



# Draft Community Consultation and Engagement Plan

Coopers Gap Wind Farm EIS  
Date: 28 November 2016

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## Review and Update Procedures

This Coopers Gap Wind Farm Community Consultation and Engagement Plan (the Plan) will be reviewed and, if necessary, amended and updated:

- › On an annual basis by the AGL Coopers Gap Wind Farm Community Stakeholder Engagement Manager (CSEM);
- › Following any major incident (review may be restricted to applicable sections);
- › Upon receipt of new regulatory approval conditions, licences and permits;
- › When directed by any appropriate regulator; and
- › In the lead up to the construction, commissioning and operational phases of the project.

## Application

The Plan addresses the community engagement requirements of the Coopers Gap Wind Farm Terms of Reference for an environmental impact statement. In addition, this Plan has been reviewed and updated to incorporate the Coordinator-General's requirements relevant to community consultation.

## Distribution

All individuals in the following distribution list must be notified when the document is amended and new versions reissued through the appropriate document management system. Others may be notified at the discretion of the CSEM. All requests for changes to the distribution list must be addressed to the CSEM.

Entity	Position	Name	Location
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Council	Western Downs Regional Council	Alison Lister	Dalby
	South Burnett Regional Council	Chris Du Plessis	Kingaroy

# 1. Community Engagement Principles

AGL Energy Limited (AGL) has developed six guiding principles for community engagement that are general statements of good practice. These principles do not prescribe specific ways to engage. Many factors, including the type, scale and location of each individual operation, create unique conditions requiring a tailored application of the principles to achieve the most practical outcome.

AGL is committed to working with stakeholders and communities to understand positive and negative impacts of their projects and ensure that concerns are addressed wherever possible. AGL support and nurture meaningful community participation and understand that trust is essential in developing and maintaining long term partnerships with landholders, interested stakeholders and the community.

The principles provide guidance as to how engagement should be undertaken with stakeholders and the community. These guiding principles are:

1. **Knowing where you stand** - We want to understand the communities in which we operate. We combine a local presence, local knowledge and targeted research to understand attitudes to what we do and how we may impact upon communities.
2. **Creating a digital mirror** - We use current technology to provide opportunities for whole communities to be informed and involved in our projects. Online, interactive consultation portals will be an integral part of reaching as many people as possible with the information they need.
3. **Keeping it local** - We take every opportunity to employ local people where appropriate to do so, involve local communities and build local relationships. We seek feedback from the communities in which we operate, to improve the way we work together for their long term interest.
4. **Showing not telling** - We provide opportunities for communities to see and experience how we operate, including running site tours, equipment inspections and site-based community information centres.
5. **Doing what we say we'll do** - We want to deliver on our promises to the community and be trusted to do so. We record, measure and report on our commitments to ensure we are keeping them.
6. **Building internal capability** - We continuously review and improve our internal communication strategies and activities at all levels of our company, so that the whole of AGL is informed, engaged and committed to the promises we make.

## 2. Preface

### 2.1 Coopers Gap Wind Farm and the community

This Plan is part of AGL's commitment to deliver community consultation activities through honest and transparent processes and is in compliance with the relevant approvals and requirements of the Coopers Gap Wind Farm (the Project).

AGL has been operating in Australia for over 175 years and are the largest private owner, operator and developer of renewable generation assets, making AGL one of Australia's leading renewable energy companies.

The Project will create opportunities for the local community by creating new jobs, compensating property owners, and generating new tax revenue for both the state and federal governments, as well as setting Queensland on the path to achieving renewable energy targets. While AGL is required to comply with a strict regulatory framework bound by a rigorous and regulated framework that can be monitored, evaluated and continuously improved, it is recognised that to establish trust within the community AGL need to demonstrate willingness to operate openly and transparently. AGL understands that community engagement is central to the Project and are committed to building and maintaining relationships based on mutual respect and trust with all interested stakeholders.

## 3. Purpose of this Plan

### 3.1 Introduction

This Plan details stakeholder and community engagement to be undertaken as part of the pre-construction phase of the Project. Further plans will be developed for the Construction and Operation phases of the Project.

The plan demonstrates AGL's ongoing commitment to a program of genuine engagement with the community and stakeholders which values their contribution and involvement with the Project.

Its purpose is to clearly articulate the approach AGL has taken since Project inception, outline the principles and objectives of this Plan and to detail continuation of a dedicated community engagement and stakeholder management approach.

The Plan outlines how and when information will be provided and when the community will be asked for feedback that will be considered during project decision making processes. Public consultation and engagement is a fundamental part of the approvals process.

Since becoming proponent of the Project in 2008, AGL has undertaken range of public consultation and engagement activities for the Project in accordance with AGL's broader community engagement strategic approach.

Community engagement activities were commenced early in the Project planning cycle. Consultation was subsequently undertaken in accordance with the Guidelines for Public Consultation Procedures for Designating Land for Community Infrastructure (DSDIP 2006), with submissions invited on the content of the Initial Assessment Report.

Following the completion of the Initial Assessment Report submission period, submissions from Government agencies and stakeholders were received and informed the preparation of a draft Revised Assessment Report for the Project. At this time, AGL decided not to progress the draft Revised Assessment Report for public consultation until a decision was made by the Australian Government on the RET.

In June 2015, a reduced 2020 large scale gigawatt hour (GWh) target of 33,000 GWh was legislated. The Project is now seeking an assessment by the Coordinator-General under the State Development and Public Works Organisation Act 1971 (SDPWO Act) pursuant to the Project's declaration as a 'coordinated project' for which an Environmental Impact Statement (EIS) is required under section 26(1)(a) of the Act.

This Plan has been prepared in accordance with the Coordinator-General's directive that a Community Consultation and Engagement Plan be developed to meet the Social Impact Assessment (SIA) Requirements of the Project.

The EIS for the Coopers Gap Wind Farm was available for public comment from Friday 23rd September 2016 until Monday 7th November 2016. This Plan been developed in general accordance with the Coordinator-General's Social impact assessment guideline (DSD 2013).

### 3.2 Coordinator-General Requirements

This Plan has been developed in order to meet the commitments outlined in the Project EIS. Commitments and conditions will be met through development of specific management plans for the various Project phases. The implementation, monitoring and auditing of these plans, including this Plan, will ensure compliance with these commitments.

