



Collector Wind Farm

Community Information Plan

1. Project context

Collector Wind Farm will comprise up to 55 wind turbines, measuring up to a maximum height of 150m from ground to the blade tip, with an installed capacity of up to 231MW.

It is located approximately 3.5km north-west of Collector, in the Upper Lachlan Shire Council local government area.

The NSW Department of Planning and Environment approved the project in 2013. This approval was modified in 2016 and 2019. The construction phase is expected to last around 20-24 months.

2. Purpose of plan

Condition C4 of the planning approval for the project issued by the NSW Department of Planning and Environment in 2013 requires:

“Prior to the commencement of construction, the Proponent must prepare and implement a Community Information Plan which sets out the community communications and consultation processes to be undertaken during construction and operation of the project.

The plan must include but not be limited to:

- (a) Procedures to inform the local community of planned investigations and construction activities;*
- (b) Procedures to inform the affected community of construction traffic routes and any potential disruptions to traffic flows and amenity impacts; and*
- (c) Procedures to consult with local landowners with regard to construction traffic to ensure the safety of livestock and to limit disruption to livestock movements; and*
- (d) Procedures to inform the community where work has been approved to be undertaken outside the normal construction hours, in particular noisy activities.”*

The purpose of this plan is to establish a framework and the procedures by which communication and consultation will be undertaken prior to and through the construction of Collector Wind Farm.

It identifies stakeholders and stakeholder groups in the community, who will be kept informed through provision of up-to-date and accurate information in a timely and accessible way throughout the construction period.

The plan also identifies the communications tools that will be used to disseminate information to the project’s community stakeholders.

In addition to providing regular information regarding planned construction activity, it includes details of how stakeholders will be kept informed of potentially disruptive work. This includes any work to be conducted outside the normal construction hours, or which could be disruptive to local amenity or movement of livestock.

This plan will be regularly reviewed to ensure effective communication throughout the construction period.

This plan covers the period of construction. Following commencement of operations, this document will be superseded by an updated plan for community and stakeholder engagement throughout the operations of the wind farm.

3. Stakeholders

The following list of stakeholder groups has been informed by engagement activity to date and is not considered to be exhaustive.

It is acknowledged that different groups of residents may be affected during specific stages of construction, by increased levels of construction traffic or delivery of turbine components as examples.

A record of individual engagement with stakeholders will be maintained throughout the project.

Stakeholder	Notes
Government	
Federal Member for Hume	
State Member for Goulburn	
Upper Lachlan Shire Council elected representatives	
Community	
Community organisations	Established local groups
Collector Wind Farm Community Consultative Committee	
Host landowners	
Near neighbours	Residents of properties within 2km of wind farm
Local community	Residents of property within 5km of wind farm
Media	
Goulburn Post	
Collector Community Facebook	Via Community Consultative Committee
Gunning Lions Noticeboard	

4. Communication tools

The following tools will be used to communicate key information to stakeholders in a timely manner throughout the construction of the project. Importantly, appropriate deployment of these tools will also allow feedback from stakeholders to be received and addressed.

Community engagement activity	Purpose	Frequency
Community Consultative Committee	The committee meets quarterly and comprises an independent chair, a representative of Upper Lachlan Shire Council, community members and members of the project team. It is designed to allow sharing of information on project progress for dissemination and to receive community feedback	quarterly
Project website	The dedicated project website includes up-to-date information on construction progress and contact details for complaints and enquiries. Documents, reports and management plans prepared to satisfy approval conditions and ensure construction is managed safely are available for view. These cover bushfire risk, flora and fauna, traffic and access, design and landscaping, noise and vibration	ongoing
Project newsletters	Newsletters will continue to be distributed regularly to local properties (within a 10km radius of the wind farm and encompassing Bellmount Forest, Breadalbane, Collector, Cullerin, Lerida, Wollgorang localities) to provide information on the project's progress, upcoming scheduled activity and contact details for complaints and enquiries	Minimum of two per year, aimed to coincide with upcoming significant project milestones
Dedicated email address collector@ratchaustralia.com.au	A dedicated email account was established before construction started to enable community enquiries to be received, logged and answered	Monitored throughout construction period
24-hour community information line (1800 280 013)	Phone number established and advertised prior to construction starting to enable community enquiries to be received, logged and answered	Attended throughout construction period
Community information sessions	Informal drop-in sessions including printed material to enable the community to find out more about the project, upcoming activity and meet the project team to ask questions and give feedback. These will be held in Collector, timed to ensure opportunities for attendance outside business hours and advertised in advance	In advance of significant project milestones including start of construction, turbine delivery

