



**Golden Plains Wind Farm  
Stakeholder Engagement Plan  
May 2017**

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## ABBREVIATIONS

ABS	Australian Bureau of Statistics
GPWF	Golden Plains Wind Farm
CBO	Community Based Organisation
CEO	Chief Executive Officer
CFA	Country Fire Authority
CLO	Community Liaison Officer
CFS	Country Fire Service
CH	Cultural Heritage
COM	Commercial Operations Manager
CSEM	Communications and Stakeholder Engagement Manager
CRG	Community Reference Group
CRM	Customer Relationship Management Database
DELWP	Department of Environment, Land, Water and Planning
EPA	Environment Protection Authority
FBO	Faith Based Organisation
FG	Federal Government
GPSC	Golden Plains Shire Council
IAP2	International Association for Public Participation
LG	Local Government
MD	Managing Director
MP	Member of Parliament
NGO	Non-Government Organisation
SEP	Stakeholder Engagement Plan
SG	State Government
WWE	WestWind Energy Pty Ltd
WHO	World Health Organisation

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April 2017	Update following TL comments	Marla Brauer
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## 1 Introduction and Background

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. Since 2006 WWE has developed three wind farms in Victoria – at Mt Mercer, which is operational and two in the Moorabool Shire both are yet to be constructed.

In 2006, 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 an 800 MW project. 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.

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 throughout the project lifecycle. This plan includes stakeholder research, public meetings, decision making and feedback loops, working with local groups and representatives, and community outreach. Our process is designed to ensure ongoing opportunities are provided to listen, inform, consult, involve, collaborate, and empower stakeholders in the community. Our aspiration is to develop and build the wind farm in partnership with the community, and ensure we have a social license to operate for the full life cycle of the project.

WWE appreciates that community engagement goes well beyond the requirements necessary under the planning permit. We have already engaged with many stakeholders including Golden Plains Shire Council, Hesse Health, Rokewood Primary School, sports clubs and service organisations. We have also doorknocked all neighbours within 5km of the GPWF site boundary and held one open day with another planned for June. WWE further intends to implement a range of measures to ensure the benefits of the wind farm are shared with the local community, including a Community Fund, financial incentives for highly impacted neighbours, and local sponsorships.

### 1.1 Acknowledgement to Country

WWE acknowledges that the GPWF project is located on the land of 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 and the land and waters.

## 2 Project and Community

### 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 up to 235, 3-5 MW wind turbines, internal powerlines, access tracks, four collector stations and a terminal station. The project will generate over 2500 GWH per annum equivalent to the electricity consumption of >450,000 homes; and prevent more than 2.5 million tonnes of carbon dioxide annually from being emitted to the atmosphere.

### 2.2 Community Profile

#### Golden Plains Shire

The Golden Plains Shire is a local government area in Victoria, Australia, located in the western part of Victoria. It covers an area of 2,704 sq km and has a population of 18,770. It is predominately rural, with a few small townships servicing local communities between Ballarat and Geelong. The Shire is the fastest growing municipality in regional Victoria, and sixth overall in the State, with a growth rate of 3.51 per cent. The shire's economic base is provided through agriculture, retailing and tourism, while home-based business is the largest employer

Rokewood is an old goldfields town in rural Victoria. It is a sparsely populated rural township with a population of approximately 250 people. Barunah Park is located southeast of Rokewood (west of Shelford), and has approximately 180 people with no facilities or infrastructure other than a community hall. A detailed summary of the services, clubs and organisations in the area can be found in **Appendix F**.

## 3 Objectives, Scope and Approach

### 3.1 Guidelines for Best Practice

To ensure best practice, this SEP was guided by:

- “Best Practice in Community Engagement in Wind Development” written in 2014 by Taryn Lane and Jarra Hicks.
- 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)
- Best Practice Guidelines for Implementation of Wind Energy Projects in Australia (Auswind, December 2006),
- Effective Engagement Kit – DSE (Version 3 September 2005),

### 3.2 Objectives

The main aims and objectives of the SEP are to:

- Identify key stakeholders and appropriate engagement mechanisms/potential issues
- Proactively inform the public and other stakeholders

- Provide a transparent and inclusive strategy, action plan and timetable for disclosure of information
- Detail the consultation that will take place throughout the development process
- Establish an effective grievance mechanism, that is in accordance with the Australian standard and ensures measures are in place to record and respond to community concerns

### 3.3 Scope

This plan outlines those consultation activities already carried out and proposed during the pre-construction phase of the project. A further consultation plan will be developed as the project enters the construction phase of development

### 3.4 Engagement Principles

WWE's engagement principles include:

- Empathy and respect for community concerns
- Developing shared outcomes for the mutual benefit of the host community, landholders and wind farm developer/operator
- Mutual respect via genuine dialogue to identify mutually agreeable solutions
- Developing strong local relationships
- Ensuring staff are visible in the community
- Local purchasing policy
- A commitment to transparent, simple and straightforward communication
- Inclusive of diversity

### 3.5 Resources and Responsibilities

A responsibility assignment matrix has been developed to show the participation by various roles in WWE for completing tasks or deliverables in our community engagement plan. This matrix can be found in **Appendix E** and is especially useful for clarifying roles and responsibilities across WWE's cross-functional/departmental projects and processes.

## 4 Stakeholder and Community Contact

### 4.1 Overview

WWE has developed a strong relationship with the community through early and frequent consultation. 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 12 months is listed below:

- 100s of individual meetings and phone calls with host landholders
- 218 neighbouring properties doorknocked
- One community open day (others planned for June and September 2017)

- 60 meetings with neighbours and community leaders
- 38 landholder and neighbour interviews as part of flora and fauna studies
- Four meetings with Golden Plains Shire Council
- 20 meetings and phone calls with sports clubs and service organisations
- Six meetings with Aboriginal groups (not including onsite meetings and phone calls as part of cultural heritage work)
- Five meetings with state and federal MPs

A range of issues and suggestions, as outlined in section 4.2, have been raised during the community consultation to date. The feedback provided to WWE has informed and influenced the design of the wind farm. It has shaped the preparation of WWE’s proposed neighbour benefit scheme and led to further investigations. A detailed summary on the neighbour benefit schemes can be found in **Appendix C**.

