

PUBLIC



Community Communication Strategy EnergyConnect (NSW - Western Section)

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Abbreviations

Acronym	Definition
AEMO	Australian Energy Market Operator
CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plan
CMS	Consultation Management System
CoA	Conditions of Approval
CSEM	Community and Stakeholder Engagement Manager
CSSI	Critical State Significant Infrastructure
DAWE	Department of Agriculture, Water and the Environment
D and C	Design and Construction
DPIE or the Department	Department of Planning, Industry and Environment
EIS	Environmental Impact Statement
EM	Engagement Manager
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999
IAP2	International Association for Public Participation
ISCA	Infrastructure Sustainability Council of Australia
IVMS	In Vehicle Monitoring System
kV	Kilovolts
PEC	Project EnergyConnect
PoS	Possession of Site
SEJV	SecureEnergy Joint Venture
WCAG	Web Content Accessibility Guidelines

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1 Introduction

1.1 Context

This Community Communication Strategy (CCS or Strategy) describes how SecureEnergy Joint Venture (SEJV) will manage communication and engagement with the community throughout construction of EnergyConnect (NSW – Western Section) (the Project). The Strategy describes SEJV's approach to interaction with the community and all other relevant stakeholder groups with respect to the Project Works. This CCS has been prepared to address the requirements of the Infrastructure Approval, the *EnergyConnect (NSW – Western Section) Environmental Impact Statement (EIS)*, the *EnergyConnect (NSW – Western Section) Amendment Report (Amendment Report)* and all applicable guidelines and legislation. This CCS has been developed to respond primarily to condition A15 of the Infrastructure Approval. The CCS will be implemented for the duration of construction.

1.2 Background

1.2.1 Environmental Planning

On 29 August 2019 the NSW Minister for Planning and Public Spaces declared the NSW component of EnergyConnect to be critical State significant infrastructure (CSSI) under the *Environmental Planning and Assessment Act 1979 (EP&A Act)* on the basis that it is critical to the State for environmental, economic or social reasons. Within NSW, EnergyConnect is therefore subject to assessment under Part 5, Division 5.2 of the *Environmental Planning and Assessment Act 1979 (EP&A Act)*.

Transgrid has two environmental planning approval applications for the sections within NSW:

- EnergyConnect (NSW – Western Section) – SA/NSW border to Buronga and Buronga to the NSW/Victorian border (the project); and
- EnergyConnect (NSW – Eastern Section) – Buronga to Wagga Wagga.

A referral under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)* was submitted on 27 May 2020. The Australian Department of Agriculture, Water and the Environment (DAWE) determined the project to be a controlled action on 26 June 2020 and thus, it would be assessed using the bilateral assessment process. As such, the project also requires approval from the Australian Minister for the Environment under the EPBC Act.

The EIS was prepared for the project in October 2020 and was placed on public exhibition on the NSW Government's Department of Planning, Industry and Environment's Major Projects Planning Portal from 30 October 2020 to 10 December 2020. A total of 20 submissions were received, with 15 from government agencies, three from organisations and two from members of the public.

The Submissions Report was prepared for the project in response to the submissions and was finalised on 14 April 2021.

Transgrid also prepared a separate Amendment Report to document design changes and additional environmental assessment undertaken since exhibition of the EIS. The Amendment Report describes the updated project for which approval has been sought and was finalised on 14 April 2021.

On 7 May 2021, Department of Planning, Industry and Environment (DPIE) requested additional information (EnergyConnect (NSW – Western Section) (SSI-10040) Request for Additional Information) to assist with the assessment of the project. In response TransGrid prepared and provided the Response to DPIE Request for Information, which included revised mitigation measures (RMMs) in Appendix G which are to be applied. The Response to DPIE Request for Information was dated 10 August 2021.

Approval for the project under the EP&A Act was granted by the NSW Minister for Planning and Public Spaces (Infrastructure Approval SSI 10040). Approval for the project under the EPBC Act was granted by the Australian Minister for the Environment.

Transgrid has engaged SecureEnergy, a joint venture between Elecnor and Clough Projects Australia Pty Ltd to design and construct their portion of the EnergyConnect project.

To assist with construction program and overall project delivery, the construction phase of EnergyConnect (NSW – Western Section) will be staged as outlined in the SEJV Construction and Site Management Plan and Section 1.3.

1.3 Construction Phasing

1.3.1 Pre-Construction Minor Works

EnergyConnect has been split into two separable sections. This Communication and Community Strategy relates to EnergyConnect Western section conditions of approval.

As required, pre-construction minor works and works which are not defined as construction will occur prior to approval of the Construction Environmental Management Plan. These works will occur subject to the requirements of the relevant conditions of the Infrastructure Approval.

Pre-construction minor works and works which are not defined as construction include:

- I. The following activities:
 - surveys
 - building and road dilapidation surveys
 - investigative drilling, excavation, or salvage
 - establishing temporary site office (in locations meeting the criteria identified in the conditions of this approval)
 - installation of environmental impact mitigation measures, fencing, enabling works.
- II. construction of minor access roads and minor adjustments to services/utilities, etc, for the activities identified in i) above; and
- III. minor clearing or translocation of native vegetation for the activities identified in i) and ii) above; and
- IV. road upgrades.

Operation of the accommodation camps is also excluded from the definition of construction.

1.3.2 Main Works

The works (covered by this CCS) include all works required for EnergyConnect (NSW – Western Section) other than the operational activities, which includes:

- clearing and grubbing activities;
- construction of access tracks (which are not low impact works);
- transmission line construction;
 - earthworks and footing construction including:
 - earthworks and establishment of construction pads for each transmission line tower;

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- construction of footings and foundation works for the new transmission line towers including either concrete or steel piles (driven and/or screw), boring and/or excavation, steel fabrication works and concrete pours;
- assembly of transmission line towers;
- erection of the transmission line towers;
- stringing of the conductors and overhead earth wires and optical ground wire;
- installation of earthing cables;
- earthing of fences and gates (as required);
- continued operation of the borrow pit (including crushing and screening if required depending on geotechnical investigations at the site);
- continued construction works associated with the establishment of the accommodation camp at Buronga
- continued construction works associated with the establishment and operation of the construction compound at Buronga;
- construction works associated with the establishment of the accommodation camp at Wentworth
- construction works associated with the establishment and operation of the construction compound at Wentworth and Anabranh South;
- Buronga substation structural and electrical works;
- pre-commissioning and commissioning phases; and
- demobilisation.

1.4 Project Timeline

If approved, construction is expected to start in early 2022 with completion expected by mid-2023. These target dates inform the key milestones relevant to this strategy which are outlined in Table 1.

Table 1 PEC Milestone Dates

Milestone	Milestone Date
Planned FID and Execution of EPC Contract	30 May 2021
Initial Notice to Proceed	28 June 2021
Planning Approval	Western Alignment – 28 September 2021
Notice to Proceed	Western Alignment – 15 November 2021
SEJV Possession of Site	Western Alignment – 29 January 2022
Detailed Design	Commenced
Commence Assessment Works	Western Alignment – Commenced
Commence Main Works	Western Alignment – Mid March 2022
Energisation	Western Alignment – Late June 2023
Project Completion	Late September 2024

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1.5 Purpose and Objectives

1.5.1 Purpose

SEJV is committed to actively communicating and engaging with stakeholders throughout the design and construction of the Project. SEJV's approach to consultation on community issues on the Project will:

- Make the most of opportunities to involve stakeholders and the community in the Project
- Ensure engagement activities are appropriate and organised at times and places convenient for stakeholders
- Provide online options for engagement where possible
- Consider and respond to reasonable requests from the community and stakeholders for additional engagement activities and information
- Acknowledge and understand diverse views on the Project
- Use feedback to positively influence the Project design and delivery.

This Strategy will also consider key communication elements of the following documents:

- Community online and face to face forums – protocols and procedures and positive comments from the public
- Community complaints – management and resolution
- Dispute resolution and facilitated meeting process
- Community Complaints Mediator protocols.

1.5.2 Objectives

The overarching objectives of the CCS are:

- To ensure positive local community, industry, and key stakeholder engagement of SEJV's communication effectiveness, project team behaviour and delivery on commitments.
- To identify and target key external stakeholders and community members and provide information that meets their needs and facilitates project awareness, understanding for its ongoing status and progress
- To establish positive relationships and credibility with key stakeholders that encourage direct contact with the Project Team
- To proactively identify issues and develop mitigation strategies that minimise issues escalation
- To promote a shared responsibility among all project personnel to effectively monitor issues and report potential issues
- To ensure that community concerns are considered and addressed as required
- To ensure that the community has been provided with information that is accessible, delivered in a timely manner, that has supported community participation, was meaningful, relevant, and easy to understand

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- To demonstrate that SEJV has listened to the community and undertakes initiatives involving stakeholders that, wherever possible, have the potential to extend beyond project life.

