



WILLATOOK WIND FARM EES CONSULTATION PLAN



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ABBREVIATIONS

CASA	Civil Aviation Safety Authority
CEC	Clean Energy Council
CFA	Country Fire Authority
CP	Consultation Plan
CRM	Customer Relationship Management
EES	Environment Effects Statement
EPA	Environment Protection Authority
DELWP	Department of Environment, Land, Water and Planning
LGA	Local Government Area
MW	Megawatt
RAP	Registered Aboriginal Party
WWF	Willatook Wind Farm
WP	Wind Prospect
WTG	Wind Turbine Generator
ZVI	Zone of Visual Influence

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1. Introduction and Objectives

1.1. Introduction

Wind Prospect Pty Ltd (WP) is the owner of Willatook Wind Farm Pty Ltd. Willatook Wind Farm Pty Ltd is the proponent, and Wind Prospect Pty Ltd will be managing the Environment Effects Statement (EES) on the proponent's behalf. Wind Prospect has been developing renewable energy projects in Australia since 2000 and has achieved planning approval for 20 wind farms and two solar farms totalling more than 3,000 MW of electricity generating capacity. Wind Prospect subscribes to the Clean Energy Council's (CEC) Best Practice Charter for Renewable Energy Developments, which is provided in **Appendix A**.

The proponent is proposing a wind farm located on a site 3.3 kilometres to the north east of Orford, 7.5 kilometres to the west of Hawkesdale and about 32 kilometres to the north west of Warrnambool. The proposed Willatook Wind Farm (WWF) (the Project) comprises a maximum of 86 wind turbines and associated permanent and temporary infrastructure, including site tracks and hardstand areas; up to seven access points from public roads; concrete batching plants; permanent anemometry masts; underground cabling; a construction compound; a substation; a battery storage facility; a temporary on-site quarry; and, up to 5 kilometres of overhead transmission line. Each wind turbine has a maximum proposed tip height (the highest point of the blade when the blade is vertical) of 250 metres.

An EES Referral was submitted to the Minister for Planning on 27 September 2018 and accepted for publication on 5 October 2018. The Minister for Planning determined on 27 December 2018 that an EES is required for the proposed wind farm.

As part of the preparation of an EES, the proponent has responsibility for informing and consulting with the public and other stakeholders. To support this, the proponent is required to prepare and implement a Consultation Plan (CP) (this document). The CP is not intended to follow a highly prescriptive approach, and will typically evolve, therefore, it should be able to be modified throughout the EES process to respond to changing stakeholder needs.

1.2. Objectives

The EES CP sets out the measures that the proponent will undertake to inform the public and obtain input from stakeholders in preparing the EES. It provides a framework for action and accountability and documents how the proponent will:

- Inform the public about the Project and program of EES studies;
- Seek targeted input from stakeholders to identify issues of potential concern; obtain local knowledge on existing conditions; understand perceptions of potential effects; and, gain feedback on measures that might provide reasonable responses to stakeholder concerns;
- Respond to stakeholder input.

Consultation should be conducted in a climate that allows for informed, fact-based discussion, understanding and cooperation so that solutions can be sought for issues raised. Key guiding principles are that the consultation should be:

- Constructive – all parties involved should do so in a positive manner, allowing all parties to listen and contribute;
- Inclusive – the proponent should seek to understand the full range of local opinion;
- Fair and evidence based;
- Unconditional – engagement does not mean support for the Project and does not mean that a planning permit is more likely.

1.3. Acknowledgement to Country

Wind Prospect acknowledges the traditional custodians of the land that the Project is located on, being the Eastern Maar People and Gunditjmarra People and wishes to pay respect to Elders, both past and present. We acknowledge the ongoing connection between the Traditional Owners with the land and waters.

1.4 Engagement and consultation policy

Wind Prospect commits to respectful and ongoing engagement with our project communities and key stakeholders. We believe in the values of trust and good faith and commit to ensuring respectful and timely engagement across a range of mediums and throughout the six stages of the wind farm lifecycle (feasibility; planning; pre-construction; construction; operation; decommissioning). We will create open and honest relationships with our project communities and key stakeholders, facilitating open-minded engagement that reflects our values and provides communities with the opportunity to provide feedback on projects. We believe in proactive engagement that creates a framework for discussion and engagement that will be the foundation for a positive long-term relationship with our project communities.

1.5 The Project

Wind Prospect

Wind Prospect Pty Ltd is the owner of Willatook Wind Farm Pty Ltd (the Proponent). Wind Prospect has been developing renewable energy projects in Australia since 2000 and has achieved planning approval for 20 wind farms and two solar farms totalling over 3,000 MW of electricity generating capacity. Wind Prospect will be managing the Environment Effects Statement (EES) on behalf of the Proponent.

The Project

The proponent is proposing a wind farm located on a site 3.3 kilometres to the north east of Orford, 7.5 kilometres to the west of Hawkesdale and about 32 kilometres to the north west of Warrnambool. The proposed Willatook Wind Farm (the Project) comprises a maximum of 86 wind turbines and associated permanent and temporary infrastructure, including site tracks and hardstand areas; up to seven access points from public roads; concrete batching plants; permanent anemometry masts; underground cabling; a construction compound; a substation; a battery storage facility; a temporary on-site quarry; and, up to 5 kilometres of overhead transmission line. Each wind turbine has a maximum proposed tip height (the highest point of the blade when the blade is vertical) of 250 metres.

The EES

The Minister for Planning's decision on the proposed Willatook Wind Farm EES Referral (number 2018-R06) is provided in **Appendix B**. Scoping Requirements (the set of matters to be investigated and documented in the EES) will be published on the Department of Environment, Land, Water and Planning's (DELWP) website.

In accordance with the Ministerial guidelines for assessment of environmental effects under the *Environment Effects Act 1978* (DSE 2006), the assessment framework for the Project will involve a systematic, integrated and risk-based approach to identifying and evaluating the environmental effects.

For the purpose of assessing environmental effects under the EE Act, the Ministerial Guidelines specify that the potential effects on the following matters should be assessed: physical systems, ecological systems, human communities, land use and economic effects. As such, reference to 'environmental effects' in the EES will encompass each of these aspects.

The assessment framework consists of the following key elements:

- Defining scope and evaluation criteria, including consideration of:
 - Project design and objectives;
 - EES Scoping Requirements and draft evaluation objectives; and,
 - Relevant legislation, policy and guidelines.
- Impact assessments, including:
 - Specialist technical studies including (but not limited to) flora and fauna; landscape and visual; noise and vibration; aboriginal and historic heritage; surface water; groundwater; traffic and transport; geoscience; aviation; air quality; shadow flicker; and, electromagnetic interference;
 - Environmental risk assessments.
- Recommended environmental mitigation and management measures.

In addition to the above key elements, community and stakeholder engagement also comprises a key element of the EES assessment framework that will feed into each of the above elements. The Commonwealth matters under the EPBC Act



will also need to be considered and incorporated into the assessment framework, since the project has been determined to be a controlled action.

