



Community Information Plan

GR-PM-PLN-0002

GULLEN RANGE WIND FARM

AUGUST 2012



Document Verification

Revision	Date	Prepared by	Checked by	Approved by
Base document preparation by nghenvironmental:				
Draft V0	180311	Brooke Marshall	Nick Graham-Higgs Erwin Budde	Nick Graham-Higgs
Draft V1	050411	Brooke Marshall	Jane McIntosh	Brooke Marshall
Draft V2	110411	Brooke Marshall	Erwin Budde	Erwin Budde
Draft V3	220911	Brooke Marshall	Erwin Budde	Erwin Budde
Document finalisation:				
Final V1	220911	Brooke Marshall	Erwin Budde	Erwin Budde
Final V3	020412	Kristina Yan	Erwin Budde	Erwin Budde
FINAL V4.1	160712	Ben Bateman Brooke Marshall	Erwin Budde	Erwin Budde
FINAL v5	130812	Ben Bateman	Erwin Budde	Erwin Budde

1/216 carp st (po box 470) bega nsw 2550 australia t 61 2 6492 8333 f 61 2 6494 7773

www.nghenvironmental.com.au e ngh@nghenvironmental.com.au

unit 9/65 tennant st (po box 1037)
fyshwick act 2609 australia
t 61 2 6280 5053 f 61 2 6280 9387

18/21 mary st
surry hills nsw 2010 australia
t 61 2 8202 8333 f 61 26494 7773

po box 8323
perth bc wa 6849 australia
t 61 8 9759 1985 f 61 2 6494 7773

102/63-65 johnston st (po box 5464)
wagga wagga nsw 2650 australia
t 61 2 6971 9696 f 61 2 6971 9693

suite 6/234 naturaliste tce (po box 1037)
dunsborough wa 6281 australia
t 61 8 9759 1985 f 61 2 6494 7773

CONTENTS

1	COMPLIANCE PLANS DOCUMENT MAP	1
2	INTRODUCTION.....	2
2.1	BACKGROUND AND LEGISLATIVE CONTEXT.....	2
2.2	AIM OF THIS PLAN.....	2
2.3	STRUCTURE OF THIS PLAN	3
2.4	ROLES AND RESPONSIBILITIES.....	3
3	STAKEHOLDERS OF THE GULLEN RANGE WIND FARM	6
4	CONSULTATION TO DATE.....	7
5	COMMUNICATIONS STRATEGY	8
5.1	COMMUNICATIONS STRATEGY.....	8
6	ACTIVITIES AND RESPONSIBILITIES.....	10
6.1	PRE-CONSTRUCTION ACTIVITIES.....	10
6.2	CONSTRUCTION ACTIVITIES	10
6.3	OPERATION (WHERE RELEVANT TO PRECONSTRUCTION AND CONSTRUCTION STAGES)	13
APPENDIX A	CONTACT DETAILS OF IDENTIFIED STAKEHOLDERS	A-I
APPENDIX B	COMPLAINTS PROCEDURE	B-I

TABLES

Table 4-1: Consultation to date	7
Table 5-1: Communications strategy for stakeholder groups covered by this plan	8

GLOSSARY of TERMS

Inform	Communications aimed to provide data regarding the project (one-way information flow).
Consult	Communications aimed at sharing information between two parties, for the purposes of gaining a better understanding of issues (two-way information flow).
Stakeholders	Parties identified in this document as having an interest in the project or part thereof.
GRWF	Gullen Range Wind Farm Pty. Ltd. (the proponent of the project).
Investigations onsite	Pre-construction specialist studies to inform the location of infrastructure.
Local residents	Generally, identified as residents within 5km of GRWF infrastructure. Identified from Council rates notices and, where practical, street addresses
Broader community	Generally, identified as residents within range of local media (such as local papers and newsletters). Specific groups within the broader community will be affected by different activities for example; residents on the haulage route (construction traffic management), residents within audible range of blasting (construction noise management). These sub groups are identified in the Section 6 of this CIP.
Involved versus non-involved landowners	Involved landowners and residents are identified as those persons, businesses or groups who have a financial, property, association or other agreement in place with Gullen Range wind Farm Pty Limited.

