

Silverton Wind Farm  
Community  
Enhancement Program





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## Community Enhancement Program

September 2018

### About AGL

AGL Energy Limited (**AGL**) is committed to helping shape a sustainable energy future for Australia. We operate the country's largest electricity generation portfolio and are the largest ASX-listed investor in renewable energy providing energy to more than 3.5 million customer accounts. Proudly Australian and with more than 180 years of experience, we have a responsibility to provide sustainable, secure and affordable energy for our customers. Our aim is to prosper in a carbon-constrained future and build customer advocacy as the economy decarbonises. That's why we have committed to closing our coal-fired generation fleet by 2050 and will continue to develop innovative solutions for our customers.

### About the Silverton Wind Farm

The 200 MW Silverton Wind Farm located in western New South Wales (NSW) is the first greenfield development for the Powering Australia Renewables Fund (**PARF**). PARF is a partnership between AGL, QIC and Future Fund for the development of approximately 1,000 MW of large-scale renewable energy projects. The Silverton wind farm will produce approximately 780,000 MWh of renewable energy annually, which can power more than 137,000 average Australian homes.

In January 2017, AGL announced that a joint venture consisting of GE and CATCON had been awarded the engineer procure and construct contract for the delivery of the approximately \$450 million Silverton wind farm.

GE-CATCON is responsible for the wind farm works, which includes the supply, transportation, erection, and commissioning of 58 wind turbine generators, together with the design and construction of the wind turbine generator foundations, site access roads, electrical reticulation system, external road upgrades and the construction of an operations and maintenance facilities.

TransGrid has also been engaged for the delivery of the connections works which includes the 220kV wind farm substation and approximately 25 kilometre transmission line to connect the wind farm to the National Electricity Market (NEM). The wind farm commenced generation in May 2018 and construction is planned to be complete in late 2018.

### AGL's Commitment to Community Engagement

AGL maintains a company-wide engagement policy and management standard that applies to stakeholders and the community. AGL's approach to stakeholder engagement is outlined in the 2017 Sustainability Report ([www.agl.com.au/sustainabilityreport](http://www.agl.com.au/sustainabilityreport)), and can be summarised in terms of leaving a positive legacy.

AGL will strive to make a net positive social, economic, and environmental contribution to the communities in which we operate. AGL's community engagement commitments that operate under this framework are that AGL will:

- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.



- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitment.
- **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

### Community Enhancement Program

In accordance with Condition 18 of the Project Approval, AGL is required to prepare a Community Enhancement Program in consultation with Broken Hill Council, the Silverton Village Committee (SVC) and the Silverton Community Consultative Committee within six months of the commencement of construction, in accordance with Condition 18 (Schedule 2) of the Project Approval.

The Community Enhancement Program seeks to outline AGL's community engagement commitment and how it can add value to the local community through the development and operation of the Silverton wind farm. The Community Enhancement Program are initiatives which were developed with the local community and included in Appendix 3 of the Project Approval – refer below:

- Silverton Community Fund (Silverton Local Community Investment Program)
- Solar Silverton Program
- Water Tank Program
- Mobile Reception Program

AGL provide details of the community engagement commitments, including the status of works during the Silverton Community Consultative Committee meetings. The presentations from these meetings are posted on the project website under "Community".

### Silverton Local Community Investment Program

AGL's corporate community investment program consists of activities that span community investment and benefit sharing and supports local community initiatives, projects, and events.

Through Local Community Investment Programs, we aim to deliver community wide benefits, encourage innovation in and support for issues of community significance, and build and maintain strong relationships with communities.

Support can be provided through sponsorships, donations and grants for initiatives that will benefit the community and align with AGL's values. AGL's values of Safe, Sustainable, Inclusive and Focused are to be reflected in initiatives, projects and events under this program.

The Silverton Local Community Investment Program of \$15,000 per year + CPI will be established with the objective to broaden the environmental and community benefits of the wind farm within the local community. AGL, in consultation with the Community Consultative Committee, will prioritise applications from the local Silverton village (i.e. within 10 kilometres of the project) as a preference before applications from the broader region.

The Silverton Local Community Investment Program will operate for the lifetime of the Silverton wind farm.



The Local Community Investment Program documentation outlines the eligibility criteria, guidelines, and the application and acquittal process.

AGL granted the first \$15,000 Local Community Investment Program funding to the Silverton Village Committee in the second quarter of 2018. The Committee used the funds to upgrade the Silverton Municipal Chambers to turn the space into a community hub where locals can meet. A second round of construction funding is to be planned for February 2019.

### **Silverton Solar Program**

AGL is offering a 5kW solar PV for leaseholder and residences within 10 km of the Silverton wind farm.

AGL has completed preliminary consultation with Silverton property owners regarding opportunities for solar systems during April – May 2017 and completed a desktop assessment of local procurement and installation capacity.

Four local Clean Energy Council (CEC) accredited installers operate within the Broken Hill area. AGL Solar progressed an expression of interest for the Silverton Solar Program, which included a shortlist of the local accredited installers based on their capacity to install solar systems. Final determination was based on commercial offering and capacity to complete the program.

AGL awarded the work to Electric Air Services (EAS) based on their competency, experience and availability to perform the work. EAS inspected properties in January 2018 to determine whether any further work would be required in advance of the solar panel installations.

Installation of the 5kW solar PV system depends on several considerations at each Silverton property. EAS reviewed the following factors during property inspections:

- Structural integrity → Condition of roof
- Presence of hazardous materials → No asbestos
- Electrical condition of the property → Condition of switchboard

EAS has provided 26 property owners with a solar PV system as at 31 August 2018. AGL will work with those unable to make their properties suitable for solar PV systems to ensure an equitable solution for the local Silverton residents.

### **Water Tank Program**

As part of the local enhancement initiatives, AGL is offering a domestic sized water tank to all occupied residences within 10 km of the project to capture valuable rainwater for residential usage.

AGL has sought quotes for water tanks with potential local suppliers and installers (plumbers) and has arranged for property inspections to assess the following:

- Structural → Assess the ground condition
- Connection → Assessment of roof drainage

AGL has engaged local providers, Landmark Broken Hill and Broken Hill Plumbing for the supply and installation of the water tanks. As at September 2018, 5 property owners have received water tanks. Ongoing installations and inspections are continuing, and we expect this work will continue into 2019.



## Mobile Reception Program

During consultation with the stakeholders of the Silvertown wind farm, AGL became aware that mobile reception coverage is a concern across the local community. This resulted in the mobile reception program being identified as a community enhancement commitment as part of the Modification 3 Project Approval. The commitment involves the contribution of up to \$50,000 for mobile reception improvement works for the Silvertown community.

Silvertown is a “community reported black spot” – refer to the *National map of reported mobile black spots*:

<https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/mobile-black-spot-program>

Silvertown does not form part of the priority locations identified by the Government in May 2017 as part of the mobile black spot program: <https://www.communications.gov.au/documents/mobile-black-spot-program-government-priority-locations>

As part of the initial feasibility study, AGL undertook a desktop assessment to understand the existing mobile reception infrastructure of each services provider (e.g. Telstra, Optus and Vodafone).

This feasibility assessment demonstrated that Telstra currently provided the better level of coverage to Silvertown, however, it is considered as “poor” as demonstrated by the “community reported black spot”. Telstra also has existing infrastructure within the Silvertown Village which could be leveraged as part of the mobile reception program.

As a result, AGL has been working with Telstra on mobile reception coverage options in Silvertown and have identified a 4GX solution that would offer some mobile reception improvements across the local area near the existing Telstra infrastructure.

The installation of a 20 metre monopole at Telstra’s Silvertown Exchange site with a 4GX small cell will provide 4G 700 MHz coverage to the Silvertown Village. Construction timing for completion would be approximately four months, subject to approval requirements and availability of power.

AGL is aware that the Silvertown community is seeking expanded mobile phone coverage from what has been proposed and will continue to work with relevant stakeholders to identify the most optimal outcome.