Community engagement activity	Purpose	Frequency
Advertising	Local media advertising will be used to promote contact details for the project at the outset and to promote engagement opportunities to a wide audience	At project outset and as required to promote engagement events or support engagement
Doorknocking	To engage face-to-face with key stakeholders likely to be affected by unplanned construction activity	In case of unscheduled or disruptive activity likely to affect community
Face-to-face meetings	To provide updates and answer questions from key stakeholders.	Monthly with host landowners to share schedules, anticipate and mitigate issues, plan work to ensure safety of livestock and avoid disruption to livestock movements As required to address issues such as construction noise, traffic, dust, safety of livestock and visual impact mitigation measures
Media relations	Activity to be carried out to provide up-to-date information to a wide audience, promote engagement events and respond to enquiries.	Proactively at significant milestones and reactively upon media enquiries
Site visits	Opportunity for stakeholders to see aspects of the project as they occur, meet the project and ask questions.	Ad hoc, at invitation of project team
Works notifications	Written update on upcoming construction activity to include contact details for more information. Due to the likely localised effects of unplanned work and the need for timely dissemination of information, it is envisaged information would be hand delivered to affected properties	In case of unscheduled/disruptive activity likely to affect the community or sections of the community. This could include road closures due to upgrade works or a deviation from the standard hours of construction for example
Presentations	In-person updates, normally to established community groups on request.	Ad hoc, on request, subject to project team availability and project schedule
Local event attendance	Project team presence at established local events to provide an opportunity for the community to meet the project team, ask questions and give feedback.	Ad hoc, subject to project team availability and project schedule



5. Schedule

This indicative schedule outlines how project stakeholders will be communicated with during construction, using the tools identified above.

The plan encompasses regularly scheduled engagement to maintain awareness of the availability of channels for the community to contact the project at any time during the construction period and outline upcoming construction activity.

The project team can also communicate important information to local residents about unscheduled activity, localised traffic impacts or work with implications on the safety or movement of livestock, using the tools outlined above.

While the projected dates for construction activity below are based on all available information at the time of publication, unforeseen events or adverse weather conditions could cause these to change. Should this occur, revised information will be provided to the community as part of the engagement scheduled below.

Date	Construction activity	Stakeholders	Tools deployed	Status
April - May 2019	Pre-commencement	Community	<ul style="list-style-type: none"> • Newsletter • Information sessions • Website updates • Email address established • 24-hour community information phone line 	Complete
		Media	<ul style="list-style-type: none"> • Advertising 	Complete
May 2019	Construction starts <ul style="list-style-type: none"> • Upgrades to Lerida Road South • Establishment of on-site construction compound • Building on-site access to the substation location 	Community	<ul style="list-style-type: none"> • Website updates • Community Consultative Committee 	Complete
		Government	<ul style="list-style-type: none"> • Notification of construction start and contact details 	Complete
		Host landowners Near neighbours	<ul style="list-style-type: none"> • Face-to-face meetings • Email updates • Works notifications (as required) 	Complete
June 2019 to June 2020	Civil engineering <ul style="list-style-type: none"> • Internal access roads, excavation of foundations and concrete pour, establishment of crane hardstands, cable trenching Grid connection work <ul style="list-style-type: none"> • construction of new substation, cut-in to existing grid, energisation of new substation 	Community	<ul style="list-style-type: none"> • Newsletter • Presentations (subject to invitation) • Attendance at events (subject to invitation) • Website updates 	Ongoing
		Host landowners Near neighbours	<ul style="list-style-type: none"> • Face-to-face meetings • Email updates • Works notifications (as required) 	Ongoing
		Media	<ul style="list-style-type: none"> • Respond to enquiries 	Ongoing
August 2019	As above	Community	<ul style="list-style-type: none"> • Community Consultative Committee • Website update 	
November 2019	As above	Community	<ul style="list-style-type: none"> • Community Consultative Committee • Website update 	

