



Powering Australian Renewables Fund

Coopers Gap Wind Farm

Social Impact Management Report 2019-2020

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1. Introduction

The Coopers Gap Wind Farm Project (CGWF) is located at Cooranga North, approximately 50 kilometres (km) west of Kingaroy, 60 km northeast of Dalby and 250 km north west of Brisbane, and is within the South Burnett and Western Downs Regional Local Government Areas (LGAs).

CGWF is currently the largest wind farm in Australia, with 123 wind turbines and a total installed capacity of up to 453 megawatts (MW) which at full operation will produce around 1,510,000 MWh of renewable energy, equivalent to the requirements of approximately 264,000 average Australian homes. CGWF is connected to the Western Downs to Halys 275 kV transmission line owned and operated by Powerlink and began generating electricity into the National Electricity Market on 24 June 2019.

AGL Energy Limited (AGL), as agent for Powering Australian Renewables Fund (PARF), is managing CGWF's construction, which is being delivered by a joint venture comprising General Electric and Civil & Allied Technical Construction (GE/CATCON).

CGWF is being developed in accordance with:

- its Material Change of Use (MCU) Development Approval, issued on 24 May 2017 by the Department of Infrastructure, Local Government and Planning (DILGP); and
- Imposed Conditions provided by the Coordinator-General on 1 March 2017 as part of the project's approval as a 'coordinated project' under the State Development and Public Works Organisation Act (1971) (SDPWO Act).

1.1 Project status

Preparation of the CGWF site commenced in September 2017 and construction commenced in January 2018. The first set of ten turbines commenced operation in July 2019, with successive sets of turbines being brought online as their construction was completed.

Construction of all turbines was completed in April 2020. At the end of April 2020, Mechanical Completion Certificates had been awarded for 107 of the 123 turbines, 100 turbines had been commissioned, and 79 turbines had undergone reliability testing. Works are underway to finalise access roads and associated stormwater drainage, along with rehabilitation and revegetation works.

The commissioning of the facility is expected to be completed in September 2020, with GE/CATCON demobilising from the site, and GE assuming operational management.

In June 2020, CGWF was in transition between commissioning and the early stages of operation. Full operation of CGWF is targeted for the end of 2020.

1.2 Purpose of this report

The Coordinator-General's Evaluation report for the project's Environmental Impact Statement (EIS) required the proponent to produce Social Impact Management Reports (SIMR) to *'ensure the delivery of social and economic benefits and demonstrate how the proponent had addressed any community and stakeholder issues'*.

This is the third annual SIMR, and reports on the period 1 July 2019 to 30 June 2020 in accordance with the requirements of the Coordinator-General's Imposed Condition 1, which states:

" (a) The proponent must provide an annual Social Impact Management Report (SIMR) for approval by the Coordinator-General for a period of five years on each anniversary of the commencement of construction.

(b) The SIMR must describe the strategies and actions implemented and the outcomes achieved:

(i) to inform, engage, consult, collaborate and negotiate with stakeholders and the community and to demonstrate that stakeholder and community concerns have been considered in making decisions to avoid, mitigate and manage social impacts (refer to Section 2);

(ii) to provide, local and regional employment, training and development opportunities and to mitigate and manage any project related impacts on the local labour markets (refer to Section 3);

(iii) to mitigate and manage project related impacts on the local and regional housing markets (refer to Section 4);

(iv) to mitigate and manage project related impacts on community health, safety and wellbeing. (refer to Section 5).

The proponent must make the reports publicly available on its website promptly following approval by the Coordinator General¹".

In addition to addressing the Coordinator-General's Imposed Conditions, this report addresses the Office of Coordinator-General's (OCG) recommendations for the 2019/2020 SIMR (ensuing from the 2018/2019 SIMR), which were:

- include further information on actions to improve communications between contractors and police services during deliveries (refer to Sections 2.2 and 5.5);
- provide detail on how the complaint process and feedback mechanism is responsive to the concerns raised during consultation (Section 2.4) and ensures stakeholder feedback is considered during decision making to avoid, mitigate and manage social impacts (refer to Section 2.3);
- describe the proposed recruitment processes for the operational phase, including the timeframes for when employees will be appointed and commence roles (refer to Section 3.3);
- describe the workforce development strategy for the operational phase, including outcome of the investigation into a potential apprenticeship during the operational phase for a young local person (refer to Section 3.4); and
- describe any impacts from the operational workforce on the local labour and housing market, and any management measures implemented (refer to Section 4.3).

The report was prepared by Elliott Whiteing Pty. Ltd. during May-August 2020 on the basis of information provided by AGL and GE/Catcon.

1.3 Report structure

From Section 1, the report is structured as follows:

- Section 2 Community and Stakeholder Engagement: reporting on the project's engagement

¹ CG Evaluation Report, Condition 1

activities and how concerns have been considered in project planning and decision-making;

- Section 3 Local and Regional Employment, Training and Development: reporting on the project's employment and training strategies;
- Section 4 Housing and Accommodation: reporting on CGWF's housing use, housing availability and affordability;
- Section 5 Community Health, Safety and Wellbeing: reporting on project commitments and management strategies which address safety and wellbeing; and
- Section 6: Conclusion, which includes a summary of monitoring results and priority actions for 2020-21, and the process for SIMP revision for CGWF's operation.

1.4 Key actions for 2019-20

Key actions for 2019/20 as outlined in the CGWF SIMR 2018/2019 included:

- ongoing implementation of the Community and Stakeholder Engagement Plan for the construction phase (described in Section 2);
- updating the Community and Stakeholder Engagement Plan for the operational phase (described in Section 2.6);
- advising stakeholders of expected changes in workforce numbers and housing requirements over the reporting period (described in Section 4);
- ongoing implementation of the Coopers Gap Community Fund, including CCC involvement in the Community Fund's administration (described in Section 5);
- implementation of the Transport Communications Plan regarding wind turbine transport (described in Section 5); and
- cooperation with police and emergency services personnel (described in Sections 2.2 and 5.5).

2. Community and Stakeholder Engagement

This section summarises the actions undertaken to engage with stakeholders and the community, and to demonstrate that the project team has considered stakeholder concerns in its decision-making processes.

2.1 Desired outcomes and priority actions

PARF's desired outcomes from community and stakeholder engagement over the life of CGWF include:

- building community trust and pride in the CGWF, through stakeholder engagement;
- providing a range of engagement opportunities tailored to different stakeholder needs and preferences;
- providing regular project information (including notification of key activities, timeframes, potential impacts and benefits) to interested and affected stakeholders;

- providing community consultation opportunities at different project stages and milestones; and
- proactive identification and response to community issues and concerns, including effective and efficient response to complaints.

Priority actions planned for 2019/2020 and discussed in Section 2.2 included:

- implement the CGWF Community Engagement Plan;
- address emerging issues and information requests as part of the CGWF CCC, and continuing to publish detailed minutes online;
- prepare for and promote opportunities for community attendance and participation at project milestone events (e.g. an Operations Open Day, by agreement with the Queensland Premier and when COVID-19 restrictions allow large gatherings);
- continued engagement with SBRC and WDRC at agreed regular intervals; and
- maintaining the CGWF Community Investment Fund, including ongoing engagement of the CCC, SBRC and WDRC on community investment priorities.