## Appendices

- AGL Community Engagement Policy:  
<https://www.agl.com.au/-/media/AGL/About-AGL/Documents/Who-We-Are/AGL-Community-Engagement-Policy.pdf?la=en>
- AGL Procurement:  
<https://www.agl.com.au/about-agl/who-we-are/agl-procurement>
- Silvertown Construction Community Engagement Plan:  
[https://www.agl.com.au/-/media/AGL/About-AGL/Documents/How-We-Source-Energy/renewable\\_energy/Silvertown-Wind-Farm/Silvertown-Community-Engagement-Plan-May-2017.pdf?la=en](https://www.agl.com.au/-/media/AGL/About-AGL/Documents/How-We-Source-Energy/renewable_energy/Silvertown-Wind-Farm/Silvertown-Community-Engagement-Plan-May-2017.pdf?la=en)
- Silvertown Community Consultative Committee Presentation (August 2018 extract)  
<https://www.agl.com.au/about-agl/how-we-source-energy/silvertown-wind-farm>
- Silvertown Local Community Investment Program – *enclosed*





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## AGL Community Engagement Policy

### Aspiration

Leave a positive legacy: AGL will strive to make a net positive social, economic and environmental contribution to the communities in which we operate.

### Vision

AGL will be a trusted and respected member of the communities in which it operates.

AGL's community engagement will exceed baseline regulatory requirements.

### Scope

This Community Engagement Policy applies to all AGL employees, contractors, projects, services and joint ventures under AGL's control. Our Community Engagement Standard sets out how we implement this policy.

### AGL's Community Engagement Commitments

AGL will:

- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitment.
- **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

**Andy Vesey**  
CEO and Managing Director  
AGL Energy



# Supplier Code of Conduct

June 2015

## Embedding sustainability principles in our supply chain practices

AGL aims to conduct business in a safe, responsible and equitable manner, in compliance with all applicable laws, regulations and internationally recognised standards and consistent with AGL's corporate values. AGL has embedded these principles as part of its sourcing and procurement processes and seeks to engage in business with suppliers who share these values and adhere to the minimum requirements outlined in this Code of Conduct.

AGL expects all suppliers to comply with reasonable Australian community standards of ethics and business practices.

## The AGL Supplier Code of Conduct covers the following areas:

- corporate governance and ethics
- risk management
- labour policies, human rights and non-discrimination
- Workplace Health and Safety (WH&S)
- environmental management
- community
- supply chain

Compliance with the minimum requirements outlined in each area is a requirement of conducting business with AGL.

## Scope

The principles outlined in this Code of Conduct apply to all third party suppliers and contractors engaged to provide goods or services to AGL and its controlled entities, irrespective of the geographical location of their operations.

## 1. Corporate governance and ethics

Robust corporate governance provides the foundation for professional, responsible and ethical business practice. Strong corporate governance and ethical behaviour are central to AGL's approach to business. AGL will favour suppliers who can demonstrate having established a strong governance framework and who have adopted ethical standards. AGL will expect suppliers to comply with the minimum requirements identified below:

- suppliers must comply with all applicable laws and regulations on bribery, corruption and prohibited business practices.
- suppliers must conduct business in an ethical, equitable and professional manner.

- suppliers must disclose any part of their business operations that may not meet reasonable Australian community standards of ethics and business practices.

## **2. Risk management**

Timely identification of business risk allows for risk mitigation and management and contributes to value creation for AGL and its stakeholders. AGL will favour suppliers with a robust and documented risk management framework covering environmental, social and corporate governance (ESG) risks. AGL will expect its suppliers to comply with the minimum requirements identified below.

- suppliers must implement policies and practices aimed at identifying strategic and operational risks, vulnerabilities and compliance obligations and must facilitate risk awareness, communication and mitigation within their business.

## **3. Labour policies, human rights and non-discrimination**

AGL aims to support responsible labour practices that contribute to the development of a fair and inclusive workplace, consistent with international standards such as the OECD Guidelines for Multinational Enterprises, the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights and the UN Global Compact. AGL will favour suppliers who share the same objectives and values and will expect suppliers to comply with the minimum requirements identified below.

Legal compliance and workplace policies.

- suppliers must comply with all relevant, local and national laws and regulations with regards to employment practices, benefits, health and safety and anti-discrimination
- suppliers must have written workplace management policies and standards inclusive of equal opportunity, anti-discrimination and anti-harassment, bullying principles and employee grievance resolution
- suppliers must be able to evidence compliance with their workplace management policies and standards outlined above.



Forced and child labour.

- suppliers must not use any form of child, forced or involuntary labour and abide with all international standards and domestic regulations relating to the employment of children.

Equal rights and non-discrimination.

- suppliers must promote an inclusive workplace free of discrimination, harassment, bullying and other unlawful behaviour on discriminatory grounds including gender, age, race, nationality or ethnic origin, disability, family responsibilities, marital status, medical or irrelevant criminal record, political views, pregnancy or potential pregnancy, religious beliefs or activity, sexuality or sexual orientation, trade union activity, physical appearance, social origin or carers' responsibilities.

Wages, benefits and conditions.

- suppliers must comply with all applicable laws related to wages, employment conditions, working hours and legally mandated benefits.

#### **4. Workplace Health and Safety (WH&S)**

Workplace Health and Safety, intended as the provision of a safe, healthy and secure work environment to our employees, contractors and visitors is of paramount importance to AGL.

We favour suppliers who share similar values and have a documented set of policies and programs aimed at promoting a safe, healthy and secure workplace and will expect suppliers to comply with the minimum requirements identified below:

- suppliers must comply with all relevant laws and regulations related to Workplace Health and Safety
- suppliers must develop and implement written health and safety policies and standards
- suppliers must develop and implement documented systems to identify and record work-related injuries and illnesses
- suppliers must comply with AGL's safety requirements.

## 5. Environmental management

AGL aims to reduce the direct environmental impact of its operations and that of the activities occurring along its supply chain. AGL will prefer suppliers who act responsibly in managing the environmental impacts of their business operations. At a minimum, suppliers are expected to:

- comply with all relevant local and national laws and regulations on environmental management and reporting
- implement and maintain a written environmental policy
- establish and maintain a data collection process aimed at tracking environmental performance over time and supporting environmental reporting and compliance with legislative requirements
- strive to reduce environmental harm by maximising the efficient use of natural resources, energy, water and raw materials and minimise pollution (inclusive of greenhouse gases pollution) and waste
- suppliers must comply with AGL's environmental requirements.

## 6. Community

AGL contributes to community development through a number of initiatives, including direct investment, sponsorships, employee giving and volunteering and strategic partnerships with charitable organisations. AGL prefers that its suppliers share similar values in relation to community contribution and can demonstrate tangible initiatives in support of community development.

## 7. Supply chain

AGL aims to collaborate with its suppliers to minimise adverse social, economic and environmental effects of activities occurring along its supply chain. AGL will work with our suppliers to ensure they follow our sustainable practices as outlined in this Supplier Code of Conduct to meet the expectation of AGL and the community. At a minimum, suppliers are expected to adopt similar principles to those outlined in this Code of Conduct when dealing with their own critical suppliers.

A handwritten signature in black ink, appearing to read 'Andy Vesey'.

Andy Vesey  
CEO and Managing Director  
AGL Energy Limited  
June 2015



# Silverton Wind Farm

Community Engagement Plan

Date: 22 May 2017

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## Document Revision History


Date	Version	Author	Comment
10 March 2017	A	Karyn Looby	Draft
23 March 2017	B	Karyn Looby	Internal review - Draft
3 April 2018	C	Karyn Looby	Incorporate feedback
22 May 2018	0	Karyn Looby	Final

## Purpose

The Community Engagement Plan for the construction of the Silverton Wind Farm has been developed in accordance with condition 2 (schedule 2) of the project approval and the environmental assessment.

## Document Approval

This document has been reviewed and is approved by:

<b>Name:</b>	Adam Mackett
<b>Position:</b>	Project Manager
<b>Signature:</b>	

# 1 Introduction

## 1.1. Project background

AGL Energy Ltd (AGL) is committed to actively engaging with the local communities in which it operates. The success of the Silverton Wind Farm is shaped and measured not only by its financial outcomes, but by the social and environmental impact its decisions and actions have on the immediate and wider communities.

The Silverton Wind Farm is located on the Barrier Ranges of western New South Wales (NSW) approximately 5km north of the Silverton township and 25km north-west of Broken Hill.