In accordance with the Terms of Reference requirements, following the submission of the EIS, AGL will continue to:

- › Consult with Local, State and Government agencies, and potentially affected local communities (Section 6.6):
- › Capitalise on opportunities potentially available for capable local industries and communities. (Section 10 – Social and economic (b)):
- › Undertake a community engagement strategy to engage at the earliest practicable stage with all likely affected parties across the project footprint and all

infrastructure corridor alignments. Where appropriate, consideration should be given to coordinating local and/or regional community engagement processes with other project proponents. Discuss engagement, negotiation and liaison strategies, including how complaints resolution will be addressed, for all stages of the project (Section 10.22-24)

- › The following impact mitigation and management Action Plans detailing outcomes to be achieved must be provided: (Section 10.26).

## 4. Overview

### 4.1 Project Description

The Project is located approximately 180 kilometres (km) north-west of Brisbane, between Dalby and Kingaroy, near Cooranga North.

The Project falls within the jurisdiction of the South Burnett Regional Council and the Western Downs Regional Council Local Government Areas. The closest townships to the Project are Bell approximately 30 km to the south and Kumbia approximately 30km to the east.

The Project is bounded to the east by the Bunya Highway, between Cooranga North and Kingaroy. Local roads provide access to properties from the Highway, with major connecting roads including Niagara Road and Ironpot Creek Road. The land available for development (the Study Area) covers approximately 10,200 ha (the combined areas of all participating properties), with the Project Site (land which the Project infrastructure will be located, allowing for micro siting) occupying a smaller area within the Study Area; approximately 2,048 ha.

The Project Site represents approximately 20% of the Study Area. The Project Site has been refined through an iterative process and has been influenced by a combination of wind resource, economic, constructability and environmental considerations. The construction footprint of the Project will be approximately 360 ha. The operational footprint will occupy approximately 100 ha. Land not occupied by infrastructure following the construction and rehabilitation period will continue to be used for rural and agricultural purposes.

The Study Area involves 12 landowners and 36 properties. A 1,500 m setback from existing or approved sensitive land uses has been applied. Where wind turbines are within 1,500 m of existing or approved sensitive land uses, a written agreement (deed of release) has been obtained from the affected owners accepting the reduced setback.

The design of the Project has been optimised in order to produce a layout that maximises the use of the land available for wind power generation, balanced against the overall environmental impact of the development, utilising the Queensland Wind Farm State Code and supporting Planning Guideline (DILGP 2016) as the assessment criteria.

#### 4.1.1 Project Benefits

Wind turbines are one of the most established forms of renewable energy technology, with other technologies (such as tidal, wave and solar) less developed in generating potential and commercial terms. Under current government policies, the financial cost of wind power is falling close to that of conventional sources of electricity. In addition, the life cycle carbon cost of wind power is significantly smaller than that of other forms of conventional and renewable energy production.

As well as their environmental benefits, wind farms offer other important advantages. Firstly, they contribute to a reduction in our dependence on the finite reserves of fossil fuels, which are being rapidly depleted. Secondly, they reduce dependence on oil and gas imports and increase self-sufficiency in energy production. Wind farm developments are also reversible. This key feature allows a site to be decommissioned to the extent that no visible trace of the wind farm is apparent, thus allowing a site to retain its environmental legacy.

The development of the Project will be a significant economic development within Queensland. The Project represents a significant investment in the construction of

infrastructure and its development, in conjunction with the coal and gas sectors, will result in increasingly resilient energy supplies through infrastructure diversification.

Furthermore, in conjunction with the mining regions of Central Queensland and Eastern Downs, the Project presents opportunities for its sustained economic contribution to the region, especially in relation to maximising the wind asset of the region. Wind as a resource is only viable in certain locations and the area where the Project is to be located has a high wind resource, particularly when compared to other central and southern Queensland areas.

## 4.2 Construction and Operations considerations

The chosen Engineering, Procurement and Construction (EPC) contractor will be ultimately responsible for the detailed construction methodology for the Project. The construction period is anticipated to be approximately two to two and a half years. Subject to Project approvals, construction is anticipated to commence mid-2017.

### 4.2.1 Pre-Construction Works

Prior to the commencement of construction, some pre-construction enabling works will be required, including:

- > Detailed site investigations for the purposes of micro-siting the turbines
- > Obtaining all necessary land access consents and reinstatement agreements for construction.

### 4.2.2 Construction and Operations

During Construction and Operations of the project, the following activities are expected to occur:

- > Site establishment (temporary site facilities, lay down areas, equipment and materials)
- > Earthworks for access roads and wind turbine hardstands
- > Excavation for the foundations
- > Construction of wind turbine foundations (bolt cage, reinforcement and concrete)
- > Installation of electrical and communications cabling and equipment (including overhead feeders from cable marshalling points to the substation)
- > Installation of wind turbine transformers, in parallel with electrical reticulation works
- > Installation of towers for the wind turbines, delivery of the wind turbine components to the Project Site
- > Erection of wind turbines, using high-level mobile cranes
- > Construction of the Project substation and Powerlink substation (progressed in parallel with the construction of the Project)
- > Commissioning of wind turbines, followed by reliability testing
- > Rehabilitation and restoration of the Project Site following commissioning.

## 4.3 Previous Public Consultation

Previous proponents, Windlab and Investec, undertook public consultation activities with various stakeholders in 2008. This consultation related directly to the process of identifying land in the vicinity of Coopers Gap as a potential Project Site and Study Area. The specific public consultation activities undertaken during this time are not available and therefore not included as part of this report.

AGL acquired the Project from the previous proponents in December 2008. Changes resulting from AGL becoming the proponent included a revised Study Area, Project description, Project team and approval strategy. These changes identified a need to re-introduce the Project to all stakeholders and undertake further consultation to meet the consultation requirements for the revised Project.

Since the time AGL acquired the Project, consultation with government agencies, landowners, businesses and interested parties has continued. This consultation directly related to the release of the 2011 Initial Assessment Report and included:

- › Participating in an Agency Reference Group (ARG) meeting in November 2010 and April 2011 to reintroduce the Project to agencies, outline anticipated Project timeframes, explain the approvals process and establish points of contact
- › Site visits to landowners during March 2011 to re-establish the Project, determine the level of Project understanding and re-engage with landowners to outline preferred methods of contact, and how they can input into the process
- › Community Information Day held in April 2011 to inform and gather feedback from the broader community
- › Distribution of newsletters, newspaper advertisements and exhibition of the 2011 Initial Assessment Report document online and in local libraries.