Statutory Requirements

The EES informs the approvals required for the Project and is an assessment process. It is not in itself an approval for the Project to proceed. The primary approvals required for the Project, or those approvals which relate to the overall land use or development or major components for the Project, include:

- Approval of the Project under the EPBC Act by the Commonwealth Minister for the Environment and Energy following consideration of the Victorian Minister for Planning's Assessment Report under the provisions of the Bilateral Agreement between the Commonwealth and Victorian Government;
- Planning permit for use and development of land for a Wind energy facility (wind farm), a Utility Installation (power infrastructure), a quarry and associated buildings and works (including removal of native vegetation), creation and alteration of access to/from a Road Zone 1 from the Minister for Planning under the Moyne Shire Planning Scheme and Planning and Environment Act 1987;
- A Cultural Heritage Management Plan (CHMP) from the Registered Aboriginal Party or Aboriginal Victoria under the Aboriginal Heritage Act 2006. Where an EES is required under the EE Act 1978, the project proponent must also prepare a CHMP for the area where the proposed works would be carried out; and,
- The proposed on-site quarry for wind farm construction rock requires a Work Plan approval and subsequent Work Authority under the Mineral Resources (Sustainable Development) Act 1990.

A range of secondary approvals and consents will also be required. These are approvals which relate to either a specific matter or specific area such as a works on waterways permit under the Water Act 1989.

In addition to the above, the EES will need to address relevant legislation, policies, guidelines and standards, and assess their specific requirements or implications for the project, particularly in relation to required approvals, including (but not limited to):

- Environment Protection Act 2018 (EP Act), including the principles of environment protection and relevant state environment protection policies (SEPPs);
- Mineral Resources (Sustainable Development) (Extractive Industries) Regulations (2010) and guidelines;
- Flora and Fauna Guarantee Act 1988 (FFG Act);
- Wildlife Act 1975;
- Heritage Act 2017;
- Water Act 1989;
- Catchment and Land Protection Act 1994 (CLP Act);
- Climate Change Act 2017; and,
- Road Management Act 2004 (RM Act).

2. Stakeholder Identification

2.1. Community Profile

The Project is within the Moyne Shire local government area in south-west Victoria. Moyne Shire covers an area of 5,482 km² and has a population of 16,495 (Census 2016). From the rolling green pastures that support the dairy industry to the stunning coastline beaten by waves for thousands of years, Moyne Shire is a diverse and exciting region.

Most of the growth within the shire is to the south in the coastal areas, with the entire population growing at about 0.5% per annum. It is projected by the State Government that by 2021 the population will increase by 0.54% annually. Most of the population is dispersed in rural areas across the Shire.

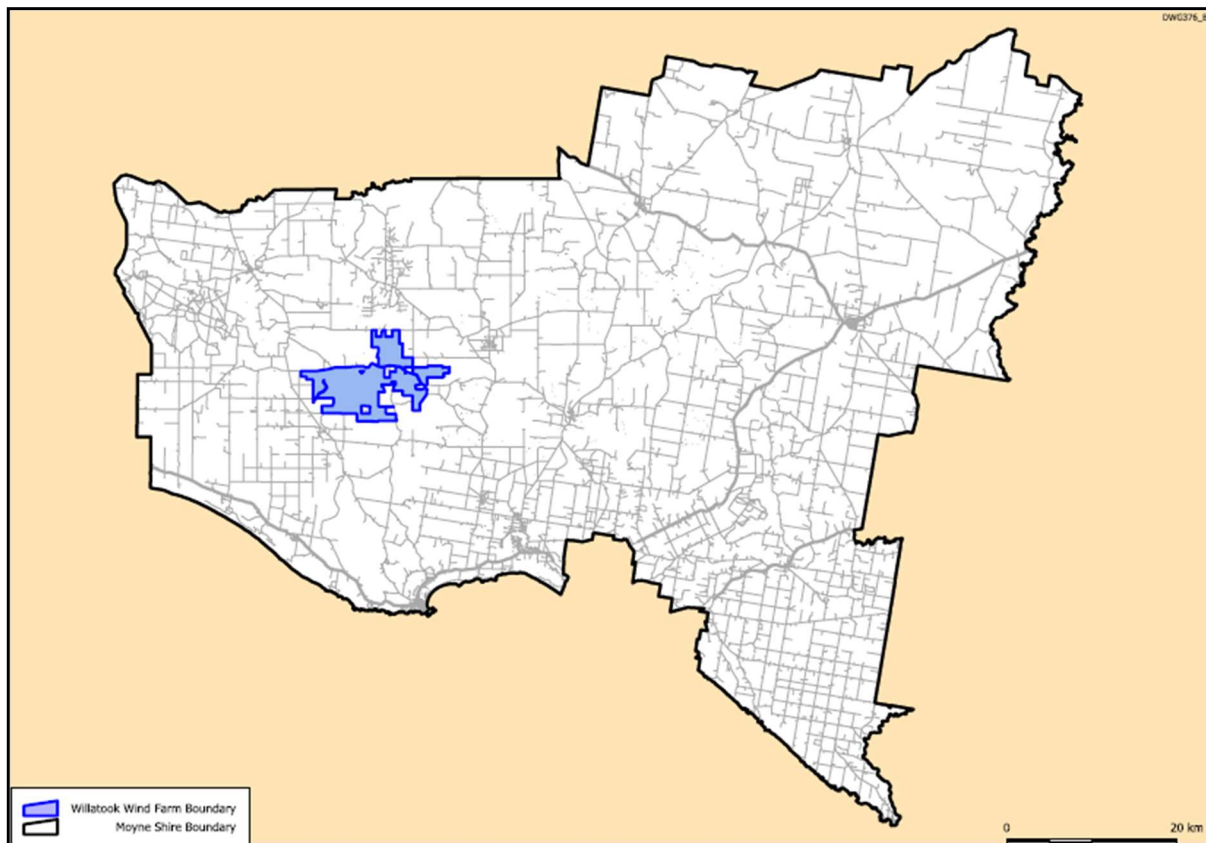


Figure 1 – Moyne Shire Council LGA

The Project site is 32 kilometres north west of Warrnambool. From the nearest proposed wind turbine location, Orford is 3.3 kilometres to the south south-west; Willatook is 3.6 kilometres to the south south-east; and Hawkesdale is 7.5 kilometres to the east north-east.

Census 2016 data shows that the locality of Orford has a population of 105 with a median age of 46; the locality of Willatook has a population of 55 with a median age of 39; the town of Hawkesdale has a population of 322 with a median age of 41; the locality of Broadwater has a population of 92 with a median age of 30; and, the locality of Tarrone has a population of 64 with a median age of 47.

2.2 Community and Stakeholders

The Community Engagement and Benefit Sharing in Renewable Energy Development Guide published by DELWP (the Guide) refers to 'the community' for renewable energy development as all the people who live within and identify with the geographic area surrounding the proposed site. Generally, across the wind industry, there are two primary categories for project stakeholders. The differentiator for a wind farm project is commonly between those who will or are likely to be either affected in either a positive or negative manner and those who might have an interest in or may influence the project. Expanding on this definition each group can be further categorised as outlined below.