The Silverton Wind Farm was approved by the then Minister for Planning on 24 May 2009 (the Approved Project) under Part 3A of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). AGL acquired the rights to develop the Silverton Wind Farm in March 2012 and established a Community Consultative Committee (CCC) in late 2012 to facilitate an open discussion with the Silverton community and external stakeholders.

Since this time, AGL has been developing the project which included Modification 3 to the Project Approval that was approved by the Planning Assessment Commission of NSW (PAC) on 22 December 2016.

AGL announced the 200 megawatt (MW) Silverton Wind Farm had achieved financial close with the sale of the project to the Powering Australian Renewables Fund (PARF) on 19 January 2017. The PARF is a partnership between AGL, QIC and Future Fund, which is targeting the development of approximately 1,000 MW of large-scale renewable energy projects.

The 200MW Silverton Wind Farm (the Project) will consist of 58 x GE 3.43-130 wind turbines that will produce approximately 780,000 megawatt hours (MWh) of renewable energy annually, which can power more than 137,000 average Australian homes. The renewable energy produced from the wind farm will reduce CO<sub>2</sub> emissions by 655,000 tonnes annually, which is the equivalent of taking 192,000 cars off the road each year.

A joint venture consisting of GE and CATCON has been engaged under an Engineer, Procure, and Construct (EPC) Contract to deliver the wind farm works. TransGrid, the NSW Network Service Provider has been engaged under their Project Agreement to deliver the connection works. The Silverton Wind Farm is planned to be fully operational by the middle of 2018.

## 1.2. Purpose

The purpose of this plan is to provide a framework for how AGL, with support of the two main contractors GE-CATCON (wind farm works) and TransGrid (connection works), intend to consult, engage and communicate with the community and stakeholders about the Silverton Wind Farm during the construction phase of the Project. The community engagement plan has been designed to deliver on AGL's commitments under our *Community Engagement Policy* (February 2017) and to meet the relevant legal, regulatory and stakeholder obligations of the Project.

AGL's responsibility is to manage the community engagement process which will be achieved by developing and implementing this Community Engagement Plan. Our Principal Contractors, GE-CATCON and TransGrid's responsibilities are to ensure that the day to day construction activities are communicated and managed to minimise any impacts



on the community. We will all work together to ensure that the objectives of the Community Engagement Plan are achieved during the construction phase of the project.

### 1.3. Community engagement commitments

AGL's commitments are articulated in our *Community Engagement Policy* (February 2017), which is in Appendix D. Our aspiration is to strive to make a net positive social, economic and environmental contribution to the communities in which we operate. Our vision is for AGL to be a trusted and respected member of the communities in which we operate and for community engagement to exceed baseline regulatory requirements.

We deliver this through our Community Engagement Commitments.

AGL will:

- › **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- › **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- › **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- › **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitment.
- › **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

Within six months of the commencement of construction, in consultation with the community, AGL must prepare a Community Enhancement Program. The details of this program are outlined in Appendix A.

### 1.4. Community profile

The Silverton community has a population of under 40 people. The nearest major town is Broken Hill approximately 25 kilometres south east of the wind farm site. Tourism, film art and agriculture are the primary industries for Silverton. The history of Silverton is included in the Environmental Assessment: <https://www.agl.com.au/-/media/AGL/About-AGL/Documents/How-We-Source-Energy/Wind-Environment/Silverton-Wind-Farm/Assessments-and-Reports/2012/environmental-assessment.pdf?la=en>

### 1.5. Conditions of approval

In accordance with the project approval for the Silverton Wind Farm ([http://majorprojects.planning.nsw.gov.au/index.pl?action=view\\_job&job\\_id=7834](http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=7834)), this Community Engagement Plan will address the conditions of approval as follows:

Condition	Description of condition	Condition is addressed in this Plan
Schedule 2 – condition 10	Notification:	Section 2.5 (CCC)

Condition	Description of condition	Condition is addressed in this Plan
	Inform the local community and the Community Consultative Committee about the proposed staging plans.	
Schedule 2 – condition 18	Community Enhancement: Within 6 months of the commencement of construction, the Proponent must prepare a Community Enhancement Program for the project to the satisfaction of the Secretary.	Appendix A Note: The Community Enhancement Plan will be a sub-document of the Community Engagement Plan
Schedule 4 – condition 1	Environmental Management Strategy: Keep the local community and relevant agencies informed about the operation and environmental performance of the project.	Section 2.5 (project website)
Schedule 4 – condition 4	Community Consultative Committee: From the commencement of construction, the Proponent must operate a Community Consultative Committee (CCC) for the project to the satisfaction of the Secretary, in accordance with the Community Consultative Committee Guidelines for State Significant Projects (2016) or its latest version.	Section 2.5 (CCC)
Schedule 4 – condition 6	Regular Reporting: The Proponent must provide regular reporting on the environmental performance of the project on its website, in accordance with the reporting arrangements in any plans or programs approved under the conditions of this approval.	Section 2.5 (project website)
Schedule 4 – condition 9	Access to information: Listed information must be made publicly available on its website.	Section 2.5 (project website)
Appendix 3	Community enhancement commitments.	Appendix A

## 1.6. Project milestones

The key project milestones for the Silverton Wind Farm are shown in the table below:

Milestone	Date
Financial close announcement	January 2017
Commence wind farm works	April/May 2017
Commence connection works	May/June 2017
Wind turbine deliveries	Late 2017
Connection works complete	Early 2018
Wind farm fully operational	Mid-2018

In accordance with condition 18 (schedule 2) and following the commencement of construction on 11 May 2017, the Community Enhancement Program will be prepared by early November 2017.

## 2 Engagement approach

### 2.1 Communication and engagement objectives

The following objectives have been defined for the construction phase of the project:


- Communication between AGL, GE-CATCON and TransGrid is open, transparent and responsive
- Continue to ensure alignment in communications and stakeholder engagement between all relevant parties in the internal project team
- Inform and involve stakeholders who are directly affected by construction activities and seek to incorporate stakeholder feedback wherever possible into project planning
- Ensure timely distribution of information about construction or changes to project activities through a range of public communication channels
- Project team members keep up to date with the key messages to ensure consistent information is shared with communities and stakeholders
- Continue to ensure early identification of potential stakeholder issues and implement appropriate mitigation strategies to fulfil project commitments and avoid delays to project construction completion
- Ensure that actions or promises made to stakeholders are managed, tracked and carried through regardless of the personnel involved
- Reporting on stakeholder engagement activities to AGL Government and Community Relations representative, to ensure communications with stakeholders is logged accurately and is up-to-date
- Routinely monitor the effectiveness of our engagement and communication and revise in response to stakeholder feedback to ensure that our activities address community needs, opportunities and relevant stakeholder groups.

### 2.2 Framework

The engagement framework for the Silverton Wind Farm is informed by AGL's Community Engagement Policy and by the International Association for Public Participation's (IAP2) Core Values and Participation Spectrum – refer to Figure 1 below.

Throughout the construction phase of the project AGL is committed to ensuring the community is always informed, consulted, involved and opportunities for community collaboration and empowerment are proactively identified. several communication tools and consultation activities will be used to continue to connect the community and stakeholders with the project – refer to section 2.5.

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

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

## 2.3 Key messages

Key messages will be developed and updated as the project progresses to ensure consistency across all communication and engagement activities.

Milestone-specific key messages will be included in communication and engagement activities.

### Project

- » The Silverton Wind Farm will support Australia's efforts to reduce greenhouse gas emissions in accordance with the Renewable Energy Target. Building more renewables is a key commitment of our Greenhouse Gas Policy.
- » The project will consist of 58 wind turbines and will produce approximately 780,000 MWh of renewable energy annually, which can power more than 137,000 average Australian homes.
- » The renewable energy produced from the wind farm's 58 turbines, will reduce CO<sub>2</sub> emissions by 655,000 tonnes annually, which is the equivalent of taking 192,000 cars off the road each year.

### Community engagement

- » AGL is committed to developing the Silverton Wind Farm in a way that minimises adverse local impacts and maximises the benefits of the project to the local community and broader population.
- » AGL is committed to directly engaging with the local community in an open and transparent manner that encourages dialogue and seeks their feedback.

## **Employment**

- » It is expected that up to 150 jobs will be created during the peak of construction and up to 10 fulltime jobs when the wind turbines are operational.