This initial consultation involved engaging a broad cross-section of stakeholders including key government agencies, landowners, businesses, and the local community to achieve the following objectives:

- › Generate awareness and understanding of the Project and associated impacts
- › Generate understanding of the approval process
- › Provide and promote opportunities and channels for interested parties to become informed and provide formal feedback
- › Ensure accuracy of reporting stakeholder issues and how these will be considered in subsequent stages of the Project.

Further details of consultation undertaken for the Project are provided in Appendix G in Volume 3 of the EIS. The Project's public consultation approach and associated communication activities will continue during the Project's EIS assessment, pre-construction, Construction and Operational phases.

### 4.3.1 Community Consultative Committee

AGL established the Coppers Gap Community Consultative Committee (CCC) in May 2012. This was in response to the varying levels of feedback received in the initial public consultation phase of the Project.

The purpose of the CCC is to build trust within the local community and to address key issues as they are raised. The CCC is guided by a Terms of Reference that has been set by the committee. The CCC is voluntary and includes representatives from AGL, various agency groups, key stakeholders and community members who meet on a regular basis to discuss the Project and address community issues and concerns.

The CCC also provides an opportunity for the group to work directly with AGL and provide input into and ownership of the Project.

Table 1 provides a list of CCC meetings held to date. CCC meetings are planned to continue prior to and after the submission of this EIS.

Table 1 CCC meetings

Meeting number	Date	Venue and time
1	24 May 2012	Cooranga North Community Hall, 2pm – 4pm
2	14 June 2012	Cooranga North Community Hall, 10am – 12pm
3	19 July 2012	Cooranga North Community Hall, 2pm – 4pm
4	16 August 2012	Cooranga North Community Hall, 1pm – 4pm
5	20 September 2012	Cooranga North Community Hall, 1pm – 4pm
6	18 October 2012	Western Downs Regional Council, Dalby, 1pm – 4pm
7	15 November 2012	Cooranga North Community Hall, 3.30pm – 6.30pm
8	17 January 2013	Kingaroy Town Community Common Hall, 1pm – 4pm
9	21 February 2013	Bell Bunya Community Centre, 1pm – 4pm
10	21 March 2013	Jandowae Library, 1pm – 4pm
11	20 June 2013	Cooranga North Community Hall, 1pm – 4pm
12	19 September 2013	Kumbia Memorial Hall, 1pm – 4pm
13	20 February 2014	Bell Bunya Community Centre, 1pm – 4pm
14	15 May 2014	Western Downs Regional Council 1pm – 4pm
15	20 November 2014	Cooranga North Community Hall, 1pm – 4pm
16	3 December 2015	Cooranga North Community Hall, 1pm – 4pm
17	17 March 2016	Cooranga North War Memorial Hall, 1pm – 2.30pm
18	30 June 2016	Bell Bunya Community Hall, 1pm – 3pm
19	25 August 2016	Cooranga North Memorial Hall, 1pm – 3pm

#### 4.4 Guided tour to an Operational Wind Farm

Between 1 and 4 August 2016, AGL escorted 35 interested community members and Councillors from the South Burnett Regional Council to visit two operational wind farms in Victoria. The guided tour took place at the MacArthur Wind Farm and the Oaklands Hill Wind Farms and provided the opportunity for the community to have a first hand experience of an operational wind farm. Community members were also provided the opportunity to meet with landowners who host turbines, and neighbouring landowners, both supportive and not supportive, in order to hear a range of viewpoints. Overall, the community members found the visit to be very informative with some of the concerned community members becoming more relaxed after being exposed to an operational wind farm.

#### 4.5 Local Business Presentation

On the 16th August 2016, the South Burnett Regional Council organised a meeting in conjunction with AGL and the Toowoomba Surat Basin Enterprise. The purpose of the meeting was to ensure the local businesses were aware of the upcoming tendering requirements and what was required in order to be considered for employment opportunities. AGL intends to hold regular briefing sessions over the coming months to provide Project updates regarding tendering requirements in conjunction with South Burnett Regional Council and the Western Downs Regional Council.

## 4.6 Community Information “drop-in” sessions

AGL held two community information “drop in” sessions on the 13 October 2016 and 15 October 2016. The sessions were advertised in the local newspapers and allowed members of the community to speak to members of the project team, learn about the Project and ask questions.

# 5. Approach

The approach detailed in this Plan has been informed by previous plans, reporting and performance data, stakeholder feedback and consultation to date, the Project, and likely approval condition requirements. The Plan will be implemented throughout the life of the Project.

## 5.1 Goals and Objectives

This Plan has been prepared to support the pre-construction, Construction and Operational phases of the Project, which forms part of AGL’s commitment to build a sustainable energy future for all Australians.

The primary goal of this Plan is to manage and implement communications and engagement to proactively disseminate Project information, consult with stakeholders at key stages, identify and respond to issues and concerns, and continuously evaluate the effectiveness of the engagement approach to increase its effectiveness over the pre-construction, construction and operational phases.

The objectives of this plan are to:

- › Identify the Project’s stakeholders, their issues and concerns, influence, and participation levels
- › Provide an overview of the communication tools and techniques to be implemented through pre-construction, construction and operational phases of the Project that will be used to engage and communicate with stakeholders
- › Document how issues will be managed and risks mitigated in accordance with conditions of approval
- › Outline the plan for regular evaluation, reporting and continuous improvement of consultation and engagement with Project stakeholders
- › Document complaints and provide enquiries management procedures that the Project team will follow to manage interactions with stakeholders.

# 6. Stakeholders

## 6.1 Analysis

A range of key stakeholders were identified as having an interest and influence over the Project during the planning, approval, design, construction and operation of the Project. AGL acknowledges that involving the local community in the Project and keeping the local community informed about activities are important parts of any pre-construction program. Even those who are not directly affected by pre-construction may have an interest.

### 6.1.1 Understanding the Local Community

The Project covers areas of the South Burnett and Western Downs local government areas (LGA). The Kingaroy and Wambo Statistical Local Areas (SLAs) are taken to be representative of the relevant area of study for the Project’s socio-economic assessment.