The strategy aims to:

- Meet the reasonable expectations of the community for engagement, involvement, communication, and information
- Detail communication and engagement activities to be undertaken to ensure stakeholders, residents and the broader community are provided with the opportunity for involvement in the Project
- Ensure members of the community have access to appropriate Project information
- Identify processes and procedures required to fulfil the community involvement obligations of SEJV.
- Ensure team members are aware of and follow procedures and processes.

1.6 Project Benefits

Project EnergyConnect provides the critical infrastructure needed to enable the sharing of renewable and baseload generation in the National Energy Market.

It will deliver a range of direct benefits for customers in South Australia, New South Wales and Victoria including lower power prices, improved energy security and increased economic activity.

Opportunities will also be created for regional communities through job creation and local procurement during construction.

The benefits of the EnergyConnect to Australian states and communities include:

- delivering up to \$1.7 billion in gross benefits
- lowering electricity bills for NSW and SA customers by putting downward pressure on wholesale electricity prices through greater supply, diversity and competition
- facilitating investment in, and connection of, more renewable, zero carbon generation in NSW and SA
- creating up to 1,500 jobs and contributing a further \$4 billion in economic activity for NSW
- generating major benefits for regional communities and local people and businesses along the route
- enabling sharing of energy between NSW, South Australia and Victoria and decreasing price volatility through sharing resources across regions.

1.7 Documents Referenced

Documents referenced for this strategy include:

- Transgrid Stakeholder Engagement Charter (2015)
- International Association for Public Participation (IAP2) Quality Assurance Standard (IAP2, 2015)

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- Transgrid Environmental Scoping Report, October 2019, EnergyConnect (SA/NSW border to Buronga)
- Transgrid Environmental Scoping Report, May 2020, EnergyConnect (NSW-Western Section)
- Transgrid Community Engagement Plan, August 2020, Project EnergyConnect
- Transgrid Energy Connect, October 2020, Community Engagement Plan V1.2.

2 Community Communication Strategy Requirements

Table 2 outlines the Conditions for the CCS and its location within the document.

Table 2 Conditions

Reference	Community Communication Strategy Requirements	CCS Reference	How addressed
Conditions			
	The Proponent must implement the Community Consultation Strategy for the duration of construction.	Section 1.1	SEJV will implement the Community consultation Strategy for the duration of construction.
A15	A Community and Communication Strategy to provide mechanisms to facilitate communication between the Proponent and the community (including adjoining affected landowners) during construction.	This document.	This document has been prepared in a response to this condition and explains the different ways in which communication between the community and stakeholders will be undertaken.
A15 (a)	Identify landowners for potentially affected receivers	Section 6.1.4 Table 6	This document identifies properties that are potentially affected receivers.
A15 (b)	Ensure that the landowners identified in (a) are consulted during construction	Section 5 Table 5 Stakeholder Engagement Approach Section 6.1.4	This document outlines a wide range of communication methods and materials that will be used to provide regular and accessible information about construction activities.
A15 (c)	Set out procedures and mechanisms for the regular distribution of information to the wider community	Section 8 Section 9 Section 10	This document outlines how communication materials such as newsletters, notifications, website, emails etc will be used to provide accessible information about the Project including construction activities, milestones, schedules and timelines.
A15 (d)	Establish a public liaison officer(s) to engage with the local community	Section 4 Section 4.3	This document outlines the Engagement Team organisational team structure.
A15 (e)	Set our procedures and mechanisms:		
	Through which the community can discuss or provide feedback to the Proponent	Section 9 – Table 7	This document outlines the procedures and mechanisms made available for community members and stakeholders to provide feedback and make enquiries as well as how the

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Reference	Community Communication Strategy Requirements	CCS Reference	How addressed
			Proponent will respond, resolve issues, or mediate any disputes which may arise.
	Through which the Proponent will respond to enquiries or feedback from the community	Section 9 – Table 7 Section 11.0 Appendix A	This document outlines the procedures and mechanisms made available for community members and stakeholders to provide feedback and make enquiries as well as how the Proponent will respond, resolve issues, or mediate any disputes which may arise.
	To resolve any issues and mediate any disputes that may arise in relation to construction of the development.	Section 11.0 Appendix A	This document outlines the procedures and mechanisms made available for community members and stakeholders to provide feedback and make enquiries as well as how the Proponent will respond, resolve issues, or mediate any disputes which may arise.

3 Key Issues for the Delivery of the Project

Some of the impacts and key issues which have been identified for the Project are outlined below in Table 3.

Table 3 Potential Issues and Proposed Mitigation

Issue	Impact	Mitigation Strategies
Local employment and business opportunities	Local businesses lacking capacity, skill base and expertise to meet requirements Upskilling of local community Access to employment and training opportunities Opportunities for Aboriginal employees Local businesses unable to compete with EnergyConnect for staff Opportunities for townships and local businesses to service the EnergyConnect workforce	Business register to capture local interest and capability. Identified trainee and employee opportunities communicated to the local community Engage Local Industry Participation Manager. Ongoing consultation with key local stakeholders Opportunities for Aboriginal employees clearly communicated. Ongoing consultation with Aboriginal stakeholders. Regular community updates. Advanced notice of skillsets required for locals to acquire relevant qualifications to be competitive for employment.
Traffic and Access	Significant numbers of truck movements and heavy equipment on local and state roads	Timely responses to community enquiries. Clear communication about truck routes, transport schedules and respite periods In Vehicle Management System (IVMS) Alerts.

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Issue	Impact	Mitigation Strategies
Delays in project delivery	Reputation risk Community and landowner concern about delays and impacts	Clear communication and messaging regarding project progress. Regular community and landowner updates.
Environmental impacts	Impact from construction sites and accommodation camps Impacts on water flows Impacts of flora and fauna	Clear and regular community updates about project footprint, progress and impacts Timely responses to community enquiries. Ongoing consultation with key environmental stakeholders.
Effect on communities	Concern about medical services ability to cope with increased demand Concern about increased demand on emergency services Potential increase on local service requirements such as schools etc.	Clear and regular community updates about perceived social impact. Educate local community of what is available in the camp facilities that mitigate some of the perceived social impacts.
Workforce	Where workers will live Impact on local communities Where workers will fly in and out from	Clear communication and messaging regarding project activities and likely community impacts.
Landowner Impacts	Land use conflicts and economic impacts Weed Management Visual Impact Gates not locked	Regular face to face meetings. Property Management Plans. Environmental Management Plans.
		Educate landowners on construction methodologies on property and mitigation measures. Weed and seed washdown areas.
Landscape character and change to visual amenity	Residents may feel that the height of transmission lines impacts their country/river views and adversely impacts the environment. Impacts on property values	Reinforce project benefits to residents, the local community and the region.
Introduction/spread of exotic weeds and animal species	Landowners especially are concerned with the spread of weeds as construction traffic access multiple properties	Environmental Management Plan Property Management Plans. Washdowns & biodiversity controls
Construction impacts	Access to property for construction General construction impacts such as noise, dust, work hours, employee behaviour, parking and traffic, safety etc.)	Keep community fully informed of timing for potential construction impacts and proposed mitigation measures. Ensure engagement tools allow the community to contact the Project Team when required Construction Management Plan includes mitigation measures to reduce impacts on local community and landowner i.e. dust suppression,

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Issue	Impact	Mitigation Strategies
		minimal use of private vehicles, code of conduct. for employees and subcontractors etc.
Effect on Cultural Heritage Values	Loss of protection of heritage items	Cultural Heritage Management Plan. Regular face to face meetings with Traditional Owner groups. Ensure a duty of care for all Aboriginal artefacts. Cultural Heritage Agreements with Traditional Owners.

The above and other issues, which will be managed by SEJV, will be different at progressive stages of the Project. Some of the issues which have been identified, and the stages in which these could occur are detailed below. Each stage will have an impact on different parts of the community and the many stakeholders involved.