## **2.4 Stakeholders**

Stakeholders are individuals, groups or other organisations or entities that have a 'stake' in a decision, issue or situation relating to the project.

Not all stakeholder groups are homogenous and within each stakeholder group there will be varying levels of interest, impact, needs, concerns, wants, relationships and influence.

Key stakeholders for the project include:

- » Silverton community - Leaseholders, Traditional Owners, residents, neighbours, businesses, CCC;
- » Government agencies - Local, State, Federal;
- » Other - Media, community based organisations, road users, tourism and emergency services.

A full list of stakeholders and analysis of their likely area of interest in the project is included in Appendix B.

## **2.5 Communication tools and engagement activities**

Table1 provides a general description of the many activities and tools being used to engage with the Silverton Wind Farm project community.



**Table 1 Communication tools and engagement techniques**

Tool	Detail	Responsibility
Dedicated 1800 community complaints and enquiry line, project email and PO Box address, Consultation Manager database	<ul style="list-style-type: none"> <li>1800 039 600 community complaints and enquiry line, project email <a href="mailto:aglcommunity@agl.com.au">aglcommunity@agl.com.au</a> and PO box address [Locked Bag 1837, St Leonards NSW 2065] are in place so community members can contact the project team directly.</li> <li>Project contact information will be included on all project collateral distributed in the community as well as signage and the project website.</li> <li>All responses to the community are provided in a timely manner in accordance with existing AGL Complaints Management Framework (Project website).</li> <li>Contact with the community is recorded and tracked using AGL's community engagement database – Consultation Manager.</li> </ul>	<p>AGL</p> <ul style="list-style-type: none"> <li>Setting up and managing these channels.</li> </ul> <p>GE-CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Assisting with responses to the community in accordance with the 'AGL Complaints Management Framework.' This may include but is not limited to investigating the issue, assisting with preparation of a response and providing a suitable representative to meet with the community member as requested by AGL.</li> </ul>
Project website	<p>The dedicated project website provides an overview of the Silverton Wind Farm including information about project milestones and other elements of the project likely to be of interest.</p> <p>Key project documentation, regular reporting on environmental performance, information about the CCC, complaints register, as well as copies of all print communications (including notifications and media releases), is available to view on the website.</p> <p>The website contains details on how to contact the project team directly as well as provide an opportunity to submit an enquiry to the team.</p> <p><a href="https://www.agl.com.au/about-agl/how-we-source-energy/renewable-energy/silverton-wind-farm">https://www.agl.com.au/about-agl/how-we-source-energy/renewable-energy/silverton-wind-farm</a></p>	<p>AGL</p> <ul style="list-style-type: none"> <li>Management of the project website.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provision of project information, draft content and images as requested by AGL.</li> </ul>
Attendance and support for community events	<p>The AGL project team proactively participates in local community events to raise the profile of the project and provide an opportunity for the community to meet the project team and ask questions.</p>	<p>AGL</p> <ul style="list-style-type: none"> <li>Overall management of AGL's presence at the community events.</li> </ul> <p>GE CATCON and TransGrid</p>

Tool	Detail	Responsibility
		<ul style="list-style-type: none"> <li>Provision of project information, images and appropriate project team representatives as requested by AGL.</li> </ul>
Town office / Electronic information board	AGL is establishing an office in Silverton for project staff. This office provides an opportunity for local community and visitors to the area to meet face-to-face with an AGL representative to raise any concerns, or to learn about the project. An electronic information screen can be kept up-to-date with project information and will include images of project progress	AGL <ul style="list-style-type: none"> <li>Overall management of the town office and information board.</li> </ul> GE CATCON and TransGrid <ul style="list-style-type: none"> <li>Provision of project information and images as requested by AGL.</li> </ul>
Community Consultative Committee (CCC)	A CCC is established and will continue as per the Project Approval. Documentation regarding the CCC is found on the project website <a href="https://www.agl.com.au/about-agl/how-we-source-energy/renewable-energy/silverton-wind-farm/community-matters">https://www.agl.com.au/about-agl/how-we-source-energy/renewable-energy/silverton-wind-farm/community-matters</a> .	AGL <ul style="list-style-type: none"> <li>Facilitate the CCC meetings as per the terms of reference.</li> </ul> GE CATCON and TransGrid <ul style="list-style-type: none"> <li>Provision of project information, images, presentation material and a project team member to present when requested by AGL.</li> </ul>
Construction notifications	Construction notifications will be posted on the project website and distributed to the community and project neighbours at least seven days prior to work starting, and at key project stages during construction. Details will include: <ul style="list-style-type: none"> <li>Scope and timing of work</li> <li>Hours of work</li> <li>Impacts and potential impacts and mitigation measures in place</li> <li>Any out of normal work hours required and why (this requires liaison with the Department of Planning and Infrastructure)</li> <li>All contact details, and offers to meet to discuss the work / project further.</li> </ul>	AGL <ul style="list-style-type: none"> <li>Approve notifications prepared by Contractor partner.</li> </ul> GE CATCON and TransGrid <ul style="list-style-type: none"> <li>Draft, produce and arrange distribution of approved notifications to delivery zone agreed by AGL.</li> </ul>
Advertisements	Advertisements are published in local newspapers, and this will continue, keeping the	AGL

Tool	Detail	Responsibility
	broader community informed about the project's status and milestones achieved.	<ul style="list-style-type: none"> <li>Prepare and approve all advertisements related to the AGL Silverton Wind Farm Project.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provide information about the construction of the AGL project team as requested by AGL.</li> </ul>
One-to-one meetings	One-to-one meetings are being offered to stakeholders and community members on a regular basis, providing opportunity for concerns and matters of interest to be addressed and to provide project briefings.	<p>AGL</p> <ul style="list-style-type: none"> <li>Arrange and attend one-to-one community meetings.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provide a suitable representative from the project team as requested by AGL.</li> </ul>
Briefings	Briefings are being provided to elected representatives, local councils and key stakeholders throughout the project.	<p>AGL</p> <p>Arrange and attend briefing meetings.</p> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provide a suitable representative from the project team as requested by AGL.</li> </ul>
Signage	Joint branded community signage, including all project contact information, will be installed at the site entries prior to work commencing and for the duration of the construction period.	<p>AGL</p> <ul style="list-style-type: none"> <li>Approve community signage.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Develop, produce and install community signage.</li> </ul>
Community contact cards	Community contact cards detailing project contact details (1800 number, email, and postal address) will be distributed to as required to the local community. Cards will also be allocated to project staff (AGL and the construction contractor) to distribute as required.	<p>AGL</p> <ul style="list-style-type: none"> <li>Develop and manage the production of project contact cards.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Distribute to all project team members, contractors and subcontractors.</li> </ul>
Site tours	Site tours will be offered to community members and key stakeholders during	AGL

Tool	Detail	Responsibility
	construction. When appropriate, tours may be offered to groups such as schools, universities and other stakeholders interested in wind power and renewable energy.	<ul style="list-style-type: none"> <li>Facilitate with GE CATCON site tours during construction.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Facilitate with AGL site tours during construction.</li> <li>Provide a suitable project team member to conduct the tours.</li> </ul>
Media Releases/media event opportunities	<p>A media release will be drafted to coincide with major program milestones to generate interest and to support other communication activities.</p> <p>Community and/or media events to be held at key milestones (such as the 'sod-turn' and 'switching on') to promote the benefits of the project and celebrate achievements.</p> <p>See Section 3.3 for media protocols.</p> <p>Note: More detail is included in a separate project Media Strategy.</p>	<p>AGL</p> <ul style="list-style-type: none"> <li>Develop and issue all media release.</li> <li>Respond to and manage all media enquiries about the AGL Silverton Wind Farm Project.</li> <li>Overall management of media events.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provide information about the construction of the Project as requested by AGL.</li> <li>Adhere to AGL media protocols.</li> <li>Provide event assistance to AGL as required.</li> </ul>
Social Media	Social media such as Facebook and Twitter may be utilised for easy and immediate distribution of information updates. This will be used in accordance with the overarching AGL social media strategy and protocols.	<p>AGL</p> <ul style="list-style-type: none"> <li>Develop and issue all social media updates.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Provide information about the construction of the AGL Solar PV Project as requested by AGL.</li> </ul>
Consultation Manager	Stakeholder management software Consultation Manager is used to record stakeholder information including contact details, issues and activities. This is used to build reports and email distribution lists for project updates.	<p>AGL</p> <ul style="list-style-type: none"> <li>Logging stakeholder engagement activities in Consultation Manager.</li> </ul> <p>GE CATCON and TransGrid</p> <ul style="list-style-type: none"> <li>Reporting on stakeholder engagement activities to AGL Government and Community Relations representative, to ensure communications with stakeholders</li> </ul>

Tool	Detail	Responsibility
		is logged accurately and is up-to-date.

