




Sapphire
Wind Farm

Community Engagement Management Plan

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Rev	Description	Originator	Reviewed	Approved	Signature	Date
180618-1233	Issued for use	P Millar	D Dymond	B Filby		18/6/18
180620-1600	Approved	P Millar	D Dymond	B Filby		20/6/18

Details of Revision Amendments

Document Control

The latest approved version of this Document will be available for all personnel on the SWF Confluence Space. The Head of Construction and Asset Management (HOCAM) will maintain, review and update this Document in accordance with the Records & Documents Procedure.

Amendments

Each new revision to the Document will be distributed to all required personnel for review and approval.

The revision number is included at the end of the document number, which is noted in the footer of each page. The document will be allocated a new revision number each time a change is made to the document and changes will be in red for easy reference.

When a new revision to the document is available, a notification email will be distributed to all personnel by the Head of Construction and Asset Management advising of the update.

The Head of Construction and Asset Management is responsible for the implementation and review of the Document. The Head of Construction and Asset Management will approve new revisions of the Document via the review and approval process a detailed in the Records & Documents Procedure.



Community Engagement Management Plan

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1. Overview

This document is about describes the appropriate measures for the effective management of Community Engagement. It is for use by all workers and their supervisors and managers.

2. Background

Whilst there is no requirement for a Community Engagement Plan (CEP) under the CoAs SWF have a thorough CEP which was developed for construction and operation of the SWF. It contains measures for dealing with community concerns, media engagement, provision of feedback to the community and ongoing sponsorship and funding processes.

2.1 Objectives

The key objectives of the CEP are:

- To keep residents informed through the timely provision of information;
- To keep residents informed about operational activities taking place at the Facility;
- Provide an avenue for residents to communicate with SWF so concerns can be identified and addressed;
- Provide information to the broader community regarding the overall performance of the Facility; and
- Provide the broader community with an ability to obtain information about the Facility and obtain responses with regards to specific questions about the Facility.

2.2 Stakeholders

The following stakeholder groups have been identified as affected by the SWF:

- Residents who reside within 5 km of a wind turbine operated by SWF and are not receiving a monetary benefit from the SWF such as Host Landholders and Neighbour Agreement holders.
- Broader community which generally includes those in reach of local media within the Inverell Shire Council and the Glen Innes Severn Shire Council.

3. Risks

Risk Description	Cause	Potential Impacts	Probability	Consequence	Risk Score	Mitigation Strategies
General concerns over wind farming	Lack of information	General distrust	Unlikely	Minor	Low	Provision of industry information
Concerns over operational matters	Dust, noise, traffic, road conditions	Poor relations with community	Likely	Minor	Medium	Mechanism to raise complaints and responsive resolution

4. Management Strategies

Management Actions	Strategies	Responsibilities
Communication of activities at the Facility	Regular emails and letters to immediate local community with information on specific activities, prior to those activities occurring. Updating social media pages	Facility Manager
Provision of information about wind farming to broader community and local residents	Up to date website, Participation at key local events	Corporate Communications Facility Manager
Provision of relevant information about wind farm operations to Stakeholders on a regular basis	Regular updates of the website, social media, newsletters and media releases about significant Facility activities and events.	Corporate Communications
Complaints	Maintaining 24/7 hotline with phone number on website, email address for submission of complaints and signage with contact details at all entrances to the Facility. Facility website with email, postal and phone contact details and annual advertisements with details of Complaints hotline. This is in accordance with Condition D4 of the State CoA and M2 and M3 of the EPL. See <i>Section Error! Reference source not found. – Error! Reference source not found.</i> for more information on the Complaints Procedure.	Facility Manager
Complaints Register	Maintained for life of the Facility. Includes all complaints received via phone, email, verbally. This is in accordance with Condition D4 of the State CoA and M2 and M3 of the EPL. See <i>Section Error! Reference source not found. – Error! Reference source not found.</i> for more information on the Complaints Procedure.	Facility Manager
Complaint resolution	Each complaint record would include the registered complaint, any action taken and evidence of both.	Facility Manager

Management Actions	Strategies	Responsibilities
Visual Impact consultation	The Condition C24 provides that for a period of five years from the commencement of construction non-associated residents within five kilometres may request additional visual mitigation measures.	Operations Manager
Noise Impact consultation	Noise monitoring will be carried out in accordance with Condition F6 and Condition F12 to ensure compliance with EPL Condition L3.2	Operations Manager
Consultative Community Committee	The ongoing operation of the Community Consultation Committee with 3 monthly meetings during the first two years of operation, providing a forum for open discussion between the SWF operator and community representatives. Details of committee membership will be published.	Operations Manager
Community Funds Committee	Representation of the SWF on the Inverell Shire Council community fund committee.	Operations Manager
Management Plans	Copies of all management plans as required by Condition D4 will be placed on the website.	Operations Manager
Approvals	Copies of all approvals, licences as required by Condition D4 will be placed on the website	Operations Manager

5. Management Controls

Control	Purpose	Reference
Complaints Register	To record details of any complaints from all stakeholders.	Feedback and Complaints Register
Communication schedule	To ensure schedules are undertaken according to the required timing.	Facility Calendar
Media Release Register	To record media releases and provision of information to the community, records date of release and intended date of release.	Media Releases

6. Monitoring & Inspection

Description	Frequency
Review of complaints as part of management review	As required
Record of complaints for month recorded in management reports	Monthly

7. Key Performance Indicators

KPI	Measurement
No un-actioned complaints received	Complaints Register
Media communications issued within four weeks of intended schedule	Media release register