4 Engagement Team

4.1 Public Liaison Approach

SEJV recognises the importance of an experienced and skilled Engagement team that is integrated into the wider Project team. The Project will work in partnership with Transgrid's Communication and Engagement team to achieve the Project outcomes and leave a positive legacy for the host community and future customers. Consultation will be in accordance with the IAP2 Public Participation Spectrum as outlined and be of best practice to support the Project's commitment to achieving an 'Excellent' rating under the Infrastructure Sustainability Council of Australia (ISCA) rating scheme. The CCS outlines the stakeholder engagement commitments for this programme.

4.2 Public Liaison Protocols

SEJV is responsible for overall management and coordination of community information, engagement, and involvement, which will be managed by the SEJV Engagement team. The Engagement Manager/Community and Stakeholder Engagement Manager (EM/CSEM) is the designated complaints handling and community contact management representative for the Project. All staff working on the Project will be provided with community engagement training as part of their induction. The training will include information about how each staff member needs to share the responsibility of managing/minimising community impacts. The training will also include information about the structure of the Engagement team and how to refer community contact to the team including a minimum commitment for contact to be acknowledged within two (2) hours.

4.3 Resourcing Approach

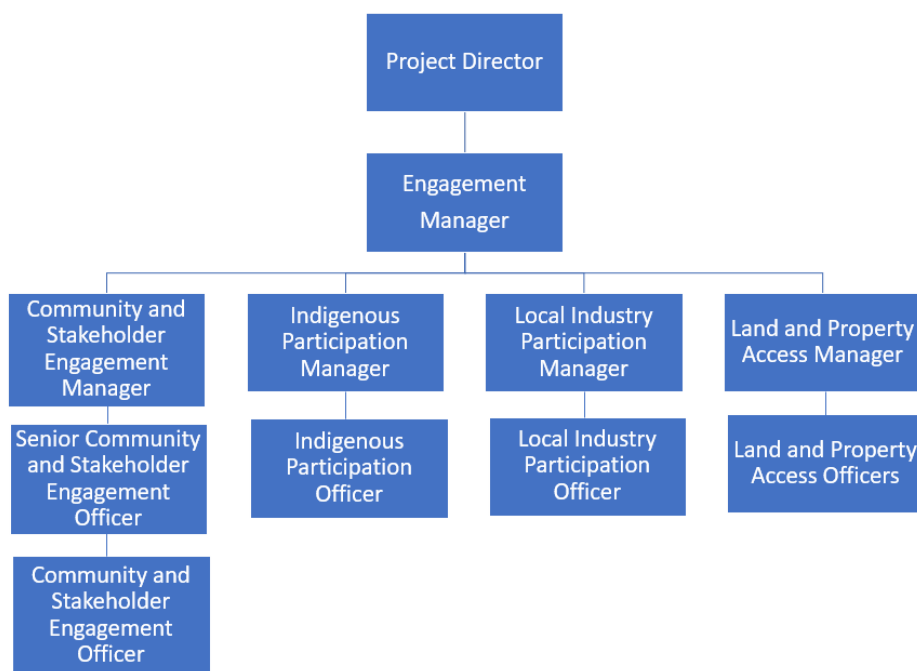
SEJV has established an Engagement team responsible for the overall management and coordination of community information, engagement, and involvement. The team structure is in Figure 1. The EM/CSEM for SEJV ensures that Transgrid is informed of all community issues, consulted regarding all decisions affecting the local and wider community and invited to all community information sessions and site visits. The Engagement Manager

who will also occupy the role and responsibilities of Community and Stakeholder Engagement Manager will lead the team and report directly to the Project Director.

The EM/CSEM is supported by several team members including:

- Land and Property Access Manager
- Indigenous Participation Manager
- Local Industry Participation Manager
- Community and Stakeholder Engagement Officers
- Land and Property Access Officers
- Indigenous Participation Officer
- Local Industry Participation Officer

Figure 1 Engagement Team Structure



4.3.1 Team Roles and Responsibilities

The Engagement team is responsible for implementation and coordination of community information and involvement. Our nominated Community and Stakeholder Engagement Officers manage and deliver community engagement plans, proactively communicate construction impacts, construction methods and working hours with affected communities.

4.4 Engagement Team Contact Details

Due to the distances associated with the Project the Engagement/Community Stakeholder Engagement Manager will have a roaming role on the project and based in various locations along the project alignment that corresponds to the main source of construction activity during the project works.

A dedicated toll-free telephone number (1800 49 06 66) has been created by Transgrid to receive and respond to enquiries from the community and interested stakeholders. It is envisaged that the existing 1800 number will be used to avoid confusion for the local community. A representative

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from the Community and Stakeholder Engagement team is physically available to answer 24-hour toll-free information line seven days a week.

A new project email address for construction enquiries or complaints will be created by SEJV to receive and respond to construction related enquires from the community and interested stakeholders for e.g. community@secureenergyjv.com.au.

5 Stakeholders, Issues, Consultation Levels and Tools

5.1 Key Stakeholders

Transgrid has identified relevant stakeholders across the NSW PEC corridor, including the proposal, and for the project lifecycle. The focus is on stakeholders relevant to the scope of the Community and Stakeholder Engagement Management Plan. This will assist in ensuring the engagement and communications approach considers the broader Project EnergyConnect context and appropriately manages stakeholder and reputational risks from the outset of engagement and communications activities. Table 4 provides an initial list of stakeholder groups who have been and will continue to be engaged throughout EnergyConnect. This table also includes a breakdown of primary responsibility by project phase.

Six key stakeholder groups have been identified for EnergyConnect namely, Government, Landowners, Community, Industry Groups, Business and Media. Our approach has been tailored to meet stakeholder needs. SEJV will capture all interactions, decisions and feedback from stakeholders using the Consultation Management System software employed by Transgrid.

Table 5 outlines SEJV’s engagement approach with these stakeholders.

Table 4 Stakeholder Groups for EnergyConnect

Stakeholder Group	Stakeholders	Primary Responsibility by Project Phase	
		Assessment/Early Works	Main Works/Possession of Site
Government – Political Representatives	<ul style="list-style-type: none"> NSW Premier, the Hon Dominic Perrottet MP NSW Minister for Energy and Environment, the Hon Matthew Kean MP SA Premier, the Hon Steven Marshall MP SA Minister for Energy and Mining, the Hon Dan van Holst Pellekaan MP - Commonwealth Minister for Energy and Emissions Reduction, the Hon Angus Taylor MP. 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid
Energy Regulator / Operators	<ul style="list-style-type: none"> Australian Energy Market Operator (AEMO) Australian Energy Regulator Australian Energy Market Commission Energy Security Board. 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid
Federal Members	<ul style="list-style-type: none"> Member for Farrer, The Hon Sussan Ley MP. 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid

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Stakeholder Group	Stakeholders	Primary Responsibility by Project Phase	
		Assessment/Early Works	Main Works/Possession of Site
State Members	<ul style="list-style-type: none"> Member for Murray, Helen Dalton MP 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid
Local Councils	<ul style="list-style-type: none"> Wentworth Shire Mildura Rural City Council 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid/SEJV
Government – Departmental	<ul style="list-style-type: none"> Australian Department of Defence Australian Government Department of Agriculture, Water and the Environment (DAWE) Australian Government Department of Education, Skills & Employment Australian Government Department of Industry, Science, Energy and Resources NSW Department of Planning, Industry and Environment (DPIE) and its divisions NSW Crown Lands, NSW Environment, Energy and Science (previously referred to as Office of Environment and Heritage (OEH)) and NSW National Parks & Wildlife Services NSW Department of Premier and Cabinet Transport for NSW's division Property Acquisition NSW NSW Department of Regional NSW including its divisions of Forestry Corporation NSW and NSW Local Land Services NSW Department of Transport for NSW, specifically its division Property Acquisition NSW NSW Department of Customer Service (DCS), and its division SafeWork NSW Infrastructure NSW Infrastructure Australia National Indigenous Australians Agency Aboriginal Affairs NSW Regional Development Australia – Riverina and Murray 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid/SEJV
Major developments	<ul style="list-style-type: none"> Major developments (existing, under approval and future) that may be impacted by EnergyConnect (including the proposal). 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> SEJV