Non-involved landowners and residents are defined as those persons, businesses or groups who do not have any financial, property, association or other agreement in place with Gullen Range wind Farm Pty Limited.

1 COMPLIANCE PLANS DOCUMENT MAP

	Stage 1	FINANCIAL CLOSE	Stage 2	CONSTRUCTION	Stage 3	OPERATION
Documents Required Before Construction	Community Information Plan		Compliance Tracker			
	Complaints Procedure		Community Enhancement Program		CEP approval	
	Stakeholder Communications Plan (Ref)		CEMP- TMP			
	Website		CEMP- SWMP			
	Compensatory Habitat Package		CEMP- WMP			
	Bird and Bat Management Plan		CEMP- NMPC (and BMP)			
	Powerful Owl Management Plan		CEMP- FFMP			
			CEMP- CHMP			
Documents Requirements Before Operation	Lease Arrangements for Decom.		TV & Radio SSMP		OEMP- RNP	
			Bushfire Risk Management Plan		OEMP- NOS	
			Aviation Management Plan		OEMP- NCP	
					OEMP- LMP	
					Safety Management System	
			Land Acquisition Progress Documents		Shadow Flicker	
Other Documents	Master List of Management Plans		Detailed Design		Commissioning Documents	
	Turbine Supply Agreement		Project Management Documents		Operation and Maintenance Documents	
	Project Schedule				Construction Certificates	
	Final Layout (WTG)					
	Layout Drawings					
	Consistency Review					
	Ongoing Document	Non-ongoing Document	Reference Document			

2 INTRODUCTION

2.1 BACKGROUND AND LEGISLATIVE CONTEXT

Engaging and communicating with the local community and stakeholders is integral to the success of the Gullen Range Wind Farm. This Community Information Plan has been developed to ensure that an open dialogue and effective information transfer occurs with the local residents, stakeholders and wider community during the implementation of the project.

The Gullen Range Wind Farm was approved by the NSW Land and Environment Court on the 4th of August 2010 following assessment under Part 3A of the NSW Environment Planning and Assessment Act 1979 (EP&A Act). The Conditions of Consent outline the operative requirements for the project and include a requirement for a Community Information Plan under Condition 5.3:

*5.3 Prior to the commencement of construction of the project, the Proponent shall prepare and implement a **Community Information Plan** which sets out the community communications and consultation processes to be undertaken during construction and operation of the project. The Plan must include but not be limited to:*

- a) procedures to inform the local community of planned investigations and Construction activities, including blasting works;*
- b) procedures to inform the relevant community of Construction traffic routes and any potential disruption to traffic flows and amenity impacts;*
- c) procedures to consult with local landowners with regard to Construction traffic to ensure the safety of livestock and to limit disruption to livestock movements;*
- d) procedures to inform the community where work has been approved to be undertaken outside the normal Construction hours, in particular noisy activities;*
- e) procedures to inform and consult with those landowners who are eligible for landscaping on their property as determined under condition 2.2 of this approval;*
- f) procedures to notify relevant landowners of the process available to review potential impacts on radio and television transmission.*

The Proponent of the Gullen Range Wind Farm is Gullen Range Wind Farm Pty Ltd (GRWF).

2.2 AIM OF THIS PLAN

The aim of this plan is to ensure effective and open communications between GRWF and the local community.

The key objectives of this plan are:

- To keep the **local residents** informed about the project through the provision of timely and factual information;
- To keep the **local residents** informed of the progress of construction progress and expected impacts from planned construction activities;
- Provide an avenue for **local residents** to communicate with GRWF so concerns can be identified and addressed.

- Provide information to the **broader community** regarding the progress of the project implementation.
- Provide the **broader community** with an ability to:
 - Obtain timely and factual information about the project.
 - Obtain responses with regard to specific questions about the project.

This plan is intended to be adaptive. Should additional community stakeholders or issues be identified at any stage, this plan would be modified to identify and address additional stakeholders or issues.

A column is provided in the tables below to document the progress of each activity.