## 3 Engagement protocols

### 3.1 Stakeholder contact management

A stakeholder database has been established using Consultation Manager software, to record and track details of all stakeholder and community contact (including enquiries, complaints, meetings, events and questions arising from community consultation).

Consultation Manager will continue to be utilised to capture community members contact details, the nature of the contact, how the contact was received, any concerns raised and any actions required, as well as project team responses, follow-up and close out.

Consultation Manager will also facilitate the electronic distribution of project information and notifications. It can also be used to provide identification of issues and trends to inform mitigation strategies, as well as providing comprehensive community interaction reporting data.

### 3.2 Enquiries and complaints management

The timely and effective management of queries and complaints is a critical component to the successful delivery of the Silverton Wind Farm project. The AGL Complaints Management Policy is published on the AGL website. Verbal complaints must be responded to within 24 hours; email and letter complaints and enquiries responded to within the week.

The AGL Government and Community Relations Manager will be informed in a timely manner of any site incidents or issues that have the potential to impact the community or be noticed by the community.

All complaints will be categorised in a meaningful way in Consultation Manager to allow analysis of any trends in complaint reporting.

### 3.3 Media

All media enquires must be referred to AGL's Media Manager:

- Kathryn Lamond, Senior Media Manager  
P: (02) 9921-2170  
M: 0424-465-464  
E: [Kathryn.Lamond@agl.com.au](mailto:Kathryn.Lamond@agl.com.au)

Only an AGL spokesperson may address the media and provide statements.

### 3.4 Reporting

In accordance with condition 9 (schedule 4) of the project approval, AGL will maintain a project website to make information publicly available, including the approved strategies, plans or programs required under the project approval.



## 4 Review

### 4.1 Review and updating

This plan will be regularly monitored and reviewed and updated annually or at major project milestones, to ensure a culture of continuous improvement, and any lessons learned are incorporated.

Ongoing evaluation is part of the planning and management of AGL community engagement activities and outlined in engagement execution plans that sit under this plan.

Monitoring and evaluation includes:

- Feedback forms for participants of stakeholder engagement activities such as community consultation sessions and workshops
- Bi-annual self-review of Community Consultative Committee
- Regular review of complaints and enquires received to identify emerging issues and enquiry trends
- Compliance conditions actioned in required response time
- Media monitoring to maintain a current understanding of community concerns.

Community engagement will be discussed during our monthly progress meetings with the contractors and this plan will be amended as part of our commitment to “continuously improve our engagement” and to ensure that it is consistent with our engagement objectives.

AGL will hold a formal Lessons Learned workshop with the contractor at the completion of the project which will include community engagement. This will consider the effectiveness of community engagement activities such that lessons learned can be incorporated into future AGL projects and activities.

# Appendix

## Appendix A - Community Enhancement Program

In accordance with condition 18 (schedule 2) of the Project Approval, AGL will prepare a Community Enhancement Program for the Silverton Wind Farm within 6 months of the commencement of construction. The Community Enhancement Program will describe the implementation measures to affect the community enhancement initiatives in Appendix 3 of the Project Approval (shown below).

The Community Enhancement Program will be prepared in consultation with Broken Hill City Council, the Silverton Village Committee and the Community Consultative Committee (CCC).

1.	Silverton Community Fund	<p>The Proponent will establish a Silverton Community Fund of \$15,000 per annum, with the objective to broaden the environmental and community benefits of the wind farm within the local Silverton Community (i.e. within 10 km of the project).</p> <p>The Proponent will establish a structure for the administration of the Community Fund in consultation with the local community, in-particular the Silverton Village Committee, CCC and Council.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• development of guidelines and eligibility criteria for applicants wishing to apply for funding;</li> <li>• establishment of an independent panel made up of representatives of the Silverton local community, Silverton Village Committee, the CCC and the Proponent (if required); and</li> <li>• development of assessment criteria to be used by the panel to assess applications.</li> </ul>
2.	Solar Silverton Program	<p>The Proponent will offer solar power systems (sometimes call PV or photovoltaic – 5kW) for residences within 10 km of the project.</p> <p>The Solar Silverton Program will commence at the start of construction and be completed within two years of completion of construction.</p> <p>Due to the heritage qualities of Silverton, not all residences may be suitable for installation of solar equipment, and the Proponent will ensure heritage issues are taken into account.</p>
3.	Water tank program	<p>The Proponent will provide (on request) a domestic sized water tank to all inhabited residences within 10 km of the project.</p>
4.	Mobile reception program	<p>The Proponent will undertake a feasibility study during the construction phase of the project for improving mobile reception for the Silverton community.</p> <p>The Proponent will contribute up to \$50,000 for mobile reception improvement works or allow this \$50,000 (or the balance of funds) to be put towards other community improvement projects as agreed with the Silverton Village Committee.</p>

The Community Enhancement Program will be subsidiary document to the Community Engagement Plan and be included as Appendix A following acceptance by the Secretary.

## Appendix B – Stakeholder Analysis

Stakeholder group	Specific stakeholders	Concern or interest in project
Silverton community		
Leaseholders		<ul style="list-style-type: none"> <li>• Access to (private) leased land</li> <li>• Operation Agreement and Side Agreement</li> <li>• Consultation</li> <li>• Minimise disruption and coordinate activities</li> <li>• Health and safety responsibility</li> <li>• Environmental responsibility</li> <li>• Site rehabilitation</li> </ul>
Traditional Owners	<ul style="list-style-type: none"> <li>• Wilyakali Traditional Land Owners</li> <li>• Broken Hill Local Aboriginal Land Council (LALC)</li> </ul>	<ul style="list-style-type: none"> <li>• Heritage Management Plan</li> <li>• Employment opportunities</li> </ul>
Neighbours around the wind farm Easement landowners		<ul style="list-style-type: none"> <li>• Access to private property</li> <li>• Environmental management</li> <li>• Health and safety of residents</li> <li>• Local impacts – sound, visual amenity, property values, construction disruption</li> <li>• Sourcing supplies locally</li> <li>• Economic benefits</li> </ul>
Residents	Within 10kms of wind farm	<ul style="list-style-type: none"> <li>• Economic benefits/impacts</li> <li>• Impact from construction traffic</li> <li>• Impact on roads</li> <li>• Health and safety of residents</li> <li>• Amenity</li> </ul>

Stakeholder group	Specific stakeholders	Concern or interest in project
Local business	<ul style="list-style-type: none"> <li>• Eldee Station</li> <li>• Day Dream Mine</li> <li>• Mad Max Museum</li> <li>• Silverton Hotel</li> <li>• Horizon Gallery</li> <li>• Beyond 39 Dips</li> <li>• The Silverton Café</li> <li>• Blue Bush Country Cottage</li> <li>• Silverton Gaol Museum</li> <li>• John Dynon</li> <li>• Silverton Civil</li> <li>• Silverton Photography</li> <li>• Cowz Gallery</li> <li>• Silverton Memorial Youth Camp*</li> <li>• Municipal Chambers*</li> <li>• Kidman's Butcher Shop*</li> <li>• Surveyors Building*</li> </ul> <p>* Village Committee Management</p>	<ul style="list-style-type: none"> <li>• Access to business for customers and deliveries</li> <li>• Use of local businesses and resourcing during construction</li> <li>• Local impacts – noise, visual amenity, property values, construction disruption</li> <li>• Impact on roads from construction</li> <li>• Economic benefits</li> </ul>
CCC	<ul style="list-style-type: none"> <li>• Naomi Schmidt, Eldee Station</li> <li>• Cynthia Langford, Purnamoota Station</li> <li>• Albert Woodroffe, Silverton Committee, Horizon Galleries</li> <li>• Peter Price, Silverton Village Committee / Silverton Hotel</li> <li>• John Taplin, Secretary Silverton Village Committee</li> <li>• Cr. Marion Browne, Broken Hill City Council</li> <li>• Rod Grenfell, local resident</li> <li>• Ray O'Donnell, Broken Hill Local Aboriginal Land Council</li> <li>• Troy Norley, Consolidated Mining Civil</li> <li>• Glenn Coinez, Silver City Minerals</li> <li>• Kevin White, Historic Daydream Mine</li> <li>• Cr. Dave Gallagher, Regional Development Australia</li> </ul>	<ul style="list-style-type: none"> <li>• Economic benefits/impacts</li> <li>• Impact from construction traffic</li> <li>• Impact on roads</li> <li>• Impact on local businesses and tourism</li> <li>• Health and safety of residents</li> <li>• Amenity</li> </ul>