The following subsections describe progress during the reporting period.

On behalf of PARF, AGL is also updating the Community and Stakeholder Engagement Plan for the operational phase, as discussed in Section 2.6.

2.2 Engagement activities

PARF has continued to implement its Community and Stakeholder Engagement Plan for the construction phase during 2019/2020. Key activities are discussed below.

Landowners

PARF has established productive and cooperative working relationships with landowners who are hosting CGWF infrastructure. AGL provides several engagement mechanisms for landowners including:

- direct contact with site managers;
- tailored Landholder Access Management Plans and face to face meetings;
- representation on the Community Consultative Committee (CCC);
- hosting a dinner for landowners hosting turbines on their properties to discuss project progress and other aspects associated with CGWF (during the third quarter of 2019); and
- general communication methods e.g. newsletters, community update meetings and access to CCC minutes.

Key interest areas for landowners (asset hosts and neighbouring property owners) during this reporting period included:

- the status of construction activities and forecast date for completion and operation;
- the status of the upgrade to Niagara Road, with the western section completed but requiring re-works following significant rain in February 2020, and the eastern section works underway;
- resolution of noise complaints (see Section 2.4);

- interest in the CGWF Community Investment Fund; and
- reinstatement of property impacted during construction in accordance with individual agreements with landowners.

Local Governments

Consultation with the South Burnett regional council (SBRC) and Western Downs Regional Council (WDRC) over the reporting period has included:

- meetings between CWGF's Project Director and the Mayors of SBRC and WDRC to discuss Project progress and the forward plan for CWGF's operation;
- Councils' representation and input at the CGWF CCC;
- monthly meetings with SBRC; and
- discussions regarding the rates CGWF will pay to the two Councils.

There has also been recent communication with Councils regarding the Project's status and completion date in relation to the COVID-19 pandemic response.

Areas of ongoing interest for the two Councils relate to:

- completion of the Niagara Road upgrade around the end of 2020;
- opportunities to enhance economic benefits through local supply and employment of local residents in CGWF operations; and
- resolution of discussions on rates; and
- the development of a viewing platform by Councils on Council land for tourists to see the windfarm operating, which is being managed by the SBRC.

Traditional owners

PARF/AGL developed Aboriginal Cultural Heritage Management Plans (CHMPs) in 2018 in consultation with each of relevant Aboriginal Parties for the area, including the Wulli Wulli People #2, the Barunggam People and Western Wakka Wakka People (Team McLeod and Team Beattie). Local Traditional Owner representatives were engaged in Aboriginal Cultural Heritage surveys, which was completed in 2018.

Cultural heritage issues have been managed in accordance with the CHMPs. Apart from responding to a general enquiry from a Traditional Owner group representative, there has been no other active engagement with Traditional Owner groups during the reporting period.

Community Consultative Committee (CCC)

The CGWF Community Consultative Committee (CCC) was established in May 2012 and has met regularly over the past eight years. Three CCC meetings were held during the reporting period, (24 October 2019, 12 December 2019 and 11 March 2020). The CCC meeting scheduled for 10 June 2020 was postponed to 20 August 2020 due to COVID-19 restrictions. CCC minutes are published online at: <https://www.agl.com.au/about-agl/how-we-source-energy/coopers-gap-wind-farm>.

Specific areas of community and stakeholder interest identified by CCC members have included:

- road impact management strategies, including maintenance of and an upgrade to Niagara Road (the main access road to CGWF);
- future engagement mechanisms during operations;
- noise contour mapping for individual properties;
- progress on the proposed viewing platform;
- CGWF benefits for local businesses;
- ongoing engagement of community members in reviewing Community Fund applications and funding support for local projects (undertaken to date through the CCC);
- funding for the Cooranga North Rural Fire Brigade Shed; and
- progress of AGL investigations to facilitate improved mobile phone coverage in the local area.

CCC inputs and CGWF's responses to inputs are summarised in Table 1.

Table 1: CCC inputs and AGL responses

Issue	Members' inputs	AGL response
Meeting No. 32: 24 October 2019		
Future engagement	Discussion of future CCC operation	Proposed the current arrangement remain in place to be reviewed in 6 months once the project reaches the operations phase.
Roadworks	Upgrade of Niagara Road agreed as a gravel base, upgraded by SBRC to seal and bitumen seal approximately 3.5 km resulting in a sealed road all the way from the Bunya Highway to Jarail Rd	Noted and acknowledged.
Tourism - Viewing platform	SBRC had nominated Bilboa Road as a site however further community consultation was required	Suggested a scope be prepared to formalise the process including proposed pull-off areas, signages, safety and tourism requirements for presentation to the committee for feedback. Action accepted by SBRC.
Local supply opportunities	Interest in value of supply opportunities to local businesses	Local spend as a percentage of total spend is difficult to quantify, but accounting processes can be altered to make it obtainable.
Cooranga North Rural Fire Brigade Shed	Status of funding request and potential for State government to match funding supplied by AGL	AGL is liaising with the QFES Rural Inspector to ascertain requirements. Potential for matching funding has been raised with QFES Rural Inspector.

Issue	Members' inputs	AGL response
Community Fund	Letter to AGL CEO requesting an increase of AGL contribution towards the Community Fund	The Community Fund was increased to \$80,000 p.a. for the CCC to administer plus an additional \$20,000 p.a. for the wider community, for the duration of AGL's tenure on the project (to September 2025).
Noise	Discussion of sound maps in relation to a landowner's property, and potential community interest in further details	AGL will receive details of any people who would be interested in further information and respond to these requests.
Mobile phone reception	Request for information on progress	AGL advocacy to the State and Federal resulted in support for a new mobile phone tower at Cooranga North through Round 5 funding of the Blackspot program. Telstra were reluctant to respond given population constraints and energy costs. Further advocacy to MPS and other possible service providers is ongoing
Energy production	The proportion of power generated during non-solar generating hours i.e. at night	Wind resources in this region are optimal early to mid/late evening and counter-correlated to solar.
Meeting No. 33: 12 December 2019		
Tourism - Viewing platform	Current site office has been identified as an appropriate location for the viewing platforms	Awaiting further consultation with landowners.
Cooranga North Rural Fire Brigade shed	Status of funding request	AGL pledged \$20,000, to this project, with Wagners and ACR pledging an additional \$5,000 each. Negotiations continue with other business for further contributions of both funds and civil works. Funds will go to OFES who will build to government standards and fund any shortfall if funds insufficient to meet this standard.
Mobile phone reception	Update on mobile phone tower	AGL commenced discussions with Southern Phone, and is continuing discussions with Minister David Littleproud to discuss mobile phone service in regional areas
Rehabilitation	Query regrading status of planting of grass along the shoulders of tracks	Anywhere there is soil disruption will be rehabilitated. There has been a delay waiting for ideal season for planting of shoulders.
Future engagement	Discussion of CCC engagement during operation	Operations team be invited to the next meeting and formally decide with their input

