

2018 Gullen Range Wind Farm Community Information Plan Review

Section 4 of the Gullen Range Wind Farm Community Information Plan requires that the outcomes and effectiveness of the plan are evaluated on an ongoing basis and reported to the CCC.

This document reports on each of the communication tools (imperative and additional) listed in section 3.1 of the plan in order to assess the effectiveness.

Table 1 shows the Imperative communication tools

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
Community Consultative Committee (CCC)	<ul style="list-style-type: none"> Three meetings held in 2018. Information about meetings including minutes are provided on the GRWF website. 	BJCE Aus views the CCC has been effective in providing a forum for asking questions relating to the wind farm.	
1800 telephone number, email, website enquiry/complaints form	<ul style="list-style-type: none"> Ongoing and monitored daily 235 calls to the 1800 telephone number Approx. 314 emails to info@gullenrangewindfarm.com 28 website/complaint forms enquiries Contact information is advertised in the local newspapers 6-monthly. It is also provided at community tours and events attended by BJCE Aus. 	BJCE Aus views these communication channels to be effective at providing processes for the community to communicate with the wind farm. This is supported by the high number of calls and emails.	Provide GRWF contact information as part of the info@gullenrangewindfarm email signature.
Clean Energy Program (CLEP)	<ul style="list-style-type: none"> During Year 4 of the CLEP (23rd December 2017 to 22nd December 2018), a total of 23 Stage 1 applications were received, 27 Energy Efficiency Audits were carried out including applications received at the end of Year 3) and 27 Stage 1 vouchers were issued to applicants. Regarding Stage 2 of the Clean Energy Program, 21 applications were approved by the Energy Committee, with the total value of all the approved grants for Year 4 amounting to \$140,523.20. 	<ul style="list-style-type: none"> BJCE Aus perceives it has effectively informed the community about the benefits of the CLEP, as demonstrated by the popularity of the CLEP in 2018. BJCE Aus believes the CLEP has been effective as a community engagement tool. BJCE spends considerable time on the phone with most applicants. BJCE Aus welcomes feedback from the community to improve the CLEP. 	Provide information about the CLEP in the next 2019 GRWF 6-monthly newspaper notice.

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
Clean Energy Program (CLEP) contd	<ul style="list-style-type: none"> At the end of 2018, a total of 43 houses near Gullen Range Wind Farm had energy improvement measures, such as solar panels, solar hot water systems, or better roof or wall insulation thanks to grants valuing approximately \$280,000 provided by the wind farm under this program. 104 buildings had completed Stage 1 of the Program by the end of 2018. Information about the CLEP is provided on the GRWF website, in some media releases, on community tours and at community events attended by the BJCE Aus (see community events in Table 2). 	<p>For example, the recent CLEP revisions to the Community Enhancement Program document and changes to the Funding Agreement forms and how they are received have benefitted from community feedback.</p>	
Community Fund	<ul style="list-style-type: none"> Information about the Community Fund is provided on the GRWF website, in some media releases, on community tours and at community events attended by the BJCE Aus (see community events in Table 2). The Community Fund Workshop was launched in 2018 to assist the community with the grant application process. The workshop was advertised via the GRWF website and via emails to community groups. It was attended by 10 people and feedback was very positive. Seven projects were funded in 2018/19, with information about funding outcomes available on the GRWF website. GRWF attended the (1) Opening of Basalt Rock entrance at Pat Cullen Reserve and (2) the opening of the new Toilet Block and Storage facility at Clifton Park, which were both supported by GRWF Community Fund grants. 	<p>BJCE perceives that the Community Fund grant scheme was effectively communicated to the community, especially via the workshop and GRWF attendance at launch events.</p>	<p>GRWF to advertise the workshop earlier in the year to give community groups more notice to attend.</p>

