

2022 Gullen Range Wind Farm Community Information Plan Review

Section 4 of the Gullen Range Wind Farm (GRWF) 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 their 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"> Two meetings were held in 2022. Information about meetings, including minutes, is provided on the GRWF website. Three newsletters were used to advertise for more committee members. No new members were appointed in 2022. 	<ul style="list-style-type: none"> GRWF assesses the CCC has been effective in providing a forum for (1) asking questions relating to the wind farm and (2) informing the committee about wind farm work and activities. However, it would be more effective if an additional community member could be sourced. 	<ul style="list-style-type: none"> Advertise more broadly for additional Committee Member(s)
1800 telephone number, email, website enquiry/complaints form	<ul style="list-style-type: none"> Ongoing and monitored daily. Six calls to the 1800 telephone number. There were 227 emails to info@gullenrangewindfarm.com GRWF contact information is provided as part of the info@gullenrangewindfarm email signature. Two website <i>contact us form</i> enquiries received. Contact information is advertised in the local newspapers. It is also provided on public tours (when they are operating) and at community events attended by GRWF. 	<ul style="list-style-type: none"> GRWF assesses these communication channels to be effective at providing processes for the community to communicate with the wind farm. This is supported by the continued engagement with community members through the 1800 number, email and website correspondence on a range on enquiries. 	

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<p>Clean Energy Program (CLEP)</p> <p>CLEP comprises two stages. The first stage is an energy efficiency audit, which helps residents identify the best way to improve energy efficiency in their home. The second stage is applying for the energy efficiency grant.</p>	<ul style="list-style-type: none"> • During Year 8 of the Clean Energy Program (23rd December 2021 to 22nd December 2022), a total of three Stage 1 applications were received, 3 Energy Efficiency audits were carried out and 3 Stage 1 vouchers were issued to applicants. • Stage 2 of the Clean Energy Program: two applications were approved by the Energy Committee, with the total value of all the approved grants for Year 8 amounting to approx. \$14,400 • GRWF made more than 9 phone calls and sent 93 emails to local residents regarding the CLEP during 2022. • There were 85 visits to the Clean Energy Program’s webpage in 2022 	<ul style="list-style-type: none"> • Promotion of the GRWF Clean Energy Program has been minimal. Fewer applications received for both Stage 1 and 2 of the CLEP compared to 2021. • advertising • GRWF believes the CLEP has continued to be effective as a community engagement tool. This is supported by the high visitation rate to the CLEP webpage, the high volume of emails sent and phone calls made by GRWF. In addition, there was an opportunity during these CLEP communications for GRWF to answer questions about other aspects of the wind farm. 	<ul style="list-style-type: none"> • Promote in newsletter • Consider more advertising and editorial in local publications
<p>Community Fund</p>	<ul style="list-style-type: none"> • Information about the Community Fund is provided on the GRWF website, CCC and at community events attended by GRWF. • There were 69 visits to the Community Fund webpage in 2022. • Grant applications from community groups increased in 2022. • Five projects were funded in 2022, with almost \$100,000 distributed to grant recipients. More information about funding outcomes is available on the GRWF website. 	<ul style="list-style-type: none"> • GRWF believes that the Community Fund grant scheme was effectively communicated to the community, with five community projects receiving grants in 2022, (only three grants were issued in 2021 and \$30,000 was carried forward for the 2022 grant round). 	<ul style="list-style-type: none"> • Promote in newsletter. • Consider advertising in local publications. • Encourage ULSC to promote the fund more widely. • Look at possible editorial of completed projects.

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"> Reduced COVID-19 concerns later in 2022 enabled planning the get underway for more public tours of GRWF to be offered from early in 2023. Members of the public were encouraged to register interest in attending future tours via the GRWF website. During 2022, there were approx. 403 visits to the Gullen Range Wind Farm’s tour web page. 	<ul style="list-style-type: none"> Due to staffing resources, the tours were not offered in 2022. Regular visitation to the tour web page suggests the public continue to be interested in attending the tours. 	<ul style="list-style-type: none"> Re-launch public tours in 2023 (April, May and August)
Website	<ul style="list-style-type: none"> Live and updated frequently. 15 news updates posted to the website. In 2022, there were 3,072 unique visitors to the website and 6,758, page views. 	<ul style="list-style-type: none"> Visitation and users declined in 2022 compared to 2021. GRWF assesses the website to be an effective communication tool, providing the public with regular news updates about the wind farm, including its activities in the community and programs. 	
Sponsorship	<p>Seven community groups/projects were sponsored in 2022:</p> <ul style="list-style-type: none"> 143rd Crookwell Show 	<ul style="list-style-type: none"> GRWF has been proud to support local community groups. 	