#### 4.2 Summary of Community and Key Stakeholder Concerns Raised to Date

Issue	Key Concerns	WWE Initial Response to Stakeholders
<b>Roads and Traffic Management</b>	<ul style="list-style-type: none"> <li>• Access points to the wind farm</li> <li>• Increase in traffic on poor roads</li> <li>• Damage to roads from large trucks</li> <li>• Safety along bus routes during school drop off/pick up</li> <li>• Availability of rock for construction and road repair</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic management plans are required prior to being issued a permit, and are updated during the project lifecycle to insure as minimal impact</li> <li>• Permit requires roads to be maintained and restored back to their original condition post construction by GPWF</li> <li>• Rock for access tracks will be sourced locally to minimise impact on roads, traffic and the environment. Consultant engaged to progress investigations as to suitable quarry location.</li> <li>• Traffic management plan that has also been referred to Golden Plains Council and VicRoads for their safety assessment, will be implemented during construction</li> </ul>
<b>Flora and Fauna</b>	<ul style="list-style-type: none"> <li>• Impact on ground fauna, birds and bats</li> <li>• Wedge-tailed eagles</li> <li>• Brolga</li> <li>• Loss of habitat</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive environmental studies have been undertaken to ensure site suitability and to minimise environmental impact.</li> <li>• GPWF will avoid unnecessary clearing of native vegetation and the loss of native flora will be offset according to the requirements of our permit.</li> <li>• Education on the impact to birds/bats - ie. &lt;2 annual deaths from a turbine (fact sheets) During ecological surveys, no rare or threatened species of bird or bat were located in the project area.</li> <li>• Removal of turbines from an earlier layout to respond to Brolga habitat.</li> </ul>



<p><b>Unequal Distribution of Financial Benefits</b></p>	<p>Neighbours near the wind farm not sharing in the financial gain of the project.</p>	<ul style="list-style-type: none"> <li>WWE has developed a Neighbour Benefit Scheme to ensure neighbouring landholders receive financial incentives.</li> </ul> <p>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.</p> <p>A more detailed summary of this benefit scheme and other community benefits can be found in <b>Appendix C</b>.</p>
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Other feedback raised with WWE include:

- Noise: construction and operation of turbines
- Cultural heritage: protection of Aboriginal landscapes and respect for Traditional Owners
- Shadow flicker from turbines
- Loss of visual amenity
- Depreciation of property values
- Rehabilitation of site after wind turbines are decommissioned

#### 4.2 Community Reference Group

WWE will establish a Community Reference Group (CRG) in the second half of 2017 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:

- ensure emerging community issues are communicated to WWE and addressed early;
- ensure information regarding the GPWF is made available to stakeholders;
- enhance communication between WWE and the community;
- encourage community partnerships;
- ensure the local community benefits as a result of WWE's projects;
- provide input and help facilitate WWE's Community Benefit Fund

In the second half of 2017 actions will be taken to advertise for members to sit on the GPWF CRG with the goal of securing up to 10 community members.

Members interested in being part of the CRG will be required to outline their interest in the community and reason for wanting to be a part of the CRG. A sample nomination form can be found at **Appendix G**, as well as the group's Terms of Reference as outlined in **Appendix H**.

To effectively engage the community, and deliver a shared vision for the community fund, which will be overseen by the CRG, WWE will be:

- hosting a workshop (facilitated by a 3rd party) with stakeholders from the community that surrounds the wind farm site as well as from a broad range of sectors including commerce, industry, tourism, education, environment, community, recreation, and residents to brainstorm ideas on how the benefit fund can best be used;
- community listening posts will be set up during community open days, to draw in feedback about the community needs and the best use of funds from different members of the community;
- community benefit distribution surveys will be completed as part of our door knocking exercise and June open day;
- WWE will contact key community stakeholders from a broad range of sectors to identify community champions to inform them about our community reference group, and ask for their opinions on how the money could best be used.

The above are only some proposed suggestions for the community fund, and the CRG. The actual distribution, and programs will be based on feedback received for this funding, which will be created in close consultation with the local community, and key stakeholders to ensure their views and aspirations become the guiding foundation of this plan.

## 5 Stakeholder Identification and Mapping

### 5.1 Previous Methodology

From the outset, WWE has actively sought to build strategic working relationships with the various stakeholders who are directly or indirectly impacted by and/or who have interests in the GPWF project. WWE has learnt from the development of its previous projects, namely with regard to the provision of project layouts and information early to host landholders and the community and to review and update annually any notable changes to the neighbour database and to maintain a robust commitment register.

A comprehensive stakeholder list and database is being maintained by WWE. However, WWE is committed to improving its stakeholder engagement methodology, integrating it within its management systems and meeting the standards required by industry leaders. Based on the review of current practices and a commitment to process improvement, WWE is introducing the following changes to its methodology:

- Review of existing stakeholder database and identification records. Extensive site visits were undertaken in March and May 2017 to ensure all properties within 5km of a turbine are mapped and included in the stakeholder

database. All records will be reviewed and updated annually, or as needed, to reflect any notable changes in stakeholder status or circumstances;

- A commitments register has been introduced to collate and track all new environmental and social commitments made by WWE to its various stakeholders over the life of the project and ensure timely follow-through on its promises. This is an essential tool for building trust and establishing good working relationships with stakeholders;
- Key Stakeholder Profiles will be maintained for both designated key informants and those affected parties which have: influence or are subject to high impacts, the knowledge and legitimacy, and are capable and willing to engage with GPWF;
- Aboriginal community engagement plan (see **Appendix D**) has been formulated to specifically outline how to inform, update and respond to concerns from the Aboriginal community surrounding the project site.
- A Stakeholder Engagement / Community Liaison Planning Form (see example format in **Appendix B**) will be introduced to ensure proper preparation of each event or activity, including consideration of a range of practical issues and the potential risks associated; and
- A Commitment Register (see example in **Appendix J**) is being implemented to record all commitments made by and with stakeholders, except for grievances which are recorded and processed as described in **Appendix I**.

## 5.2 Stakeholder Categorisation

The various standards being applied to this project define two main categories of stakeholder; differentiating for example between “those who will be or are likely to be directly or indirectly affected, positively or negatively, by a project” and “those who might have an interest in, or may influence the project”. Following this definition, the two principal groups of stakeholders in the GPWF project are broadly categorised as follows:

**Affected Parties:** People/entities directly affected by the project. Affected parties are generally located within the project’s defined area of influence but may be elsewhere.

Affected parties include 2 sub-groups:

### **Directly affected:**

- Communities, groups and individuals within 5km of the project
- 39 Landholders who will host wind turbines
- 218 Neighbour dwellings within 5km of a wind turbine, including 52 Dwellings within the Rokewood township

### **Indirectly Affected:**

- Residents, businesses, officials and administrators in the Golden Plains Shire who may be indirectly affected by employment opportunities, influx and the related pressure on resources and services;

- Local community-based organisations (CBO) who represent affected groups and/or other affected parties; and
- Employees, their representatives and contractors to WWE.

**Interested Parties:** people/entities that are interested in the project and/or could affect the project in some way. These include:

- Residents of the greater Golden Plains Shire area;
- CBO, faith-based organisations (FBOs), non-government organisations (NGO);
- Suppliers and service providers to WWE;
- Other notable projects in the region;
- The Victorian Government, Federal Government and Golden Plains Shire;
- Politicians at federal, state and local level;
- Investors and Lenders to the project; and
- Media, academics and other interest groups.