Issue	Members' inputs	AGL response
Meeting No. 34: 11 March 2020		
Noise	Nil – advice to CCC from AGL	Yaw brakes in some affected turbines are causing noise, requiring their brake pads to be replaced. This has been completed for affected turbines, and is ongoing for other parts of the windfarm, with completion expected by the end of 2020.
Road conditions	Status of Niagara Road update	The western section Niagara Road was completed but requires re-works following significant rain in February 2020, and the eastern section works are underway. AGL and SBRC continue to cooperate on the upgrade of Niagara Road which is expected to be complete by the end of 2020.
Mobile phone reception	Update on mobile phone tower - suggestions that AGL could subsidise mobile phone boosters	<p>AGL is now in negotiations with Optus.</p> <p>AGL will investigate mobile phone booster and other options being used in the CSG industry.</p> <p>Another opportunity may be to utilise the increase to the community fund in conjunction with the already allocated allowance for the tower.</p> <p>Further discussion with the CCC on this issue is planned.</p>
Tourism - Viewing platform	Status update	This is a council managed initiative. Council representatives committed to providing updated response to the committee.
Future engagement	<p>CCC operation</p> <p>Governance for Community Fund</p>	<p>Recommended that AGL quarterly meetings continue into the first three months of operations and move to six monthly meetings thereafter, at which point the membership of the committee may also be addressed</p> <p>Consideration of Community Fund Governance e.g. a community reference group or a new committee to be considered, with a proposed structure presented to the next meeting.</p>

Community members

AGL published newsletters describing progress with the project, community engagement activities and community investment news during the third quarter of 2019 and the second quarter of 2020. Construction updates and project newsletters were shared with CWGF's registered local stakeholder network and published online, while the CGWF CCC provided a forum for responding to specific points of interest and/or concern (discussed below). AGL also published two media releases to communicate project milestones including:

- commencement of power generation (in July 2019); and
- completion of construction of the final turbine (April 2020).

CGWF has conducted regular site tours for community member and groups, enabling community members to learn about the windfarm's construction and operation. During the reporting period this included eight site tours involving approximately 108 people, with groups including local seniors' groups, local media, the Minister for Natural Resources, Mines and Energy, service clubs and Dalby State High School.

An Operations Open Day has not yet been held but is being considered by agreement with the Queensland Premier and when COVID-19 restrictions allow large gatherings. The CGWF project team attend and support a range of locally-organised community events and work closely with the CCC to provide funding support for local projects via the Community Development Fund.

Key issues raised by community members during interactions with CGWF team members during the reporting period included:

- interest in the Project's progress;
- interest in and appreciation for AGL's Community Development Fund; and
- mobile reception and progress with the mobile phone tower.

During 2019-2020, CGWF was involved in approximately 358 recorded stakeholder and community interactions (see Figure 1). AGL has also engaged 33 community groups in the Community Development Fund process during the reporting period, with two rounds of funding provided (see Section 5.6).

State Government Engagement

The CGWF project team provided fortnightly email updates to the Office of the Coordinator General until February 2019 to ensure the provision of timely project progress updates and will provide further updates on request. Regular briefings are also provided to the National Windfarm Commissioner.

During the reporting period, briefings and meetings have been held with:

- the Police Minister;
- the leader of the Queensland Opposition and the Opposition spokesperson for energy; and
- local Members of Parliament.

Other issues and updates have also been discussed with Department of Local Government, Department of Natural Resources, Mines and Energy, and Department of Agriculture and Fisheries on an as-needed basis.

Health and emergency services

A Transport Communications Plan was implemented during July-December 2019 for the transport of wind turbine components, to ensure permit requirements were met, all stakeholders were appropriately informed, and social risks relating to the transportation of wind turbine components – such as road safety issues and community complaints – were addressed in respect to delivery of turbine components.

Transport of wind turbine components required close cooperation with the Queensland Police Service (QPS). The last major turbine component was delivered from the Port of Brisbane to the CGWF site in December 2019. QPS were involved in planning and escorting all major component deliveries, requiring week-to-week engagement between CGWF and QPS, as well as day to day to-operational cooperation.

GE/CATCON have worked with emergency services to ensure the transition to operations is well communicated. Following a successful joint emergency response training exercise in June 2019 which consolidated relationships between CGWF and local and regional emergency services personnel, CGWF project team has continued to hold regular interface meetings with QFES personnel. Regular meetings with QPS were held until October 2019, when attendance had dwindled, and a cessation of meetings was agreed.

Consultation with local health services during the reporting period occurred as part of AGL's membership of the TSBE health working group and establishment of a workplace wellness program, My Health for Life.

Business and industry

GE/CATCON continues to welcome expressions of interest and capability statements to coopersGapWF@catcon.com.au. With the majority of construction contracts awarded in the previous reporting year, there have been no contracts awarded through ICN during the reporting period.

AGL is a member of the Toowoomba and Surat Basin Enterprise (TSBE), assisting to raise the profile of PARF/AGL in the region and facilitate project engagement with local industry and employment suppliers.

CGWF is currently engaging five local contracting companies which has supported local employment opportunities and developed local companies' capacity to respond to the requirements of working on large scale projects.

Aviation Stakeholders

GE/CATCON provided regular updates to the Civil Aviation Safety Authority (CASA) as meteorological masts and wind turbines were erected. Future interactions with CASA are not expected to be required during CGWF operations.