At the 2011 Census, the combined municipalities had median age brackets characterised by a relatively high proportion of people aged 0-14 and 50+, with a relatively low proportion of people aged 15-49.

Kingaroy is within the South Burnett Regional Council LGA. The former Shire of Kingaroy, to which the Kingaroy Planning Scheme still applies, including the townships of Kingaroy, Kumbia and Wooroolin. Peanut and navy bean industries are well-established in the area, in addition to a growing wine industry. Kingaroy is the primary service centre of the former shire, and the area includes a commercial aerodrome, hospital, aged care facilities, a number of shopping areas, government services and a public swimming pool. The strategic direction within the Kingaroy Shire Planning Scheme encourages growth and development without compromising the current quality of life and rural character of the area.

The Wambo district is within the Western Downs Regional Council LGA. The former Shire of Wambo, to which the Wambo Shire Planning Scheme still applies, contained the townships of Jandowae, Bell, Kaimkillenbun, Warra, Jimbour, Macalister and Mowbullin. Agricultural uses predominantly include cattle grazing, cotton and grain growing. The strategic direction contained within the Planning Scheme for Wambo Shire states that the desired direction of the Shire is to protect and enhance the unique natural features and ecological systems, enhance the economy through sustainable use of natural resources and that development in the area contributes to community wellbeing and the preservation of a high quality lifestyle.

### 6.1.2 The Broader Community

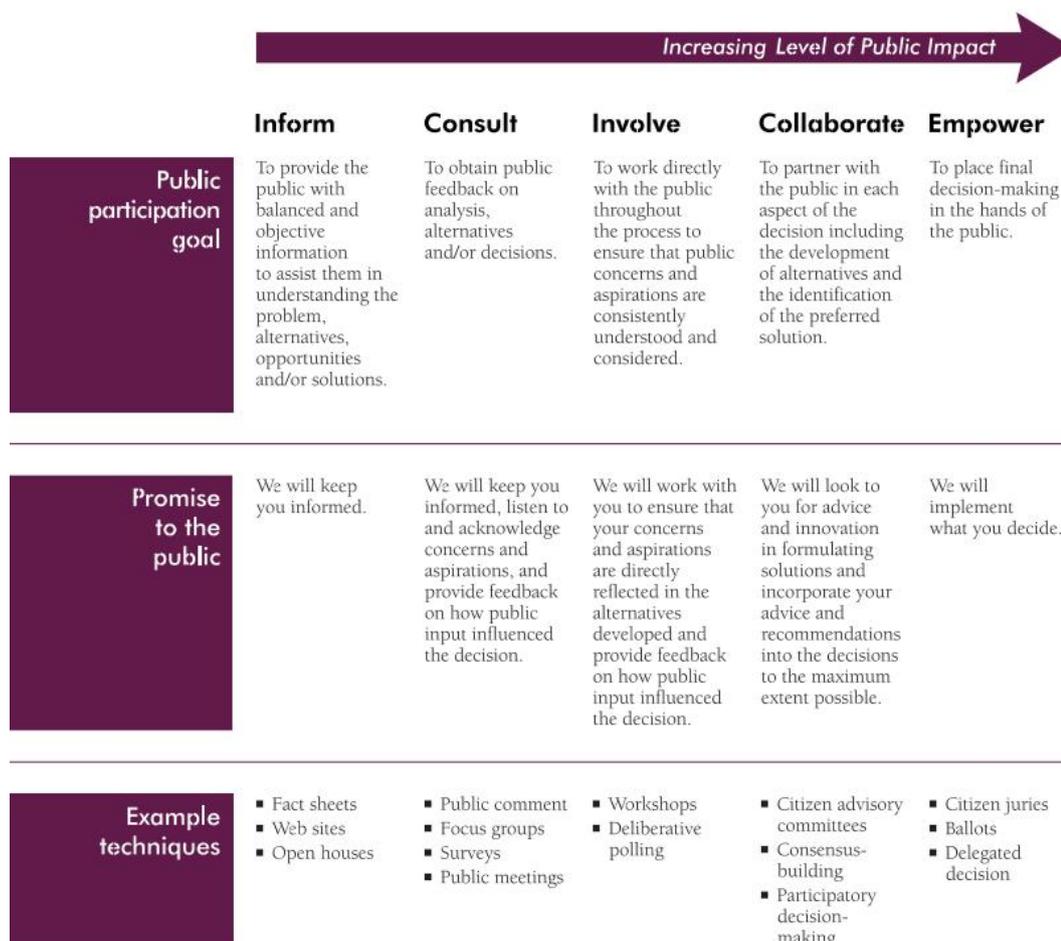
AGL understands that interest in the Project also extends to the broader community. AGL will engage people and individuals outside the directly affected project area as appropriate.

## 6.2 Compliance and best practice

AGL's work on the ground is guided by best practice and regulatory compliance in stakeholder and community engagement. To ensure best practice, the engagement approach is guided by the International Association for Public Participation's (IAP2) Public Participation Spectrum.

Stakeholders will have a varying influence on issues such as easements, access, construction activities and operation of the Project. There is a need for negotiation at the individual and small group level on these issues as they arise and there is a need to change or modify activities to ease resident and recreational concerns.

It is important to recognise that not all issues can be negotiated to the satisfaction of all stakeholders and this will be managed as part of the stakeholder engagement process. The IAP2 spectrum identifies the level of participation that defines the stakeholder's role, and therefore the communications and engagement function, in any community engagement program. The spectrum shows that differing levels of information and participation are legitimate depending on the interests, influence and concerns that stakeholders hold in the process. To ensure consultation is as effective as possible, tools should be tailored to the level of influence or interest in the Project and Project outcomes.



© 2007 International Association for Public Participation

Figure 1: International Association of Public Participation (IAP2) Public Participation Spectrum

### 6.2.1 Who is a Stakeholder?

For the purpose of this Project, a stakeholder is defined as anyone who (currently, or in the future):

- > Has an influence on the Project (including its process and outcomes)
- > Has an interest in the Project
- > Is directly impacted by the Project.