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Stakeholder Group	Stakeholders	Primary Responsibility by Project Phase	
		Assessment/Early Works	Main Works/Possession of Site
Directly impacted landholders (in corridor)	<ul style="list-style-type: none"> Landholders (owners, occupiers, lease and other interest holders in the corridor). 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> SEJV
Potentially Affected Receivers	<ul style="list-style-type: none"> Receivers are included within a general 2km buffer from the project site, noting a few additional receivers are included from further distance, which were assessed during the EIS process as having a potential view of the project. 	<ul style="list-style-type: none"> SEJV/Transgrid 	<ul style="list-style-type: none"> SEJV
Traditional Owners and other Aboriginal Groups	<ul style="list-style-type: none"> Dareton Local Aboriginal Land Council Barkindji Maraura Elders Environment Team Barkandji Native Title Claim Group Aboriginal Corporation Barkindji-Maraura Elders Council Ta-Ru Board of Management/Maroura Barkindji Traditional Owners 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> Transgrid/SEJV
Local land users, community and suppliers	<ul style="list-style-type: none"> Local land users e.g., irrigators, farmers near the proposal study area that are not considered directly impacted or adjacent landholders. Local communities and suppliers within Council areas. 	<ul style="list-style-type: none"> Transgrid 	<ul style="list-style-type: none"> SEJV
Other Suppliers	<ul style="list-style-type: none"> NSW and Australian suppliers 	<ul style="list-style-type: none"> SEJV 	<ul style="list-style-type: none"> SEJV
Industry Groups	<ul style="list-style-type: none"> NSW Farmers Association National Farmers' Federation NSW Irrigators' Council Clean Energy Council Industry Capability Network Australian Steel Institute 	<ul style="list-style-type: none"> Transgrid/SEJV 	<ul style="list-style-type: none"> Transgrid/SEJV
Interest Groups	<ul style="list-style-type: none"> Local progress associations, issue-specific interest groups such as the Country Women's Association, Lions Club, Rotary and Apex 	<ul style="list-style-type: none"> Transgrid/SEJV 	<ul style="list-style-type: none"> SEJV

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Stakeholder Group	Stakeholders	Primary Responsibility by Project Phase	
		Assessment/Early Works	Main Works/Possession of Site
Media	<ul style="list-style-type: none"> • Local, State and National media including: <ul style="list-style-type: none"> – ABC Radio Riverina – Star FM – Community Radio Station2AAA – Nine News Wagga – PRIME7 News Wagga – The Land Newspaper 	<ul style="list-style-type: none"> • Transgrid 	<ul style="list-style-type: none"> • Transgrid
General Public	<ul style="list-style-type: none"> • General members of the public who may take an interest in EnergyConnect (including the proposal) 	<ul style="list-style-type: none"> • Transgrid/SEJV 	<ul style="list-style-type: none"> • SEJV

Table 5 Stakeholder Engagement Approach

Level	Stakeholder	Stakeholder Groups	Engagement Goal	Commitment to the Community	Potential Methods/Tools
Inform	Government	MPs and Senators Parliamentary committees	Provide stakeholders with information to assist their understanding of the Project and build advocacy. Provide a two-way communication between Transgrid and stakeholder groups	Keep informed by providing with information and updates as the Project advances.	Website Social and traditional media Newsletters Fact Sheets Discussions or meetings Drop-in centres Responding to enquiries and or Pop-up shops.
	Community stakeholders	Environmental groups Irrigators Other local groups General public Principal Contractors			
	Industry groups Business	Business groups Energy sector peak bodies Generators/retailers Regional/special interest groups Environment/green groups Suppliers			
	Media stakeholders	National media Regional media Local media Special interest and trade media			
Consult	Government	Policy/regulatory agencies Federal and State Departments Federal and State Ministers/Opposition spokespeople Local Councils	As per 'Inform' plus: Provide information and seek community stakeholder feedback	As per 'Inform' plus: Listen to, acknowledge concerns, and give feedback on how input has been actioned.	Meetings Networking functions Town halls Roadshows/presentations Focus groups Surveys Communiques
	Community stakeholders	Townships/ Communities Chambers of Commerce and Community groups Transgrid staff			
	Landowners and Potentially Affected Receivers	Landowners	As per 'Inform' plus: Provide information and seek landowner feedback	As per 'Inform' plus: Listen to, acknowledge concerns, and give feedback on how input has been actioned.	Face to face meetings Construction notifications and letters Phone calls Email Texts
Involve	Community stakeholders	Key individuals	As per 'Consult' plus: Work directly with stakeholders throughout the Project to understand and consider issues and expectations	As per 'Consult' plus: Maintain a two-way dialogue to ensure concerns and aspirations are understood. Give feedback on how input has been used in making project decisions.	Face-to-face briefings Presentations/works hops
Collaborate	Government	Key environmental and planning departments and agencies (e.g., NSW	As per 'Involve' plus: Partner with stakeholders on specific aspects of	As per 'involve' plus: Seek direct advice, recommendations, and agreement that	Technical advice Formal applications Permissions/procedures/ compliance

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Level	Stakeholder	Stakeholder Groups	Engagement Goal	Commitment to the Community	Potential Methods/Tools
		Department of Planning, National Parks and Wildlife Services and Transport NSW.)	the Project's technical implications and the development of alternatives required to determine critical project decisions.	adherence to protocols and compliance procedures has occurred.	Participatory decision-making
	Community stakeholders	Local government Traditional Owners and other Aboriginal groups			

5.2 Management of Stakeholder Details

All interactions, decisions and feedback from stakeholders will be captured in Transgrid's existing Consultation Management System (CMS). The SEJV Community and Stakeholder Engagement Team will employ CMS as the means to develop, structure and manage a stakeholder database, capable of various reporting functions. This will feed into the reporting requirements of this project.

SEJV will update and maintain the Consultation Manager Database with accurate contact details to ensure easy identification and rapid distribution of information. All details will be recorded, including publication and distribution details relating to Public Communication Materials in the Consultation Manager Database.

Details of all interactions with the community and stakeholders will be recorded in the Consultation Manager Database within 48 hours of the interaction taking place. This includes all contact with the media and elected government representatives, Works related articles (paper and web based) and online discussions including blogging into the Consultation Manager Database and send copies of articles or web links to Transgrid.

All entries made in the CMS Database will be made in accordance with the Transgrid's CMS procedures.

6 Stakeholder Analysis

6.1.1 Government

PEC has been broadly supported by the State Government of NSW and particularly South Australia, as well as the Commonwealth Government. The project is identified as an actionable project in Australian Energy Market Operator's (AEMO) Integrated System Plan (2020) and the NSW Government's Transmission Infrastructure Strategy (2018).

The Project is wholly within the Federal electorate of Farrer (held by Minister for the Environment, The Hon Sussan Ley). The members electoral staff have been broadly supportive of the project's economic development potential, while also recognising that some constituents will bear a substantial burden in terms of property impact. Electorate and ministerial offices have received periodic briefings on the project at various stages, mostly preferring to consider the issue as a state matter.

The Project is wholly within one NSW state division, the division of Murray (held by Helen Dalton). Similar to federal counterparts, the State member has noted the potential for economic development, with a particular focus on the opportunity to be found in local procurement and service provision. There has also been a keen interest in the potential impacts to communities and the need for proactive and positive community engagement. Positive working relationships exist with the Member for Murray's electorate office.

The project crosses one local government area (LGA) within New South Wales, that of Wentworth Shire Council. Council has recognised the potential benefit of economic activity resulting from the project and Transgrid has working relationships with staff in the LGA.

6.1.2 Community

Transgrid has established strong relationships with key community stakeholders and has developed the EnergyConnect Community Engagement Plan (the Plan). The Plan has provided the basis for all community engagement activities. Engagement to date has indicated a high level of support for the project.

At a local level, across the project corridor, key stakeholders have been identified and include:

Local Government - Wentworth Shire Council and Mildura Rural City Council.

Local Aboriginal – Barkindji Native Title, as well as Dareton Local Aboriginal Land Council and aboriginal peoples from other groups.

Local community and the regional townships within the project area.

Industry groups and local businesses.

6.1.3 Directly Impacted Landowners

The Project crosses 26 privately held land holdings. Transgrid is responsible for providing access to the easement for SEJV and introductions to landowners, allowing SEJV to conduct their own engagements, to inform the landowner of its construction activities and timing, as well as collect property information that it requires.

To date, Transgrid and respective members of its Land and Property Access Team have engaged with directly affected landowners, occupiers, and key stakeholders. SEJV recognises the role its own Land and Property Access Officers have in maintaining these relationships and their importance to Transgrid's ongoing operation of the easement and transmission line. SEJV understands its obligations for communicating with landowners in matters relating to its construction activities as per this plan, Property Management Plans and Landowner Agreements and understands the importance of documenting all interactions with Landowners/Stakeholders - such records to be kept secure in the Consultation Manager System online with various regulatory obligations.