A document control register is provided on the back cover to assist version control.

2.3 STRUCTURE OF THIS PLAN

The structure of this plan is:

- Section 3** Identification of stakeholders
- Section 5** General communication strategy
- Section 6** Specific communication actions

2.4 ROLES AND RESPONSIBILITIES

Table 1.1 Illustrates the roles and responsibilities of implementing this plan and is drawn from the roles and responsibilities identified within the CEMP.

Name	Organisation	Role	Responsibility	Authority
GRWF management team	GRWF	Senior management and strategic control	Responsible for providing the required resources to complete the required tasks and to facilitate company corporate support. Delegates to GRWF Project Manager – Owners Representative	Authority to limit and stop works
Ben Bateman	GRWF PTY LTD	Project Manger – Owner’s Representative	Determining sequence and interaction of processes Ensure communications and reporting framework in place Ensure the goals of the CEMP (and subplans) are achieved Report incidents to ER and to agencies Ensure mitigation plans are appropriate and resourced Review CEMP	All aspects of the environmental performance of the project. Authority to update CEMP and implement upon ER endorsement and DoP/Agency Approval Stop Work orders

Name	Organisation	Role	Responsibility	Authority
Tom Frood	Goldwind Australia	EPC Manager	<p>Report incidents to ER and OR. To ensure timely delivery of corrective actions</p> <p>Ensure CEMP is communicated and implemented</p> <p>Responsible for compliance with all applicable environmental legislation and contract obligations.</p>	<p>Authority to require environmental actions be undertaken.</p> <p>Reports to the GRWF PM OR</p> <p>Delegates to discipline managers</p> <p>Stop Work orders</p>
Erwin Budde	nghenvironmental	Environmental Representative	<p>be the principal point of advice in relation to the environmental performance of the project;</p> <p>oversee the implementation of all environmental management plans and monitoring programs required under the planning approval, and advise the Proponent upon the achievement of these plans/programs;</p> <p>consider and advise the Proponent on its compliance obligations against all matters specified in the conditions of the planning approval and the Statement of Commitments and all other licences and approvals related to the environmental performance and impacts of the project;</p> <p>ensure that environmental auditing is undertaken in accordance with all relevant project Environmental Management Systems; and</p> <p>be given the authority and independence to require reasonable steps be taken to avoid or minimise unintended or adverse environmental impacts, and failing the effectiveness of such steps, to direct that relevant actions be ceased immediately should an adverse impact on the environment be likely to occur.</p>	<p>Authority to require environmental actions to be undertaken.</p>

Name	Organisation	Role	Responsibility	Authority
TBC	BoP Contractor TBC	Site Construction and Environmental compliance officer (SCECO)	Responsible for the implementation and maintenance of CEMP To report incidents to ER and EPC Manager To implement corrective actions Monitor corrective actions Comply with regulations within CEMP Ensure training is delivered and appropriate Site Construction and Environmental Officers (SCEOs) are responsible for the day-to-day management of all on-site environmental aspects including field testing, site inspections and any monitoring requirements within their designated area(s). SCEOs play a key role as part of the construction team, and play a practical role in maintaining on-site environmental controls (e.g. erosion and sedimentation controls, incident response) and environmental data collection (e.g. waste tracking, auditing).	Implementation of stop work orders Reports to EPC manager
Site personnel	TBC	Onsite construction staff	Ensure goals of CEMP are implemented upon instruction Identify and proactively report incidents Receive training	Suggest Stop Work orders <i>(stop work permitted if action deemed unsafe)</i>

3 STAKEHOLDERS OF THE GULLEN RANGE WIND FARM

The following stakeholder groups have been identified in relation to the GRWF:

Local residents:

- Local non-involved residents including houses:
 - Within 2km for Shadow Flicker assessment
 - Within 3km for the Landscape Management Plan as part of the Operational Environmental Management Plan
 - Within 5km for the TV & Radio Signal Strength Management Plan
 - Within 6km for the Revised Noise Assessment
 - Within 10km for the Community Enhancement Program
 - Otherwise affected by the construction activities of the wind farm
- All involved residents with respect to the onsite works including decommissioning arrangements
- Those specified landholders listed in L&ECO 2.25 with respect to land acquisition rights.