## 6.3 Key Stakeholders

### 6.3.1 Categorisation of Stakeholders

Not all stakeholder groups are homogenous and within each stakeholder group there will be varying levels of impact and interest. Preconstruction activities will also impact different stakeholders uniquely.

AGL's stakeholder analysis has taken into account the level that individual stakeholders may be impacted by the proposed activities. This measure is detailed in Table 2.

Table 2: Categorisation of stakeholder impacts

Level of impact	Engagement approach	Description
<b>High</b>	Actively manage	Significant, repetitive, regular or frequent aspects of the project that will affect people's lives and lifestyles, such as excessive noise and dust. This may include landholders and neighbours.
<b>Medium</b>	Keep informed	Occasional, or regular but infrequent aspects of the project that may be partial or avoidable/manageable.
<b>Low</b>	Monitor	Infrequent and very occasional impacts of the project that will not affect the community's wellbeing.

Stakeholders and their level of interest may change as the Project progresses, depending on the impacts associated with each stage of design, construction or delivery. Table 3 below provides a list of specific stakeholders and their level of interest and impact at pre-construction.

Table 3: Analysis of stakeholders

Stakeholder Group	Name	Level of impact	Level of interest
<b>Local community</b>	Participating landholders	High	High
	Neighbours of participating landholders	Medium	High
	Local residents	Low	Medium
	New residents (moving to the area)	Low	Low
	Visitors	Low	Low
<b>Broader community</b>	Road users	Medium	Medium
	Broader residents	Low	Low
<b>Interest Groups</b>	Coopers Gap Wind Power Supporters Group	Medium	High
	Advance Western Downs	Medium	Medium
	Jandowae Business and Community Group	Medium	Medium
	Dalby Chamber of Commerce and Industry	Low	Low
	Chinchilla Community, Commerce and Industry	Low	Low
	Miles and District Chamber of Commerce	Low	Low
	Kingaroy Chamber of Commerce	Low	Low
	Kingaroy and District Native Plants Queensland	Low	Low
Condamine Alliance	Low	Low	
<b>Business and industry</b>	Local business	Low	High
	Local industry	Low	High
<b>Local government</b>	Western Downs Regional Council	High	High
	Southern Burnett Regional Council	High	High
<b>State government</b>	Department of State Development	High	High
	Department of Environment and Health	High	High
	Department of Local Government and Planning	High	High

## 6.4 Key Issues

AGL is aware that members of the community are concerned about potential risks of the Project. AGL understands the community and stakeholders will also be interested in measures and procedures for consultation with landowners relating to existing land use including agriculture activities, procedures for consultation with affected stakeholders, and procedures to inform the community of planned activities. This Plan sets out steps that will be taken by AGL to address these concerns and to keep the community and stakeholders informed of activity associated with the Project during the pre-construction

stage. Detailed Community Consultation and Engagement Plans will be developed for the construction and operational phases of the Project.

Issues in Table 4 have been identified through consultation with landowners, community members and key stakeholders since early 2008. Risk workshops, community forums, public exhibition of the EIS and subsequent submissions have identified key risk areas for stakeholder management and organisational reputation.

Table 4: Identified stakeholder issues and risks

Stakeholder Group	Area of interest	Level of influence
Local community	Social impacts, including: <ul style="list-style-type: none"> <li>- Noise and infrasound</li> <li>- Vibration</li> <li>- Shadow-flicker</li> <li>- Visual amenity</li> <li>- Health impacts.</li> </ul> Environment issues, including: <ul style="list-style-type: none"> <li>- Adherence to standards</li> <li>- Flora and fauna management.</li> </ul> Economic issues, including: <ul style="list-style-type: none"> <li>- Property values</li> <li>- Employment</li> <li>- Agriculture and farming</li> <li>- Improved infrastructure</li> </ul> Engagement and trust, including: <ul style="list-style-type: none"> <li>- Regularity and transparency of information</li> <li>- Commitment to timeframes</li> </ul> General issues, including: <ul style="list-style-type: none"> <li>- Road access and detours</li> <li>- EMI and telecommunications.</li> </ul>	High
Broader community	Environment issues, including: <ul style="list-style-type: none"> <li>- Adherence to standards</li> <li>- Flora and fauna management.</li> </ul> Economic issues, including: <ul style="list-style-type: none"> <li>- Property values</li> <li>- Employment</li> <li>- Agriculture and farming</li> <li>- Improved infrastructure</li> </ul> General issues, including: <ul style="list-style-type: none"> <li>- Road access and detours.</li> </ul>	Medium
Business and industry	Economic issues, including: <ul style="list-style-type: none"> <li>- Employment</li> <li>- Agriculture and farming</li> <li>- Improved infrastructure</li> </ul> General issues, including: <ul style="list-style-type: none"> <li>- Road access and detours.</li> </ul>	Medium
Government (local and State)	Environment issues, including: <ul style="list-style-type: none"> <li>- Adherence to standards</li> <li>- Flora and fauna management.</li> </ul> Economic issues, including: <ul style="list-style-type: none"> <li>- Employment</li> <li>- Improved infrastructure</li> </ul> General issues, including: <ul style="list-style-type: none"> <li>- Road access and detours.</li> </ul>	High

# 7. Communication and Engagement Activities

## 7.1 How we will engage

AGL is committed to providing information that is objective, balanced and communicated in easy to understand language, free of technical jargon.

### 7.1.1 Two way communication

AGL actively seeks opportunities to engage with the community and seek their feedback. Feedback will be captured throughout the life of the project and recorded in the Project database. Set out below is how AGL communicates with the community to let them know how their feedback has influenced or informed the project.

## 7.2 Communication activities

Communication and community engagement about the project, including pre-construction activities, has been and will be ongoing. Key communication activities will be identified to ensure that the community and stakeholders are consulted and informed about relevant proposed activities to reduce as far as possible:

- > Any intrusion and disruption to existing land use (including agricultural activities)
- > Minimise the risk of conflict
- > Impacts on existing infrastructure and future development potential
- > Cumulative impacts from development.

Outlined in Table 5 below are essential communication and engagement tools that will support the implementation of this Plan.

AGL uses a number of methods to publish communication materials, including publishing all physical documents (newsletters, fact sheets) on the Project website. These are the relevant communication activities for the pre-construction phase of the Project.