Affected Parties: This category encompasses people/entities directly affected by the Project. Typically affected parties occur within a project's defined area of influence, however, can also occur outside this area in unique circumstances. This category includes:

- Communities, groups and individuals who are near neighbours (within 3 km of a project) and the wider community (within 10 km of a project). Within 3km of the project, there is potential for a significant visual impact, along with impacts from construction of the proposed wind farm. Further out, the potential effects are expected to be less, however, there could still be impacts from the proposed wind farm. It is proposed that up to 10 km is a suitable distance within which the community directly receives information about the project and how to comment on the project. The 10 km range includes the localities of Orford, Broadwater, Willatook, parts of Bessiebelle and the town of Hawkesdale.
- Project participating landholders who intend to host wind farm infrastructure, including landholders along the transport route and transmission line route;
- The owners of, or those responsible for, infrastructure and airspace proximate to a project including communication towers, roads;
- Local Aboriginal Groups including those groups with designated RAP or Applicant RAP status;
- Businesses operating proximate to a project;
- Government bodies responsible for planning and environment and management of local resources and infrastructure;
- Residents of the Local Government Area (LGA) in which a project is located who may be indirectly affected by economic development and employment opportunities and additional pressures on resources and services. In particular, low income residents who may be impacted by reduced availability of affordable rental properties in towns where wind farm workers are based.
- Local Community, Environmental and Business Groups such as sporting groups, a Lions Club, Rotary Club and groups with a focus on local economic development and advancement;
- Other stakeholders with an interest in the project including elected representatives, absentee landowners and government bodies that don't fall into other categories mentioned.

Interested Parties: This category encompasses people or entities that are interested in the Project and/or could affect the Project in some way, including:

- Residents of the greater LGA;
- Community-based, Faith-based or Non-Government Organisations;
- Suppliers and service providers to the proponent;
- Other notable projects in the region;
- Federal, State and Local Government;
- Department of Health and Human Services;
- Project investors and financiers;
- Media, academics and/or other special interest groups.

Since consultation regarding the Project commenced in 2010, a stakeholder consultation database has been developed and now contains more than 200 stakeholders. A summary of key stakeholder groups and organisations is summarised below, with groups and organisations categorised in further detail in **Appendix C**:

- **Business** entities including businesses with interests in the local area around the Project;
- **Communication** entities including the owners of communications masts and operators of communications links in the local area around the project;
- **Government** agencies including the Moyne Shire; adjoining shires; DELWP; VicRoads; Country Fire Authorities (CFA); Department of Jobs, Precincts and Regions; Department of Transport; Heritage Victoria; Aboriginal Victoria; Environment Protection Authority; Sustainability Victoria; Royal Australian Air Force; Southern Rural Water; Wannon Water; Civil Aviation Safety Authority (CASA); Glenelg Hopkins Catchment Management Authority; Air Services Australia; State Emergency Services; Parks Victoria; Department of Environment and Energy (Commonwealth); Australian Energy Market Operator; and, local State and federal members;
- **Heritage** groups including the applicant Registered Aboriginal Parties (RAPs) and other groups related to non-Aboriginal heritage;
- **Local businesses** including local aviation operators;
- **Local organisations** including recreational aviation clubs;



- **Local residents** including all landowners involved in the Project, neighbouring landowners and all landowners and local residents within 10 kilometres of the Project;
- **Special Interest Groups** such as Rotary Clubs, Lions Clubs, local schools, Landcare groups, committees, associations, environment and ‘friends of’ groups.

3. Stakeholder and Community Consultation

3.1. Overview

A stakeholder and community engagement plan outlines engagement through the project development phases. It includes the principles that guide the plan, desired outcomes, specific methods of engagement and when and why they will be undertaken. It is important that ongoing evaluation of engagement will be done, in order to adjust the plan where required. Although this CP is specifically related to the EES process, it is proposed that stakeholder and community engagement would continue through the lifetime of the Project, whether this be during the planning stage; the pre-construction and construction stage; the operation stage; and, the decommissioning stage.

The International Association for Public Participation (IAP2) spectrum provides for a range of stakeholder and community interaction, depending on the type of feedback sought. This is shown in Table 1 below:

Table 1: Extract from IAP2 public participation spectrum

Increasing level of interaction →

	Inform	Consult	Involve
Aim	To provide information about the proposal and assist the public to understand implications	To seek feedback from stakeholders on aspects of the proposal and any alternatives or options and respond to comments on proposals and alternatives	To discuss the proposal with key stakeholders and work with them to address any concerns
Tools	Fact sheets Newspaper inserts Public exhibits or displays Website	Field trips Information session Surveys and questionnaires	Public workshops Focus groups Key stakeholder interviews Mediation processes Meet the experts / consultants

The proponent has used and will continue to use a variety of tools of engagement, depending on the feedback sought during the EES process. The format for levels of interaction described in the table above will be followed.

3.2. Consultation to Date

A stakeholder consultation plan for the project commenced implementation in 2010. An important component of the stakeholder consultation plan is the stakeholder consultation database which is a live document that continues to evolve.

The consultation activities undertaken to date are summarised below:

- **Website:** A project website was established to provide easy access to information about the Project including the ability to provide anonymous feedback (‘Have Your Say’) and to contact WP for further engagement. The website for the project can be found at www.willatookwindfarm.com.au. Four responses were received in 2010, one in 2013 and four in 2017. Of the four responses in 2017, two were not supportive and two undecided.
- **Stakeholder database:** A stakeholder consultation database was established, which is a live document that evolves over time. The database is intended to include all relevant stakeholders. This database defines



recipients of project information. Staff at the Moyne Shire Council have previously reviewed the database for omissions.

- **Project launch:** Publicly launch the project through a newsletter distributed to the owners of land and residents within 10 kilometres of the project. This was facilitated through the Moyne Shire Council and provided that absentee owners of land were sent the newsletters as well as local residents including those that may have been renting properties.
- **Door knocks:** WP staff have knocked on the doors of all dwellings located within about three kilometres of a proposed wind turbine location to inform local residents of the Project and provide an opportunity to discuss the Project. If residents were not home, a 'sorry we missed you' pack was left behind which included a newsletter and contact details. Door knocks were conducted in September 2010 and dwellings within three kilometres of a proposed wind turbine location were again visited in August 2017. The door knocks were followed up by further face-to-face meetings and phone calls over the weeks following the door knock process.
- **Meetings, phone calls, letters and email communication:** Responded to all feedback in an appropriate form, arranging face to face meetings as deemed appropriate or requested. WP staff are available at short notice to mobilise for meetings while on site and at short notice from their Melbourne office. An estimate of the proponent's recent engagement activities since the beginning of 2017 is provided in the table below. All communications with stakeholders are recorded with emails filed and summary records of phone calls and meetings created.