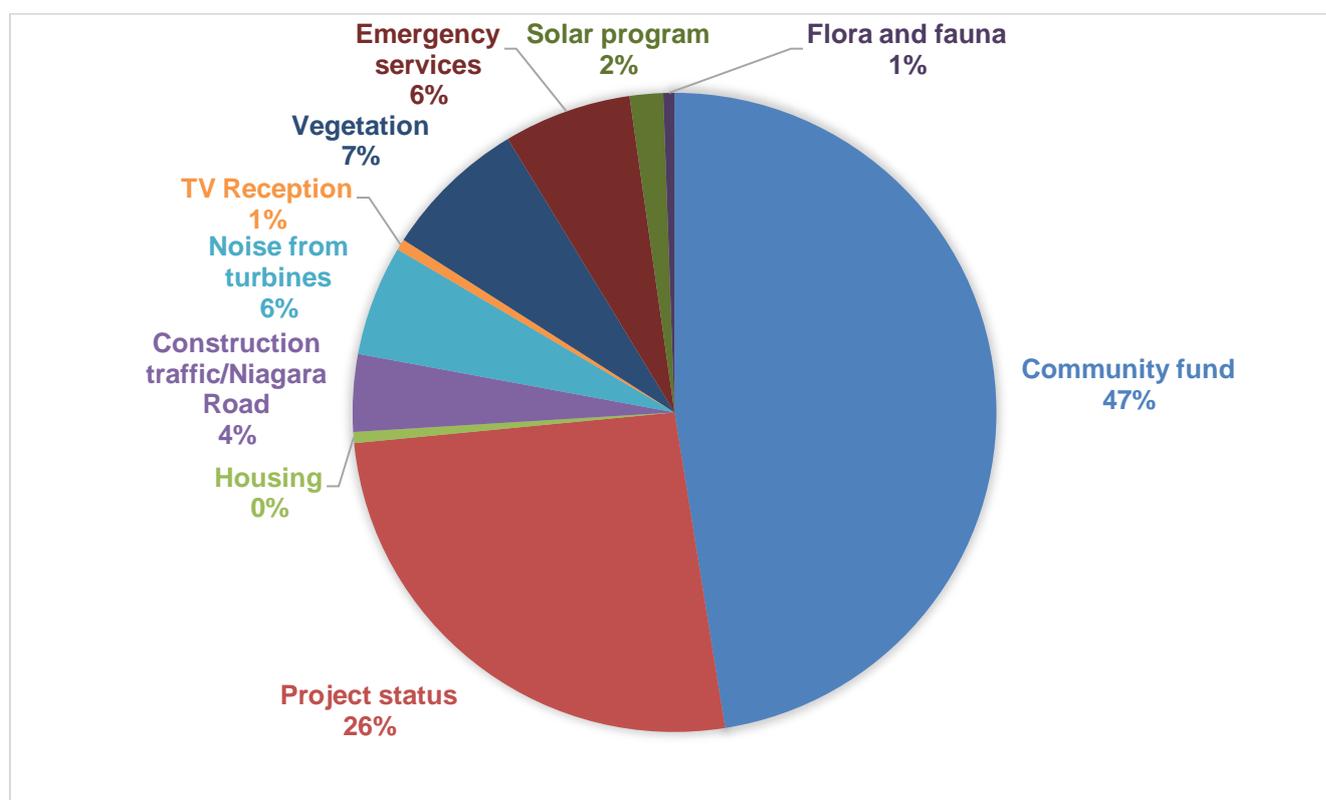
2.3 Outcomes of stakeholder engagement

As discussed in preceding subsections, PARF communicates with stakeholders via a range of means. Figure 1 presents a breakdown of issues raised during PARF's stakeholder interactions via email, letter, phone and face-to face interactions during 2019-20.

A total of 358 interactions were recorded, with the most common issues addressed including:

- interest in the CGWF Community Investment Fund i.e. the application process and outcomes of the grant round (47 percent of interactions);
- the status of project construction, which included enquires about progress and completion dates round (26 percent of interactions);
- vegetation, generally the status of rehabilitation works (7 percent of interactions);
- construction traffic and the status of the Niagara Road upgrade (7 percent of interactions);
- noise from turbines (6 percent of interactions); and
- emergency services, which principally related to discussions regarding the Cooranga North RFS Shed (6 percent of interactions).

Figure 1: Stakeholder Issues 2019/2020



CGWF’s consultation with community members including nearby landowners during the reporting period supported proactive identification and responses to community issues.

The following key issues have been the focus for cooperation with stakeholders during this reporting period.

Community investment

AGL’s Community Investment Fund provides funding for a wide range of community groups and services as discussed in Section 5.6 In response to CCC advocacy, AGL’s Community Fund for CGWF was increased to \$100,000 per annum. for the duration of AGL’s tenure on the project (to September 2025). This includes \$80,000 p.a. for community donations and sponsorships for local

organisations, which is administered by the CCC, and an additional \$20,000 per annum which is administered by AGL to provide funding to for the wider community.

During the reporting period, AGL also pledged \$20,000 to upgrading the Cooranga North Rural Fire Brigade shed, with two other companies pledging an additional \$5,000 each. Negotiations continue with other businesses for further contributions of both funds and civil works. The funds will be provided to QFES who will build the new shed to government standards and fund any shortfall if funds are insufficient to meet this standard.

Governance arrangements for the Community Development Fund during the operational period are currently being considered in cooperation with the CCC.

Project status

The status of construction activities and forecast date for completion and operation have been of ongoing interest to landowners, Councils and other stakeholders. As described in Section 2.2, AGL has communicated project progress through newsletters, media releases, the CCC and individual meetings with stakeholders to ensure all interested stakeholders are kept informed.

Telecommunications

Many residents living near CGWF experience poor mobile phone and internet services. AGL staff have been working with telecommunications carriers, government agencies and elected representatives to identify a solution. AGL advocacy to the State and Federal governments resulted in Cooranga North being selected for a mobile phone tower in the Blackspot Program Round 5, but Telstra were reluctant to respond given population constraints and energy costs. AGL also undertook discussions with Southern Phone and with the Federal Minister for Agriculture, Drought and Emergency Management to discuss mobile phone service in regional areas. AGL is currently in negotiations with Optus regarding potential for Optus to provide the mobile phone tower.

Construction transport

The transport of large turbine components during construction resulted in traffic delays and concerns about road safety. As is discussed in Sections 2.2 and 5.5, AGL cooperated closely with the Queensland Police Service, and a Transport Communications Plan was implemented to ensure permit requirements were met, all stakeholders were appropriately informed, and risks relating to the transportation of wind turbine components were well-managed. Component transport was completed in December 2019.

Niagara Road

As the main access road to CGWF, Niagara Road (which connects the Bunya Highway with Dalby-Jandowae Road) has experienced significantly increased traffic (including large and oversize loads) during the construction period. The major demands on the road related to transport of wind turbine components, which ceased in December 2019.

AGL and SBRC have cooperated to plan and deliver an upgrade of Niagara Road. An upgrade of the western sections of Niagara Rd was completed during 2019 but has required some significant re-works following the rain event in February 2020. Upgrading works for the eastern end of Niagara

Road were due to re-commence in May 2020 and are being managed by SBRC. The upgrade is expected to be complete by the end of 2020.

Turbine noise

During the commissioning process, unacceptable noise levels were identified as the result of yaw brakes fitted to turbines. PARF responded by requiring the replacement of brake pads on affected turbines. This is ongoing for other parts of the windfarm, with completion expected by the end of 2020.

Television reception

Three landowners advised PARF that they were experiencing interference with television reception. Retesting of reception was arranged, advice on relocation of antennas was provided, and PARF provided a television reception booster, with no further issues identified.

Viewing platform

The CCC (which includes Council representatives) identified the opportunity for a viewing platform to be constructed on a site near the windfarm, as a tourist attraction. This has been a matter of ongoing CCC discussion, with SBRC accepting responsibility for progressing the proposed viewing platform on a Council-owned site.

Local employment

Some construction personnel and other community members have expressed interest in employment in CGWF's operations. CGWF is recruiting for operational positions (see section 3.3) and expects that any additional non-local personnel to be employed in CGWF operations will move to and live in local communities.

Future of CCC

In consultation between the CGWF team and the CCC, it has been agreed that quarterly CCC meetings will continue into the first three months of operations and move to six monthly meetings thereafter, at which point the membership of the committee may also be addressed.

The CCC is also being consulted about future governance of the Community Fund with arrangements to be agreed in the second half of 2020.

2.4 Complaints management

PARF is committed to maximising community and stakeholder satisfaction through effective and efficient response to complaints. AGL, as PARF's agent, actively promotes CGWF's complaints process and project feedback mechanisms, and publishes the project's Complaints Management Policy on the AGL website. PARF received complaints from seven local residents during the reporting period, with some stakeholders having more than one interaction with PARF as a result of the issue.

Complaints received and AGL's response are provided in Table 2.

Table 2: Complaints during 2019/2020

Issue	PARF response
Driving behaviour of a sub-contractor	<ul style="list-style-type: none"> Phone conversation, committing to an investigation Sub-contractor identified and counselled regarding CGWF project's traffic safety and behavioural standards
Use of CH channel and behaviour of user	<ul style="list-style-type: none"> Phone conversation, committing to an investigation Worker involved was advised that their behaviour was unacceptable and reminded of the Workforce Code of Conduct
Noise (2 complaints) affecting sleep and daily life	<ul style="list-style-type: none"> Meetings, emails and phone conversations with affected residents Noise monitoring instituted Corrective action instituted as described in Section 2.3
TV reception (3 complaints)	<ul style="list-style-type: none"> Additional antenna installed to improve

2.5 Monitoring results

The desired outcomes for community engagement and the status of those outcomes are shown in Table 3.