Table 5: Communication and engagement tools

Tool	Description
Website	As the largest wind farm in Queensland, a dedicated website for the Project, with information about AGL's commitment to sustainable energy has been established and will be maintained during the pre-construction phase and during constructions and operational phases. The website will host electronic copies of all Project collateral, including newsletters, fact sheets, construction notices and information about upcoming consultation activities, as well as the Project contact mechanisms and complaints resolution process.
Newsletters	Updated information will be provided through a bi-monthly or as required community newsletter, updating interested landowners, community members and key stakeholders on the latest developments of the Project. It will be distributed in both hard and electronic copy using the consultation database.
Fact Sheets/FAQ's	A series of fact sheets and frequently asked questions (FAQs) will be developed to inform stakeholders about various elements of the Project, including design, construction or operational elements, issues such as noise or amenity, and to coincide with Project milestones.
Construction Notices and Advertisements	Letters to residents along with advertisements detailing scheduled major construction activities, which may include potential noise or traffic impacts, as well as Project progress and milestone updates will be placed in local newspapers and, if there are significant impacts, on radio. Early and regular notifications will enable stakeholders to respond or plan appropriately. Announcement of Project progress and milestones will convey updates about the Project to key stakeholders and the local community.
Notification Letters	AGL will appropriately inform stakeholders of any pre-construction activities that

	are relevant or specific to their property to provide detailed information about the work, including Project contact details.
Information Sessions	Information sessions will be undertaken on an as-needs basis, particularly during the Construction phase. Information sessions provide opportunities for the local community to directly discuss the Project and impacts with the Project team, and an opportunity to collect feedback and early identification of community issues and concerns.
Static Displays	Static displays are used to disseminate information and may take the form of, but are not limited to: <ul style="list-style-type: none"> <li>&gt; Posters and other information displayed at key locations in the area (i.e. libraries, shopping centres, cultural and community centres, Council chambers);</li> <li>&gt; Copies of fact sheets and newsletters are regularly made available at these displays. In addition, display material may be adapted to posters and mounted on community noticeboards.</li> </ul>

## 7.3 Engagement Activities

### 7.3.1 Landholder Liaison

AGL recognises that establishing and maintaining good relationships with landholders, based on mutual trust and respect, is critical to the success of Projects. In recognition of this, in 2014, AGL signed the Agreed Principles of Land Access, which states that:

- > Any Landholder must be allowed to freely express their views of operations that should or should not take place on their land without criticism, pressure, harassment or intimidation. Landholders are at liberty to say “yes” or “no” to the conduct of operations on their land
- > AGL will respect the Landholder’s wishes and not enter onto a Landholder’s property to conduct operations where that Landholder has clearly expressed the view that operations on their property would be unwelcome
- > AGL will uphold a Landholder’s decision to allow access for operations and does not support attempts by third party groups to interfere with any agreed operations.

Consultation with potentially impacted landholders is already underway and will continue throughout the pre-construction, construction and operations phases of the Project.

Early engagement with landholders includes informal conversations before any formal arrangements are agreed. This allows landholders time to ask any questions they have, including discussing aspects of operations with AGL’s environmental and technical specialists. This enables AGL to take into account any specific constraints or considerations the landholder may have, and discuss potential locations of infrastructure taking into account those matters.

### 7.3.2 Agency Reference Groups

AGL has previously engaged closely with an Agency Reference Group, including the South Burnett Regional Council and Western Downs Regional Council.

These local Council’s provide a tangible link to the local community, businesses, and customers and will be consulted on a regular basis. Building a relationship with the local Councils surrounding the Project area is important. AGL will continue to develop existing relationships with the local Councils and exchange project specific information where appropriate.

## 7.4 Project Contact Mechanisms

During the pre-construction phase, the following Project contact mechanisms will be established:

- > Free call 1800 number
- > Project email address
- > A reply paid PO Box Service.

Information collected through these contact points will be recorded in a consultation database and inform regular reporting.

## 7.5 Complaints and enquiries resolution

A complaints management system consistent with ISO 10002 (formerly AS 4269 Complaints Handling) will be developed and implemented prior to the commencement of construction activities. The system will be maintained for the duration of construction activities.

Details of how to make a complaint or enquiry will be included in all communications materials such as community updates, advertisements and the Project website. A 24-hour complaints telephone service will also be operational prior to construction and continuing until completion of construction.

An overview of the proposed complaints and enquiries management process is detailed in Figure .