Face-to-face meetings with neighbouring landowners (not including door knock)	30
Emails to neighbouring landowners	>100
Phone calls to neighbouring landowners (doesn't include voicemails)	74

- **Newsletters:** Newsletters were prepared and distributed to provide project updates as the project has progressed. These newsletters were distributed to the owners of land and residents within 10 kilometres of the Project, as well as other stakeholders in the stakeholder database. Distribution of newsletters within 10 kilometres of the Project was facilitated through the Moyne Shire Council and provides that absentee owners of land have been sent the newsletters as well as local residents including those that may be renting properties.
- **Community Engagement Committee:** The Moyne Shire established a Community Engagement Committee (CEC) for the Project in 2010, with the CEC comprising three Moyne Shire Councillors; an officer from the Moyne Shire planning department; three community representative positions; and, the proponent. In October 2010, an advertisement inviting community representative nominations was placed in the Warrnambool Standard newspaper. The first CEC meeting was held in March 2011 and by the end of 2011, three community representatives had been appointed to the CEC. In October 2017, following the resignation of one of the community representatives, Council advertised the CEC vacancy in the Warrnambool Standard and also sent a mailout to all landowners within 10 kilometres of the proposed project site. One community representative responded and was appointed to the CEC in February 2018.

The purpose of the CEC, as described in the charter, is:

- To develop strategies to create an effective flow of information to and from the community regarding the proposed Willatook Wind Farm project;
- To act as a conduit for information flow between Council, the project proponent, the community, and relevant stakeholders regarding the progress of the Willatook Wind Farm project;
- To assist in the resolution of issues that may arise during the pre-application, application, and if necessary during the construction and operational phases of the Willatook Wind Farm project.

The meetings are conducted formally with a Chair, an agenda and with meeting minutes recorded. Nineteen meetings have been held including nine meetings since the beginning of 2017 and the next meeting is scheduled for September 2019.

- **Other engagement activities:** Other engagement with local residents have included the following:
 - *Neighbour group meeting:* WP sought to arrange face-to-face meetings with local residents in February 2018 to seek to address concerns that had been raised. Many meetings were refused and the proponent was instead invited to an open meeting on February 14 2018 at the Willatook Hall attended



by about 60 people (including WP), most of whom wanted to communicate their objection to the project.

- *HADDAC meeting*: WP attended a Hawkesdale and District Development Action Committee meeting in Hawkesdale in March 2018 to discuss the Project. The discussion focussed on current progress, the issues that have been raised, and was then broadened to discuss potential community benefits that could be associated with the Project.

Community and Stakeholder consultation has provided the proponent with a very good understanding of potential issues associated with the project, all of which have been or will be fed into the final proposal that will be subject of an EES and a planning permit application.

3.3. Summary of Concerns

A summary of key concerns raised by some local residents and how they have been or will be addressed is provided here.

- **Cumulative impacts**: Cumulative noise and visual impacts associated with other existing operational or approved wind farms in the local area is potentially the issue of greatest concern as well as the potential impact of increased wind turbine numbers on aerial fire-fighting capabilities.
Potential cumulative impacts are important components of all impact assessments and in particular of the noise assessment, the landscape and visual impact assessment and the aviation assessment. The proponent has also increased separation distances between some dwellings and proposed wind turbine locations in response to this issue beyond that required, for example, for noise compliance. In addition, there has been a reduction in the total number of wind turbines and a redesign of the layout to achieve a two kilometre buffer from all non-involved dwellings in the northern area of the Project closest to the existing operational Macarthur Wind Farm.
- **Noise**: Some local residents are concerned that with the existing operational Macarthur Wind Farm, the Project will lead to wind turbines being located in a larger arc around their homes leading to more frequent noise impacts with winds from different directions.
The noise assessment evaluates cumulative noise emissions of the Project with the existing Macarthur Wind Farm and has determined that the Project would be compliant with the applicable standard. A map of the Project showing noise contours has been provided to some local residents to inform further discussion.
- **Visual and landscape impacts**: Some local residents, particularly around the north-east area of the Project, have raised the concern that with the existing Macarthur Wind Farm and other approved wind farm projects in the local area, there will be too many wind turbines visible in the local area that could change the character of the area, making it more of an industrial landscape.
The Landscape and Visual Impact Assessment will specifically assess potential cumulative impacts associated with other existing operational and approved wind farms in the local area. The proponent has also removed four wind turbines from the south-west section of the project to provide a larger buffer to the Orford locality as a proactive measure. The proponent has also prepared photomontages for eight local residents in 2010 and 2011 and for two residents in 2017 that engaged on this topic from locations of their choosing. A further four were provided during 2018. The intent is that the photomontages will aid residents' consideration of visual impacts and inform further discussion.
- **Property values**: Some local residents are concerned that the project will devalue their properties and that their properties 'are their super', that is, the sale of their property will fund their retirement. Where the relevant local residents are interested in further information, the proponent can provide the available research assessing the potential impact of wind farms on property value, along with options for benefit sharing that could directly address this concern.
- **Aviation**: Some local residents are concerned about the potential impact of the project on their ability to apply fertiliser and weed and pest control via aerial application. The proponent has ongoing engagement with aviation experts and local aerial application operators in an effort to ensure any potential impacts are clearly addressed in the EES and the planning permit application.



- Other issues raised:** Other concerns raised include noise and disruption during construction; damage to roads; impact on TV reception; impacts on avifauna; impacts on health; increased fire risk; and, that the Project is divisive in the local community. The primary response to these concerns has been to engage in further depth to explore the issues and how they can be addressed in a manner that works for all parties. Where required, these issues have also been added to the scope of expert assessment to ensure they are addressed in the EES and planning permit application.

