

## 2019 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 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
<b>Community Consultative Committee (CCC)</b>	<ul style="list-style-type: none"> <li>• Three meetings held in 2019.</li> <li>• Information about meetings including minutes are provided on the GRWF website.</li> </ul>	BJCE Aus views the CCC has been effective in providing a forum for asking questions relating to the wind farm.	
<b>1800 telephone number, email, website enquiry/complaints form</b>	<ul style="list-style-type: none"> <li>• Ongoing and monitored daily</li> <li>• 124 calls to the 1800 telephone number</li> <li>• Approx. 310 emails to <a href="mailto:info@gullenrangewindfarm.com">info@gullenrangewindfarm.com</a></li> <li>• GRWF contact information is provided as part of the info@gullenrangewindfarm email signature.</li> <li>• 6 website/complaint forms enquiries</li> <li>• Contact information is advertised in the local newspapers 6-monthly. It is also provided at community tours and events attended by BJCE Aus.</li> </ul>	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.	
<b>Clean Energy Program (CLEP)</b>	<ul style="list-style-type: none"> <li>• During Year 5 of the CLEP (23<sup>rd</sup> December 2018 to 22<sup>nd</sup> December 2019), a total of 11 Stage 1 applications were received, 8 Energy Efficiency Audits were carried out, including one application received at the end of Year 4) and 8 Stage 1 vouchers were issued to applicants. Regarding Stage 2 of the Clean Energy Program, 8 applications were approved by the Energy Committee, with the total value of all the approved grants for Year 5 amounting to \$54,960.</li> </ul>	<ul style="list-style-type: none"> <li>• BJCE Aus perceives it has effectively informed the community about the benefits of the CLEP.</li> <li>• BJCE Aus believes the CLEP has been effective as a community engagement tool. BJCE spends considerable time on the phone with most applicants.</li> <li>• BJCE Aus welcomes feedback from the community to improve the CLEP.</li> </ul>	Send out letters to Stage 1 applicants who have not yet applied for Stage 2 of the Program.

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
<p><b>Clean Energy Program (CLEP) contd.</b></p>	<ul style="list-style-type: none"> <li>At the end of 2019, a total of 61 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 \$390,000 provided by the wind farm under this program. 112 buildings had completed Stage 1 of the Program by the end of 2019.</li> <li>Information about the CLEP is provided on the GRWF website, in some media releases (most recently on 15/10/2019), on community tours and at community events attended by the BJCE Aus (see community events in Table 2).</li> <li>There were 341 visits to the Clean Energy Program’s webpage in 2019.</li> <li>Information was also provided about the CLEP in the 2019 six-monthly newspaper notice in December 2019.</li> </ul>		
<p><b>Community Fund</b></p>	<ul style="list-style-type: none"> <li>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).</li> <li>The Community Fund Workshop took place again in 2019 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 12 people and feedback was very positive.</li> <li>There were 350 visits to the Community Fund webpage in 2019.</li> </ul>	<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 in the local newspapers to reach more community groups.</p>

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
<b>Community Fund contd.</b>	<ul style="list-style-type: none"> <li>• Nine projects were funded in 2019/20, with information about funding outcomes available on the GRWF website.</li> <li>• GRWF attended the (1) Crookwell Community Fencing Garden Project and (2) the Crookwell Car Club’s new defibrillator installation event at the Crookwell IGA, which were both supported by GRWF Community Fund grants.</li> </ul>		

**Table 2 shows the Additional communication tools**

Communication Tool	GRWF activities and outcomes	Effectiveness	Future improvements
<b>Wind Farm public tours</b>	<ul style="list-style-type: none"> <li>• Seven public tours were held, including the additional national wind farm tour. In total, more than 135 guests were booked on tours in 2019. The tours were fully booked or close to fully booked.</li> <li>• From May 2019, GRWF commenced working with Crookwell Visitor Information Centre (Upper Lachlan Shire Council) so that they now operate the tour booking service. Crookwell 2 Wind Farm hosted their first public tours as part of the same initiative.</li> <li>• There were approx. 902 visits to the Gullen Range Wind Farm’s tour web page.</li> </ul>	<ul style="list-style-type: none"> <li>• 66 public tour participants provided feedback and it was very positive. Sixty-five out of 66 participants rated the tour as ‘great or excellent’.</li> <li>• BJCE Aus views the tours as an effective way to communicate with the community and answer questions about the wind farm.</li> <li>• Working with Upper Lachlan Shire Council (ULSC) has been very positive for the tour program. ULSC is in a position to grow the tour program to the benefit of local tourism, for instance by including other wind farms. The first step towards this is Crookwell 2 Wind Farm providing</li> </ul>	