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	<ul style="list-style-type: none"> 2022 Binda Community Carols Crookwell Devils Senior League Team 2022 Crookwell Information Neighbourhood Centre Christmas Festivities 2022 Crookwell Meals on Wheels Christmas Hamper Drive Crookwell Women’s Bowling Tournament Gullen Triple Classics Bowling Competition 	<ul style="list-style-type: none"> GRWF believes their sponsorships have been an effective way to help local community groups and establish goodwill in the community. Note that some of these sponsorships have been through BJCE Australia, the owner of GRWF. 	
Social media		<ul style="list-style-type: none"> GRWF does not have any active social media channels. 	
School engagement	<ul style="list-style-type: none"> The STEM (Science, Technology, Engineering and Mathematics) Industry School Partnership Program (SISP) which had previously enabled considerable engagement in 2021, was not funded in 2022. Unfortunately, GRWF could not host wind farm visits in 2022, however plans to recommence these tours in 2023 were in place by the end of the year. 	<ul style="list-style-type: none"> Without the STEM program in place, GRWF assesses its school engagement was less effective at educating, informing and encouraging learning about STEM and renewable energy in 2022. 	<ul style="list-style-type: none"> Review school engagement strategy with a view to supporting STEM programmes moving forward
Presentations to interest groups	There were 0 public sessions captured in 2022.	<ul style="list-style-type: none"> The same effectiveness as previous years. 	
One-on-one meetings	<ul style="list-style-type: none"> Due to COVID restrictions and ongoing concerns, there were no one-on-one meetings held in 2022 	<ul style="list-style-type: none"> Due to COVID concerns GRWF did not meet with any stakeholders in 2022, however remained engaged 	<ul style="list-style-type: none"> Re-engage with nearby neighbours and landowners (where possible)

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		through other mediums, such as email.	
Newspaper advertisements	<ul style="list-style-type: none"> 2x 6-monthly advertisements of complaints line were published in the local newspapers 	<ul style="list-style-type: none"> The Goulburn Post has the largest readership in the region and that's why it was chosen as the newspaper to public the advert in. 	<ul style="list-style-type: none"> More adverts in 2022/23 if required
Media reports of wind farm progress & activities	<ul style="list-style-type: none"> 15 news items were posted to the GRWF website. One media release issued. 	<ul style="list-style-type: none"> GRWF assesses its media reports and releases have been effective at providing regular updates about the wind farm and its activities. 	<ul style="list-style-type: none"> Explore more opportunities to editorially showcase the work done by GRWF (eg. community fund, sponsorship, tours etc)
Local community event participation	<ul style="list-style-type: none"> 143rd Crookwell Show: GRWF was a sponsor of the show. There was no onsite activation this year, we hope to re-commence our information and face painting stand in 2023. Goulburn Railway Club's Rose Tournament presentation ceremony 	<ul style="list-style-type: none"> GRWF was unable to attend the Show but did attend the Rose Tournament Award Ceremony 	<ul style="list-style-type: none"> Attend more sponsorship events where possible
eNewsletters	<ul style="list-style-type: none"> GRWF activities were announced in the regular company digital newsletter, such as the Community Fund, Clean Energy Program and sponsorships initiatives. 	<ul style="list-style-type: none"> GRWF believes this communication tool was effective with over 100 subscribers receiving the newsletter 	<ul style="list-style-type: none"> Issue more newsletters if there is sufficient content to include regarding project updates

Conclusion

GRWF believes the Community Information Plan (CIP) has been effective overall during 2022. In response to the reduced engagement opportunities through conventional means, where possible, GRWF proactively moved to engaging across online platforms. GRWF will continue to identify and implement future improvements to the CIP in consultation with the Community Consultative Committee.