Table 3: Monitoring results - Community and Stakeholder Engagement

Desired Outcome	Indicator	Data Source	Outcome/Status
Building community trust and pride in the CGWF	Landowner, CCC and Council feedback regarding CGWF engagement	Quarterly consultation records and issue reports	CGWF has constructive and cooperative relationships with its stakeholders, based on regular engagement and building trust over time Stakeholders' interest in building a viewing platform to showcase CGWF indicates community pride in the wind farm
	Community attendance and participation in project milestone events	Project event statistics	AGL has hosted a number of tours for interested parties (see Section 2.2) Commencement of operations has been communicated to stakeholders and an event may be held when operations are established

Desired Outcome	Indicator	Data Source	Outcome/Status
Regular project information to interested and affected stakeholders	Timely and clear information (including notification of key activities, timeframes, potential impacts and benefits) provided in project communications	Project records including CCC minutes	Newsletters were issued during Quarter 3 2019 and Quarter 2 2020 CCC quarterly meetings have been held during the reporting period with the June 2020 meeting deferred to August 2020 as a result of COVID-9 restrictions CCC feedback on the communication program has been considered as summarised in Table 1
Providing community consultation opportunities at different project stages and milestones	Consultation opportunities are scheduled for each project stage and at relevant milestones. Opportunities are well promoted to interested and affected stakeholders	Community and Stakeholder Engagement Plan Communications collateral	Three CCC meetings held Regular engagement with hosting and neighbouring landowners has continued Project newsletters provide contact details for CGWF staff
Proactive identification and response to community issues and concerns, including effective and efficient response to complaints.	Regular monitoring of project consultation activities to anticipate and address community issues and concerns	Consultation records and issue reports	Ongoing advocacy for mobile phone tower Cooperation with SBRC on Niagara Road upgrade Cooperation with CCC request to increase Community Benefit funding. CGWF received seven complaints during the reporting period and provided responses as outlined in Section 2.4.

2.6 Forward Plan

PARF is currently updating the Community and Stakeholder Engagement Plan for the operational phase, with completion due before full operations commence. This includes reviewing the need for ongoing consultative mechanisms in cooperation with the CCC. The Community and Stakeholder Engagement Plan will form part of the revised SIMP for operations (see Section 6.3) and will address:

- landowner liaison, underpinned by AGL's Agreed Principles of Land Access (2014) and individual Landholder Access Management Plans (LAMPs);
- CCC operation;
- Council engagement on outstanding matters of interest including emergency management

and disaster recovery;

- ongoing engagement with QPS and QFES as agreed with these two agencies, including their involvement in reviewing emergency response plans;
- complaints management;
- general communication methods to provide information to stakeholders and community members;
- mechanisms to address any emerging issues and information requests as part of the CGWF CCC and/or with concerned stakeholders; and
- maintaining the CGWF Community Investment Fund, including engagement with the SBRC and WDRC and community members on community investment priorities.

WDRC, SBRC and the CCC will be invited to provide feedback on the draft Community and Stakeholder Engagement Plan.

The Coopers Gap Community Fund of \$100,000 per annum will be provided to September 2025, with the objective to broaden the environmental and community benefits of the wind farm within the local Western Downs and South Burnett communities (i.e. within 10 km of the project).

A Community Fund of \$30,000 per annum will be made available during the subsequent 20 year (approximate) operational phase. AGL is establishing a structure for the administration of the Community Fund in consultation with the CCC and Councils.

3. Employment, Training and Development

This section summarises the status of employment, training and development actions undertaken to provide local and regional employment, training and development opportunities, and to mitigate and manage any project related impacts on the local labour markets.

With a modestly sized construction workforce (see below) including a combination of local personnel and specialist personnel from other areas, impacts on local labour markets have been shared between several LGAs, minimising any impacts on local labour markets.

3.1 Desired outcomes and priority actions

PARF's desired outcome for employment, training and development are:

- at least half of the CGWF workforce are local hires;
- project employment and supply opportunities are well promoted locally and through local stakeholders;
- increased opportunities for local Indigenous stakeholders to participate in the project and local business enterprise;
- demonstrable benefits to local community members from increased access to up-skilling and training opportunities; and
- Australian entities have full, fair and reasonable opportunity to bid for the supply of key goods or services for the project and, if applicable, initial operation of the facility.

Priority actions for 2019/20 included:

- discussions with local recruitment firms to recruit local personnel (see Section 3.3);
- continued relationship with the Toowoomba and Surat Basin Enterprise (TSBE) to promote employment and business opportunities (addressed in Section 2.2);
- development of a recruitment strategy for operations (see Section 3.3); and
- development of a training and workforce development strategy for operations (see Section 3.4).

3.2 Construction employment outcomes

CGWF's construction commenced in January 2018 and the last turbine was installed in April 2020. The number of construction personnel has fluctuated over the reporting period according to the activities being undertaken, peaking at 226 personnel in October 2019, reducing to approximately 200 personnel in March 2020 (compared to the March 2019 peak workforce of 210 personnel) and to 110 personnel in June 2020.

Of the 110 construction and commissioning personnel employed at June 2020, 38 were residents in the South Burnett or Western Downs LGAs and 72 personnel were non-local (returning to other home bases at the end of their rosters). The percentage of local resident personnel in June 2020 was approximately 35 percent, down from 44% percent (70 local resident personnel) in 2019. The reduction is due to the completion of labouring, construction and machinery operation roles, and the need for specialist technical personnel to test and commission wind turbines.

CGWF's commissioning personnel include electrical, safety and trades workers and are expected to complete their work in September 2020, with the possibility of locally based commissioning personnel transferring to turbine servicing roles

Commissioning activities will be completed between July and September 2020, with an average of 55 personnel (including 15 GE/CATCON personnel and an installation crew of 40 personnel) expected to be required. Of these, an estimated 35 non-local personnel may require housing as discussed in Section 4.4.

A crew of approximately five personnel will remain on site until December 2020 to complete rehabilitation and revegetation works. It is expected that the majority of these will be existing local personnel.

3.3 Operational recruitment and employment

Recruitment processes for the operations phase have included:

- advertising operational roles in local media and through local job agencies;
- identifying local residents employed in CGWF construction and commissioning who were interested in operational roles;
- responding to community enquiries about employment opportunities; and
- provision of a link to GE/CATCON information on recruitment for operational roles on the CGWF webpage.

As of June 2020, CGWF employs 12 personnel to service the CGWF. Servicing personnel include electricians, turbine technicians, engineers, safety managers, and environmental management personnel. Currently, seven of the servicing personnel are local residents.

Where possible (i.e. other than for specialist technical roles where the relevant skills are not available locally) commissioning and servicing personnel have been drawn from local communities, drawing on GE/CATCON's established relationships with local businesses and local residents involved in the construction works.

The CGWF servicing team will increase to approximately 16 personnel by December 2020, with this number expected to be maintained for the life of CGWF.

Additional non-local personnel to be employed in operations will be expected to relocate to live in local communities, as further discussed in Section 4.3.