Broader community:

- Broader communities in the locality including Grabben Gullen and Crookwell, generally defined as within reach of local media. The broader community can be defined as those that are not immediately within the vicinity (>10km) of the project for example Goulburn Residents. Local media to be utilised includes The Voice, Crookwell Gazette & The Land.
- Local business, community groups, organisations or individuals interested or involved in the project

Agency stakeholders:

- Upper Lachlan Shire Council
- Goulburn Mulwaree Council

Upper Lachlan and Goulburn Mulwaree Councils have been included in this plan as they are considered representatives of the community and not a consent authority with respect to this project. They are included only in their capacity as a community stakeholder and are therefore included within the 'broader community' category. Specific agency consultation, for example, input into road infrastructure changes, is captured within specific plans, such as the Traffic Management Plan.

Where appropriate, the contact details of these stakeholders are provided in Appendix B.

4 CONSULTATION TO DATE

Consultation was undertaken during the assessment and approvals process with community and council stakeholders, as follows.

Table 4-1: Consultation to date

Stage of project	Consultation
Assessment (pre-approval)	<ul style="list-style-type: none"> • June and December 2007. Extensive face to face meetings with land owners interested in hosting wind farm infrastructure on their properties and neighbours. It is estimated that the project team spoke to 50 land owners in the area surrounding the proposal. • 15th August, 2007. Upper Lachlan Shire Council and Goulburn-Mulwaree Shire Council attended Planning Focus Meeting, provided with an overview of the four precincts and the assessment process. • 23rd of July 2007. Newsletter 1 outlining an indicative time frame for submission to the consent authority and advising of opportunities for receipt of community input. It was distributed to residents within 5km of the site; 294 landowners in Upper Lachlan Shire, 64 landowners in the Goulburn-Mulwaree Shire and 10 local community groups. • 7th November 2007. Newsletter 2 provided updated proposal information and invited the community to attend the open house session to be held locally. It was distributed to all residents within 5km of the site; 294 landowners in Upper Lachlan Shire, 64 landowners in the Goulburn-Mulwaree Shire and 10 local community groups. • 21st November 2007. Open House at the Grabben Gullen Hall, Grabben Gullen. A community newsletter preceded the event which was also advertised in the local media (newspaper and radio). The event ran from 2-7pm. Seventy-five people registered their attendance on the day.
Pre-construction: Prior to earth works	Proposed consultation set out by stage of construction in Section 6 of this document.
Construction: During earth works	

5 COMMUNICATIONS STRATEGY

5.1 COMMUNICATIONS STRATEGY

The communications strategy for the Gullen Range Wind Farm is built around the following fundamental principles:

1. Provision of relevant information at appropriate intervals to specific stakeholder groups (website, newsletters, local media).
2. Provision of up to date project information via a website during construction.
3. Provision of a 24 hour complaints line during both construction and operation.

To this extent, local residents would have targeted, regular communications both formally and informally. Relationships with local residents have been established throughout the planning and development phases of the project. These relationships and communication methods used in the past would be continued throughout construction as appropriate and as needed.

The broader community is expected to be kept informed of the project through broader media formats such as newspaper advertisements and media releases and through the local Council. The regularity of these communications is defined as follows:

Regular – Daily and/or weekly: where construction and operational activities adjacent to or in close proximity of these stakeholders is likely to impact upon them in some way. This is also the case where project information has a direct benefit or compliance requirement e.g. notification of screening measures, transport activities, working times etc.

Irregular contact would be deemed as monthly or as new project information becomes available that has no identified direct impact to the receivers e.g. advertisement of project completion.

Trigger times for communications are set out in Section 6.2.

These communications strategies are detailed in Table 5-1.

