing construction and operational complaints. To increase the level of community support for the project.
Following approval of Planning Permit & EES Assessment	CRG	Meeting	Paige Ricci	Purpose: <ul style="list-style-type: none"> To advise of the decision and next steps To obtain CRG feedback as the project nears construction To leverage established group to positively influence broader community through their networks. To explain their role / extend Terms of Reference for next phase of the project.
Following approval of Planning Permit & EES Assessment	Council	Briefing	Marla Brauer Paige Ricci Tobi Geiger	Purpose: <ul style="list-style-type: none"> To advise of the Planning Permit & EES Assessment decision To outline the next steps for the project and provide elected representatives with certainty around timeframes, funding and WWE's commitment to the local community. To be available to respond to questions and concerns
Day 1 of construction	Owners, general community, key stakeholders; supporters; MPs	Ceremony	All WWE staff	Purpose: <ul style="list-style-type: none"> To celebrate the start of construction Activity <ul style="list-style-type: none"> Official opening of construction Traditional Aboriginal ceremony; smoking ceremony; traditional stories/activities Display of project with timeline

7 Appendix B – Complaints & Grievance Procedure

1. Overview

The purpose of this document is to describe the procedure through which stakeholder complaints will be processed by WWE. WWE's complaints management system has been designed and established in accordance with the Australian Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.

The objectives are to:

- Provide stakeholders a readily accessible mechanism to lodge complaints;
- Ensure stakeholders are provided with a transparent, consistent and predictable complaints process;
- Effectively identify and monitor stakeholder complaints; and
- Ensure compliance with WWE's permit conditions.

2. Complaints Mechanism

A complaints process involves receiving, responding to, and addressing complaints received by stakeholders. Figure 1 outlines the steps that WWE will follow when a complaint has been received, either in writing or verbally from stakeholders.