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<b>Wind Farm public tours contd.</b>		public tours as part of the same program.	
<b>Website</b>	<ul style="list-style-type: none"> <li>• Live and updated frequently</li> <li>• For 2019, there were 4,988 unique visitors to the website and 13,859 page views.</li> </ul>	<ul style="list-style-type: none"> <li>• High visitation rates in 2019 suggest that the website is being accessed and used by the public.</li> <li>• BJCE Aus perceives the website to be an effective communication tool.</li> </ul>	
<b>Sponsorship</b>	<p>Eight community groups/projects were sponsored:</p> <ul style="list-style-type: none"> <li>• 141<sup>st</sup> Crookwell Show</li> <li>• 2019 Goulburn Cancer Council Relay for Life</li> <li>• Crookwell Junior Green Devils Rugby League Club</li> <li>• Crookwell Men’s Bowling Club’s Gullen Range Triples Classic Tournament</li> <li>• Crookwell Women’s Bowling Club’s District Open Fours Tournament</li> <li>• Goulburn Railway Bowling Club’s 2019 Rose Tournament</li> <li>• Transport for Crookwell High School’s cultural excursion to see the play, Macbeth, at the Sydney Opera House</li> <li>• Crookwell Public School’s student prize</li> </ul>	BJCE Aus has been proud to support local community groups and believes this has been another effective way to engage with the community.	
<b>Social media</b>	<ul style="list-style-type: none"> <li>• BJCE Australia posted one LinkedIn news item about GRWF in 2019.</li> </ul>	Unlikely to be effective due to the low number of posts, however, BJCE Aus uses the social media as a supplementary communication tool only.	

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<b>School engagement</b>	<ul style="list-style-type: none"> <li>• Industry Partner of the STEM Industry School Partnership Program (SISP) in 2019:               <ul style="list-style-type: none"> <li>○ Hosted more than 110 primary school students from both Bradfordville and Wollondilly Public Schools.</li> <li>○ Assisted students from five local schools with their STEM classes including Bradfordville, Wollondilly, Laggan, Binda and Bigga Public Schools.</li> <li>○ Assisted with SISP related public engagement activities, such as the STEM Hook Day and the Crookwell and Goulburn School STEM Showcase Days.</li> </ul> </li> <li>• Hosted students from the University of New South Wales and the University of Wollongong.</li> </ul>	<p>BJCE Aus received positive feedback from the schools and Regional Development Australia Southern Inland (RDA SI) for its involvement in the 2019 SISP.</p> <p>BJCE Aus was invited to participate again as an Industry Partner in the 2020 SISP program.</p> <p>It is BJCE Aus' 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>	
<b>Presentations to interest groups</b>	<ul style="list-style-type: none"> <li>• Presentations were made to 4 private tour groups on site, including:               <ul style="list-style-type: none"> <li>○ University of Wollongong Institute of Electrical and Electronic Engineering Branch Chapter (IEEE) and the Power and Energy Society (PES)</li> <li>○ University of New South Wales' School of Photovoltaic and Renewable Energy Engineering Society</li> <li>○ Members of Engineers Australia</li> </ul> </li> </ul>	<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>	
<b>One-on-one meetings</b>	<p>Met with 4 community members throughout 2019.</p>	<p>One-on-one meetings have been effective way to engage with community members and address their questions.</p>	

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<b>Newspaper advertisements</b>	Regular – complaints contact information (6 monthly), tours, Clean Energy Program, and the numbers of houses powered by the wind farm.	BJCE Aus perceives its advertisements were effective at providing information about the wind farm.	
<b>Media reports of wind farm progress &amp; activities</b>	<ul style="list-style-type: none"> <li>71 news items were posted to the GRWF website</li> <li>Two GRWF media releases were released to the media.</li> </ul>	BJCE Aus views its media reports and releases have been effective at providing regular updates about the wind farm and its activities.	
<b>Local community event participation</b>	<ul style="list-style-type: none"> <li>141<sup>st</sup> Crookwell Show: BJCE Aus had an information stall for two days at the Crookwell Show. Donations from the face painting stand were given to the Grabben Gullen community. The stall was well attended with a wide variety of people asking questions about BJCE’s projects.</li> <li>Community BBQs outside the Crookwell IGA in September &amp; December. BJCE Aus had an information stand and joint fundraising BBQ with the Grabben Gullen Rural Fire Service. Donations went to the Grabben Gullen Rural Fire Service.</li> <li>Community BBQ outside the Crookwell IGA in November. BJCE Aus had an information stand and joint fundraising BBQ with the Crookwell Men’s Shed. Donations went to the NSW and QLD bushfire appeals.</li> <li>Crookwell Public School Award Presentation Day; BJCE Aus sponsored a school prize.</li> <li>Four SISP events – STEM Hook Day, Crookwell STEM Showcase Day, Goulburn STEM Showcase Day and SISP STEM Awards ceremony.</li> <li>Goulburn Railway Club’s Rose Tournament presentation ceremony.</li> </ul>	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.	

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<b>Local community event participation contd.</b>	<ul style="list-style-type: none"> <li>• Crookwell Bowling Club Men’s Gullen Range Triples Classic Tournament’s presentation ceremony.</li> <li>• Crookwell Bowling Club’s Women’s District Open Fours Tournaments’ presentation ceremony.</li> <li>• Crookwell High School’s cultural excursion to the Sydney Opera House.</li> <li>• Crookwell High School’s Positive Education Breakfast.</li> <li>• Opening of the Crookwell Community Garden Fencing project.</li> <li>• Goulburn Cancer Council Relay for Life Event.</li> <li>• ‘Music in the Park’ event at Pat Cullen Reserve, Crookwell.</li> <li>• Australian Agriculture Centre’s Design Awards Dinner</li> <li>• Meeting the Crookwell Car Club members at the Crookwell IGA to see the newly installed defibrillator.</li> </ul>		

### Conclusion

BJCE Australia perceives the Community Information Plan (CIP) has been effective during 2019. BJCE Australia will continue to identify and implement future improvements to the CIP in consultation with the Community Consultative Committee.