Stakeholder group	Specific stakeholders	Concern or interest in project
	<ul style="list-style-type: none"> <li>Helen Murray, local resident</li> <li>Jim Richards, Broken Hill Chamber of Commerce</li> </ul>	
Silverton Village Committee	<ul style="list-style-type: none"> <li>Chairman</li> <li>Committee members</li> </ul>	<ul style="list-style-type: none"> <li>Economic benefits/impacts</li> <li>Impact from construction traffic</li> <li>Impact on roads</li> <li>Impact on local businesses and tourism</li> <li>Health and safety of residents</li> <li>Amenity</li> </ul>
Government agencies		
NSW Department of Industry – Lands <i>Crown Land</i>	Western Lands Commissioner	<ul style="list-style-type: none"> <li>Crown Lease</li> <li>Pastoral leaseholders concerns</li> <li>Construction Plans</li> <li>Biodiversity Management Plans</li> </ul>
NSW Department of Industry – Resources and Energy	Renewable Energy Advocate	<ul style="list-style-type: none"> <li>NSW Renewable Energy Action Plan</li> </ul>
NSW Department of Planning and Environment	Secretary, Assessments and Compliance	<ul style="list-style-type: none"> <li>Project approval</li> <li>Environmental Assessments</li> <li>Compliance with project approval</li> </ul>
Local Government	Broken Hill City Council (BHCC): <ul style="list-style-type: none"> <li>Elected and management (<a href="https://www.brokenhill.nsw.gov.au/council/councillorsManagement">https://www.brokenhill.nsw.gov.au/council/councillorsManagement</a>)</li> <li>(<a href="https://www.brokenhill.nsw.gov.au/council/management-team">https://www.brokenhill.nsw.gov.au/council/management-team</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Compliance</li> <li>Health and safety of residents</li> <li>Impact on local business</li> <li>Local impacts – noise, visual amenity, property values, construction disruption</li> <li>Amenity</li> <li>Community consultation</li> <li>Community wellbeing</li> <li>Economic benefits</li> <li>Road Upgrade and Maintenance Strategy</li> <li>Traffic Management Plan</li> <li>Broken Hill airport</li> <li>Tourism</li> </ul>



Stakeholder group	Specific stakeholders	Concern or interest in project
State Government	<ul style="list-style-type: none"> <li>Hon Anthony Roberts, NSW Minister for Planning, Housing and Special Minister of State</li> <li>Hon Don Harwin, NSW Minister for Resources, Energy and Utilities, Arts and VP of the Executive Council</li> <li>Hon Niall Blair, Minister for Primary Industries, Regional Water, Trade and Industry</li> <li>Hon Ben Franklin, Parliamentary Secretary for Renewable Energy and Northern NSW</li> <li>Hon Kevin Humphries MP, Member for Barwon</li> </ul>	<ul style="list-style-type: none"> <li>Community wellbeing</li> <li>Impact on local and regional business</li> <li>Employment opportunities</li> <li>Economic benefits</li> </ul>
Federal Government	<ul style="list-style-type: none"> <li>Hon Mark Coulton MP</li> <li>Member for Parkes NSW</li> <li>Hon Sussan Ley MP (Federal MP for Farrer)</li> </ul>	<ul style="list-style-type: none"> <li>Community consultation</li> <li>Community wellbeing</li> <li>Impact on local and regional business</li> <li>Economic benefits</li> </ul>
NSW Office of Environment and Heritage	<ul style="list-style-type: none"> <li>Senior Team Leader Planning, South West Region</li> </ul>	<ul style="list-style-type: none"> <li>Biodiversity Management Plan</li> <li>Bird and Bat Adaptive Management Plan</li> <li>Heritage Management Plan</li> </ul>
NSW Environmental Protection Authority (EPA)	<ul style="list-style-type: none"> <li>Protection Officer</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Protection Licence (EPL)</li> </ul>
Roads and Maritime Services	<ul style="list-style-type: none"> <li>Network &amp; Safety Manager</li> </ul>	<ul style="list-style-type: none"> <li>Road Upgrade and Maintenance Strategy</li> <li>Traffic Management Plan</li> </ul>
Essential Water	<ul style="list-style-type: none"> <li>Manager Water Operations</li> </ul>	<ul style="list-style-type: none"> <li>Umberumberka Reservoir and pipeline</li> </ul>
Civil Aviation Safety Authority (CASA)	<ul style="list-style-type: none"> <li>Aerodrome Engineer</li> </ul>	<ul style="list-style-type: none"> <li>Broken Hill airport</li> <li>Wind turbines coordinates and heights</li> </ul>
Air Services Australia	<ul style="list-style-type: none"> <li>Development Application Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>Broken Hill airport</li> <li>Wind turbines coordinates and heights</li> </ul>
Other		

Stakeholder group	Specific stakeholders	Concern or interest in project
Media and social media	<ul style="list-style-type: none"> <li>• ABC Broken Hill (999 am)</li> <li>• 2BH FM 87.6</li> <li>• 2 DRY FM 107.7</li> <li>• Hill FM 96.5</li> <li>• Barrier Daily Truth</li> <li>• Southern Cross TV</li> </ul>	<ul style="list-style-type: none"> <li>• Construction milestones</li> <li>• Delivery / Cost</li> <li>• Local employment opportunities</li> <li>• Project updates and events</li> </ul>
Community based organisations	<ul style="list-style-type: none"> <li>• The Penrose Park Trust</li> <li>• RDA Far North West</li> </ul>	<ul style="list-style-type: none"> <li>• Socio-economic benefits and impacts</li> </ul>
Utilities / service providers	<ul style="list-style-type: none"> <li>• TransGrid</li> <li>• Telstra</li> </ul>	<ul style="list-style-type: none"> <li>• Repair and relocation of public infrastructure</li> <li>• Telecommunications</li> </ul>
Emergency services	<ul style="list-style-type: none"> <li>• NSW Police</li> <li>• State Emergency Services (SES)</li> <li>• NSW Ambulance Service</li> <li>• Rural Fire Service (RFS)</li> </ul>	<ul style="list-style-type: none"> <li>• Impact to utilities and services</li> <li>• Restoration to impacted services</li> <li>• Emergency access to site</li> <li>• Road works</li> <li>• Traffic Management Plan</li> <li>• Safety Management Plans</li> <li>• Bushfire Management</li> </ul>
Road users	<ul style="list-style-type: none"> <li>• Local traffic</li> <li>• Tourists</li> <li>• Heavy vehicles (local business)</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic notifications</li> <li>• Road works</li> </ul>
Tourism	<ul style="list-style-type: none"> <li>• BHCC Visitor Centre Manager</li> <li>• Silverton School</li> <li>• Umberumberka Reservoir</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic notifications</li> <li>• Tourist information</li> </ul>
Mining leaseholders	<ul style="list-style-type: none"> <li>• Silver City Minerals</li> <li>• Consolidated Mining Civil (Sand)</li> </ul>	<ul style="list-style-type: none"> <li>• Cumulative impacts</li> <li>• Impact from construction traffic</li> <li>• Impact on roads</li> </ul>