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6.1.4 Potentially Affected Receivers

The locations of the nearest potentially affected receivers to the project works are shown in Table 6 (reference Table 4.1 of Transgrid's Response to DPIE Request for Information, dated 10 August 2021). Receivers are included within a general 2km buffer from the project site, noting a few additional receivers are included from further distance, which were assessed during the EIS process as having a potential view of the project. When a receiver is greater than approximately 1.5km from the project site, it has been identified as >1.5km distance. The Response to DPIE Request for Information states that no additional noise or vibration impacts, or visual impacts are predicted from the works at this distance or greater. Engagement with potentially affected receivers will be in accordance with Section 8 with a level of participation involving potentially affected receivers.

Table 6 Potentially Affected Receivers

Receiver ID	Address	Receiver Type	Approximate distance to:			
			Transmission line corridor boundary	Compound / accommodation camp facilities	Water supply points	Buronga substation
R1967	'Regunyah' homestead complex, north of Renmark Road Pine Camp NSW 2648	Residential dwelling	1,015m	>1.5km from all camps and compounds	>1.5km from all water supply points	>1.5km
R1968		Residential dwelling	1,080m			
R3346	'Noola' homestead, south of Renmark Road	Residential dwelling	>1.5km	>1.5km	>1.5km	>1.5km
R3341	'Talgarry' homestead, east of Rufus Road	Residential dwelling	<1.5km	>1.5km	>1.5km	>1.5km
R3385	'Wilton' homestead, 3080 Anabranche Mail Road	Residential dwelling	720m	>1.5km	>1.5km	>1.5km
R2035	'Glen Esk' homestead Anabranche South, NSW 2648	Residential dwelling	1,065m	>1.5km	>1.5km	>1.5km
R1548	Anabranche South, NSW 2648	Residential dwelling	1,130m	>1.5km	>1.5km	>1.5km
R1489	'Dunvegan' Homestead complex at 2042 Low Darling Road, Wentworth, NSW	Residential dwelling	210m	>1.5km	>1.5km	>1.5km
R2023		Residential dwelling	280m	>1.5km	>1.5km	>1.5km
R2022	Low Darling Road, Wentworth, NSW	Residential dwelling (shed with accommodation)	130m	>1.5km	>1.5km	>1.5km

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Receiver ID	Address	Receiver Type	Approximate distance to:			
			Transmission line corridor boundary	Compound / accommodation camp facilities	Water supply points	Buronga substation
R1965	Wentworth, NSW 2648	Residential dwelling)	620m	>1.5km	>1.5km	>1.5km
R3400	'Sturts Billabong' homestead on Low Darling Road	Residential dwelling)	<1.5km	>1.5km	>1.5km	>1.5km
R3627	Lot 1 DP1180587, Ellerslie substation Pooncarie Road	Utility facility	165m	>1.5km	>1.5km	>1.5km
R2026	694 Arumpo Road	Residential dwelling	>1.5km	>1.5km	>1.5km	>1.5km (2,070m)

6.1.5 Traditional Owners

SEJV and Transgrid are committed to engaging with Aboriginal and Torres Strait Islander peoples and communities.

It has been critical for Transgrid in the planning phase and SEJV moving forward into the construction phase, to focus on planning and developing activities based on input from the Aboriginal and Torres Strait Islander community. Fostering and building these relationships is key to building long lasting relationships and will ensure more opportunities arise through ongoing conversations with the relevant Local Aboriginal Land Council, Native Title Groups, and other Aboriginal and Torres Strait Islander groups and individuals.

As part of the development of PEC, consultation has been undertaken with representatives of the Aboriginal community in accordance with the Aboriginal Cultural Heritage Consultation Requirements for Proponents 2020 (Office of Environment and Heritage, 2020). As part of this process, Aboriginal knowledge holders were invited to be 'Registered Aboriginal Parties' (RAPs) and given the opportunity to take part in cultural surveys of the proposal study area and provide input into the methodology and preparation of the cultural heritage assessment for the Project.

Both Transgrid and SEJV will continue to consult with the Aboriginal community throughout PEC, including, if any Aboriginal objects are unexpectedly found during construction.

Our strategy is to support and engage with Aboriginal and Torres Strait Islander people and communities in a sustainable way that is transferrable across all projects, and is aligned to and supported by the following policies and plans:

- Transgrid Aboriginal and Torres Strait Islander Engagement and Participation Policy (May 2020)
- Transgrid Innovate Reconciliation Action Plan (Feb 2020)
- SEJV Aboriginal and Torres Strait Islander Participation Plan
- SEJV Indigenous Engagement Policy (January 2021).

6.1.6 Media

Transgrid's media strategy has a targeted and proactive approach, as well as being responsive to media requests and queries.

At a local level, local radio and print are interested in the progress of PEC and what it means for the region. Transgrid also utilises social media for news and announcements on the project.

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7 Issues Management

7.1 Issues Management Approach

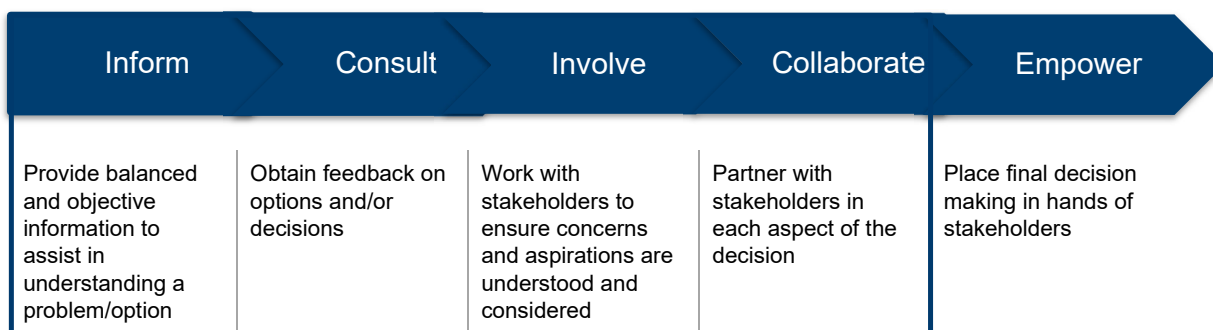
The Community and Stakeholder Relations Management Team in concert with other team members will proactively monitor interactions with stakeholders and the community to determine the likelihood of potential issues and the communication response required to mitigate the issue. Monitoring and scanning the environment for potential issues will be achieved through:

- Issues generated from the Social Impact Assessment of the Project EnergyConnect EIS
- Monitoring stakeholder meeting outcomes
- Discussions with other related projects
- Media analysis
- Monitoring issues from the project’s free call line, emails, correspondence
- Monitoring responses from opinion leaders
- Discussion across the project with Transgrid staff.

8 Engagement Approach

SEJV during the Detailed Design and Construction phases will use an end-to-end framework for stakeholder engagement outlined in Figure 2. The framework is based on the International Association for Public Participation Spectrum. Transgrid currently uses this spectrum to focus on establishing and building relationships with key stakeholders including local councils, Traditional Owners, potentially affected receivers and representative groups. The communications approach is predominately aligned with the Inform and Consult levels of Public Participation focusing on early consultation and providing up-to-date project information. There will however be opportunities to involve and collaborate especially in the areas of legacy, skills training, and Aboriginal Participation.

Figure 2 Public Participation Levels



9 Communication and Consultation Tools

SEJV will use a range of tools to communicate with the community and stakeholders. All items will comply with the Transgrid Brand Style Guidelines. SEJV will provide Transgrid a pdf format that complies with the level AA accessibility requirements in the Web Content Accessibility Guidelines (WCAG 2.0) to the Transgrid website and any other websites, on the day they are delivered or released to the public. Table 7 describes the purpose of some communication and consultation tools proposed for PEC.