The analysis will involve mapping stakeholders using the following three key determinants:

- The stakeholder’s projected level of interest in the project;
- The project’s potential impact on the stakeholder; and
- The stakeholder’s degree of influence / power on or value to the project.

WWE will continue to undertake analysis of its various stakeholder groups to identify any new stakeholders and determine/confirm the appropriate level and methods of consultation and engagement for each stakeholder group. The Communications and Stakeholder Engagement Manager (CSEM) will be responsible for ongoing stakeholder identification, mapping and analysis. The CSEM is also responsible for updating the stakeholder database as well as creating/updating Key Stakeholder Profiles.

## 6 Action Plans

This section sets out WWE’s plans to ensure it meets its objectives and goals for stakeholder engagement throughout the project in respect for each stakeholder group identified above.

### 6.1 Engagement Methodologies

Stakeholder engagement and community liaison activities are determined by WWE’s various commitments and project scheduling, so a variety of disclosure and engagement methods will be used. Disclosure methods will vary per the target audience and its capacity to understand the information being communicated – see guidance in the International Association for Public Participation (IAP2) Public Participation Toolbox.

Level on IAP2 Spectrum	Activity
<b>Inform</b>	Project Updates, Fact Sheets, FAQ Documentation Newsletter, Website, Open House

<b>Consult</b>	Public Meetings, One on One Meetings with Stakeholders & Community Groups, Responding to Grievances, Interviews Request for Feedback
<b>Involve</b>	Workshops, Tours & Field Trips to Wind Farm
<b>Collaborate</b>	Advisory Group – CRG, Focused Conversation, Implementation based upon feedback from community

Communication collateral will include:

- Website – [www.w-wind.com.au](http://www.w-wind.com.au);
- Facebook page – <https://www.facebook.com/westwindenergy/>;
- Project fact sheet;
- Face-to-face meetings;
- Community Open Days;
- Community Workshops;
- Visual representations (photographs, diagrams or models) for use in public meetings and face-to-face sessions with residents;
- Brochures, leaflets, posters and non-technical summary documents will be prepared, and made available both as/when required for specific stakeholder engagement activities and upon reasonable request from interested parties or others, and
- Media - newspapers, social media, website, posters, radio and/or television – will be used as necessary for reaching the widest possible audience.

Similarly, a variety of engagement methods will be used to consult with each of the stakeholder groups identified above; the specific methods may vary per target audience, but are expected to include amongst others:

- Interviews with legitimate stakeholder representatives and/or designated key informants;
- Surveys, polls, and questionnaires of affected parties; and
- Public meetings/workshops, and/or focus groups.

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.

## **6.2 Ongoing Engagement with Interested Parties**

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

- Project Neighbours
- Landholders
- Local Community Groups

- Community Reference Group
- Affected neighbouring Communities
- Aboriginal & Indigenous Community
- Golden Plains Shire Council (Council and key staff)
- Corangamite Catchment Authority
- Vic Roads
- Victorian Government
- Media

### 6.3 Stakeholder Engagement Process

**Appendix A** presents a provisional Stakeholder Engagement Action Plan for the project; the definitive version will be a 'live' document. The provisional version has been prepared by WWE ahead of the mobilisation of its team and the CSEM to facilitate implementation throughout the project lifecycle. The Commercial Operations Manager (COM) and CSEM will review and update this action plan on a quarterly basis or as required for specific circumstances during the project lifecycle. During operations, this may revert to a bi-annual frequency.

Routine engagements may simply be planned using WWE's internal database to record date/time, location, purpose and participants. If needed for new or more complex engagement plans, an individual Stakeholder Engagement / Community Liaison Planning Form (**Appendix B**) is completed by the CSEM and authorised by the COM. This is to ensure proper preparation of each new engagement campaign, event or activity, including consideration of any practical issues and potential risks that may come with the approach.

In addition, the Stakeholder Commitments Register (**Appendix J**) is used to track all new environmental and social commitments made by WWE to its various stakeholders over the life of the project and ensure timely follow-through on its promises. This is another 'live' document which is maintained by the CSEM.

A formal review of the stakeholder engagement process will be undertaken biannually or whenever a significant change is needed to fulfil WWE's commitment to continual improvement.

### 6.4 Community Benefit Programs

The GPWF community benefit programs will be established when the construction of wind turbines commences to fund local projects and organisations that benefit the wider community, and key stakeholders throughout the construction and operations phase of the wind farm. GPWF has a genuine interest in building the capacity of the communities in which it operates. The key objective of the programs is to provide financial support to not-for-profit community groups and organisations and neighbouring landholders that live within and around the wind farm. For a detailed overview of the community and neighbour benefit schemes see **Appendix C**.

## 7 Grievance Mechanism

Effective and timely response to community complaints 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 GPWF will follow the procedure set out in **Appendix I**. Complaints and incidents will be handled according to 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.

## 8 Monitoring, Evaluation and Reporting

### 8.1 Stakeholder Disclosures

Throughout the project lifecycle, a range of information will be produced to inform stakeholders of project activities and its environmental and social performance, including a

summary of how and when the results of stakeholder engagement activities and grievance handling is reported back to affected communities and/or broader stakeholder groups. Information which will be disclosed to stakeholders includes the following:

- Reports that were submitted to the department for consideration
- Ad hoc reports / newsletters on the WWE web site;
- Noise and shadow flicker reports for studies undertaken at stakeholder's property
- WWE's grievance policy

The COM and CSEM shall define a schedule for the preparation and dissemination of all formal disclosures and shall monitor both departmental performance against schedule and any negative feedback from stakeholders in regard to disclosure materials or contents.

## **8.2 Contact Reports, Meeting Minutes and Other Monitoring**

Contact Reports are to be prepared by the CSEM whenever an external consultation event is conducted. Meeting minutes are also to be kept for community meetings and other engagement activities held with affected stakeholders.

Where considered beneficial, participative community monitoring programs will be introduced (see Stakeholder Engagement Action Plan in **Appendix A**) to check project impacts and the effectiveness of mitigation programs. The CSEM will establish suitable environmental and/or social topics for this approach, identify potential participants from among the affected communities, and provide any capacity building / training. The output (reports from participants) from such monitoring is likely to be verbal (meetings or telephone) and will be recorded by the CSEM.

Other WWE managers shall maintain suitable monitoring measures for engagement with interested parties/other stakeholders such as Local, State and Federal government and their agencies, non-government organisations and the general public. All new commitments made by WWE or its representatives to stakeholders are to be entered in to the Commitments Register.

In the event that any monitoring results identify non-conformances of any project standards, these will be investigated and corrective actions identified.

The monitoring measures that are to be implemented for community engagement to ensure compliance with the project standards are described below:

- dissemination of community and other disclosures
- their grievances will be analysed and reported by the CSEM as per the requirements of this SEP;
- stakeholder engagement activities including any notable stakeholder visits to WWE offices /or sites will be collated and reported by the CSEM.