3.4 Training and development

As CGWF's construction activity has decreased over the reporting period and will be complete in September 2020, additional training and apprenticeships have not been necessary or possible.

CGWF operational personnel will be provided with regular training to support the delivery of their roles and the safe management of CGWF. This will include facilitating staff access to certification training in Electricity Supply Industry (ESI) Generation Operations Support and ESI Generation Maintenance-Electrical Electronic where this is required by CGWF and would benefit personnel.

GE/CATCON assessed the opportunity to offer an apprenticeship for the operational phase for a local young person and determined that this would not be appropriate for safety reasons during the first year of operations. This opportunity will be re-assessed during 2020/2021. CGWF staff have commenced discussion with the Dalby State High School training centre staff to identify the potential to support training for operational personnel.

3.5 Local supply opportunities

AGL and GE/Catcon established their local supply arrangements in 2018-19, which included:

- ongoing engagement with employment and labour hire companies;
- implementation of the project's Australian Industry Participation Plan; and
- publishing all project supply opportunities on the ICN Gateway.

There have been no additional construction contracts required in the reporting year.

GE/CATCON have involved five local businesses (within the South Burnett and Western Downs LGAs) in supply to CGWF during the reporting period. The Project has utilised local businesses that supply and transport fuel, water and gravel, and has also patronised local stores, restaurants, motels and caravan parks. Supply opportunities have been well appreciated by local businesses.

The value of CGWF's expenditure in the 2019/2020 with businesses in the South Burnett Western Downs LGAs was \$13.01 million, with an additional \$5.89 million spent with businesses in the Toowoomba region during the reporting period.

3.6 Outcomes

Table 4 summarises PARF's desired outcomes and outcomes to date for employment, training and development.

Table 4: Monitoring results - Employment, training and development

Desired Outcomes	Indicator	Data Source	Outcome/Status
At least half of the CGWF workforce are local hires	Employees by postcode / by LGA	Project employment and contractual records	The project achieved an average of approximately 40 percent local employment over the full construction period. The Operations team is expected to be comprised primarily of local residents.
Project employment and supply opportunities are well promoted locally and through local stakeholders	Implementation of the AIPP communication strategy	Procurement communications and engagement records	<p>PARF has promoted the commencement of operations and made CCWF personnel's contact details available through newsletters to local stakeholders and groups.</p> <p>GE has identified the potential for construction and commissioning personnel to be employed in operations and encourages current personnel to consider these opportunities.</p> <p>Five local businesses and additional contractors from SEQ engaged in project construction</p> <p>Expenditure of more than \$13 million with local businesses</p>
Increased opportunities for local Indigenous stakeholders to participate in the project and local business enterprise	Indigenous personnel employed and Indigenous business engaged	HR records	The Project has employed three Indigenous people during the reporting period. Additional business supply opportunities have not been available.
Demonstrable benefits to local community members from increased access to up-skilling and training opportunities	Local community members access upskilling and training	Project records	The Project has employed local people, including three Indigenous employees.

Desired Outcomes	Indicator	Data Source	Outcome/Status
	opportunities associated with CGWF		Ongoing on-site training and development have been provided during the reporting period CGWF has also partnered with Mates in Construction to develop workers' mental health awareness and access to support
Australian entities have full, fair and reasonable opportunity to bid for the supply of key goods or services for the project and, if applicable, initial operation of the facility	Implementation of AIPP commitments to equitable promotion of project supply opportunities	Procurement communications and engagement records AIP Compliance Report	The majority of companies supplying the construction phase are based in South East Queensland Local businesses are supportive of the project, and are providing services and supplies on time and at high-quality levels

3.7 Forward plan

Priority actions to be implemented by GE/CATCON and AGL over the next reporting period include:

- a continued focus on recruiting local people and people who will move to local communities;
- a continued focus on CGWF's workforce health and wellbeing; and
- implementation of training strategies for operational personnel.

4. Housing and Accommodation

This section summarises the actions undertaken to mitigate and manage project-related impacts on the local and regional housing markets.

4.1 Desired outcomes

PARF's desired outcome for the CGWF is for there to be no significant impact on local housing and accommodation availability during its construction and operation.

To mitigate and manage project-related impacts on local and regional housing markets, the project established a Housing and Accommodation Action Plan (HAAP) in January 2018, developed in consultation with the relevant Councils.

Consultation with SBRC and WDRC during development of the CGWF HAAP (November 2017 to January 2018) indicated the project workforce was not expected to place significant pressure on existing housing and accommodation in the nearby centres of Kingaroy, Nanango, Kumbia and Dalby.

4.2 Housing and accommodation use

At the workforce peak in October 2019, the Project was accommodating approximately 104 non-local personnel using approximately 34 shared dwellings in Kingaroy (17 dwellings), Dalby (15 dwellings), Bell or Kumbia (one dwelling each). Up to 15 personnel accessed motel accommodation in Kingaroy or Dalby at peak, and up to nine people were accommodated in caravan parks in Bell and Kingaroy. At that time, the housing rental vacancy rate was 1.8 percent in postcode 4610 (Kingaroy and Kumbia) and 2.0 percent in postcode 4405 (Dalby), with postcode 4408 (Bell) having a 0.0 percent vacancy rate.

As of June 2020, the Project employed approximately 72 non-resident construction and commissioning personnel and 5 non-resident operational personnel who share rental dwellings while they are on shift or use short term accommodation in local communities. This includes the use of 15 rented houses (seven each in Dalby and Kingaroy, and one in Kumbia) which was a reduction of 19 dwellings since the peak requirement.

The Project is also currently using four cabins in the Kingaroy Holiday Park, and nine rooms in motels in Dalby and Kingaroy. Given low tourism demand which has resulted from drought conditions, bushfires and COVID-19 restrictions, the Project's use of short-term accommodation has been of value to accommodation providers.

SQM Research data for late May 2020 (see Table 5) indicate that the available rental stock in local towns where CGWF personnel are accessing housing included approximately 26 dwellings in the Kingaroy and Kumbia postcode (4610) and 39 dwellings in the Dalby postcode (4405), with no rental dwellings available in the Bell postcode (4408).

Rental vacancy trends (also sourced from SQM Research) indicate that vacancy rates had decreased in the Kingaroy/Kumbia and Dalby postcodes over the past year and were low at 1.1 percent and 1.5 percent respectively in May 2020, but had fluctuated over the reporting period, at up to 3.2 percent for the Kingaroy/Kumbia postcode (in April 2020) and up to 2.6 percent in the Dalby postcode 4405 (in November 2019). These fluctuations are typical of relatively small rental markets where small changes in demands affect vacancy rates more than they would in large rental markets. As the Project's housing requirements decreased between October 2019 and May 2020, changes in local rental vacancy rates are unrelated to Project housing requirements.

With respect to average asking rents for houses (which make up the majority of rental stock in local towns) the Kingaroy/Kumbia postcode saw a decrease in average asking rents of 6.7 percent over the reporting period, whilst Dalby saw an increase of 3.9 percent of the period. Data for Bell indicate an increase in average asking rents of 20.9 percent over the reporting period however this data is based on a very small rental market.

With established accommodation arrangements in place, and with the number of construction and commissioning personnel declining to an average of 55 during June to September 2020, there will be no additional housing or accommodation requirements for construction workers. As such there has been no further need for engagement with Councils regarding housing and accommodation use.