March 2019

Date	Construction activity	Stakeholders	Tools deployed	Status
January 2020 to June 2020	Turbine delivery and erection <ul style="list-style-type: none"> Turbine components will be delivered to site by specialist haulage contractors operating under Roads and Maritime Services approval. Turbines will arrive in sections for storage ahead of erection using cranes 	Community	<ul style="list-style-type: none"> Newsletter Advertising Information session Website updates Site visits (by invitation) 	
		Government	<ul style="list-style-type: none"> Notification of milestone Face-to-face meetings as required 	
		Media	<ul style="list-style-type: none"> Media release advertising 	
		Host landowners Near neighbours	<ul style="list-style-type: none"> Face-to-face meetings (as required) Email updates Works notifications (as required) 	
February 2020	As above	Community	<ul style="list-style-type: none"> Community Consultative Committee Website update 	
May 2020	As above	Community	<ul style="list-style-type: none"> Community Consultative Committee Website update 	
July to November 2020	Commissioning and energisation <ul style="list-style-type: none"> testing, commissioning and energisation of turbines in groups first generation of electricity into the grid consultation regarding visual impact mitigation 	Community	<ul style="list-style-type: none"> Newsletter Presentations (subject to invitation) Attendance at events (subject to invitation) Website updates 	
		Host landowners Near neighbours	<ul style="list-style-type: none"> Face-to-face meetings Email updates Works notifications (as required) 	
		Government	<ul style="list-style-type: none"> Notification of milestone Face-to-face meetings as required 	
		Media	<ul style="list-style-type: none"> Respond to enquiries 	

Date	Construction activity	Stakeholders	Tools deployed	Status
August 2020	As above	Community	<ul style="list-style-type: none"> Community Consultative Committee Website update 	
November 2020	As above	Community	<ul style="list-style-type: none"> Community Consultative Committee Website update 	
From December 2020	Full commercial operation <ul style="list-style-type: none"> Consultation regarding visual impact mitigation continues 	Community	<ul style="list-style-type: none"> Newsletter Presentations (subject to invitation) Attendance at events (subject to invitation) Website updates Dedicated email address remains in use 24-hour community information phone line remains in use 	
		Government	<ul style="list-style-type: none"> Notification of milestone Face-to-face meetings as required 	
		Host landowners Near neighbours	<ul style="list-style-type: none"> Face-to-face meetings Email updates Consultation regarding noise monitoring (within 3 months) 	
		Media	<ul style="list-style-type: none"> Media release Respond to enquiries 	



6. Reporting and evaluation

Updates will be provided to the Collector Wind Farm Community Consultative Committee for wider dissemination in the local area on a quarterly basis throughout the construction period. In keeping with the collaborative nature of the committee's work, members have the opportunity to provide feedback regarding the efficacy of the activities undertaken and planned for this period.

All feedback received will be considered as part of an ongoing process of refinement to this plan to ensure it aligns with the construction schedule and is capable of achieving the aim of providing information in a timely way. The plan will be reviewed ahead of the major project milestones identified above to ensure it remains fit for purpose.

A record of engagement will be kept throughout the construction project with interactions logged.

Alongside this, a complaints and enquiries register will be maintained and made available to the NSW Department of Planning and Environment on request, in line with the conditions of the planning approval. This will also be circulated internally on a regular basis to ensure that trends can be identified and addressed as necessary.

Additionally, media coverage will be collated and social media activity informally monitored during construction.