### 8.3 Routine Internal Reporting

Regular reporting and meetings will be undertaken as required with the COM. This SEP and in particular WWE's grievance policy will be included in the company's induction handbook for new employees. Current employees will be given a copy of this SEP and the grievance policy and any subsequent updates to the plan. Grievances, concerns, issues and suggestions arising from any engagement activity will be relayed to WWE staff either via email (depending on its urgency) or via WWE's weekly/fortnightly staff meetings.

Stakeholder engagement / community relations reporting shall include:

- A summary of stakeholder engagement activities and all grievances received in the reporting period discussed during WWE team meetings;
- Any material deviations or non-compliances to the requirements of this SEP;
- Planned activities for the next reporting period; and
- Any issues of potential concern.

## 9 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

## 10 Appendix A – Stakeholder Engagement Action Plan (Provisional)

Timing	Audience	Activity	Who	Discussion
	Host landholders	Meeting	Tobi Geiger	Discuss opportunity for landholders to host turbines on their property
	Host landholders	Meeting (individual)	Tobi Geiger/Adam Gray	Work with landholders on project size and inform them about wind data
	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 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
June 2016- January 2017	Host landholders	Meetings (individual)	Ashley Clifton	Meetings with each landholder to discuss property, option agreement and turbine layouts

Timing	Audience	Activity	Who	Discussion
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
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.

Timing	Audience	Activity	Who	Discussion
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.
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.

Timing	Audience	Activity	Who	Discussion
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.
May 2017	Host landholders	Group meeting	Marla Brauer/ Paige Ricci/ Tobi Geiger/ Karen Roddy/ Ashley Clifton/ Simon Clifton	Update host landholder son 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.

Timing	Audience	Activity	Who	Discussion
May 2017	Wathaurung Aboriginal Corporation	Meeting	Adam Gray/ Paige Ricci/ consultants	Meeting with Wathaurung (Katrina Thomas and Steve) to discuss findings in assessments to date and work through cultural heritage management strategy for remainders 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	Doorknocking	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.
June 2017	General community	Open Day	Paige Ricci/ Karen Roddy/ Ashley Clifton/ Adam Gray	A second open day will be 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 will also be asked to fill-in a community survey and gauge interest for the Community Reference Group.
June 2017	Rokewood Rodeo	Event planning	Paige Ricci	Discuss the possibility of sponsoring a kids' zone at this year's Rokewood Rodeo
July 2017	Community Reference Group	Advertising	Paige Ricci	Advertise for applications to join the community reference group
July 2017	Cricket club	Sponsorship	Paige Ricci	Discuss sponsorship of Junior cricketers with club
July/August 2017	Rokewood Primary School	Class workshop	Paige Ricci / Ashley Clifton	Work with the kids and explain the science behind wind energy and wind farms.
2 <sup>nd</sup> 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.
August 2017	Community Liaison Officer	Advertising	Paige Ricci/ Marla Brauer	Advertise calling for applications to fill the role of local liaison officer
September 2017	All Stakeholders	Community Open Day	Marla Brauer / Paige Ricci	3rd Community Open Day Rokewood to provide project information, and receive feedback from the community.

Timing	Audience	Activity	Who	Discussion
Sept 2017	Community Reference Group	Appoint members	Paige Ricci	Review and appoint members to 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
Oct 2017	Community Reference Group	1 <sup>st</sup> meeting	Paige Ricci	Organise and hold first meeting of the Community Reference Group
Oct 2017	WWE staff	Open local office	WWE staff	Office just outside of Rokewood
October/ November	Rokewood Primary School	Bus trip	Paige Ricci/all staff	Take the kids at Rokewood Primary School on a bus trip to the operating wind farm at Mt Mercer.
November 25, 2017	All stakeholders	Community event	Paige Ricci/all staff	Attend the Rokewood Rodeo. Have an information stall with free kids' activities
When the Department's recommendation goes to the Minister for Planning	Evan Grainger (Planning Minister's adviser)	Phone call	Marla Brauer	To continue to advocate for a quick decision once the panel report is received by the Minister.
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 Aboriginal parties on the progress of the planning panel report

Timing	Audience	Activity	Who	Discussion
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"> <li>Richard Riordan</li> <li>Jaala Pulford</li> <li>Sarah Henderson</li> </ul> <p>Key messages:</p> <ul style="list-style-type: none"> <li>Jobs</li> <li>Regional investment and development</li> <li>Project helps to deliver on environmental election commitments</li> </ul> <p>Purpose:</p> <ul style="list-style-type: none"> <li>To advise of their support for the project</li> <li>To request the Minister's timely support for the project</li> </ul>
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"> <li>Jobs</li> <li>Regional investment and development</li> <li>The approval of this project delivers State government policy</li> <li>The proposed project has support of the two local MPs</li> </ul> <p>Purpose:</p> <ul style="list-style-type: none"> <li>To request the Minister's timely support for the project</li> </ul>
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"> <li>Jobs, regional investment and development</li> <li>The approval of this project delivers State government policy</li> <li>WWE has been proactively engaging with the community</li> <li>WWE has fulfilled all of the Department's requests for information and clarification.</li> </ul> <p>Purpose:</p> <ul style="list-style-type: none"> <li>To request the Minister's timely approval of the project.</li> </ul>



Timing	Audience	Activity	Who	Discussion
When the Department's recommendation goes to the Minister for Planning	Community, Industry, and Environment Groups - eg Australian Wind Alliance Yes to Renewables, landholders, supporters	Phone calls, letter	Paige Ricci Karen Roddy	Key messages: <ul style="list-style-type: none"> <li>Jobs</li> <li>Regional investment and development</li> <li>The approval of this project delivers State government policy regarding renewables and climate.</li> </ul> Purpose: <ul style="list-style-type: none"> <li>Encourage assistance through their established networks</li> </ul> Action: <ul style="list-style-type: none"> <li>Letters to landholder's/community groups etc. asking them to write a letter of support for permit approval and send to Minister, local MPs</li> </ul>
Following approval of amendment	Immediate stakeholders (hosts)	Phone call/letter/meeting	Paige Ricci Karen Roddy	Purpose: <ul style="list-style-type: none"> <li>To inform key stakeholders of the amendment approval</li> </ul> Activity: <ul style="list-style-type: none"> <li>A phone call to host landholders and neighbours</li> <li>A letter to all stakeholders and interested parties</li> </ul>
Following approval of amendment	General community	Prepare Frequently Asked Questions	Paige Ricci Marla Brauer	Purpose: <ul style="list-style-type: none"> <li>To ensure consistent messaging about the project is provided to all stakeholders.</li> <li>Reputation protection</li> </ul> Action: <ul style="list-style-type: none"> <li>Update FAQs on website, if needed</li> </ul>