## Appendix C - Communication activities

Project milestone	Communication activity, tool or technique	Audience	Timing	Responsibility
Commence construction				
Start windfarm works  Start connection works	Construction notification  Project website  Media release  Key stakeholder briefings  CCC notification	Silverton community and stakeholders	Apr-Jun 2017	TransGrid GE CATCON AGL
Road works	Construction notification  Project website  Media release  Key stakeholder briefings  CCC notification  Advertisements (if required)	Silverton community and stakeholders	Mid 2017	GE CATCON AGL
Wind tower erection				
Wind tower erection	Construction notification  Project website  CCC notification  Media release  Electronic information board	Silverton community and stakeholders	Calendar H2 2017	AGL
Wind turbine deliveries				
Wind Turbine Deliveries	Construction notification  Project website  Media release	Silverton community and stakeholders	Late 2017	GE CATCON AGL

Project milestone	Communication activity, tool or technique	Audience	Timing	Responsibility
	Key stakeholder briefings CCC notification Electronic information board			
Connection works complete				
Transmission Lines Testing & Commissioning Wind turbine testing and commissioning	Project website Media release CCC notification Electronic information board	Silverton community and stakeholders	Early 2018	AGL TransGrid GE CATCON
Wind farm fully operational				
Facility Practical Completion	Project website Media release  CCC notification	Silverton community and stakeholders	Mid -2018	AGL TransGrid GE CATCON

## **Appendix D – AGL Community Engagement Policy**

[AGL to insert the AGL community engagement policy following release]

## Appendix E - Resources

- AGL Community Engagement Policy (2017)
- *Community Engagement Guidelines for the Australian Wind Industry* (Clean Energy Council, 2013)
- *Best Practice Community Engagement in Wind Development*, (Lane and Hicks, 2014)
- *Foundations of Public Participation* (International Association for Public Participation (IAP2) 2013)
- Community Consultative Committee Guidelines for State Significant Projects (2016)
- International Association of Public Participation (IAP2) Quality Assurance Standard (2015)
- Accountability AA1000 Stakeholder Engagement Standard (2011)

# Silverton Wind Farm

Community Consultative Committee  
Meeting No.CCC-029

Thursday, 30 August 2018



# Agenda

1

Welcome

2

Previous  
minutes

3

Project update

- Overview
- Wind Farm Works
- Commissioning

4

Community  
relations  
update

5

Topics of interest

- WTG Oil Management
- Wholesale Electricity Market
- NSW Drought

6

Other  
business





## 4. Community relations update

## 4. Community relations update

### Community enhancement program



#### Community Enhancement Program

The Community Enhancement Program for the Silverton Wind Farm is progressing, in accordance with condition 18 (schedule 2) of the project approval. We are implementing the program to give effect to the commitments in Appendix 3, including:

- **Silverton Community Fund**

- \$15,000 per year + CPI (life of project)

- **Solar Silverton Program**

- 5kW solar PV for leaseholder and residences within 10 km of project.

- **Water tank program**

- Domestic sized water tank to all inhabited residences

- **Mobile reception program**

- Contribution of up to \$50,000 for mobile reception improvement works

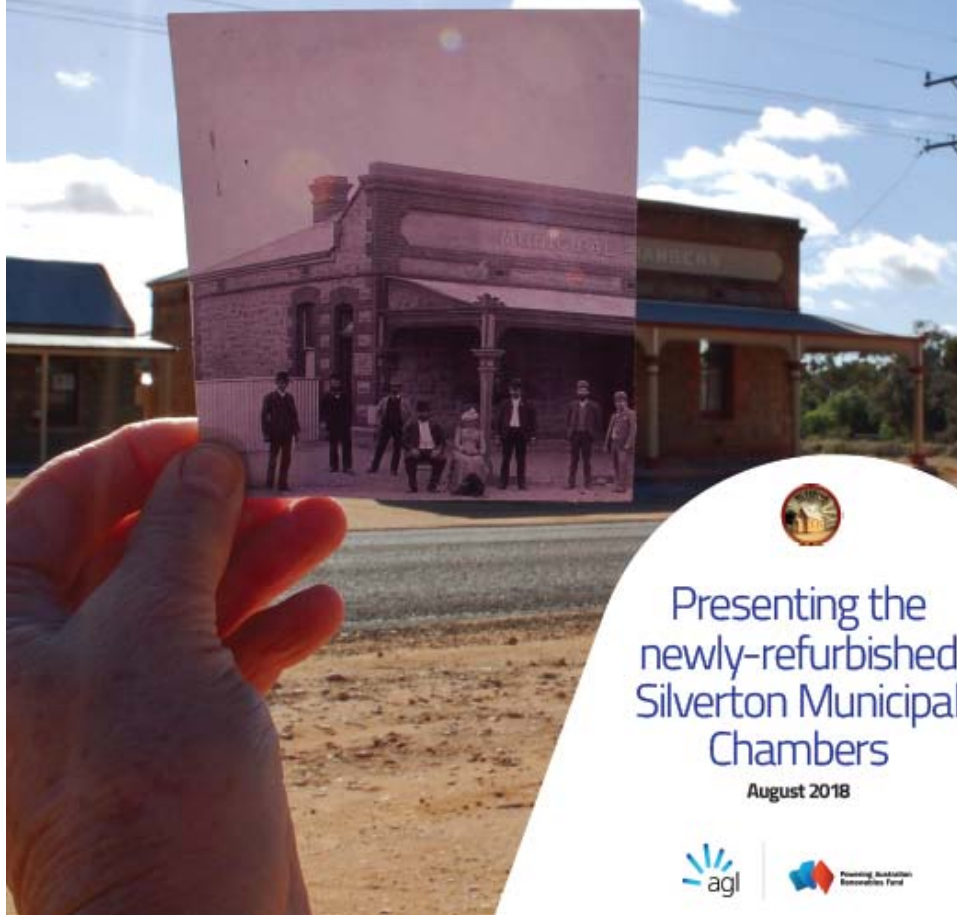


The Silverton Village Committee Inc and AGL have proudly partnered to renovate the Silverton Municipal Chambers, preserving the history of Silverton while creating an inviting space accessible to all members of the community.

Through the Silverton Wind Farm's Local Community Investment Program, the Silverton Village Committee has reinvigorated the Municipal Chambers, making it a local hub that supports community interaction and social inclusion and offers a space for residents and visitors of Silverton to come together.

The Chambers have been fitted with new floors, a big screen TV with internet and conferencing capability and new seating, making the space a comfortable and inviting meeting place.

So come in and enjoy this inclusive community space in the heart of Silverton township.



## 4. Community relations update

Community enhancement program



### Silverton Municipal Chambers Upgrade



← Before

After →



## 4. Community relations update

### Community enhancement program



#### Silverton Solar Program

- To date, AGL has provided solar panels to 22 property owners. Installers are back in Silverton this week to share operations and maintenance material and complete a few more remaining connections
- For properties that cannot support solar installations, AGL is working with the property owners to find alternative solutions
- Connection applications have been submitted. Origin and Acumen are generally the energy retailer and meter provider in the area and will be managing meter upgrades
- The final size of the solar PV system is subject to the available roof space and connection approval by Essential Energy





## 4. Community relations update

### Community enhancement program



### Water Tank Program

- AGL has started work on the supply, installation and connection of a domestic sized water tank (10,000L)
  - Water tank supply → Landmark
  - Installation and connection → Broken Hill Plumbing Services
- Rolling installations started in August 2018 and the installer has advised that the first phase of installations are planned for 7 September.
- Broken Hill Plumbing will continue contacting property owners to arrange for inspections and installations over the next few weeks.