Table 7 Communication and Consultation Tools

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Communication and Consultation Tools	Purpose
Toll free Community enquiry number	A dedicated toll-free telephone number (1800 49 06 66) has been created by Transgrid to receive and respond to enquiries from the community and interested stakeholders. It is envisaged that the existing 1800 number will be used to avoid confusion for the local community.
Email Address	A new project email address for construction enquiries or complaints to be created by SEJV to receive and respond to construction related enquires from the community and interested stakeholders for e.g. community@secureenergyjv.com.au .
Stakeholder Briefings	Face-to-face (or virtual) briefings aimed at providing information on the Project as well as establishing / maintaining lines of communication and a relationship should there be any future concerns / queries about the Project.
In person meetings	In-person (or virtual) meetings to be held with key stakeholders, including potentially affected landholders.
Media and Advertising	To increase awareness of the Project, raise awareness of any major disruptions, promote drop-in sessions and / or to meet the requirements of any third-party approvals.
Holding Statements	Pre-prepared statements on key issues/opportunities to support timely issues management.
Community Drop-in Sessions/ Mobile Van	Forums for discussions between the project team and local community members, stakeholder group representatives, land holders and local councils. Appropriate personnel including technical experts shall attend if required. Mobile -van to take engagement to the community with monthly -Pop-up venues across the alignment.
Community Business/Employment Forums	Forums to promote local business and employment opportunities for the project and to outline skills, competencies and prequalification requirements.
Project Contact Card	To be handed to community and land holders. The Contact Cards will have project information contact details including 1800 number, email, and web address.
Community and Stakeholder Notifications	To inform the local community or stakeholders of any current or upcoming works with the potential to impact them. Notifications will be issued for the following: <ul style="list-style-type: none"> • construction commencement • significant milestones • changes to the scope of work

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Communication and Consultation Tools	Purpose
	<ul style="list-style-type: none"> • changes to traffic conditions requiring traffic alerts • changes to traffic conditions affecting active or public transport • out of hours work • disruption of residential or business access • changing or disrupting of Utility Services • investigation activities. <p>Notifications will include:</p> <ul style="list-style-type: none"> • scope of work • location of work • hours of work • duration of activity • type of equipment used and likely impacts of the work including noise, vibration, traffic, access and dust • applicable mitigation measures • EnergyConnect Project 24-hour telephone contact number, postal address and email address • SEJV shall provide notification to relevant Authorities in the timeframe required by that Authority or, if not stated by the Authority, then at least seven Business Days before commencing work on utility services.
Door knocks	<p>Door knocking may be necessary for residents that live adjacent to construction works.</p> <p>Drafting of a letter or other communication material may be required to support door knocking activities.</p>
FAQs/Q&As	<p>Frequently Asked Questions (FAQs) and Question and Answers (Q&As) to enable consistent responses to common questions across the project team and stakeholders.</p>
Media Releases	<p>To update stakeholders through media channels and advise of upcoming project milestones. To promote positive news stories.</p>
Factsheets	<p>Several factsheets have already been developed by Transgrid. These factsheets have been used at community drop-in sessions and are currently available online.</p> <p>These include:</p> <ul style="list-style-type: none"> • EnergyConnect (general information) • Route Selection • Land Access • Ecology Surveys • Geotechnical Investigations. <p>Additional factsheets to support construction activities that could be developed include:</p> <ul style="list-style-type: none"> • Detailed Design and Assessment Works • Construction Activities

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Communication and Consultation Tools	Purpose
	<ul style="list-style-type: none"> • Employment and Business Opportunities • Cultural Heritage • Environmental.
Construction Update Newsletter	<p>A quarterly construction newsletter will:</p> <ul style="list-style-type: none"> • inform the community and stakeholders of the progress of the Works and key milestones taking place during the following three months • be of a high quality, and include relevant photographs, maps and illustrations • be at least a single A4 double sided sheet in full colour • be distributed to commercial and residential properties within a 500m radius of the Site • be available at local information centres for three months from the time of issue for distribution to local community members.
Community Email	<p>A monthly community email update that will:</p> <ul style="list-style-type: none"> • inform the community and stakeholders of the progress of the Works and key milestones or activities taking place during the following month • be distributed to all stakeholders registered in the Consultation Manager Database to receive community update emails.
Feedback Form/Online Survey	<p>Hardcopy feedback forms will be made available at each drop-in session as well as online on the project website. The purpose is to secure both general stakeholder feedback regarding the project and more specific feedback on the engagement process.</p>
Presentations	<p>To promote construction progress, innovation, and economic development initiatives to industry/business audiences and to inform the audience of the status of construction.</p>
Social Media and videos	<p>Community focused social media pages including local Council Facebook pages and those for local community groups will be used to promote engagement activities. These activities have included information sessions and online engagement channels such as an interactive map, the community information line and project email address. The focus of the posts will be to increase general awareness of the proposal and opportunities for stakeholders to participate.</p>
Site visits	<p>Site visits can be an effective tool to educate affected community and key stakeholders on construction activities, camp conditions and environmental mitigation activities. Site visits are also a way for government agencies representatives to – be part of the project. Site visits will be available to Media, VIPs, and other guests.</p>

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Communication and Consultation Tools	Purpose
<p>PEC Website</p>	<p>The existing EnergyConnect website (Transgrid.com.au/energyconnect) provides information on the proposal background and need, proposal milestones and timelines, and links to get involved. During route selection, information and opportunities have been provided to enable stakeholder participation in the route selection process, including an interactive map.</p> <p>During construction this website will be redesigned to focus more on local employment and business opportunities as well as traffic updates, information on project construction and updates.</p> <p>SEJV will provide the following information in electronic format, which complies with the level AA accessibility requirements in the Web Content Accessibility Guidelines (WCAG 2.0) to be uploaded onto the Employer's Consultation Manager (B) Project website:</p> <ul style="list-style-type: none"> • Public Communication Materials • Marketing and promotional materials • Photography • Each version of the Community and Stakeholder Engagement Plan • Any other information requested by the Transgrid's Representative. •
<p>ICN Gateway Website</p>	<p>Gateway for all businesses to register interest and tender for project packages.</p>

9.1 Emergency Works

In the event of Emergency Works, SecureEnergy will provide written and verbal notification to occupiers of properties immediately adjacent to or impacted by any Emergency Works within two hours, after commencing any Emergency Works. Written notifications will be distributed to all properties within proximity of the Works likely to be affected by the Emergency Works undertaken.

9.2 Non-English Speakers

When a non-English speaker telephones the 1800 number, SecureEnergy will follow the process below:

- Initially locate a team member that may speak the language identified as SecureEnergy is a multicultural team represented by many countries from around the world.
- If in the unlikely event there was no one with the language required within SecureEnergy, contact the Department of Social Services Free Interpreting Services. 1800 131 450. This is a free Automated Telephone Interpreting Service (ATIS) that is the fastest and easiest way to connect with a phone interpreter immediately and provides services in over 50 languages. The Free Interpreting Service aims to provide equitable access to key services for Australian citizens and permanent residents with limited or no English language proficiency.

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10 Action Plan and Tactics

A high-level Action Plan for project works has been developed (see Table 8) based on SEJV's Project Execution Schedule and Transgrid's EIS Engagement Programs. The Action Plan and tactics will be reviewed and updated in consultation with Transgrid and the SEJV Construction Team on a regular basis.

Table 8 Action Plan and Tactics

Activity	Targeted Stakeholder Groups	Communication Tools	Responsibility
FID and Execution of EPC Deed	All	Media Release Webpage Social Media	TG
Briefing Updates – Assessment and Early Works	MP's and Council	Face to face/virtual meetings Email Updates	TG
Commencement Assessment Works – Dilapidation Surveys, General Survey, Geotechnical Works, Ecology Surveys	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Webpage Social Media Design and Assessment Works Factsheet Community Notifications Email Updates Stakeholder Meetings	SEJV/TG
Local Business/Employment Forums – Package Opportunities, Prequalification, SEJV Project Roles and competencies	Chambers of Commerce ICN Industry Groups Local Businesses Employment Providers Unions? Such as the Heavy Transport Association) National Road Transport Association Australian Trucking Association New South Wales – Rail, Tram and Bus Union Electrical Unions	Presentations Face to Face/Virtual Meetings Employment and Business Opportunities Factsheet ICN Gateway	SEJV
Planning Approval and Initial Notice to Proceed NSW and Commonwealth	All	Media Release Webpage Social Media	TG
Sod Turning and Aboriginal Smoking Ceremony	Aboriginal Traditional Owners Directly Impacted Landowners General Public Local Councils	Media Release Media Event Webpage Social Media Photos and videos of the event	SEJV/TG
Commence Low Impact Works	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notifications Webpage Social Media	SEJV/TG