Timing	Audience	Activity	Who	Discussion
Following approval of amendment	General community	Project update	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> <li>To advise of the planning panel decision</li> <li>To outline the next steps for the project and provide the community with certainty around timeframes and funding.</li> <li>To increase the level of community support for the project.</li> <li>To be available to respond to questions and concerns</li> </ul> <p>Action:</p> <ul style="list-style-type: none"> <li>Update to be completed as soon as necessary</li> <li>Letter to stakeholders advising of amendment approval</li> </ul>
Following approval of amendment	Host Landholders	Phone Calls	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> <li>Update host landholders on permit approval</li> </ul>
Following approval of amendment	Objectors that spoke at panel	Letters	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> <li>Notify them of decision</li> <li>Advise we will keep them updated</li> <li>Offer of meeting</li> </ul>
Following approval of amendment	General community	Update of website & Facebook	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> <li>To advise of the planning permit decision</li> <li>To outline the next steps for the project and provide the community with certainty around timeframes and funding.</li> <li>To be available to respond to questions and concerns</li> </ul>
Following approval of amendment	General community	Media release	Paige Ricci	<p>Purpose:</p> <ul style="list-style-type: none"> <li>To generate proactive positive messaging</li> <li>To build local profile beyond impacted residents and establish social licence to operate in community</li> <li>To provide local 'human interest' aspect to the announcement to demonstrate how project will benefit local farmer and community.</li> </ul>
Following approval of amendment	Adjoining owners	Meetings to discuss a participation agreement	Paige Ricci Marla Brauer	<p>Purpose:</p> <ul style="list-style-type: none"> <li>To prevent previous objections rolling over into ongoing construction and operational complaints.</li> <li>To increase the level of community support for the project.</li> </ul>

Timing	Audience	Activity	Who	Discussion
Following approval of amendment	CRG	Meeting	Paige Ricci	Purpose: <ul style="list-style-type: none"> <li>To advise of the decision and next steps</li> <li>To obtain CRG feedback as the project nears construction</li> <li>To leverage established group to positively influence broader community through their networks.</li> <li>To explain their role / extend Terms of Reference for next phase of the project.</li> </ul>
Following approval of amendment	Council	Briefing	Marla Brauer Paige Ricci Tobi Geiger	Purpose: <ul style="list-style-type: none"> <li>To advise of the planning amendment decision</li> <li>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.</li> <li>To be available to respond to questions and concerns</li> </ul>
Pre-construction	General community	Survey		Purpose: <ul style="list-style-type: none"> <li>Survey of TV and radio reception as identified through concerns raised by several stakeholders</li> </ul>
Day 1 of construction	Owners, general community, key stakeholders; supporters; MPs	Ceremony	All WWE staff	Purpose: <ul style="list-style-type: none"> <li>To celebrate the start of construction</li> </ul> Activity <ul style="list-style-type: none"> <li>Official opening of construction</li> <li>Traditional Aboriginal ceremony; smoking ceremony; traditional stories/activities</li> <li>Display of project with timeline</li> </ul>
Construction/post	General community/Aboriginal community	Signage		Purpose: <ul style="list-style-type: none"> <li>To identify Aboriginal land</li> </ul> Activity: <ul style="list-style-type: none"> <li>Signage, specifically at the 3 significant sites identified in the CHMP, detailing traditional stories/history, along with explanations of what was found with pictures connected to Wadawurrung/Wathaurong language.</li> </ul>

## 11 Appendix B – GPWF Community Liaison Planning Form

<b>Overview</b>			
Subject / scope of engagement			
Strategic objectives and intended outcomes:			
Engagement approach / methods / tools:			
Target groups & representatives:			
<b>Practical Issues</b>	<b>Activities &amp; resources</b>	<b>Responsibility</b>	<b>Timeframe</b>
Ground rules and terms of Reference			
Invitation / publicity / pre-Information			
Logistics (Transport, food, refreshments, etc.)			
Venue, timing (if not ongoing)			
Equipment etc.			
Participants' reimbursement of expenses (?)			
Process to ensure satisfactory Outcomes			
Agenda/ plan for the event			
On-the-day roles and facilitation			
Record keeping and assurance			
Feedback to participants			
Wider communication of results			
Signals of success (inputs and outcomes)			
Participant satisfaction feedback			
<b>Risk Assessment of Proposed Engagement</b>			
Risks (including security):			
Contingency plan:			

## 12 Appendix C - Neighbour and Community Benefit Schemes

### **Electricity Offset & Energy Audit Benefit Scheme**

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 that one of the ways the wind farm can share in the benefits of the project with neighbours is by offsetting electricity costs with renewable electricity. The objective of this scheme is share the financial benefit across a larger section of the community, while reducing the carbon footprint of the current community. This scheme will offset electricity costs to all non-host, habitable and registered dwellings within 3km of a constructed turbine, to an amount equal to the average Victorian home. The electricity off-set program will begin within six months of commencement of onsite construction of the wind farm. GPWF will also use the offset program as an opportunity to generate research and development collaboration opportunities with Victorian universities, so students can work on real-life projects.

The wind farm will also provide an energy audit for each of these dwellings to help homeowners understand how they can minimise their electricity usage. An experienced assessor will visit each home to evaluate its energy performance, and provide energy assessments that are designed to support an understanding of how each home uses energy. The assessor will specify and prioritise the most appropriate solutions for people's homes. This will encourage people to understand more about how they can reduce their carbon footprint, and educate them on ways to optimise performance to reduce energy consumption.

### **Financial Incentive Program for Neighbours**

In addition to the financial benefit of the electricity off-set program, all neighbours that own a property with their primary residence on that property and where that primary residence is located within 2km of a wind turbine (excluding host dwellings and dwellings located within the Rokewood township boundary), will be provided an annual incentive based on level of impact. The financial incentive is calculated based on the number of turbines constructed and is subject to the distance from the centre of the dwelling to the centre of nearest turbine towers.

Each of these neighbours will receive \$1,000 for each of the first three turbines, and \$750 for each additional turbine that is constructed within 2km of their primary place of residence. 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 annually for CPI, and will continue while the wind farm is operational.

For example, a neighbour owns and lives in a house that has 5 constructed wind turbines within 2 km of his house. This neighbour will receive an annual payment of  $(3 \times \$1,000) + (2$

x \$750) or a total of \$4,500 annually. This financial incentive is in addition to the electricity offset program, which they will also receive.

### **Community GPWF Investment Program**

As part of WWE's commitment to sharing financial benefits with the community, a program will be initiated to facilitate host landholders and the community living within approximately 10 kms of the windfarm to invest financially in the project. WWE believe community owned renewable energy is a fantastic opportunity for the community. Not only is community owned renewable energy a great way to improve our 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.