**Capacity:** 10000 L

**Inlet Height:** 1.49 m

**Diameter:** 3.08 m

**Total Height:** 1.7

**State Available:** ACT, NSW, NT, SA, VIC

**Available Colours**



## 4. Community relations update

### Community enhancement program

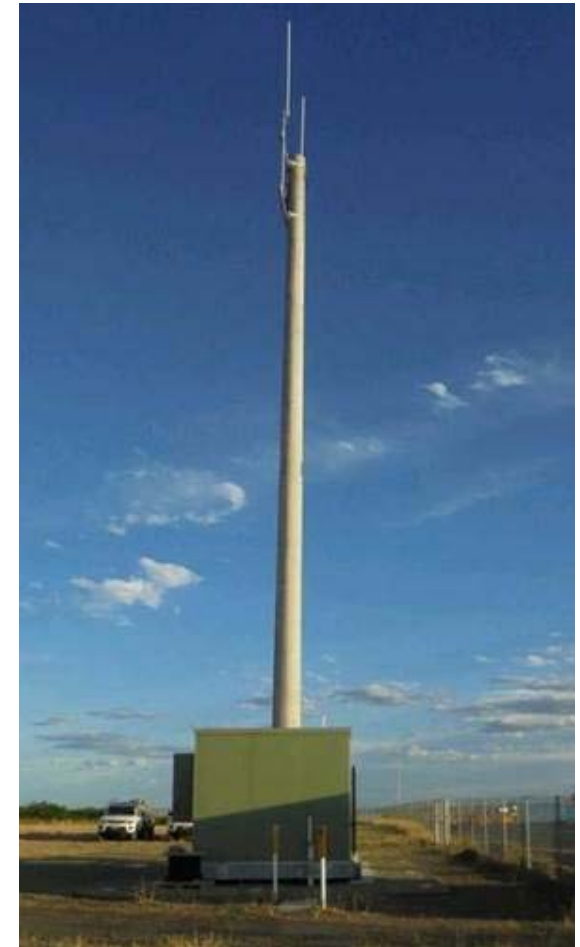


### Mobile Reception Program

- AGL is progressing an Enterprise Work Agreement (EWA) with Telstra in relation to the proposed 4GX solution developed with Telstra for the mobile reception program
  - Installation of a 20m monopole at Telstra's Silverton Exchange site with a 4GX small cell which will provide 4G 700 MHz coverage to the Silverton Village
- Construction timing for completion would be ~4 months, subject to approval requirements and availability of power
- Telstra has provided details on the approval process which we need to finalise with Crown and the Silverton Village Committee in order to hopefully simplify the process.



Proposed 4G small cell location



A typical 20m monopole with an omni antenna configuration

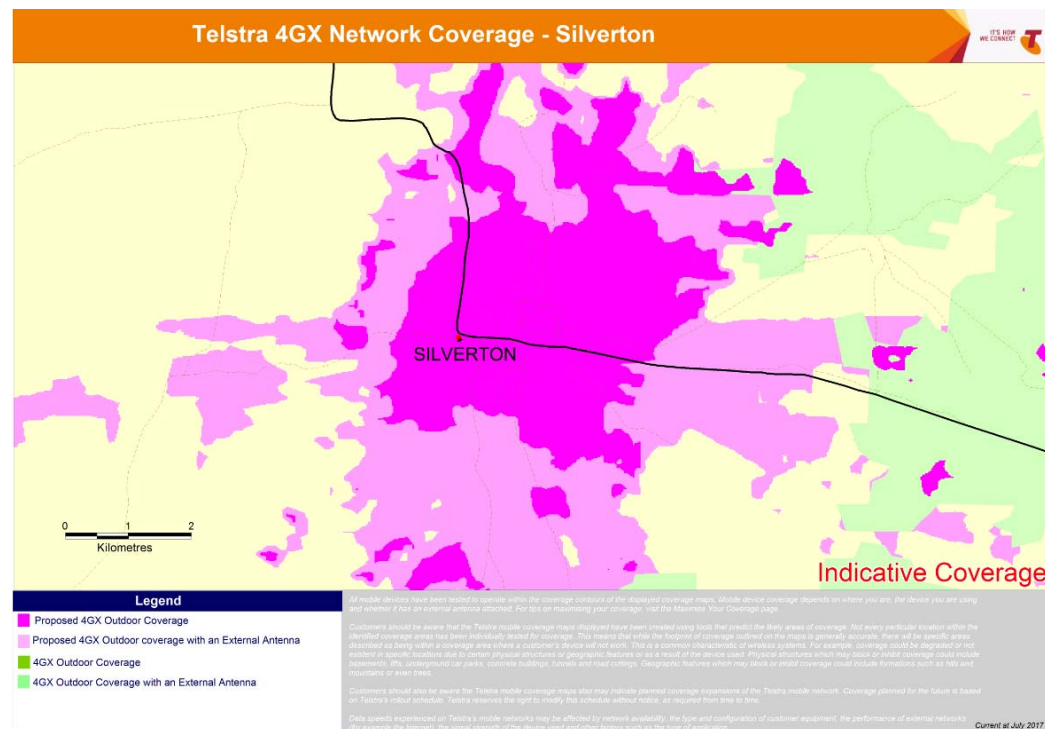
## 4. Community relations update

### Community enhancement program



### Mobile Reception Program

- The coverage predications below provide and indicative view of the coverage the proposed 4GX small cell would provide
  - Proposed 4GX solution would require a 4G 700 MHz compatible device to benefit from the improved coverage. This should cover any new smart phones purchased over the last 2 years





## 4. Community relations update

### Visual impact mitigation



#### Visual Impact Mitigation

AGL issued notification to the Silverton residents in accordance with condition 2 (schedule 3) of the project approval in relation to the visual impact mitigation measures outlined in condition 1 (schedule 3).

- Owners within 6km of any wind turbine forming the Silverton Wind Farm may request additional visual mitigation measures (such as landscaping and vegetation screening) at their residence to reduce visual impact of the wind turbines.
- Owners have the right to request the implementation of these additional visual mitigation measures at their residence at any time within 3 years of the commencement of construction.
- Landscaper has started viewing properties in the area to discuss most appropriate measures
- Timing for sourcing and planting vegetation and maintenance must be considered

*The identification of appropriate visual impact mitigation measures will be easier following the construction of the wind turbines.*



## 4. Community relations update

### Community engagement



### Community information

AGL contact details for community and project information are shown below:

- P: 1800-039-600
- E: [AGLcommunity@agl.com.au](mailto:AGLcommunity@agl.com.au)
- W: [agl.com.au/silverton](http://agl.com.au/silverton)

### Construction information

GE-CATCON will provide contact details on the project signage for construction related queries.



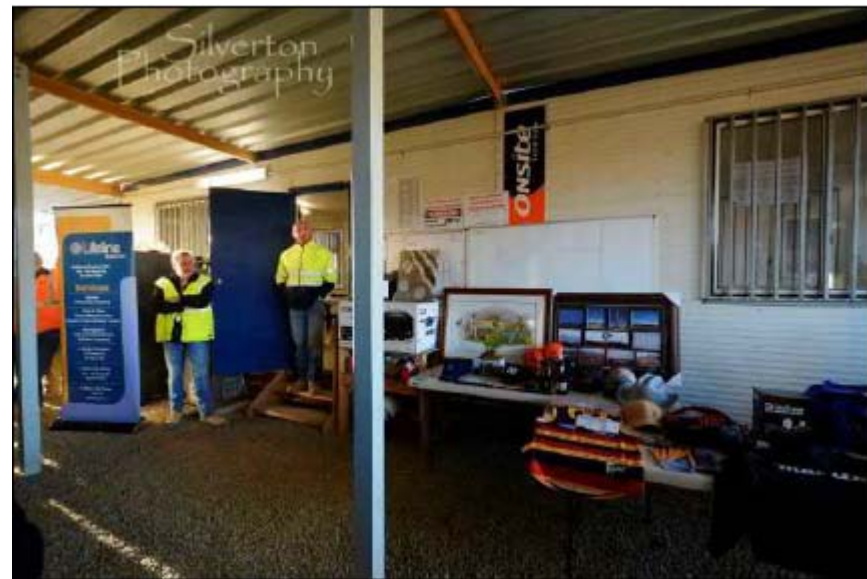
## 4. Community relations update

### Community Fundraiser



GE-CATCON organized a major fundraiser on 20 July 2018 for Lifeline Broken Hill.

- Over \$18,000 was raised for Lifeline Broken Hill.
- The event was attended by the Barrier Daily Truth, Southern Cross News SA and ABC Radio.



## 4. Community relations update

Broken Heel Festival 2018



Through the AGL Shine program, AGL is sponsoring The Broken Heel Festival to celebrate diversity and inclusion.



**SEPT**  
**7<sup>TH</sup> / 8<sup>TH</sup> / 9<sup>TH</sup>**  
**2018**



An aerial photograph of a wind farm, showing several large wind turbines arranged in a pattern across a landscape. The entire image is overlaid with a blue gradient, which is darker in the bottom right corner.

## Contact

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AGL Energy  
Silverton Wind Farm  
1800-039-600

[AGLcommunity@agl.com.au](mailto:AGLcommunity@agl.com.au)