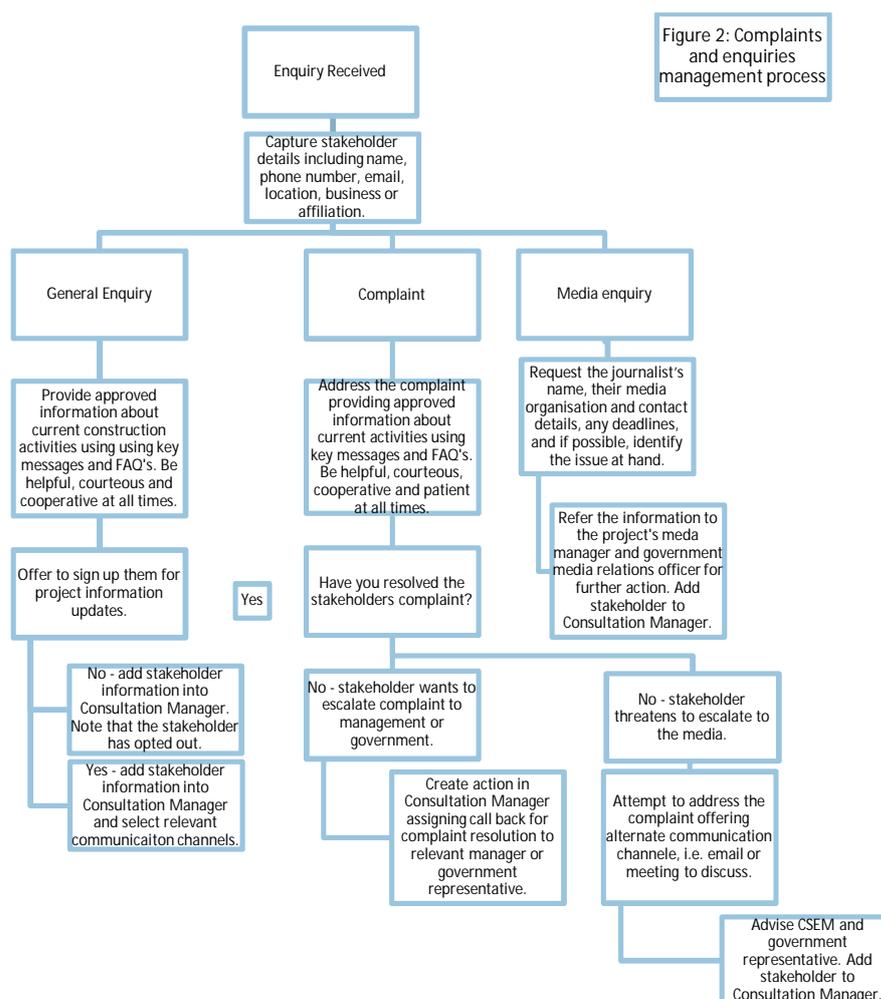


Figure 2: Complaints and enquiries management process

### 7.5.1 Timeframes

All enquiries / complaints relating to the pre-construction activities will be responded to the next business day of being received and details logged into a stakeholder engagement database. If the enquiry or complaint is not about current activities the aim will be to respond or resolve the matter within 72 hours.

Email and letter enquiries shall be responded within five days of receipt of the correspondence. In addition to the approach outlined above, newsletters advertisements in local newspapers and other documents will provide a simple explanation of how the community can provide feedback and/or make a complaint.

AGL will provide a number of Project contact mechanisms (Section 7.4) so that providing feedback on the Project is easy and accessible.

### 7.5.2 Unresolved complains and disputes

In the event that complaints are not resolved through the enquiry and complaints management process described above the following steps have been designed to progress dispute resolution. These steps are in accordance with the principles of the Australian Commercial Dispute Centre's Mediation Guidelines (the Mediation Guidelines).

#### 1. Written notice of dispute

The complainant must write to the other party to give notice of the dispute and specify that they are using this dispute resolution procedure. The following details need to be included in the letter:

- > nature of dispute
- > outcome the complainant is seeking
- > what action the complainant believes will settle the dispute.

#### 2. Direct negotiation between parties

The parties should attempt to resolve the dispute between themselves by meeting together. If the issues for discussion are of a technical nature, both parties may wish to invite technical experts.

#### 3. Request for a mediator

If the dispute cannot be resolved within two weeks after notice of the dispute has been given, either party may ask AGL to appoint a mediator.

#### 4. Appointment of a mediator

If the parties to the dispute make a request, an independent Australian accredited mediator must be appointed within 14 days of the request.

#### 5. Set mediation details

The mediator must decide:

- > how the mediation is to be undertaken (for example by video conference, telephone or meeting)
- > the time and place for mediation (usually at neutral premises)
- > the day that the mediation commences.

#### 6. Mediation

When mediation is requested by either party, it becomes mandatory for both to attend the mediation and to try to resolve the dispute. Refusal to attend the mediation and/ or make a genuine attempt to resolve the dispute constitutes a breach of the Mediation Guidelines.

The mediation process should be conducted in accordance with the Mediation Guidelines. The Guidelines can be found at this link: <https://www.acdcltd.com.au/adrc-clausesguidelines/guidelines>

## 7. Agreement is reached or mediation is terminated

When an outcome is agreed to between the parties, the mediator will assist them in writing it down. The written record will normally be a binding contract. The mediator may terminate the mediation at any time if the mediator is satisfied that a resolution is not likely to occur. More information can be found at the Australian Commercial Dispute Resolution Centre

### 7.6 Media

Media enquiries will be managed by AGL's CSEM. No Project members will be able to comment to the media on any issue related to the Project or AGL without prior approval.

Media opportunities will be identified and planned in a proactive manner during the pre-construction, Construction and Operational phases of the Project.

### 7.7 Ministerial enquiries

Ministerial enquiries will be managed by AGL's CSEM

## 8. Construction and Operations Approach

This Plan also provides an overarching communications and engagement approach for the construction and operational phases of the Project. Specific Community Engagement Plan's (CEP) will be developed and appended to this overarching Plan during the construction and operational phases to assist in achieving the specific objectives and activities detailed below.

### 8.1 Construction Phase

#### 8.1.1 Objectives

AGL will continue to engage actively with the community and key stakeholders throughout the construction phase of the Project.

During construction, the broad objectives of engagement will be to:

- › Maintain community and stakeholder support of the Project to facilitate construction activities
- › Fulfil any statutory requirements, including conditions of approval, relevant to stakeholders
- › Ensure all stakeholders are identified and engaged with in an appropriate, timely and consistent manner, and their needs and interests recognised
- › Understand issues and concerns relating to construction and resolve them in an appropriate manner
- › Avoid construction delays by providing stakeholders with information about any construction timeframes and/or environmental impacts, and create awareness of mitigation measures that will be in place to minimise these impact
- › Manage risks and issues so that they do not escalate.

#### 8.1.2 Activities

A range of communications and management strategies will be implemented for specific issues related to the construction of the Project. Indicative communications and engagement strategies are identified below for the following specific construction issues:

- › Traffic management (including property access and easements)
- › Construction activities including out-of-hours' work
- › Noise and vibration management.

#### Land access negotiation

- > Affected land holders will be engaged with in accordance with AGL's Agreed Principles of Land Access.

#### Traffic management

- > Identify potential road user delays during the pre-construction and construction phases
- > Provide advance notification for potential road user delays across a variety of channels
- > Avoid conflicts with the existing road network and maximise spatial separation between work areas and travel lanes
- > Provide a mechanism for the community to report incidents and delays.

#### Construction activities including out-of-hours work

- > Regular meetings with key stakeholders affected through private property access
- > Regular consultation with transport authorities minimise impacts associated with potential road closures
- > Provide advance notification for any planned out-of-hours work. The Project will likely be required to provide specific community notifications for out-of-hours work and procedures for recording and addressing complaints in these scenarios.

#### Noise and vibration mitigation and management

Construction noise will represent a short term impact and is anticipated to include a range of noise sources. To minimise the impacts of construction noise, the construction contractor will prepare a Construction Noise and Vibration Management Plan which outlines the proposed methodology and monitoring procedures to be put in place for the duration of the works. The Construction Noise and Vibration Management Plan will incorporate the following as a minimum:

- > Community Noise Consultation
- > Site Management
- > Equipment management
- > Noise Monitoring.