### **Community Benefits Fund**

During the feasibility and pre-construction phase of the wind farm, WWE is committed to financially supporting the sponsorship of local projects and organisations that benefit the local community. Once the wind farm is operational, the GPWF community fund program will provide annual financial support of up to \$240,000 (\$1,000 annually per constructed turbine) for a range of community based initiatives, scholarships, business development projects and events that benefit local communities that surround the wind farm.

This will be a community lead initiative, to empower the community to come up with sustainable programs that provide real value back to the community. The program will target a range of community needs including: health and social welfare, rural job development, safety, environment, education and youth, drought relief, sport and recreation, culture, arts and economic development.

This fund will be overseen by a Community Reference Group (CRG), and applications for this group will be advertised in July 2017. WWE will review applications and determine the members by October 2017. The feedback received from the workshop, listening posts, and surveys will be assessed by the CRG to determine how best to allocate funds and in-kind contributions to maximise benefits for the communities within and around the wind farm.

The key objectives of the funding will be to provide financial support to not-for-profit community groups and organisations that are working to make a positive and lasting contribution to the communities within and around the wind farm through job growth, education and social programs.

## 13 Appendix D – Aboriginal Engagement Action Plan

The Registered Aboriginal Party (RAP) for part of the Golden Plains Wind Farm is the Wadawurrung, Wathaurung Aboriginal Corporation (WAC). It is important to note that much of the wind farm area is not administered by a RAP; however, the Eastern Maar Aboriginal Corporation (EMAC) and the Guligad Aboriginal Corporation (GAC) both have an interest in the area and must be consulted in addition to the WWAC during the Cultural Heritage Management Plan (CHMP) for the project.

The term 'local Aboriginal people' refers to Traditional Owners including Registered Aboriginal Party, Elders and other interested parties, to be agreed in discussion with Wadawurrung, Guligad, and Eastern Maar community organisations.

WWE staff and our consultant Heritage Insight, will spend 6-12 months on site with representatives from Wadawurrung, Guligad and Eastern Maar to complete a Cultural Heritage Management Plan. The *Aboriginal Heritage Regulations 2007* state that a cultural heritage management plan is required for an activity if:

- (a) all or part of the activity area for the activity is an area of cultural heritage sensitivity; and
- (b) all or part of the activity is a high impact activity.

The study area is considered an area of cultural heritage sensitivity because it contains registered Aboriginal cultural heritage places and located within 200m of named waterways. Under section 43 of the regulations, the construction of a wind energy facility is a high impact activity for these reasons the preparation of a mandatory CHMP is required.

The GPWF is partly located within the Registered Aboriginal Party (RAP) boundary of the Wadawurrung, Wathaurung Aboriginal Corporation (WWAC) and partly in an area that is not currently administered by a RAP. For this reason, the CHMP will be evaluated by both the WWAC and Aboriginal Victoria. The Eastern Maar Aboriginal Corporation (EMAC) has a RAP application currently before the Aboriginal Heritage Council that encompasses the entire study area, and this organisation, as well as the Guligad Aboriginal Corporation (GAC) must also be consulted in relation to the CHMP.

In early 2017, meetings were held with WWE staff and Heritage Insight (WWE's consultant), the Traditional Owners representatives and with Aboriginal Victoria (Ballarat Regional Office) at the outset of the CHMP process. The project was explained at length, possible methodological approaches were discussed, and it was agreed the CHMP will be undertaken in stages with some preliminary survey and excavation works to establish the nature of the landscape elements carried out in the first stage, the results of which can be used to refine the remaining fieldwork methodology. Further meetings with the relevant Traditional Owners will be undertaken throughout the process. During the 12 months of onsite consultation and fieldwork participation with all Traditional Owners WWE is committed to

having both WWE staff and Heritage Insight onsite listening and responding to any concerns, and to incorporate this feedback to influence project decisions and actions. Project decisions will be documented as part of our project Cultural Heritage Management Plan, and agreed with the Traditional Owners. The table below also outlines further commitments to our engagement with the Aboriginal community.

Levels of participation	Purpose	Consult	Involve	Collaborate	Empower
<b>Collaboration goals</b>	To recognise and respect the traditional knowledge and cultural practice of local Aboriginal peoples, and collaborate in order to develop the Golden Plains Project in an appropriate manner	To develop relationships with local Aboriginal peoples, for ongoing consultation throughout the life time of the Golden Plains Project, and create an agreement for this process between all parties in relation to the Aboriginal Community Engagement plus review process	To work directly with local Aboriginal people through-out the process to ensure that their views are integrated and any concerns are addressed and linked to each stage of the Golden Plains development time frame	To partner with local Aboriginal people throughout the project development incorporating their knowledge, practices and innovations	Create a plan for mutual benefit, and review the process regularly as agreed, building a model which can be utilised in future WWE projects
<b>Promise from wind farm developer to the local Aboriginal community</b>	To keep you informed as the Golden Plains Project develops through our independent consultant, and provide resources to achieve the plan	We will listen to and respond to any concerns and provide feedback on how local Aboriginal community input influences project decisions and actions	We will work to ensure that local Aboriginal needs are directly reflected in the project plans, incorporating local Aboriginal people’s skills, experience and cultural needs	We will look to you for direct advice and innovation in formulating plans and solutions, incorporating your advice and recommendations into decisions to the maximum extent possible	We will endeavour to implement what you recommend in order to benefit the wind farm, as well as contribute to caring for Country
<b>Example techniques</b>	Updates: <i>Face to face meetings</i> <i>Fact sheets</i> <i>Web site &amp; Email</i>	Community information session / forum Project feasibility plan	Workshop / discussion Community reference group On site consultation	Participatory decision making processes Regular review process	Update engagement plan together
<b>Anticipated Outcomes</b>	Resource allocation to respond to Aboriginal community engagement recommendations	Site signage Construction Operation	Planning Signage: <i>Acknowledgement</i> <i>Indigenous plantings</i> <i>Welcome to Country,</i> <i>smoking ceremony &amp; dance</i>	Creation of trusting ongoing working relationships, for the long-term care of Country where this project is located	Golden Plains Project Aboriginal community engagement: model towards West Wind Energy Reconciliation Action Plan



## 14 Appendix E – Stakeholder Engagement Responsibility Assignment

Person	Tobi Geiger MD	Marla Brauer COM	Paige Ricci CSEM	TBD CLO	WWE STAFF	CONSULTANT
Deliverable						
Stakeholder Engagement Sponsorship	Accountable	Responsible	Consult	Consult	Inform	Inform
Stakeholder Strategy Implementation	Accountable	Accountable	Responsible	Consult	Consult	Inform
Stakeholder Strategy Delivery	Accountable	Accountable	Responsible	Consult	Inform	Inform
Grievance Reporting	Accountable	Accountable	Responsible	Responsible	Responsible	Inform
Grievance Management	Accountable	Accountable	Responsible	Consult	Consult	Inform
Demonstrating Principles of Engagement	Accountable	Responsible	Responsible	Responsible	Responsible	Responsible
Media Management	Accountable	Accountable	Responsible	Inform	Inform	Inform
Code	Stands for	This is the person who ....				
R	Responsible	Is the primary Subject Matter Expert (SME) who will take responsibility for ensuring that the requirements are expressed correctly.				
A	Accountable	Makes the final decision or approves the specifications.				
C	Consult	Provides the requirements. These SMEs can be consulted by the business analyst or the responsible SME.				
I	Inform	Is informed after the final decision is made and can include stakeholders such as designers, testers, project steering committee, etc.				