3.4. Consultation for EES

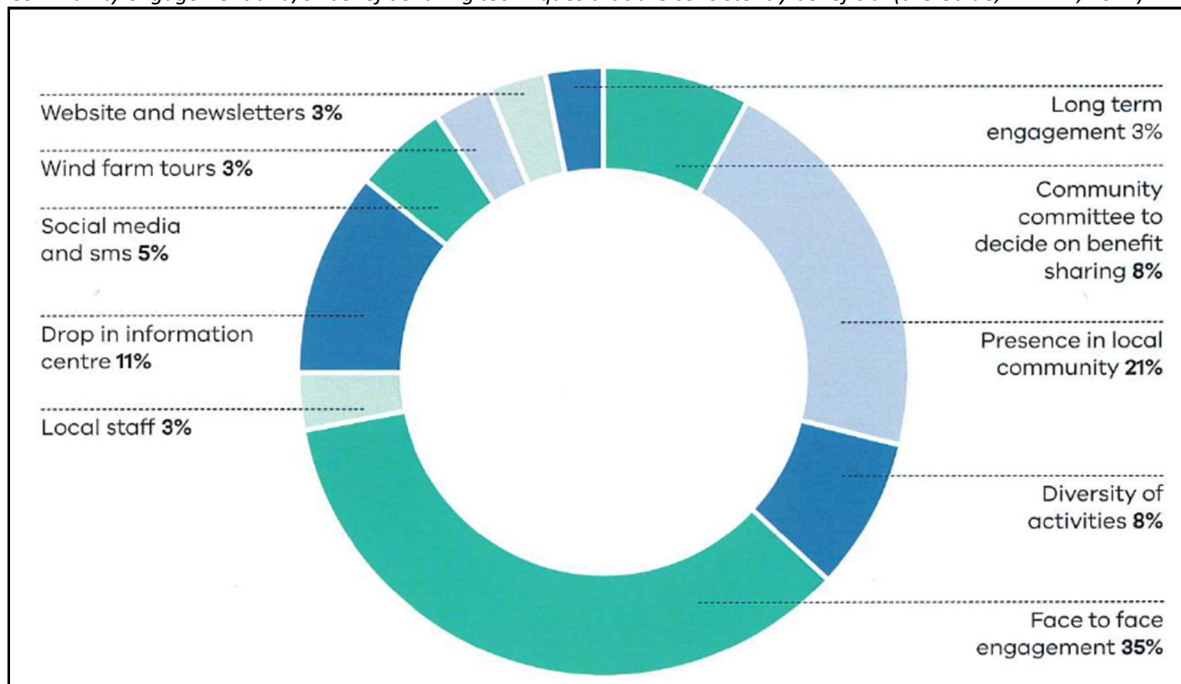
Consultation is a key aspect of the environment assessment process in Victoria. It helps build understanding around the issues and implications of projects and enables stakeholders’ knowledge and views to be considered in both project planning and formal decision making. Consultation should encompass both informal consultation during the development of a sound EES and formal opportunities for public input into both the scoping requirements for an EES and the review of an exhibited EES.

As referred to above, the proponent has been discussing the Project with stakeholders and the community over a number of years. This will be built on over the coming months as the EES process progresses. Consultation methodologies that have been or will be used and a program for ongoing consultation is discussed in the next sections.

3.5. Engagement Methodologies

A wide variety of methods exist to support community and stakeholder engagement. The Guide (see section 2.2, above) describes the engagement methods that proponents have found to consistently work well are as follows:

Community engagement and/or benefit sharing techniques that are consistently beneficial (the Guide, DELWP, 2017)



More than 80 per cent of the activities listed above involve face-to-face communication, therefore, engagement will focus on these methods. Communication will be facilitated and conducted by the proponent’s dedicated consultation officer along with the wider Wind Prospect team. The following table describes many of the engagement methods that have been used or will be used during the EES process.

Table 2: Engagement methodologies

Engagement Method	Information / Material Provision	Face to face Communication
Newsletter	✓	
Website (reports to be made available online)	✓	
Meetings	✓	✓
Progress update letters	✓	
Telephone	✓	
Email	✓	
Information Sessions (technical specialists could attend)	✓	✓
Community Engagement Committee	✓	✓
Drop-in centre / Shop front	✓	✓
Media	✓	
Questionnaire / Survey	✓	
Door knock	✓	✓
Visual material (eg. photomontages and site maps)	✓	✓
Attendance at local events (where suitable)	✓	✓
Presentation to local groups (where available)	✓	✓
Frequently asked questions / Fact sheets	✓	
Workshop (may / may not be required)	✓	✓

3.6. Program for EES Stakeholder and Community Consultation

The technical studies that assess the potential effects of the Project require various levels of consultation with a number of agencies and members of the local community. This engagement will be specific to the particular technical study, seek to source any relevant information and also identify any particular concerns. Table 3 shows the indicative program of further consultation. A stakeholder consultation meeting involving relevant statutory authorities (beyond those on the Technical Reference Group) will be organised if feedback from the statutory authorities suggests that this would be useful.

Table 3: Indicative program of further consultation on technical studies

Technical Study	Stakeholders	Form of Engagement	Timing
Flora and Fauna	Landowners within the Project and its surrounds; DEWLP	Telephone call; Meetings;	Ongoing
Geoscience	Landowners within the Project site	Telephone call; On site meeting (if required)	July / August
Landscape and Visual	DELWP; Moyne Shire; Neighbouring residents;	Meetings; Telephone calls;	June to September
Environmental Noise	Neighbouring residents; DELWP; EPA Victoria	Telephone calls; Email; On site meeting (if required)	June to September
Cultural Heritage	Gunditj Murring Framlingham Aboriginal Victoria	Telephone call; Email; Letter; Meeting (if required)	July to September
Traffic	VicRoads Moyne Shire	Telephone; email; meeting (if required)	April to August

Aviation	Local aerodromes Landowners and neighbouring residents with airstrips DELWP Air Services Australia Department of Defence CFA CASA	Telephone call; Email; Meeting (if required);	April / May
Surface Water and Groundwater	Moyne Shire DELWP Glenelg Hopkins CMA Southern Rural Water	Telephone call; Email; Meeting;	May to August
Economic Impacts	Moyne Shire Landowners Neighbouring residents	Telephone call; Meeting	June to September
Social Impact	Moyne Shire Department of Health and Human Services Landowners Neighbouring residents	Telephone call; Meeting	April to October
Cumulative Impacts	All relevant to individual study areas listed above.	Telephone call; Email; Meeting;	May to October

Broader consultation with the local community will provide further information about the Project and seek to identify specific concerns regarding the Project; areas of mitigation that could address these concerns; and, any other information that could contribute to the site design of the Project. Methods of further consultation over the coming months are described below in Table 4, with the stakeholder categories referring to those listed in **Appendix C**.

Table 4: Stakeholder consultation methods with indicative schedule

Method of Engagement	Description	Stakeholder Category and Timing
Landowner consultation	Discussion with local landowners involved with the Project; Quarterly project update letter.	Category A Ongoing
Neighbours within 10 kilometres of the project	Further meetings as requested.	
Newsletters to residents within 10 kilometres of the Project and to interested parties	Newsletter to provide a description of the EES process and an invitation to upcoming Information Sessions;	All categories July
	Newsletter following completion of the TRG meetings to provide an update on work being carried out according to the Final Scoping Requirements and update on project design;	October
	Newsletter about timing of lodgement of EES and Planning Permit Application, and exhibition of material;	December
	Newsletter about panel inquiry;	To be confirmed
	Newsletter informing community of decision;	To be confirmed