Table 5: Rental dwelling use and availability, May 2019 - May 2020

Postcode	Dwellings rented by project at May 2019	Rental vacancy rate May 2019	Dwellings rented by project at Oct 2020	Rental vacancy rate Oct 2019	Dwellings rented by project at May 2020	Rental dwellings available at May 2020	Rental vacancy rate May 2020	1 year rental cost change (houses)
4610 - Kingaroy, Kumbia and Cooranga Nth	Kumbia – 3 Kingaroy - 11	2.2%	Kingaroy - 17 Kumbia – 1	1.8%	Kingaroy -7 Kumbia – 1	26	1.1%	-6.7%
4405 - Dalby	10	4.2%	15	2.0%	7	39	1.5%	3.9%
4408 – Including Bell	1	0.0%	1	0.0%	0	0	0.0%	20.9%
Total	25	-	34	-	15	65	-	-

Source: SQMRResearch. May 2020.

Kingaroy and Dalby have substantial stocks of housing for purchase, with a collective total of more than 1,000 dwellings listed for purchase in May 2020. The availability of housing for purchase has declined in the Kingaroy/Kumbia postcode (by 65 dwellings) and by 18 dwellings in the Dalby 4405 over the reporting period. Median asking prices for homes have shown small variability over the twelve months, with a 3.6 percent increase in the Kingaroy/Kumbia postcode, a 5.0 percent decrease in the Dalby postcode 4405 and a 1.0 percent increase in the Bell postcode (see Table 6).

To date CGWF personnel have made negligible demands on housing available for sale in local communities, so an effect on the availability or asking prices of dwellings in local towns is not apparent.

Table 6: Housing availability and change in median cost May 2019-May 2020

Postcode	Stock available (dwellings and units) May 2019	Stock available (dwellings and units) May 2020	1 year change in stock on market (no.)	1 year change in asking price – houses (%)
4610 - Kingaroy, Kumbia and Cooranga Nth	654	589	-65	3.6%
4405 -Dalby	467	449	-18	-5.0%
4408 – Including Bell	23	21	-2	1.0%

Source: SQMRResearch. May 2020.

4.3 Housing for operational personnel

By December 2020, the operational workforce is expected to stabilise at 16 personnel and be maintained at this rate throughout the Project's life. Some of these personnel are expected to be sourced from within local communities, with new personnel from outside the South Burnett and Western Downs LGAs expected to relocate to local communities.

As seven of the 12 current servicing personnel are locally based, a maximum of 9 new personnel could move to local communities during 2020/2021. New local employees will purchase or rent housing, depending on their choices. In the context of existing supplies of housing available for rent (see Table 5) and purchase (see Table 6) any impact on housing availability or cost is expected to be unnoticeable.

4.4 Outcomes

Table 7 summarises PARF's desired outcomes and outcomes to date for housing and accommodation.

Table 7: Monitoring results - Housing and accommodation

Desired Outcome	Indicator	Data Source	Outcome/Status
No significant impact on local housing and accommodation as result of the project.	Change in rental availability and affordability (median rent, stock and vacancy rate) - Nanango, Dalby, Jandowae, Kingaroy postcode areas	SQM Research data	Rental vacancy rates have decreased over the past year in towns accommodating CGWF personnel however this is unrelated to the Project's requirements, which have declined over the reporting period.
	Change in property sales (median and stock) - Nanango, Dalby, Jandowae, Kingaroy postcode areas	SQM Research and consultation with Council	No significant changes in availability or increases/decreases in asking price are attributable to the Project. Operational personnel are expected to make minimal demands on local housing stock.

4.5 Forward Plan

PARF has communicated the ramp-down of construction to local stakeholders, enabling them to understand that personnel's housing demands are decreasing. PARF will confirm the likely date for the completion of construction and commissioning to WDRC, SBRC, real estate agents and the Project's short-term accommodation providers one month prior to the expected completion date.

The operations workforce will include local and non-local personnel, with the expectation that non-local personnel would move to local towns. With a maximum addition of nine new local personnel expected, workforce housing requirements would be significantly less during construction, and well within the capacity of the housing market in local towns. CGWF operation is therefore unlikely to make a significant change to housing costs or availability and no management or monitoring requirements are foreseen.

5. Community Health, Safety and Wellbeing

This section summarises the actions undertaken to address concerns about community health, wellbeing and safety, including integration or relevant environmental management plans.

5.1 Desired outcomes and priority actions

The desired outcomes of the CGWF's Community Health and Wellbeing Plan are:

- no reduction in community health or safety characteristics as a result of CGWF;
- responsive engagement with health, community and emergency service providers to address potential service delivery issues;
- responsive engagement with local residents to address potential nuisance impacts associated with CGWF; and
- contributions to enhancements in quality of life for local residents.

Key actions planned for 2019/2020 included:

- continued implementation of the CGWF Community Engagement Plan, including meetings with local landowners and neighbours (see Section 2.2);
- communication with the WDRC and SBRC regarding a process for cooperation with the Western Downs and South Burnett Local Government Disaster Management Groups for the operations phase (see Section 5.8);
- continuing regular engagement with local and regional emergency service representatives (see Section 5.5);
- updating the Community Engagement Plan for commissioning and operations (see 2.6); and
- maintaining the CGWF Community Fund, including ongoing engagement with the CCC, SBRC and WDRC on funding priorities (see 5.6).

PARF has also worked with the CCC to plan for engagement during the operations phase, which will include the mechanisms for community input on local community priority areas for community investment during operations.

5.2 Community amenity

Management mechanisms to achieve the desired outcomes include:

- management of nuisance activities, including associated controls measures for air quality, noise and electromagnetic interference, underpinned by timely and responsive engagement;

- mitigation of risks to community health, safety and wellbeing, including associated procedures for workforce management, weed and pest management, traffic management and emergency management;
- a range of communication and engagement mechanisms and commitments to support responsive and adaptive management; and
- a range of community investment and partnership initiatives to enhance quality of life for local residents.

5.3 Community health and safety

Delivery of the project's Community Health and Wellbeing Plan is supported by the implementation of the project's Community Engagement Plan and Construction Environmental Management Plan (CEMP), including the following sub-plans:

- Pest and Weed Management Plan (which includes provisions for mosquito management);
- Noise Management Plan (which includes provisions for vibration monitoring and management);
- Emergency Response Plan;
- Bushfire Risk Management Plan;
- Traffic Management Plan; and
- Transport Communication Plan.

Implementation of these plans during 2019-2020 has ensured that the Project has minimised the potential for impacts on community health and safety. With the exception of two noise complaints regarding disruption of sleep and daily life that have been resolved, no impacts on community well-being were identified.

5.4 Workforce health and safety

AGL is a member of the Toowoomba Surat Basin Enterprise (TSBE) workforce health working group, which supports the 'Mates in Construction' mental health network. CGWF works with Mates in Construction to promote a mentally healthy and supportive workplace, with on-site care provided most recently in March 2020.

AGL's Workforce Code of Conduct applies to personnel engaged in the construction phase and will apply to all personnel during CGWF's operations phase.