Operational noise would be limited to operational wind turbine noise and infrastructure noise. Once the wind farm is operational, compliance noise measurements will be undertaken at a number of sensitive receptors adjacent to the Project Site to demonstrate that compliance with the relevant criteria has been achieved.

A Compliance Management Plan will be developed to incorporate a compliance measurement methodology. Compliance noise measurements will be conducted and processed following the principles for conducting background measurements outlined in the Queensland Wind Farm State Code and supporting Planning Guideline.

#### Reinstatement and rehabilitation

Specific consultation is required where landowners are affected by construction activities. The stakeholder must:

- > Have input into the reinstatement and rehabilitation process affecting their property
- > Be aware of, and have provided permission for, construction activities occurring on their property before they occur
- > Have an avenue for communication with the Project team.

## 8.2 Operations Phase

### 8.2.1 Objectives

AGL will continue to engage actively with the community and key stakeholders throughout the Operational phase of the Project.

During operations, the broad objectives of engagement will be to:

- › Maintain community and stakeholder support of the Project to facilitate operations
- › Fulfil any statutory requirements, including conditions of approval, relevant to stakeholders
- › Ensure all stakeholders are identified and engaged with in an appropriate, timely and consistent manner, and their needs and interests recognised
- › Provide stakeholders with information about any operational impacts that will affect them and create awareness of mitigation measures that will be in place
- › Manage risks and issues so that they do not escalate.

### 8.2.2 Operational Noise

Operational noise will be limited to operational wind turbine noise and infrastructure noise. Once the wind farm is operational, compliance noise measurements will be undertaken at a number of sensitive receptors adjacent to the Project Site to demonstrate that compliance with the relevant criteria has been achieved.

A Compliance Management Plan will be developed to incorporate a compliance measurement methodology. Compliance noise measurements will be conducted and processed following the principles for conducting background measurements outlined in the Queensland Wind Farm State Code and supporting Planning Guideline.

### 8.2.3 Other Activities

As the Project moves to the operational phase, the core communication and complaints management responsibility will shift to AGL. AGL is customer service focused, with well-developed systems and procedures to manage emergency and general customer queries.

### 8.2.4 Complaints Management

AGL has a comprehensive Complaints Management Procedure which describes how customer and stakeholder complaints are responded to and resolved in a timely and responsive manner. It provides the steps to be followed when a complaint is made, and the protocols or code of behaviour that should be followed when managing stakeholder complaints. AGL Anytime™ means that stakeholders can speak to someone 24 hours a day, 7 days a week.

## 9. Results and Evaluation

The performance and effectiveness of the community consultation and involvement activities undertaken during the pre-construction, construction and operational phases of the Project will be monitored regularly for effectiveness.

### 9.1 Maintaining Consultation Records

A record of all community engagement activities will be maintained in the stakeholder engagement database. AGL staff and contractors will update the database, recording all contact with stakeholders, including enquiries, complaints and meetings. All actions will be documented.

### 9.2 Key Performance Indicators

The assessment of Key Performance Indicators (KPI's), detailed in Table 6, will assist in the evaluation of the success of this Plan.

Table 6: Key Performance Indicators

KPI	Method	Result
<p><b>Complaint Management</b> Through effective and efficient response to complaints, community and stakeholder satisfaction will be maximised.</p>	<p>Based on consultation database records, complaints resolution will be scored on a scale of 1-10 based on the following:</p> <ul style="list-style-type: none"> <li>· Initial response times to complaints (all complaints responded to within 4 hours (construction hours) and 8 hours (out of construction hours))</li> <li>· All complaints resolved / closed out to the satisfaction of the stakeholder within 5 working days</li> <li>· No repeat complaints (same stakeholder, same issue only)</li> <li>· Follow up phone call to a sample of stakeholders bi-annually – checking that they were satisfied with the manner in which the complaint was dealt with.</li> </ul>	<p>Timely, accurate, effective response to community complaints will avoid repeat complaints, reduce or eliminate escalation and maximise community satisfaction with the program.</p>
<p><b>Community Engagement</b> The Project positively engages the community and stakeholders through outstanding relationship management to assist in achieving Project objectives.</p>	<p>A CCC has been established consisting of key stakeholders. The CCC will be surveyed quarterly via a quantitative survey. Survey scores are from 1 – 10 and are averaged and reported progressively.</p>	<p>Average score of 75 /100 to deliver outstanding community engagement and stakeholder management results.</p>

## 9.3 Continuous Improvement

In order to achieve best practice, this Plan will be reviewed through a range of methods designed to achieve continuous improvement.

### 9.3.1 Reporting

There are a number of ways the Project team will formally and informally report on the Plan. These include:

- › A monthly report including stakeholder engagement statistics, issues and complaints
- › A bi-annual Plan review, which will assess:
  - » The performance of the strategy against KPI's and objectives
  - » The effectiveness of key messages;
  - » The status of existing and emerging issues;
  - » The nature and level of media coverage
  - » The level of stakeholder complaints
  - » The nature and level of stakeholder contacts (e.g. phone calls, face to face meetings, letters, emails, website usage, email registrations, information session attendances).
- › A continuous improvement report at the conclusion of each Project phase, identifying opportunities for improvement prior to the commencement of the next Project phase
- › Attendance at and verbal reporting at meetings regarding issues, contacts and complaints
- › Verbal reporting, on an as needed basis, for urgent issues or stakeholder contacts.

### 9.3.2 Evaluation

The strategy and implementation approach set out in this Plan will be reviewed bi-annually and at the conclusion of each Project phase, prior to the commencement of the next Project phase. Additionally, AGL will complete quarterly assessments of the implementation of this strategy against the identified KPI's and objectives. The results of these assessments and the outcomes of regular reporting functions will be used to review and refine the plan.

## 10. Conclusion

The objectives of the consultation process during the pre-construction, construction and operational phases have been outlined in this Plan. This Plan will provide the basis for the development of detailed CEPs in future stages of the Project. The CEPs will provide further information regarding communications and engagement including how the community and stakeholders will be able to participate in certain outcomes for the Project and how to proactively engage with the community.