	Newsletter about next steps and frequency of further updates;	To be confirmed
Information Sessions	Orford and Willatook – provision of information about the Project, including site maps and photomontages and information on other technical studies. Information regarding proposed Community Benefits Scheme, which is subject to input from the community. Attendance by technical experts, including Environmental Noise; Flora and Fauna; and, Aviation. Public opinion survey supplied for completion. Orford and Willatook – provision of final site design and any available final reports that will accompany EES and Planning Permit application. Further update on proposed Community Benefits Scheme.	Category A and other interested parties July October/November
Face-to-face meetings	Meetings as requested / required with: Moyne Shire; DELWP; Landowners hosting infrastructure and neighbouring residents; Elected members (all Moyne Shire Councillors)	Categories A to E Ongoing
Community Engagement Committee	Regular meetings with Moyne Shire councillors and members of the community to provide progress updates and be available to answer questions and provide information as requested. Meeting 20 is scheduled for 18 September 2019. Further meetings to occur during 2019.	Category A and B September Other meeting dates to be determined by CEC members
Workshops	If workshops are an agreed forum with the local community, these could be on a number of subjects and attended by technical experts as appropriate. Examples are: Aerial spraying including potential cumulative impacts; Firefighting including potential cumulative impacts; Transport and traffic including potential cumulative impacts; Flora and fauna including potential cumulative impacts; Landscape and visual impacts including potential cumulative impacts	Category A Timing dependent on as and when requested
Local events and group meetings	Identify any local events that may be occurring over the coming months and request to attend, if appropriate. Liaise with the Council to identify any suitable events. Write letters to local community groups about the Project and request to be able to present or attend a meeting, if appropriate.	Category A and C Ongoing
Advertisements / Notices in media	Advertisements about Information Sessions and Drop-in Centre; Notices following lodgement of EES and Planning Permit Application	Category H July October December
Other	Dedicated 1800 number Website updates Media releases Visual simulation of proposed wind farm Market research (questionnaires etc) Dedicated local communications consultant	Category A and other interested parties April to November



Communication with the community and other stakeholders can be either written or verbal. Where written, all communications are logged into the Customer Relationship Management (CRM) database. Verbal communications (face to face or by telephone) are carefully logged and transferred to the stakeholder management database within five business days of the discussion.

Consultation continues throughout the EES process and beyond. During the EES process, consultation is both informal during the development of the EES and formal for public input into both the scoping requirements for an EES and the review of an exhibited EES.



Should the proposed Willatook Wind Farm be built, consultation and engagement would continue following the EES process, through the pre-construction stage, onto construction, operation and ultimately the decommissioning stage.

3.7. Reporting, Monitoring and Evaluation

The CRM database records outgoing and incoming consultation with stakeholders. Stakeholder records are kept in relation to phone calls and meetings, while meeting minutes are used to record more formal meetings regarding the Project. A stakeholder communications folder is used to record incoming and outgoing letters and meeting records relating to host landowners; neighbouring residents to the Project; key interest groups; government and non-government organisations; and, the Community Engagement Committee. All data will be recorded and stored in line with relevant privacy acts and regulations.

This wide-ranging information captures stakeholder and community questions, comments and views on the Project, including specific issues that are of concern.

Throughout the EES process, the information referred to above will continue to be recorded. This will allow the list of stakeholder and community concerns to be regularly updated, along with proposed actions to address these concerns.

Participation in all stakeholder and community consultation will be recorded and evaluated within two weeks of the activity occurring. SMART goals (specific; measurable, attainable, realistic; and, time-based) will be used to determine desired outcomes or indicators of success. For example, this could include the number of newsletters issued; number of feedback forms received; or, number of attendees at Information Sessions or the Drop-in Centre. This will aid the reporting and monitoring of the community engagement activity. Evaluation of this information will determine whether alternative engagement methods should be sought or whether the frequency of activity should be altered.

The Consultation Plan will be reviewed monthly and updated where required, following any relevant feedback and as the EES process progresses. Feedback on the Plan will be sought from the Technical Reference Group as part of the EES process.



3.8. Incorporating Feedback

Any community or other stakeholder concerns and issues raised will be recorded along with the response(s) to the points raised. Where the issue relates to a specific technical assessment, it will be included in the technical report, along with any discussion on and response to the issue.

A response to a particular issue or concern could be as follows:

- Provision of further information;
- Changes to the assessment to include the issue(s) raised;
- Mitigation measures; or,
- Changes to the project design.

A summary of all issues raised, along with responses and references to any relevant technical reports will be provided within the EES documentation.

During construction and operation of the wind farm, any issues or concerns would continue to be recorded and responded to. This would form part of a revised community engagement plan.

4. Complaints and Grievances

Successful stakeholder engagement can often be measured by the effectiveness and suitability of the implemented grievance process or mechanism. Effective and responsive communication when dealing with community complaints and feedback is essential for continual development of strong robust community relations.

The complaints and grievance management system that will be implemented by WP will align with the methodology established in **Appendix D**.

Continuous improvement of the grievance mechanism is an important priority and the Project will therefore utilise the following practices to assist in achieving this aim.

- Easily accessible and understandable information relating to complaint lodgement;
- Acknowledgement and registering of all complaints within one business day of receipt;
- Regular communication and feedback to complainants relating to proposed courses of action or resolution strategies;
- Where possible, documented resolution of all complaints. Alternatively, if agreement has not been achieved, demonstration of compliance and implementation of suitable engagement strategies;
- Regular communication of complaint register database to the responsible authority (DELWP);
- Implementation of regular auditing and review process.



5. References

EES Consultation Plan Advisory Note (DELWP, October 2018)

Community Engagement and Benefit Sharing in Renewable Energy Development (DELWP, 2017)

Development of Wind Energy Facilities in Victoria – Policy and Planning Guidelines (March 2019)

Australia Bureau of Statistics – Census Data (2016)

The IAP2 Public Participation Toolbox

Australian Standard AS/NZS 10002:2014 - Guidelines for Complaint Management in Organisations

Clean Energy Council Best Practice Charter for Renewable Energy Developments

Community Engagement Guidelines for the Australian Wind Industry

6. Appendices

Appendix A - Best Practice Renewable Energy Charter



BEST PRACTICE CHARTER FOR RENEWABLE ENERGY DEVELOPMENTS

We commit to honouring the Clean Energy Council's Best Practice Charter in our renewable energy developments and associated transmission infrastructure:

- 1** We will engage respectfully with the local community, including Traditional Owners of the land, to seek their views and input before finalising the design of the project and submitting a development application.
- 2** We will provide timely information, and be accessible and responsive in addressing the local community's feedback and concerns throughout the lifetime of the development.
- 3** We will be sensitive to areas of high biodiversity, cultural and landscape value in the design and operation of projects.
- 4** We will minimise the impacts on highly productive agricultural land where feasible, and explore opportunities to integrate continued agricultural production into the project.
- 5** We will consult the community on the potential visual, noise, traffic and other impacts of the development, and on the mitigation options where relevant.
- 6** We will support the local economy by providing local employment and procurement opportunities wherever possible.
- 7** We will offer communities the opportunity to share in the benefits of the development, and consult them on the options available, including the relevant governance arrangements.
- 8** We commit to using the development to support educational and tourism opportunities where appropriate.
- 9** We will demonstrate responsible land stewardship over the life of the development and welcome opportunities to enhance the ecological and cultural value of the land.
- 10** At the end of the project's design or permitted life we will engage with the community on plans for the responsible decommissioning, or refurbishment/repowering of the site.