Table 5-1: Communications strategy for stakeholder groups covered by this plan

Stakeholder group	Type of information	Frequency	Typical format
Local residents	Specific, targeted information Direct communications	Regular (daily and/or weekly)	Website information and feedback forms Utilise existing communication channels Media statements Information packs Phone calls when needed
Broader community	General information Indirect communications	Irregular, (6 months, upon completion of a significant milestone e.g. project start,	Website information Media statements

Stakeholder group	Type of information	Frequency	Typical format
		or as needed	Newspaper advertisement Local Council ¹
Broader community	Road closures	1 week prior	Website information
	Road access changes	1 week prior	Media statements
	Route diversions	1 week prior	Newspaper advertisement
	Wind turbine delivery	1 week prior	Local Council ¹
	Large delivery movements e.g. transformer equipment	1 week prior	
	Changes to services e.g. TV	If required, 1 month prior	
	Community Enhancement Plan	1 month prior to operation (in addition to consultation phase)	
Landowners	Road closures	1 week prior	Website information
	Road access changes	1 week prior	Media statements
	Route diversions	1 week prior	Newspaper advertisement
	Wind turbine delivery	1 week prior	Telephone call/Email
	Large delivery movements e.g. transformer equipment	1 week prior	

¹ Council is included in this plan only in its capacity as a community stakeholder and are therefore included within the 'broader community' category. Specific agency consultation, for example, input into road infrastructure changes, is captured within specific plans, such as the Traffic Management Plan.

6 ACTIVITIES AND RESPONSIBILITIES

A number of specific communication actions are required at various stages throughout the project. Where these are relevant to local residents and the broader community, they have been identified and summarised in the following tables. Roles outlined in the Responsibility columns are defined in the CEMP document no. GR-PM-PLN-0004.

6.1 PRE-CONSTRUCTION ACTIVITIES

Pre-construction activities						
Issue	Stakeholder	Objective	Methods of Consultation	Timing Trigger	Responsibility	Comments
Pre-construction activities	Local residents Broader community Councils	To advise of: <ul style="list-style-type: none"> An indicative timeframe, regarding commencement of construction. Program of works Transport impacts e.g. access and road upgrades Public display of the approved CEMP and sub-plans Consultation on the CEP A contact number, regarding the project. Complaints avenues. 	Website Information Advertisement in local media	Prior to construction.	Project Manager – Owner's Representative	

6.2 CONSTRUCTION ACTIVITIES

Construction activities						
Issue	Stakeholder	Objective	Methods of Consultation	Timing trigger	Responsibility	Comments
Construction activities	Local residents Broader community	To advise of: <ul style="list-style-type: none"> A contact number for the project. Complaints procedure. 	Website Information Advertisement in local media	Every 6 months from start of construction	EPC Manager	

Construction activities						
Issue	Stakeholder	Objective	Methods of Consultation	Timing trigger	Responsibility	Comments
Hours of construction	Local residents who may be affected by construction noise	Regarding any changes in hours of construction, to inform residents who may be affected by noise at least 48 hours prior to the commencement of work and with prior approval of the Director General. The information should contain: <ul style="list-style-type: none"> • Location of works. • Types of works being undertaken. • A contact number, regarding the project. • Complaints avenues 	Website Information Telephone, letter or email.	At least 48 hours prior to the commencement of this work	EPC Manager or Principal Contractor	
Blasting impacts	Local residents who may be affected by construction blasting Local Councils	To inform residents and Councils of any blasting event that may potentially affect them providing details of time and location and also a contact point for inquiries and complaints. This impact may be due to audibility, vibration or to inform them of safety implications to the receiver. In the unlikely event that blasting activities are undertaken, a notification of the broader community (>10km) will be undertaken.	Website Information Telephone or Letter or email.	At least 48 hours prior to the commencement of this work	EPC Manager or Principal Contractor	
Traffic / road impacts: offsite	Local residents with potential for impact.	To inform the community of any road works associated with the proposal and interruptions that may be experienced i.e the upgrade of roads on haulage routes, upgrade of road intersections etc. This is particularly relevant to landowners moving stock. To inform vehicle drivers and Crookwell Road business owners of the traffic routes to be used by heavy vehicles associated with the project.	Website Information Telephone or Letter or email.	Before and during all haulage activities.	EPC Manager or Principal Contractor	
Traffic / road impacts: offsite	Broader community	To inform the community of any road works associated with the proposal and interruptions that may be experienced i.e the upgrade of roads on haulage routes, upgrade of road intersections etc. This is particularly relevant to landowners moving stock. To inform vehicle drivers and Crookwell Road business owners of the traffic routes to be used by heavy vehicles associated with the project.	Website Information Media release	Before and during all haulage activities.	EPC Manager or Principal Contractor	