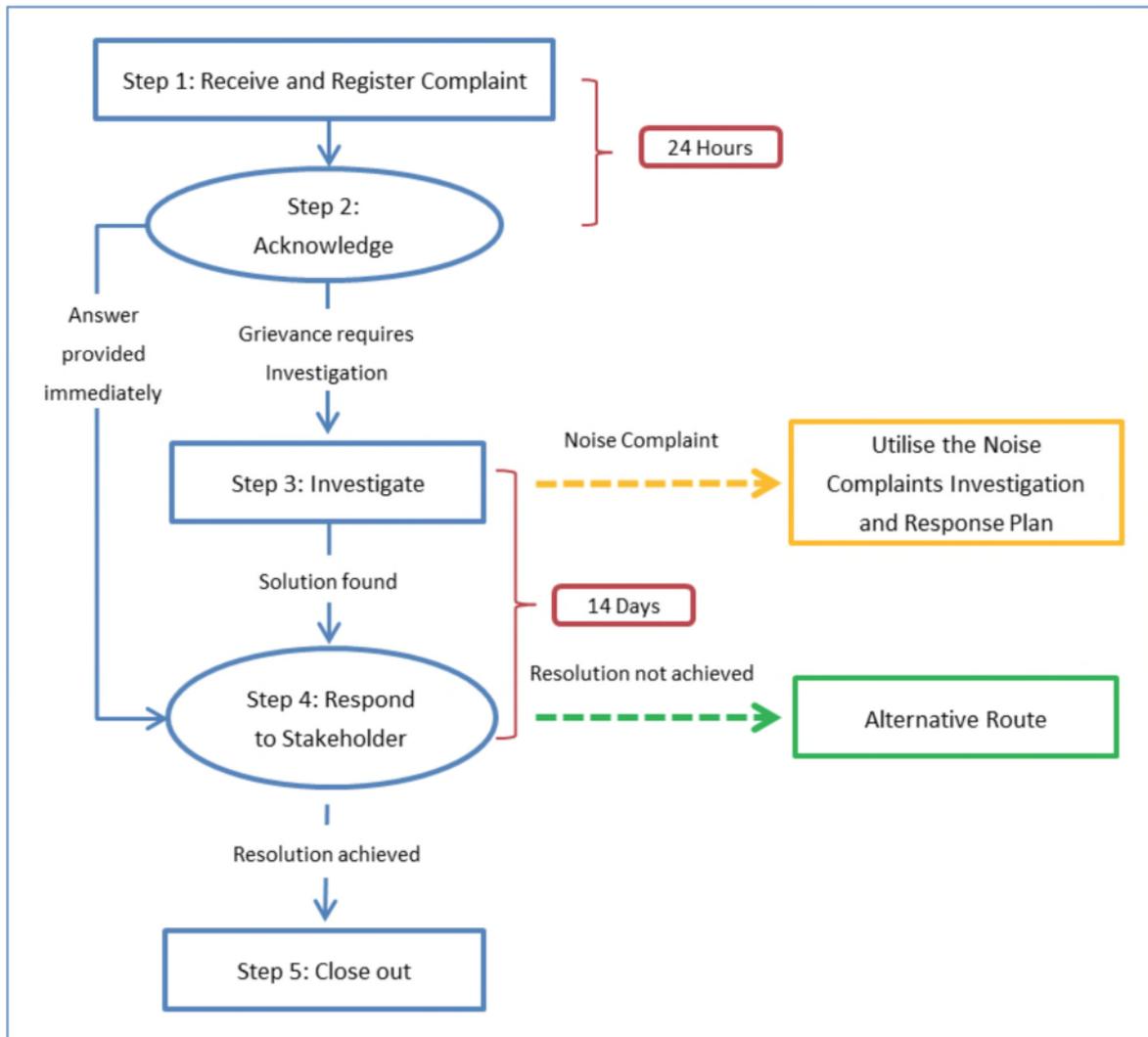


Figure 1: WWE's Grievance Mechanism

2.1 Step 1: Receive and Register a Complaint

Complaints from stakeholders may be received through the following methods: in person, via telephone, electronic mail and/ or postal mail.

To ensure that this process is efficient and succinct, a set of standardised information will be collected and recorded. The information required to be collected at the time a complaint is lodged is set out in Appendix A.

The information gathered will be recorded in the internal customer relationship management (CRM) database, including the name of the person lodging the complaint, the date the complaint was lodged, a summary of complaint, and the steps involved in resolving the complaint. It is important to note that the personal details of complainants will only be made available to those involved in the resolution of the complaint in question.

Stakeholders will have the option to lodge an anonymous complaint. These will be logged and reported with other complaints to facilitate continuous improvement. It will be important to let the complainant know that it will be difficult for WWE to follow-up on anonymous complaints.

2.2 Step 2: Acknowledging Complaints

A complaint will be acknowledged by the Communications and Stakeholder Engagement Manager (CSEM), or the CSEM's delegate, within 24 hours of the complaint being submitted. This acknowledgement will be made via phone or email, depending on the stakeholder's preference. Acknowledgement will include: a summary of the complaint, the approach that will be taken to investigate the complaint, and an estimated timeframe in which the stakeholder can expect to receive a response. The acknowledgement provides an opportunity to clarify issues relating to the complaint or request further information, if required.

In some instances, complaints will easily be resolved and may be considered requests for additional information. In this instance, the CSEM may see fit to immediately respond to the stakeholder. Step 4 provides further information on responding to stakeholders.

2.3 Step 3: Investigating Complaints

The CSEM is responsible for investigating all complaints in an attempt to seek a resolution. The investigation may require:

- Site visits, particularly when complaints regarding property damage have been lodged;
- Consulting internal staff or contractors, including senior management when required;
- Acquiring monitoring data, such as in the case of dust complaints; and
- Contacting external stakeholders.

For noise complaints that involve acoustic investigations, the CSEM will follow the process set-out in the Noise Complaints Investigation and Response Plan. The aim will be to resolve all grievances within 14 days from the CSEM acknowledging the complaint (Step 2). However, when this is not possible, the CSEM will notify the complainant that further time is required.

Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the complaint is handled.

Addressing Complex Complaints

There may also be instances when fraudulent, fabricated and unsubstantiated claims are made. In such instances, the following steps will be taken:

- Inform the Managing Director, who should assign responsibilities and, if feasible, the timeframe for handling any potentially spurious complaints;
- Review and investigate the complaint, collate facts such as contact reports, timeline, photographs/maps, and documentary evidence. If a fraudulent claim is suspected, collect depositions from any internal and external witnesses;
- Develop a clear list of investigation tasks and outcomes, safety risks and assess potential confidentiality requirements; and
- Undertake an investigation and ensure the investigation results include: a full understanding of the complaint, its context/circumstances, and – if feasible or appropriate – the complainants preferred option for resolution; and a clear decision as to whether the complainant has a legitimate claim or not, with recommendations for further actions.

2.4 Step 4: Responding to Stakeholder

Following the investigation (Step 3), the results, including details of the findings and proposed resolution, will be clearly explained to the complainant. This will occur verbally in the first instance, and followed by an email or letter, depending on the preferred communication channels of the complainant.

It will be at this stage that the complainant determines if the resolution is satisfactory.

2.5 Step 5: Close Out

If the complainant accepts the proposed resolution, the CSEM will close-out the complaint. This will include an email or letter to the complainant confirming that the complaint has been closed-out as well as finalising the complaint in the CRM.

3. Alternative Route

If a complainant is not satisfied with WWE's investigation and proposed resolution, the complainant has the right to contact the National Wind Farm Commissioner or seek legal advice. In the case of a complainant resorting to legal action, the CSEM should collate all information concerning the complaint, including all actions taken to date, and direct them to WWE's legal counsel for their information/action.