Attachment 2**For Public Notice via Internet****REASONS FOR DECISION UNDER ENVIRONMENT EFFECTS ACT 1978**

Project name: Willatook Wind Farm

Proponent: Willatook Wind Farm Pty Ltd

Description of Project:

The Willatook Wind Farm Project (the proposal) is located in south west Victoria, approximately 250 km west of Melbourne, within the Moyne Shire Council. The proposal is approximately 45 km south of Hamilton and 22 km to the north of Port Fairy.

The proposal consists of up to 83 wind turbines connecting to the on-site substation through a combination of approximately 109 km of underground cabling and 4.5 km of overhead transmission lines. An overhead transmission line will then connect the on-site substation to the existing Tarrone Terminal Station, which adjoins the southern portion of the site. The proposal also includes approximately 60.4 km of new access tracks, five lattice tower wind monitoring masts and upgrade approximately 9.2 km of existing tracks. Temporary infrastructure associated with construction of the proposal includes a construction compound (with office facilities, parking and toilet facilities), laydown areas, concrete batching plants and a potential on-site quarry.

The proposed wind farm has a total capacity of approximately 400 MW and would produce approximately 1,400 GWh of electricity each year, with an operational life of approximately 25 years. The nominal wind turbine specifications are; 4.8 MW wind turbine class, maximum tip height of 220 m above ground level, wind turbine rotor in the order of 160 m in diameter, and a lower rotor sweep minimum of 41 m from natural ground level.

Decision:

The Minister for Planning has decided that an Environment Effects Statement (EES) is required for the Willatook Wind Farm proposal, as described in the referral accepted on 5 October 2018.

Reasons for Decision:

- The proposal has the potential for a range of significant effects including on:
 - i. Threatened fauna listed under both the *Flora and Fauna Guarantee Act 1988* (FFG Act) and *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), particularly broilga and southern bent-wing bat.
 - ii. Threatened flora listed under both the FFG Act and EPBC Act.
 - iii. Geoheritage and geoscience values of the area.
 - iv. Visual amenity values of the area.
- The proposal has the potential for cumulative adverse effects, in particular on biodiversity and amenity values, due to the three operating wind farms within 20 km (Macarthur wind farm is less than 3 km) and the three approved wind farms within 10 km.
- Assessment of potentially significant effects is necessary to ensure their extent, significance and related uncertainties are sufficiently investigated. This includes

examining the scope for further avoidance and minimisation of effects via feasible siting, design and operational alternatives for key components of the proposal, as well as evaluating their effectiveness and acceptability in the context of residual environmental risk.

- There are other potential effects on the environmental and social setting, including for cultural heritage and surface water, although these are unlikely to be significant providing they are addressed and mitigated consistent with existing statutory requirements under the *Aboriginal Heritage Act 2006*, *Water Act 1989* and *Planning and Environment Act 1987*.
- An EES would enable a single integrated and transparent process for consideration of potentially adverse effects of the proposal, which would inform relevant statutory decision-making, including under the *Planning and Environment Act 1987*, *Aboriginal Heritage Act 2006*, *Flora and Fauna Guarantee Act 1988*.

Date of Decision:

27 DEC 2018



Appendix C – Stakeholders Identified

Stakeholders have been categorised according to their key values and interests in the local area and wider region.

Category A

Those immediately impacted by the project.

- Landholders
- Neighbours within 3 kilometres
- Transmission line property owners
- Transmission line neighbours
- Transport route property owners

Category B

Local government and other organisations that can shape the project.

- Moyne Shire Council
- State Emergency Services (SES) South West Region
- Willatook Country Fire Authority
- Hawkesdale Country Fire Authority
- Orford Country Fire Authority

Category C

Nearby business and community groups that may have financial opportunity from – and interest in – the project.

- Primary producers
- Labourers
- Contracting companies
- Macarthur Hotel
- Hawkesdale Hotel
- Macarthur General Store / Post Office
- Hawkesdale General Store / Post Office
- Keppel Prince Engineering
- Macarthur Lions Club
- Hawkesdale Lions Club
- Koroit Lions Club
- Hawkesdale-Macarthur Football Netball Club
- Orford Hall and Recreation Reserve
- Hawkesdale P-12 College
- Rotary Club of Port Fairy
- Hawkesdale & District Development Action Committee
- Macarthur Advancement & Development Association
- Gunditj Mirring Traditional Owners Aboriginal Corporation
- Framlingham Aboriginal Trust
- Woolsthorpe Community Progress Association
- Basalt to Bay Landcare Group
- St Helens & District Landcare
- Committee for Portland
- Friends of Pallister's Reserve
- Warrnambool Nature Reserves Society
- Landcare Glenelg Hopkins
- Chatsworth Landcare Group
- Gazette Landcare Action Group
- Port Fairy-Warrnambool Rail Trail Committee of Management
- Warrnambool Coastcare Landcare Group
- Friends of Tower Hill
- Willatook Recreation Reserve



- South Beach Wetlands and Landcare Group
- Warrnambool Field Naturalist Club
- Hawkesdale Historical Society
- Koroit & District Historical Society
- Port Fairy Historical Society
- Woolsthorpe & District Historical Society

Category D

Government and other statutory bodies

- Department of Environment, Land, Water and Planning (DELWP) Planning
- DELWP Environment
- DELWP Impact Assessment Unit
- DELWP's Forest, Fire and Regions Group
- Victorian Environment Assessment Council
- Department of Health and Human Services
- Department of Business and Innovation
- Heritage Victoria
- Country Fire Authority
- Aboriginal Affairs Victoria
- DJPR (formally DEDJTR)
- Sustainability Victoria
- Environment Protection Authority
- Southern Rural Water
- Civil Aviation Safety Authority
- Airservices Australia
- Department of Defence
- RAAF – IS
- VicRoads
- Parks Victoria
- State Emergency Service (SES)
- Hamilton Aerodrome
- Royal Flying Doctor Services – Victorian section
- Royal Flying Doctor Services – Essendon Base
- Bureau of Meteorology
- Australian Energy Market Operator
- Wannon Water
- Warrnambool City Council
- Air Ambulance Victoria
- Warrnambool Airport
- Industry Capability Network (ICN)
- Glenelg Hopkins Catchment Management Authority
- Municipal Association of Victoria

Category E

Politicians and other political entities.