Construction activities						
Issue	Stakeholder	Objective	Methods of Consultation	Timing trigger	Responsibility	Comments
Traffic / road impacts: offsite	Local Landowners	To inform the local landowners of road works associated with the proposal and interruptions that may be experienced i.e the upgrade of roads on haulage routes, upgrade of road intersections etc. that may impact upon movement of stock, the safety of the stock and the safety of landowners.	Website Information Media release Telephone or Letter or email	1 week prior all large haulage activities.	EPC Manager or Principal Contractor	

6.3 OPERATION (WHERE RELEVANT TO PRECONSTRUCTION AND CONSTRUCTION STAGES)²

Construction activities						
Issue	Stakeholder	Objective	Methods of Consultation	Timing trigger	Responsibility	Comments
Operation activities	Local residents Broader community	To advise of: <ul style="list-style-type: none"> A contact number, regarding the project. Complaints avenues. 	Website Information Advertisement in local media	Every 6 months during project.	Project Manager – Owner’s Representative or Asset Manager	
Visual impacts	Local residents	To inform owners of residences within 3km of the site that they may be eligible to have landscaping treatment on their property to minimise visual impacts and to outline the procedures and timeframes for accepting such offer. This will be based on a proactive approach with the information being posted to the residents within the 3km boundary.	Information pack as part of the Landscape Plan sent to identified residents (which involves a strategy for providing a template plan for affected properties). Website information Telephone call where required	No more than 6 months prior to operation.	Project Manager – Owner’s Representative	
Radio and TV reception	Local residents	To advise of procedures to notify relevant landowners of the process available to review potential impacts on radio and television transmission.	In person consultation.	Prior to commissioning	Project Manager – Owner’s Representative	

² An Operation Environmental Management Plan will be prepared to manage all operation impacts. Selected impacts are included in this CEMP subplan only where actions are relevant to the preconstruction and construction phase.

APPENDIX A CONTACT DETAILS OF IDENTIFIED STAKEHOLDERS

Stakeholder group	Name	Contact details and preferred method of contact
Upper Lachlan Shire Council and	John Bell Tina Dodson Phil Newham	Crookwell Office 44 Spring Street CROOKWELL NSW 2583
Upper Lachlan Shire Mayor	Clr John Shaw	PO Bov 42 GUNNING NSW 2581
Goulburn-Mulwaree Shire Council	Chris Berry	85 Deccan Street Goulburn NSW 2580 (02)4823 4834
Goulburn-Mulwaree Shire Mayor	Clr Geoff Kettle	Locked Bag 22, GOULBURN NSW 2580
The Voice	Hank Spirek	02 4830 1034
Crookwell Gazette		Mail.crookwellgazette@ruralpress.com 02 4832 1077
The Land	Alan Dick	alan.dick@ruralpress.com
Goulburn Post	David Cole	david.cole@ruralpress.com
RMS	Rhod Stevens	02 4827 3798
Pejar Local Aboriginal Land Council		80 Combermere Street, Goulburn, NSW 2580
NSW Archaeology	Julie Dibden	Julie@nswarchaeology.com.au 0427074901
RFS		Lot 1, Macintosh Rd Crookwell NSW 2583 02 4832 0268
Crookwell Brigade		88 Brooklands St, Crookwell NSW 2583
Grabben Gullen Brigade		Lot 212 Grabben Gullen Rd, Grabben Gullen NSW 2583
LPMA	John Daunt	02 4824 3709
Dept Primary Industries	Paul Brown	0428 644 160
Lachlan Catchment Management Authority	Melanie Cooper	02 6851 9513 Melanie.cooper@cma.nsw.gov.au
NSW Dept Planning & Infrastructure	James Archdale	James.Archdale@planning.nsw.gov.au 23-33 Bridge St SYDNEY NSW 2001 02 9228 6236
Grabben Gullen Hall	Vivienne Shephard	gvshepherd@wirefree.net.au
Upper Lachlan Foundation		
Crookwell & District Historical Society		PO Box 161, Crookwell NSW 2583
Crookwell County Womens Association		38A Denison St, Crookwell NSW 2583
Crookwell Lions Club		65 Cowper St, Crookwell NSW 2583
Crookwell Rotary Club		14 Barry Pl, Crookwell NSW 2583
Grabben Gullen Landcare Group		Kimbe Cottage, Grabben Gullen 2583
Crookwell Visitor Information Centre		106 Goulburn St, Crookwell NSW 2583
Signal Surveys	John Aitken	john@jja.com.au 0414248536
Plancom	Margaret Harvey	
Aviation Projects	Keith Tonkin	ktonkin@aviationprojects.com.au