## 15 Appendix F – Community Information

Golden Plains Wind Farm Community Information			
Name	Address	Contact Number	Email
<b>Services</b>			
Shelford Primary School	1717 Bannockburn-Shelford Road, Shelford 3329	5281 3291	
Rokewood Primary School	38a Aitchison Street, Rokewood 3330	5346 1394	
Rokewood Kindergarten	38 Aitchison Street, Rokewood 3330	5346 1276	
<b>Community Groups</b>			
Rokewood Red Cross	n/a	5346 1225	
Rokewood Golf Club	Rokewood-Shelford Road, Rokewood 3330	0427 519 068	<a href="mailto:rokewoodgolf@hotmail.com">rokewoodgolf@hotmail.com</a>
Rokewood Pony Club	74 Westgate Rd, Smythes Creek 3351	0407 060 210 / 5341 2502	
Rokewood Mens Shed		5267 1280	
Rokewood RSL	35 Hardie St Rokewood	5281 5401	
Rokewood-Corindhap Football/Netball Club		0428 106 590	
Rokewood Recreation Reserve Committee			
Rokewood Rodeo	Held in November each year (25-26/11/17)		<a href="http://rokewoodrodeo.com/">rokewoodrodeo.com/</a>
Rokewood Hall Committee			
Men's sunset club	Rokewood Hall, fourth Thursday of each month, 6-10pm	5220 7151	
Planned Activity Group	Rokewood Hall, Wednesdays, 10am-4pm	5220 7151	
Rokewood Breakfast Club	Hesse Health, monthly @Rokewood Community centre	5267 1280	
Bannockburn Farmers Market	High Street, Bannockburn 3331	0400 528 146	<a href="mailto:GoldenPlainsFarmersMarket@gplains.vic.gov.au">GoldenPlainsFarmersMarket@gplains.vic.gov.au</a>
People for a Living Moorabool	n/a	n/a	n/a
Golden Plains Little Athletics		0400 595 171	<a href="mailto:gplac@mail.tidyhq.com">gplac@mail.tidyhq.com</a>
Rokewood Cricket Club	22 Lawrie Drive Alfredton 3350		<a href="mailto:rokewoodcc@gmail.com">rokewoodcc@gmail.com</a>
Hesse Rural Health		5267 1200	
Victorian Farmers Federation	Farrer House, Level 5, 24 Collins St Melbourne 3000	1300 882 833	
Woody Yaloak Cathcment Group			<a href="http://woodyyaloak.com.au">woodyyaloak.com.au</a>
Barunah Park Hall	1620 Cressy-Shelford Road, Barunah Park 3329	5238 8341	
<b>Media</b>			
The Miner	Newspaper	0408 317 617 / 5342 4796	<a href="mailto:news@theminer.net.au">news@theminer.net.au</a>
Rokewood Newsletter	Community Newspaper		
Ballarat Courier	Newspaper		
Rokewood & District Chat	Facebook page		
Dereel Outpost	Facebook page		
<b>Emergency Services</b>			
Barunah Plains North CFA	Bells Road, Barunah Park 3329	5238 8465	
Rokewood CFA			
Shelford CFA	Shelford-Mt Mercer Rd. Shelford, VIC 3329		

16 Appendix G – GPWF CRG Nomination Form

**Golden Plains Community Reference Group  
Nomination Form**

**Nominee details**

<b>Title</b>	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>	Other _____
<b>Name</b>	<input type="text"/>					
<b>Residential Address</b>	<input type="text"/>					
<b>Suburb</b>	<input type="text"/>			<b>Post Code</b>	<input type="text"/>	
<b>Mailing Address</b> <i>(if different from above)</i>	<input type="text"/>					
<b>Suburb</b>	<input type="text"/>			<b>Post Code</b>	<input type="text"/>	
<b>Telephone</b>	<b>Home</b>	<input type="text"/>			<b>Mobile</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>					

**Nominee information**

**Please outline your reason for interest in the Community Reference Group:**

**Please tell us how you could add value to the Community Reference Group:**

**Please provide details of any relevant experience, such as past or present membership of community organisations:**

*Please attach additional pages if more space is required to complete this section*

## 17 Appendix H – GPWF CRG Terms of Reference



### Golden Plains Wind Farm Community Reference Group -Terms of Reference

#### ***Purpose***

The role of the Community Reference Group (CRG) is to:

- enhance communication between WWE and the Community;
- enhance WWE's understanding of community issues;
- encourage community partnerships;
- ensure the local community benefits as a result of WWE's projects.

#### ***Aims of the Community Reference Group (CRG)***

The CRG aims 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; and
- ensure effective responses from the project team to arising issues and concerns.

Specifically, the CRG will:

- act as a conduit to 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 fairness, transparency and accountability, providing opportunities for inclusion, deliberation and influence;
- provide recommendations to WWE on relevant aspects of the project to assist in establishing broader community engagement and consultation;
- provide recommendations regarding the allocation of the community development fund.

#### ***CRG Membership***

A total CRG membership of 8 members is desirable to achieve diverse representation of stakeholders and community members.

In order to ensure a fair representation of the community each community, environment, business or local facility group may only be represented by one CRG member.

#### ***Selection Process***

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

Advertisements calling for nominations will be placed in the local newspapers circulated in the project area, as well as WWE's website.

People wishing to become CRG members will be required to complete a nomination form, outlining information about themselves, demonstrating any previous community involvement and why they are interested in being a part of the CRG. It is envisaged that the CRG will be made up of 8 individuals.

### **Terms of Reference**

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All nominees must:

- possess a willingness to contribute constructively to meetings;
- have an ability to look beyond personal interests;
- demonstrate their ability to represent community interest and provide feedback to the community;
- demonstrate courteous and respectful behavior towards fellow members and stakeholders.

An independent Selection Panel will be formed which will be made up of between 3 respected and recognised individuals from the region, knowledgeable in business and community matters.

Selection panel members may include:

- senior Council staff member;
- local school principal;
- representative from emergency service organisation;
- senior manager for local amenities provider;
- other

After selecting the CRG members, the role of the selection panel will have been completed, and it will be disbanded.