- Moyne Shire Councillors
- Great South Coast Group
- Member for South West Coast Roma Britnell (Liberal)
- Member for Western Victoria Stuart Grimley (Justice)
- Member for Western Victoria Bev McArthur (Liberal)
- Member for Western Victoria Andy Meddick (Animal Justice)
- Member for Western Victoria Jaala Pulford (Labor)
- Member for Western Victoria Gayle Tierney (Labor)
- South Grampian Shire Council; Glenelg Shire Council



Category F

Key interest groups and organisations

- Sport Aircraft Association of Australia
- Hang Gliding Federation of Australia
- Sharp Airlines
- Portland Aero Club
- Recreational Aviation Australia
- Warrnambool Aero Club (Warrnambool Aerodrome)
- Hamilton Aero Club (Warrnambool Aerodrome)
- Hamilton Aero Club (Hamilton Aerodrome)
- Western Aerial
- Air Apply
- Air Warrnambool
- Birdlife Australia
- Geological Society of Australia
- Brolga Recovery Group
- Trust For Nature/Brolga Recovery Group
- National Trust of Australia (Victoria)
- Australian Conservation Foundation
- Planet Ark
- WWF Australia
- Greenpeace
- Environment Victoria
- Aircraft Owners & Pilots Association of Australia
- Aerial Agricultural Association Australia
- Telstra
- Holcim Australia
- Hot Rock Ltd
- Bass Strait Oil Company
- Australian Bluegum Plantations
- Cordell
- Mecrus Resources Pty Ltd
- South East Australia Gas
- AGL
- Telstra Corporation Ltd
- Telstra Corporation Limited Wireless Technologies
- SPAusNet
- Optus Networks Transmission Engineering
- Powercor
- Aussie Broadband

Category G

Other renewable energy organisations and individuals

- Global Power Generation
- Enerfin
- Renewable Energy Advocate Simon Corbell
- National Wind Farm Commissioner Andrew Dyer
- Clean Energy Council
- Macarthur Wind Farm



Category H

Media

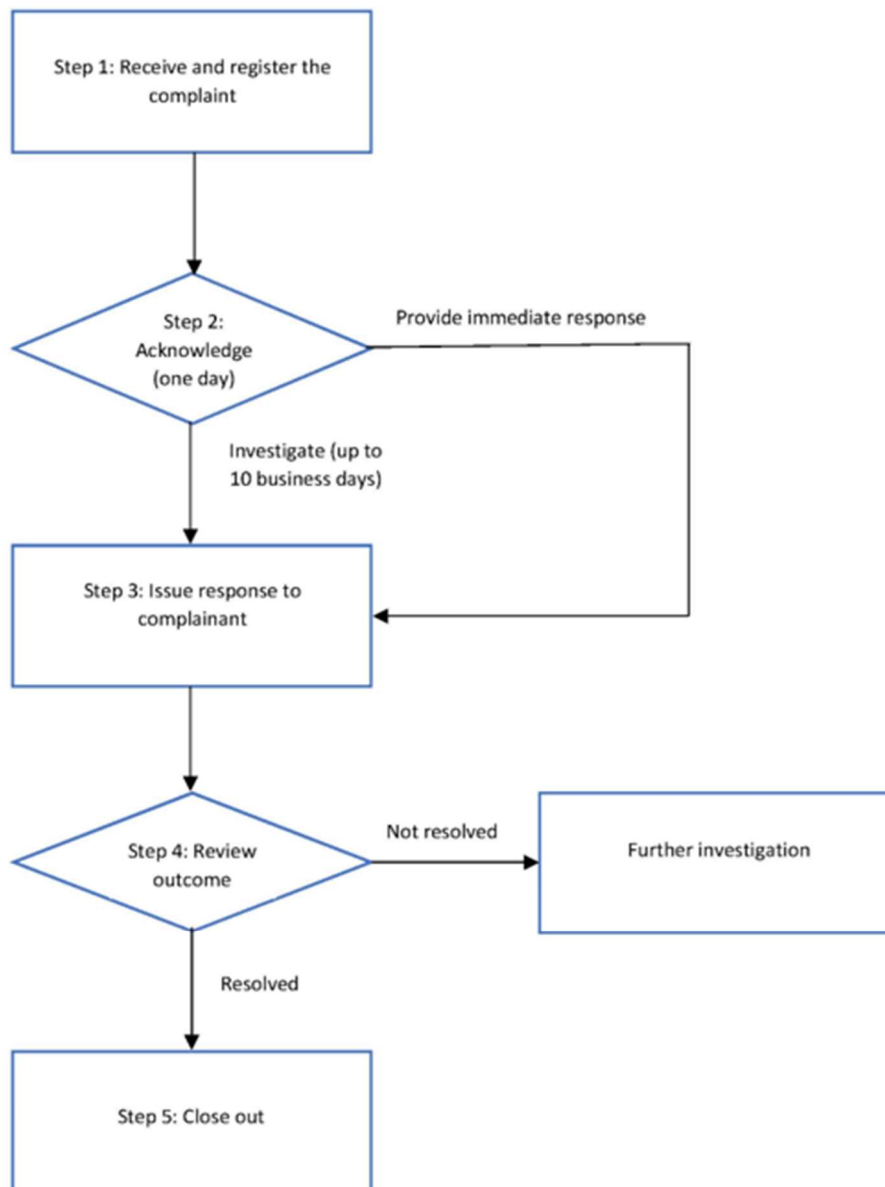
- The Standard
- Ace Radio network
- Hamilton Spectator
- Weekly Times
- Portland Observer
- Western District Newspaper Group
- Western District Farmer
- Stock and Land
- Macarthur News
- Hawkesdale P-12 Newsletter
- WIN TV

Appendix D – Complaints and Grievance Procedure

Introduction

The purpose of this document is to describe the process that would be followed should WP receive a complaint regarding the Project. The procedure is a mechanism that stakeholders can use to lodge complaints in a formal way that provides a stepwise approach to the handling of and response to the complaint. Information relating to the complaint would be recorded and the procedure would be reviewed following the close out of any complaint to ensure that the process is effective. Figure 1 outlines the complaints management process and a description of each step is provided below.

Figure 1: WP Complaints Management Process





Step 1: Receive and Register the Complaint

On receipt of a complaint, whether by telephone, email, letter or in person, specific information will be gathered and entered into the Customer Relationship Management (CRM) database. This information will include, where available, the name and address of the complainant; the date; a description of the complaint; and, the date when acknowledged (including how acknowledged and by who). Complaints may be lodged anonymously, however, they may then be more difficult to follow up.

Step 2: Acknowledge the Complaint

Within one business day, the complaint will be acknowledged and assessed according to whether a response can be provided immediately, or whether further investigations are required before a response can be provided. Further investigations may involve discussions with the relevant technical consultant, who may need to do further work in order to address the issue raised. The time required for this will depend on the nature of the complaint, however, WP will endeavour to seek a response within the prescribed time. A record of the actions taken to address the complaint will be included in the CRM database.

Step 3: Issue a Response to the Stakeholder

The aim will be for a response to be issued to the complainant within 10 business days of receipt of the complaint. Should this not be achievable, the stakeholder will be contacted to provide an update on progress in responding to the issue(s) raised. The response will be issued by email or letter, depending on the preference of the complainant.

Step 4: Review Outcome of Response

Once the complainant has had an opportunity to review the response provided, WP will ask whether it is considered that the complaint has been dealt with satisfactorily. If the complainant is satisfied with the response, the complaint can be considered to be resolved and closed out. If the complaint is not resolved then further investigation may be required.

Further Investigation

This may involve WP investigating the complaint further and WP will endeavour to do this within 10 business days. Alternatively, the complainant may decide to follow up their complaint with an alternative stakeholder, such as the National Wind Farm Commissioner.

Step 5: Close Out

An email or letter will be issued to the complainant to advise that the complaint has been closed out and this will be recorded in the CRM database.