Stakeholder group	Name	Contact details and preferred method of contact
		0417 631 681
RAAF AIS		02 9282 5376 Raaf.aid@defence.gov.au
CASA	Frank Leonardi	Frank.leonardi@casa.gov.au
Air Services Australia	Joe Doherty	02 6268 4060
NSW Police	Marcus Showell	02 6226 9317

APPENDIX B COMPLAINTS PROCEDURE

This protocol addresses the following conditions of consent:

- Requirement to provide phone, mail and email contacts for complaints (L&ECO 5.4), and*
- Requirement to maintain a complaints register (L&ECO 5.5).*

Requirement to provide phone, mail and email contacts for complaints

The following avenues are provided for community complaints for the life of the project:

Website:

A project website is provided at the following address:

www.gullenrangewindfarm.com

The website provides:

- A contact form to accept emailed complaints
- A postal address to accept mailed complaints
- A 24hr phone line to accept phone message complaints

Email Address: info@gullenrangewindfarm.com

Advertisement:

An advertisement will be placed in local newspapers (such as The Voice, Goulburn Post, The Land) communicating the website address, email, postal address and telephone number for complaints:

- Once prior to construction
- At 6 monthly intervals during the construction phase

Onsite signage:

A sign clearly visible to the public will be placed on public roads, nearest to the official entry to each turbine construction precinct as defined in the TMP document no. GR-PM-PLN-0005.

Signage will display:

- An email address to email complaints
- A postal address to accept mailed complaints
- A 24hr phone line to accept phone message complaints

24 hour phone line

A phone line will be available from the commencement of construction.

The current contact number is 02 9008 1715.

Contacts will be updated after construction, for contact during the operational phase.

Requirement to maintain a complaints register

1. The complaints register template is provided overleaf. In addition this a register will be maintained using the Consultation Manager program which is an online tool that can be accessed remotely in order to capture complaints and comments as well as being a critical tool in the reporting mechanism.
2. Commencing from construction, it will be maintained by the Project Manager - Owners Representative through the life of the wind farm. It will include all complaints received by phone, mail or email.
3. During Operation the complaints register will be maintained and used as a response and audit tool. This will be identified in the OEMP once it is developed, prior to operation of the wind farm.
4. The register will be made available to the Director General:
 - a) In compliance reports (pre-construction, pre-operation compliance reports)
 - b) At other times, when requested by the Director General, for the life of the project.

Procedure for managing complaints relating to environmental issues

1. Complaint is received
2. Complaints are registered on Complaints Register
3. The following people would be notified:
 - Site Manager
 - Site Environment Officer
 - GRWF's Project Manager – Owners Representative
 - The Environmental Representative
4. The complaint would be responded to by an appointed project staff member. The staff member identified as appropriate is dependent on the issues identified and the level of escalation/authority to resolve the issue. Where a complaint is received that warrants the delay of works or a change to construction schedule the appropriate person will be deemed as the EPC manager or Owner Representative.
5. The outcome of the complaint would be documented and the above people would be notified of the outcome in writing