Table 2 shows the Additional communication tools

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
Wind Farm public tours	<ul style="list-style-type: none"> Seven public tours were held, including the additional national wind farm tour. In total, 130 guests were booked on tours in 2018. The tours were fully booked or close to fully booked. Participants travelled from the towns close to the wind farm, as well from Canberra, Queanbeyan, Mittagong, Macarthur, Illawarra and Sydney. Visitors included school teachers, scientists, reporters, engineers, retirees, university students and school children. 	<ul style="list-style-type: none"> Feedback from public tour participants was very positive, with 98% rating the tour ‘great or excellent’ (Survey results from March 2018-Feb 2019). BJCE Aus views the tours as an effective way to communicate with the community and answer questions about the wind farm. 	
Website	<ul style="list-style-type: none"> Live and updated frequently Digital data on visitor traffic was not collected in 2018, but it is being collected in 2019. For the first 6 months of 2019, just over 2200 users visited the website, with approx. 350 visits to the wind farm tour web page. 	<ul style="list-style-type: none"> High visitation rates in the first half of 2019 suggest that the website is being accessed and used by the public. BJCE Aus perceives the website to be an effective communication tool. 	<ul style="list-style-type: none"> Collect digital data from the website.
Sponsorship	<p>Five community groups/projects were sponsored</p> <ul style="list-style-type: none"> Crookwell Show (see below) Wollondilly Soldiers Football Club, Goulburn Crookwell Bowling Club – Men Crookwell Bowling Club – Women Goulburn Railway Bowling Club 	BJCE Aus has been proud to support local community groups and believes this has been another effective way to engage with the community.	
Social media	N/A		
School engagement	<ul style="list-style-type: none"> Hosted five schools & undertook 3 STEM incursions into schools; Partner in pilot <u>STEM School Industry School Partnership Program (SISP)</u>; assisted with SISP related public 	BJCE Aus received positive feedback from the schools and Regional Development Australia Southern Inland (RDA SI) for its involvement in the 2018 SISP.	

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
School engagement contd	<p>engagement activities, such as STEM Hook Day, Build my Future Day and STEM Showcase Day.</p> <ul style="list-style-type: none"> Hosted the University of New South Wales Sunswift Solar Car Racing team who gave a presentation to Year 8 Crookwell High School students 	<p>In 2019, BJCE Aus was invited to participate again as an Industry Partner in the SISP program.</p> <p>It is BJCE Aus’s view that its school engagement has been effective at providing students with information about energy generation from the perspective of a renewable energy generator as well as providing a forum to answer many other questions about our activities.</p>	
Presentations to interest groups	<ul style="list-style-type: none"> Attended the Grabben Gullen Community Progress Association Phone Service meeting Attended one Grabben Gullen Progress Association Meeting Presentations were made to five private tour groups on site, including the Goulburn Argyle Rotary Club, the Crookwell Rotary Club, and Regional Development Australia Southern Inland 	<p>BJCE Aus perceives its presentations were effective at educating and informing the community about the wind farm. They have provided a forum for the community to ask questions.</p>	
One-on-one meetings	<p>Met with nine community members throughout 2018.</p>	<p>One-on-one meetings have been effective way to engage with community members and address their questions.</p>	
Newspaper advertisements	<p>Regular – complaints contact information (6 monthly), tours and numbers of houses powered by the wind farm</p>	<p>BJCE Aus perceives its advertisements were effective at providing information about the wind farm.</p>	<p>Advert about the Community Fund Workshop</p>
Media reports of wind farm progress & activities	<ul style="list-style-type: none"> 58 news items were posted to the GRWF website Nine GRWF media releases were released to the media. 	<p>BJCE Aus views its media reports and releases have been effective at providing regular updates about the wind farm and its activities.</p>	

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<p>Local community event participation</p>	<ul style="list-style-type: none"> • Crookwell Show BJCE Aus had an information stall for two days at the Crookwell Show. Donations from the face painting stand were given to two Grabben Gullen community groups. The stall was well attended with a wide variety of people asking questions about BJCE’s projects. • Community BBQ at IGA, Crookwell BJCE Aus had an information stand and joint fundraising BBQ with the Crookwell Neighbourhood Centre. Donations went to Crookwell Neighbourhood Centre. • Attended Crookwell Devils Grand Final • Crookwell Public School Award Presentation Day; BJCE Aus sponsored a school prize. • Three SISP events – STEM Hook Day, STEM Showcase Day and STEM Build my Future Day • Goulburn Railway Club’s Rose Tournament presentation ceremony • Crookwell Bowling Club Gullen Range Triple Classic Tournament presentation ceremony • Opening of Basalt Rock entrance at Pat Cullen Reserve • Opening of the new Toilet Block and Storage facility at Clifton Park • Australian Agriculture Centre meeting • Bannister District Hall working bee 	<p>BJCE Aus has endeavoured to participate in local events throughout the year. BJCE believes that its participation has been effective at positively engaging with the community.</p>	

Conclusion

BJCE Australia perceives the Community Information Plan (CIP) has been effective during 2018. BJCE Australia will continue to identify and implement future improvements to the CIP in consultation with the Community Consultative Committee.