During the COVID-19 pandemic response period, AGL and GE/CATCON developed a COVID-19 management plan, which encompasses revised working protocols e.g. physical distancing measures, revised hygiene measures, travel restrictions on personnel, daily temperature testing, provision of flu shots, and consistent, regular communication with all personnel about the new management measures. This was implemented to protect workers' health and safety but also to protect local communities from virus transmission. These measures will be ongoing as guided by Queensland Health's advice.

5.5 Engagement with police and emergency services

Engagement with police and emergency services during the reporting period included regular interface meetings with local QPS and QFES service representatives during 2019, which reduced to meetings on an as-needs basis during the second half of the reporting period.

As noted in Section 2.2, a Transport Communications Plan was implemented during July-December 2019 to support the safe transportation of wind turbine components, but this was not required after deliveries were completed in December 2019.

AGL has also worked with QFES regarding requirements for the new Cooranga North Rural Fire Brigade shed and will be providing funding to QFES for this purpose.

During the next reporting period, CGWF will continue its regular engagement with QPS and QFES, including involvement in Emergency Response Procedures for operation.

PARF will also engage with the Western Downs and South Burnett Regional Councils regarding the process for cooperation with the Western Downs and South Burnett Local Government Disaster Management Groups for the operations phase.

5.6 Contributions to quality of life

Community initiatives identified and implemented in consultation with community members are outlined below.

Support for community development

During the reporting period AGL has delivered two rounds of Community Development Fund (CDF) investment (September 2019 and March 2020) which have supported a wide range of community, sporting, education, civic, emergency services, cultural and business organisations. Round 5 received 17 submissions of which 12 were successful, and Round 6 received 16 submissions of which 12 were successful. Grants and donations were provided to the following organisations during the reporting period:

Round 5: September 2019

- Jandowae Junior Rugby League;
- Kumbia State School;
- Bell State School;
- Jandowae Golf Club;
- Red Earth Foundation auspicing South Burnett Women;
- Jandowae Kindergarten Association Inc;
- Kumbia Race Club Inc;
- Kumbia Racecourse and Recreation Reserve Association Inc;
- Kumbia and District Memorial School of Arts Inc;
- Bell & District Golf Club;
- Kumbia and District Memorial School of Arts Inc;
- Jandowae Domiciliary Support Committee Inc;

Round 6: March 2020

- The Scout Association of Australia, Queensland Branch Inc – Dalby;
- Scout Association Kingaroy;
- Cooranga North Memorial Hall Committee Inc.;
- Bell Bunya Community Centre Association Inc.;
- Jandowae Squash Club;
- Jandowae Netball Club Association Inc.;
- Jandowae Men's Shed Inc.;
- Kumbia State School P&C Association;
- Bell & District Golf Club;
- Nanango and District Cricket Club Inc.;
- Kumbia Kindergarten; and
- Kumbia and District Memorial School of Arts Inc.

5.7 Outcomes

Table 8 summarises PARF's desired outcomes and outcomes to date for community health, safety and wellbeing.

Table 8: Monitoring results - community health, safety and wellbeing

Desired Outcome	Indicator	Data Source	Outcome/Status
No reduction in community health or safety characteristics as a result of CGWF.	Compliance with all regulatory Codes and noise criteria	Environmental monitoring reports	Project has maintained an excellent safety record. With the exception of two noise complaints, impacts on community health or safety were not identified.
Responsive engagement with health, community and emergency service providers to address potential service delivery issues	Positive service provider feedback regarding effectiveness of joint working arrangements	Face to face meetings Consultation records	Positive feedback from emergency service providers regarding cooperation. Agreement to continue to consult on an as-needs basis.

Desired Outcome	Indicator	Data Source	Outcome/Status
Responsive engagement with local residents to address potential nuisance impacts and/or health and wellbeing concerns associated with the project	Relative frequency of complaints about project impacts	Complaints register and CCC meeting notes	Seven complaints and response processes as discussed in Section 2.4.
	Frequency of engagement on key issues	Consultation records	As outlined in Section 2.3
Annual SIMR			
Contribute to enhancements in quality of life for local residents	Community investment is guided by a framework of locally identified and agreed priorities	Consultation records with CCC, WDRC, SBRC and local stakeholders	Community investments as outlined in Section 5.6

5.8 Forward Plan

Key actions to be implemented over the next reporting period include:

- revision and implementation of the CGWF Community Engagement Plan, including engagement with local landowners and neighbours;
- communication with the WDRC and SBRC regarding SIMP revision;
- continuing engagement with local and regional emergency service representatives, including their involvement in reviewing emergency response plans;
- communication with the WDRC and SBRC regarding emergency and disaster management;
- maintaining the CGWF Community Fund, including ongoing engagement with community members and SBRC and WDRC on funding priorities; and
- seeking community input on local community priority areas for the community fund.

6. Conclusion

6.1 Monitoring results summary

Monitoring of the outcomes of CGWF impact management measures during 2019/2020 indicates that:

- PARF and AGL maintain positive and cooperative relationships with landowners and other stakeholders, supported by engagement with landowners, the CCC, use of local businesses, and implementation of the Community Fund;
- consultation mechanisms have enabled stakeholders to provide their feedback on the Project's construction, impact management and the Community Fund, and to receive updates

on actions and/or Project responses on matters of concern;

- there have been no negative impacts on housing availability or cost;
- there have been no negative impacts on community health, safety or wellbeing, however ongoing communication about the transport of wind turbines and road maintenance and improvement works was required. COVID-19 provisions were instituted to protect the health of workers and community members during the pandemic,
- local residents have benefitted from employment opportunities, and local businesses have benefitted from supply opportunities; and
- AGL and PARF initiatives including the Community Fund are well received in local communities.

6.2 Key actions for 2020-2021

Key actions for 2020/2021 include:

- implementation of the current Community and Stakeholder Engagement Plan during the completion of the Project (construction and commissioning) phase;
- development of a Community and Stakeholder Engagement Plan for the operations phase, as part of a revised SIMP for operations;
- confirming the likely ramp-down of accommodation demands to WDRC, SBRC, real estate agents and short-term accommodation providers one month prior to the expected completion date;
- ongoing implementation of the CGWF Community Fund, including stakeholder consultation regarding community priorities;
- implementation of AGL's Workforce Code of Conduct for operations;
- a continued focus on recruiting local people and people who will move to local communities;
- a continued focus on CGWF's workforce health and wellbeing;
- implementation of training strategies for operational personnel;
- implementation of Operations Emergency Response Plan and Emergency Response Procedure; and
- cooperation with police and emergency services personnel, as required and agreed with QPS and QFES.

6.3 SIMP revision

The CGWF SIMP will be reviewed in consultation with the CGWF CCC, WDRC and SBRC during the second half of 2020. The review will:

- evaluate the effectiveness of the SIMP during construction;

- identify any issues or actions carrying over from the construction period (e.g. the initiative to improve mobile telephone coverage) which need ongoing actions;
- identify any social impacts or issues that stakeholders anticipate in relation to operations; and
- seek input on stakeholder engagement strategies for the operational phase and mitigations to address any potential impacts.

This will provide the basis for developing a SIMP for the first two full years of operations, commencing January 2021 and ending in December 2022.

The SIMP for the first two years of operations will be provided for the approval of the OCG before December 2020.

The final two SIMRs will be provided to the OCG in August 2021 and August 2022 or as agreed.