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Activity	Targeted Stakeholder Groups	Communication Tools	Responsibility
		Design and Assessment Works Factsheet Community Notifications	
Commence Construction of Ancillary Facilities including Camps and commencement of mobilisation of workforce – Laydown 6 and 7A	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notifications Webpage Social Media Design and Assessment Works Factsheet Community Notifications	SEJV/TG
Construction Commencement - (S1 – Earth Works)	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notifications Webpage Social Media Construction Activities Factsheet Community Notifications Email Updates Mobile van Pop-up	SEJV
Construction Commencement - (S1 – Remaining Works) L1, L4 and S4	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notification Webpage Social Media Construction Activities Factsheet Community Notifications Email Updates Mobile van Pop-up	SEJV
Phase Shifting Transformers Arrive on Site	General Public Local Communities Key Stakeholders	Media Release Industry Journal Article Webpage Social Media	SEJV/TG
Camp/Laydown Mobilisation – Camp/Laydown Mobilisation 1, 2, 3, 4 and 5.	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notifications Webpage Social Media Design and Assessment Works Factsheet Community Notifications	SEJV/TG
Construction Commencement – S2, S3 (Earth Works etc)	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Face to face meetings with impacted landowners Landowner Notification Webpage Social Media Construction Activities Factsheet Community Notifications Email Updates Mobile -van Pop-up	SEJV
Practical Completion – S4 – Red Cliffs Substation	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Email Update Targeted Media Release	SEJV

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Activity	Targeted Stakeholder Groups	Communication Tools	Responsibility
Synchronous Condensers Unit #1 and #2 arrive on site	General Public Local Communities Key Stakeholders	Media Release Industry Journal Article Webpage Social Media	SEJV/TG
Practical Completion – L1- OHTL Buronga to Red Cliffs	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Email Update Targeted Media Release	SEJV
Practical Completion – L1 – OHTL SA Border to Buronga	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Email Update Targeted Media Release	SEJV
Practical Completion – S1 – Buronga Substation (FPSA)	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Email Update Targeted Media Release	SEJV
Practical Completion – S1 – Buronga Substation (R2 + LSE)	Directly Impacted Landowners Aboriginal Traditional Owners General Public Local Councils Government – Political Reps	Email Update Targeted Media Release	SEJV
First Power to South Australia - Energisation	All	National Targeted Media Release Webpage Social Media Event – Let there be light	TG
Project Completion	All	Landowner Notification - Letter of Thanks National Targeted Media Release Webpage Social Media Event	SEJV/TG

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11 Enquiries, Complaints and Dispute Resolution Procedure

SEJV is committed to providing a clear, effective and open Complaint Management Process for the EnergyConnect project. Ideally, most stakeholder concerns will be resolved at first contact. However, should it become necessary to escalate a complaint, there is a clear process to support the management and escalation of complaints. This procedure located in Appendix A will outline the Complaint Management and Dispute Resolution Procedure for Energy Connect with an overview of the process and procedures established to manage complaints and disputes.

SEJV's management supports this Complaint Management and Dispute Resolution Procedure and will receive regular reporting from within the project as to complaints raised, outcomes and process changes arising from such complaints.

Areas covered in the procedure include:

- What are Enquiries, concerns and complaints?
- Principles for Complaints Management
- Positive Community Experience
- Complaints Process
- Sources of Complaints
- Time Frames and Response Type for Complaints
- Service Standards
- Community Information Line.

As part of this procedure a Community Complaints Mediator will be engaged to address any complaint where a member of the public is not satisfied by SEJV's response. Any member of the public that has lodged a complaint which is registered in the Consultation Manager database may ask the Community Complaints Mediator to review SEJV's response. The application will be submitted in writing and the Community Complaints Mediator must respond within 28 days of the request being made or other specified timeframe agreed by the Community Complaints Mediator and the member of the public.

The NSW Department of Primary Industries and Environment as part of the Infrastructure Approval – condition A19 (ii) and condition D12 (vi) may request the Environmental Representative (ER) to assist in dispute resolution of community complaints.

All complaints will be provided to the ER on the day the complaint is made in accordance with the Infrastructure Approval A20 and a summary of complaints received, such as a Complaints Register, will be updated monthly on the project website.

SEJV will summarise details of the complaint into the complaints register. SEJV will publish the Complaints Register on the project website and update it monthly in accordance with condition E12 of the Infrastructure Approval.

A full copy / detail of the complaints register will not be able to be published online due to the requirements of the Privacy Act, and the confidential information contain within.

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11.1 Community and Stakeholder Engagement and Response Timeframes

SEJV in its dealings with the community, the project team will strive to meet best practice service standards. These standards will be reviewed to ensure they align with Transgrid expectations. Table 9 identifies how the Community and Stakeholder Engagement Team will respond to enquiries/complaints received from stakeholders on the project.

Table 9 Phone/Email Response Process

Issue Rank	Response	Response Format	Response Responsibility	Timeframe
Crisis	Immediate Activate Crisis Management Team	As identified as appropriate – meeting, remedial action.	Project Director Other relevant manager.	ASAP
High (includes any complaint)	Same day	Notification by Community and Stakeholder Relations Team plus Project Director.	Community and Stakeholder Relations Manager or an Identified appropriate manager.	Automated acknowledgement of email receipt. Initial verbal response to telephone calls within approximately two (2) hours. Final response within approximately the same business day.
Medium	One business day	Community and Stakeholder Relations Team has discussion with relevant Manager.	Community and Stakeholder Relations Team.	Automated acknowledgement of email receipt. Initial verbal response to telephone calls within approximately two (2) hours. Final response within approximately one business day.
Low	One - five business days	Community and Stakeholder Relations Team has discussion with relevant Manager	Community and Stakeholder Relations Team.	Automated acknowledgement of email receipt. Initial verbal response to telephone calls within approximately two (2) hours. Final response within one to five business days.

Any letters received by Energy Connect from stakeholders will be provided with a written response within five (5) business days of receipt. If the letter contains stakeholder contact details a member of the Community and Stakeholder Relations Team will contact the stakeholder directly to discuss and resolve the enquiry or complaint and follow up with a response letter.

All complaints will be recorded in the Consultation Manager database including details of the complaint received, how it was managed and closed out, within 24 hours of receipt. All enquiries and complaints will be recorded in the Consultation Manager database within 48 hours of receipt.

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Appendix A - Enquiries, Complaints and Dispute Resolution Procedure

Overview

SEJV is committed to providing a clear, effective, and open Enquiries, Complaints and Dispute Resolution Management Process for Project EnergyConnect (PEC). Ideally, most stakeholder concerns will be resolved at first contact. However, should it become necessary to escalate a complaint, there is a clear process to support the management and escalation of complaints.

This document outlines the Enquiries, Complaints and Dispute Resolution Management Procedure for PEC with an overview of the process and procedures established to manage complaints and disputes.

SEJV’s management supports this Procedure and receives regular reporting from within the project as to complaints raised, outcomes and process changes arising from such complaints.

In accordance with Clause 3.2.7 of the *Employer’s Requirements – Project Administration* and the EPC Deed all project enquiries and complaints should be redirected to the Employer’s community relations staff with assistance from SEJV with handling enquiries and complaints as required. When required this procedure is to be used.

What are Enquiries, Complaints and Disputes?

Interactions with community members or stakeholders will be classed as enquiries, concerns or complaints.

- Enquiry - an enquiry is a request for general information. Enquiries can be handled and resolved through normal processes. An enquiry can become a complaint if the customer is not happy with the resolution offered, or the response.
- Complaint - complaint means ‘an expression of dissatisfaction made to an organisation, related to its product/services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.’ Complaints could relate to the project, project impacts, policies, contractor’s services, staff members, actions or proposed actions during the project and can be made in-person, by telephone or in writing (for example letter, email, or phone call).
- Dispute – **a dispute can be a disagreement or an argument that requires elevation to be resolved.**

Principles for complaints management

Recording stakeholder contacts and logging complaints are critical, both to maintain communications with stakeholders, and to provide transparent and detailed reporting. PEC has a process in place for addressing complaints in a quick and effective manner.

The stakeholder database (CMS) will be used to manage the complaints process and will be maintained by the Engagement Team across the life of the project. Staff will ensure that all complaints are acknowledged courteously, and stakeholders are provided with the correct information when they are lodging a complaint. All staff must respond to customer concerns quickly, efficiently and courteously.

The key principles for effective complaint resolution are governed by timeliness, ownership, appropriate resolutions and project success.