***Terms of Membership***

Members agree to commit to a minimum of 24 months, after which time members will be required to re-nominate for the position

Members agree to commit to attend at least 75% of meetings

***Media Liaison***

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

***CRG Secretariat***

WWE will act as secretariat to the CRG. A company representative will be present at all meetings in an administrative capacity only and will not hold a voting position on the CRG.

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

If WWE does not agree with a recommendation put forward by the CRG, a written explanation will be submitted to the group outlining the reasons for that.

***Agreement***

I hereby agree to abide by, and commit to, the Terms of Reference.

Name of applicant: \_\_\_\_\_ (please print)

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

***Please post your completed nomination form to:  
CRG Nominations, Office 5, Level 1, 12-14 Prince Street, Gisborne, Vic 3437***

## 18 Appendix I – WWE 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.

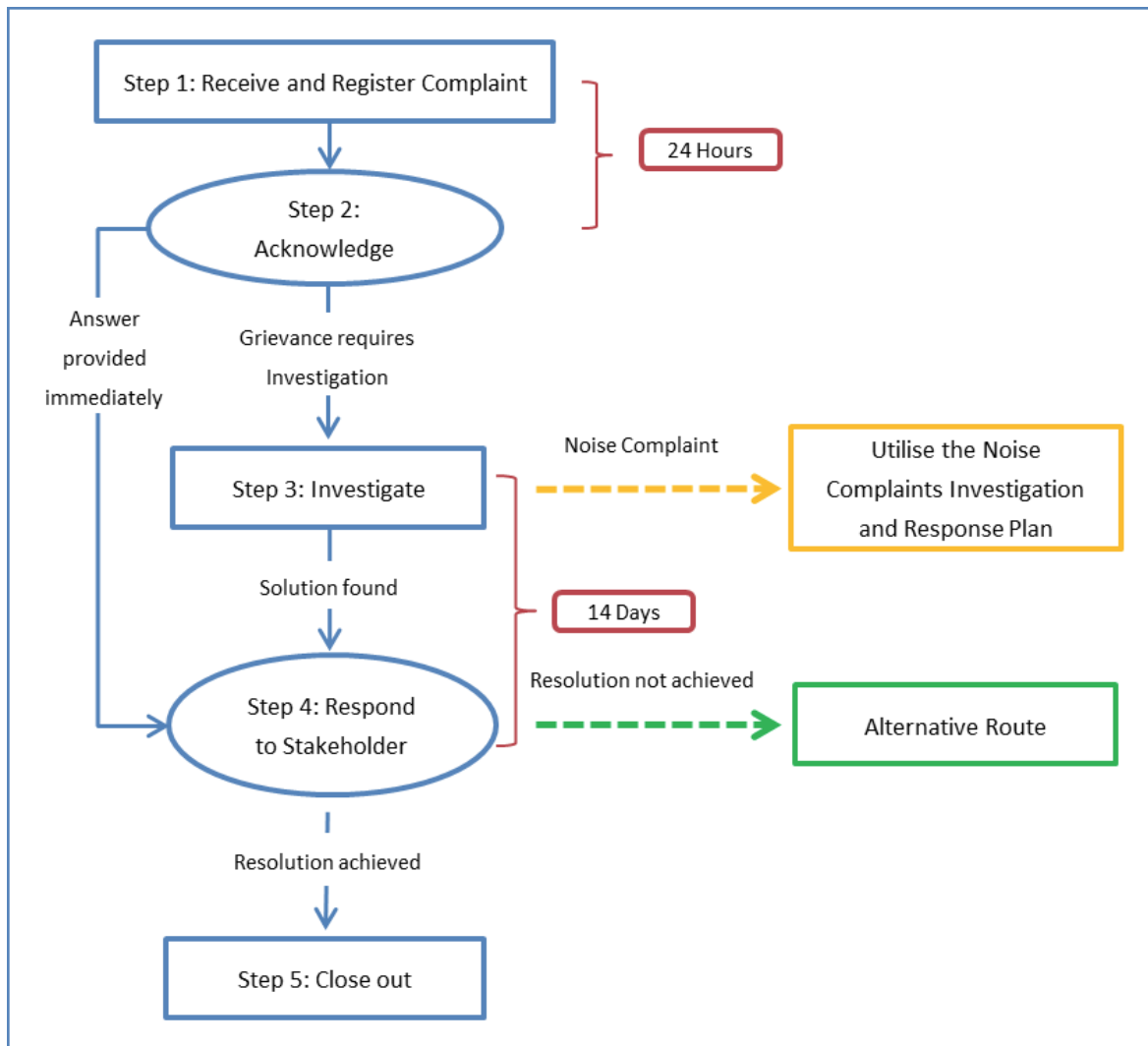


Figure 1: WWE's Grievance Mechanism

### 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.

#### **4. Roles and Responsibilities**

The CSEM will be responsible for administration of the complaints mechanism, and will be assisted by other team members as required. The principle responsibilities of the CSEM will be to:

- Inform stakeholders about the complaints procedure. It will be important that stakeholders are aware and can readily access the procedure;
- Record stakeholder complaints, both verbal and written, and seeking solutions within the specified time period;
- Maintain regular contact with complainants and other stakeholders during the investigation process and reporting the results; and
- From time to time, review the complaints received to assess any reoccurring issues to support continual improvement.

#### **5. Review**

The complaint mechanism will undergo quarterly review to identify any trends in complaints and ensure complaints are being addressed appropriately. Indicators that will be used include:

- Total number of complaints received;
- Total number of stakeholders lodging complaints;
- Number of open complaints;
- Timeframes for closure by complaints; and
- Repeat complaint from several stakeholders (i.e. trends in grievance).

**Complaint Record Form:**

Stakeholder Name:		Confidentiality	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Stakeholder Reference:	Host landholders, Adjoining landholders	<input type="checkbox"/>	Community Based Organisation	<input type="checkbox"/>
	Federal Government	<input type="checkbox"/>	State Government	<input type="checkbox"/>
	Local Community	<input type="checkbox"/>	Local Government	<input type="checkbox"/>
	Other	<input type="checkbox"/>		
Company Name: (if applicable)				
Date:	/ /		Time:	AM / PM
Preferred Contact:	Telephone:			
	Email:			
	Mail			

Details of Complaint: (eg: date, time, location, proposed outcome)			
Additional Information:			

## 19 Appendix J – Stakeholder Commitments Register

WWE Commitment / Obligation									
Who to?	Date	Type	Nature (Commitment / Request / Other)	Source (e.g. Contact Report)	Scope	Details	Comments	Actions	Close -out
<b>A. Commitments to Organisations</b>									
<b>B. Commitments to Council / Regional Authorities</b>									
<b>C. Commitments to Neighbours</b>									
<b>D. Commitments to Local Communities</b>									
<b>E. Commitments to Marginalised Groups / Individuals</b>									