Table 10 Key Principles for effective complaint and dispute resolution

Acknowledge	SEJV staff should respect the communities’ right to voice their concerns. All complaints received should be acknowledged to the complainant either by telephone or in writing.
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Resolve	SEJV staff should aim at first contact resolution for all community concerns. SEJV staff should investigate community concerns in detail before negotiating a resolution. All SEJV staff should use their relevant discretions to achieve a mutually acceptable resolution to complaints.
Escalate	All SEJV staff should aim to escalate the complaint if the community member remains dissatisfied with the investigation and/or resolution offered by their first point of contact at SEJV. All complaints where community request to speak to a higher-level representative, should also be escalated.
Record	SEJV staff should aim through the Engagement Team at recording all relevant information, on the community account in CMS, regarding customer concerns along with details of all discussions had with the community member in the process of investigating and/resolving the complaint. Detailed information on the resolutions offered to address community concerns should also be clearly recorded.
Communicate	SEJV staff should remain in constant touch with the community member while their concerns are being investigated. The community member should be informed of all steps of the investigation and the resulting outcome at appropriate times.
Report	SEJV should report on all complaints received to the SEJV Management Team and Transgrid. The reporting should include information on the number as well as type of complaints being received, the status of these complaints from time to time and the resulting outcomes or resolutions offered to close them.
Feedback	The SEJV Engagement Team should aim at regular and intensive reviews to identify possible trends in the complaints being received. These reviews should be aimed at highlighting improvements required to avoid complaints being repeated.
Action	SEJV should aim at effective implementation of improvements suggested directly by the community or highlighted by complaint trends

Positive Community Experience

It is SEJV’s aim to make every community or stakeholder contact a positive experience. Even a complaint can result in a positive community experience if it is resolved to the community members’ satisfaction. Listening to a community member and providing a solution can increase community satisfaction and provide reassurance and confidence in SEJV and PEC.

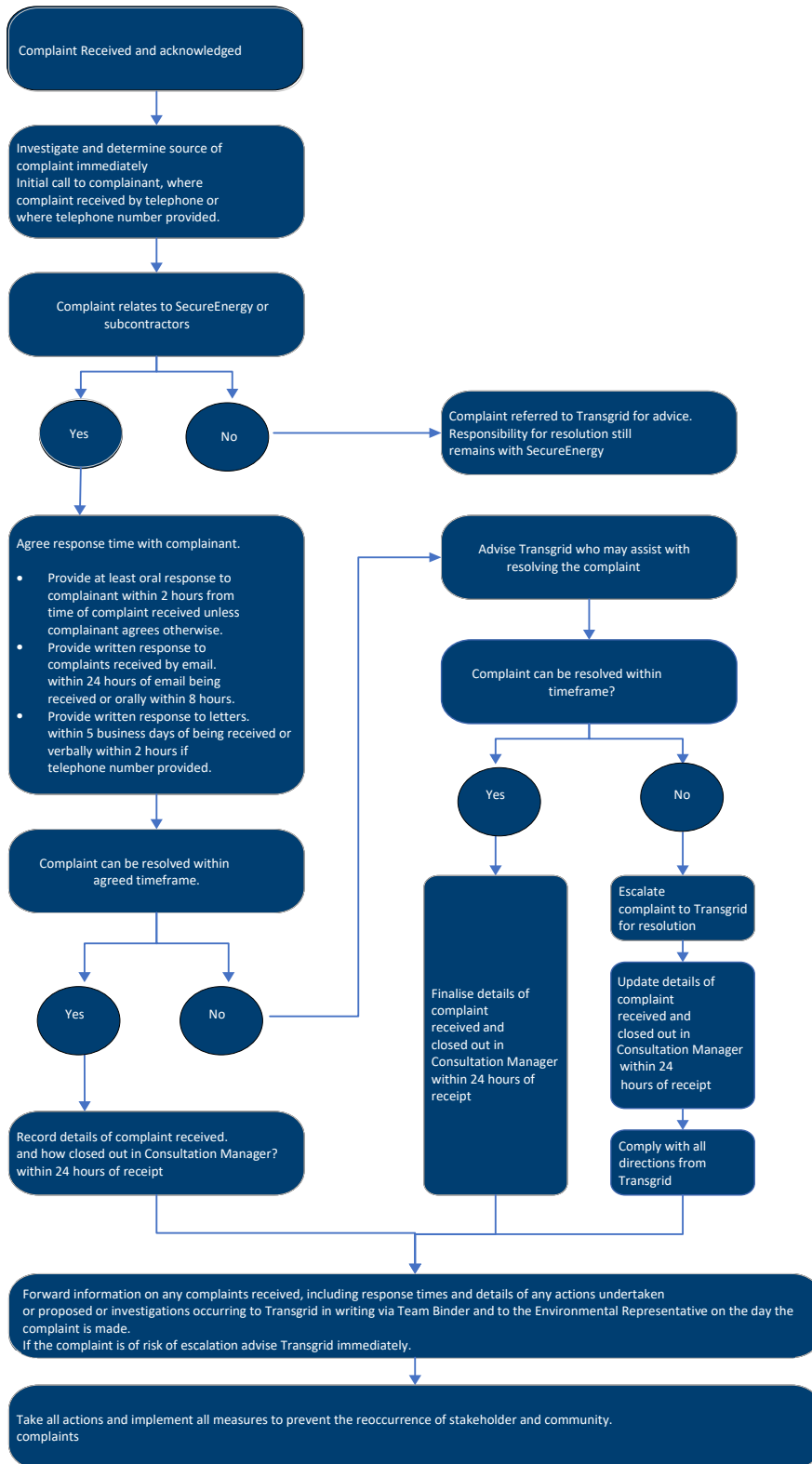
If a complaint needs to be escalated or becomes a dispute, community members must be kept informed of the process and the timeframes for resolution. Also, if a complaint gets resolved after being escalated internally, SEJV should aim at delivering high standards in service while resolving the community members’ concerns to ensure that the SEJV and the projects’ relationship with the community does not get damaged.

Complaints Management Process

The below flowchart identifies the process of how SEJV Team members will respond to complaints related to PEC construction activities.

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Figure 3 Complaints Management Process



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Sources of Complaints

- Phone - 1800 community information line or via other contacts
- Online - Email, messaging, or website feedback
- Direct - Face-to-face complaints to project or SEJV staff
- Letter - mail received via SEJV or subcontractors.

Time frames and response type for complaints and disputes

Table 11 Time frames and response type for complaints and disputes

Source of enquiry or complaint	Response time frame
Phone call	Acknowledge within 2 hours if message left
Email	Acknowledge either by writing or verbally within 24 hours
Letter	Acknowledge within 5 business days of receipt (where a phone number or email address is supplied, response within 24 hours)
Direct (face to face)	Acknowledge within 24 hours if not taken by the Community Relations Team
During complaint handling	Keep complainant informed of the process until the complaint is resolved.
Resolution	Complainants should be advised when they lodge a complaint the approximate time frame for a response.
Escalation	Complaints will be escalated to achieve resolution as required.

Service Standards

If the case is complex, complainants should be given a contact name and number as a reference for the customer.

All complaints will be investigated and dealt with impartially. All correspondence, agreements, resolutions, and other relevant information must be recorded in CMS. If a complainant is not satisfied with the resolution provided, the complaint can be escalated, and alternative offers of resolution can be discussed.

Community Information Line

To ensure the community can communicate issues, enquiries, concerns, complaints, and feedback to PEC, a dedicated 1800 24/7 community information line has been established (1800 49 06 66). This will be advertised on all printed communication material and advertised broadly.

The 1800 service will include:

- A triage structure which will filter calls according to stream chosen by caller.
- A dedicated 1800 number for PEC that increases its operating hours to fit the project escalation from pre-construction to construction.
- Pre-construction - business hours operations 9am – 5pm Monday-Friday
- Construction – 24/7
- Receive and respond to 1800 number enquiries.

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- For general inquiries provide an initial response within two days
- Acknowledging that resolution of matters may take longer when a higher level of information is required and dependant on availability of information from identified sources.
- Provide an 'on-hold' and 'missed call' message that allows a message to be recorded by the caller. All calls will be responded to within noted hours of operation.

SEJV will deliver the following support activities to ensure smooth operation of the service:

- Manage the 1800 number for PEC.
- Log all enquiries, issues, and responses in CMS.
- Establish protocols for 24/7 works, manage enquiries.
- A report detailing call volume; nature of call – enquiry, concern, complaint; locality of the caller – suburb; area; resident or business as requested
- Coordinating the distribution of issues for response to Transgrid.