

# Manildra Solar Farm Best Practice Community Engagement Plan

## 1.1. INTRODUCTION

The Proponent has and will continue to meet and exceed both jurisdictional and voluntary best practice requirements to ensure that it maintains a good reputation and an ongoing positive relationship with the community.

**The Project**– The Proponent is developing the Manildra Solar Farm (“**Manildra Solar**”) close to the town of Manildra in the Cabonne Local Government Area (“**LGA**”). The communities within this area have an existing positive relationship with the Manildra Solar Farm.

In the early stages of the development of Manildra Solar, the Proponent adopted Manildra Solar Farm’s Community Engagement Policy (Section 2) to develop a Community Engagement Plan (“**CEP**”) specific to Manildra Solar. This sets out the key principles and goals Manildra Solar Farm has in place when engaging with its communities. During the public exhibition phase of the environmental assessment no submissions were received from the local community.

## 1.2. COMMUNITY ENGAGEMENT BEST PRACTICE GUIDELINES

Manildra Solar Farm is committed to implementing the Community Engagement Best Practice Guidelines for the Wind Industry (“**Guidelines**”) released by the Clean Energy Council in 2013. The Guidelines outline a framework within which to apply the community engagement principles wind and other renewable energy projects. The framework provides a set of ideas and practices to help put into action the Guidelines’ central goal: to earn and maintain the renewable energy industry a social license to operate. This framework has been adapted for the Proposed Project.

The framework used by the Guidelines was developed by the International Association for Public Participation (“**IAP2**”). The IAP2 Public Participation Spectrum (“**Spectrum**”) outlines different levels of engagement to suit varying degrees of impacts in the community. Where impacts are less significant, for example, the Spectrum suggests approaches such as ‘Inform’ and ‘Consult’. Greater impacts on communities require approaches such as ‘Involve’, ‘Collaborate’ and ‘Empower’.

The objectives, activities and outcomes of implementing the Spectrum are presented in Table 5 below. Manildra Solar Farm strives for greater participation levels to produce greater community trust and ensure that decisions are not the result of developers’ internal processes alone but also reflect stakeholders’ active contributions.

All points of the engagement should be based on the principles of openness, inclusiveness, responsiveness and accountability. The Spectrum is also used when developing and implementing community engagement activities related to conditions of project approval (Table 0-1).

**Table 0-1 Public Participation Spectrum**

	Standard level		High level of engagement and community-developer relationship		Community initiation
	Inform	Consult	Involve	Collaborate	Empower
<b>Objective</b>	<ul style="list-style-type: none"> <li>Provide balanced &amp; objective information</li> <li>Assist community in understanding problems, alternatives and/or solutions</li> </ul>	<ul style="list-style-type: none"> <li>Obtain feedback on plans, options &amp; decisions</li> </ul>	<ul style="list-style-type: none"> <li>Work directly with the community throughout the process, from feasibility through operations &amp; decommissioning</li> <li>Ensure concerns &amp; aspirations are consistently understood &amp; considered</li> </ul>	<ul style="list-style-type: none"> <li>Partner with community in each aspect of planning, development &amp; decision-making including the development of alternatives &amp; the identification of the preferred solution</li> </ul>	<ul style="list-style-type: none"> <li>For the community to lead the development of the project</li> <li>Place final decision-making in the hands of the community</li> </ul>
<b>Activities &amp; techniques</b>	<ul style="list-style-type: none"> <li>Advertising and PR</li> <li>Website and social media</li> <li>Manildra Solar Farm blog</li> <li>Information days</li> <li>Open days</li> <li>Frequently Asked Questions Page</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder briefing &amp; meetings</li> <li>Information sessions &amp; collecting feedback</li> </ul>	<ul style="list-style-type: none"> <li>Feedback mechanisms</li> <li>Community key messages</li> <li>Addressing of concerns</li> <li>Negotiation using Fisher's core concerns framework</li> <li>Community funds</li> </ul>	<ul style="list-style-type: none"> <li>Community committees</li> <li>Fundraising</li> <li>Local community relations</li> </ul>	Community recommended projects
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Planning approval</li> </ul>		<ul style="list-style-type: none"> <li>Community surveys</li> <li>Project champions in the community</li> </ul>		Working together on community projects

### 1.3. COMMUNITY ENGAGEMENT POLICY

The principles of community engagement were formalised as a policy following the launch of the Guidelines. Manildra Solar Farm aims to sustain the quality of life and wellbeing of individuals and communities touched by its activities through the following Community Engagement Principles:

- **Keeping an open dialogue with our communities.** Our aim is to build strong relationships through transparent communication with communities during all aspects of development, construction and operation, whilst respecting the diverse cultures, views and needs of these communities. Manildra Solar Farm has established efficient, non-threatening, fair and accessible mechanisms for dealing with any concerns raised by the community. These are set out in the conditions of planning approval for operating assets and in the comprehensive consultation process for development projects.
- **Fostering local relationships.** Manildra Solar Farm aims to foster lasting relationships with non-profit organisations by supporting local community initiatives; however Manildra Solar Farm does not normally sponsor any partisan political activities or religious groups.
- **Seeking to source locally.** Manildra Solar Farm will seek to source materials and services from locally based suppliers to support the local economy, enhance community engagement, and to reduce its impact on the environment from transportation.
- **Raising awareness about renewable energy.** Manildra Solar Farm promotes renewable energy using factual and scientific data, and advocates for regulation that delivers increased policy predictability for the renewable energy industry. Manildra Solar Farm's parent company is a member of Australia's Clean Energy Council.
- **Community Engagement Register:** Manildra Solar Farm has developed a Community Engagement Register to monitor and track financial and other in-kind support that Manildra Solar Farm provides to local communities.

#### **1.4. PURPOSE OF THE COMMUNITY ENGAGEMENT PLAN (CEP)**

Manildra Solar Farm is committed to community and social inclusion. It will follow the strategies of the Community Engagement Plan (“**CEP**”) to develop and implement a series of community consultation and stakeholder engagement activities for the Proposed Project. This will ensure broad community and stakeholder interaction through the initial site investigations, the development stage of the project, and will ensure continuing consultation during the construction and operation of Manildra Solar and deployment of ACT Storage.

The purpose of the CEP is to provide the most effective tools and methodologies to:

- Provide information to the community and stakeholders about the development stage, why consultation is being undertaken and how the results will be used by the Proposed Project team.
- Provide information to the local and broader community about the Proposed Project to ensure awareness of the development process, timing, parameters and constraints so there can be informed views and input to the project team at the development stage.
- Demonstrate how the community can provide comment and feedback about the Proposed Project and how this will be considered by the Proposed Project team.
- Report the results of consultation in an easily accessible format.
- Manage expectations with honesty and openness.
- Demonstrate commitment to communities’ wellbeing.
- Become an active member of the communities, capable of creating trust and constructive relationships.
- Strengthen collaboration through relevant partnerships.
- Build community support for the Proposed Project.
- Assess community attitudes towards the Project at each stage, identify how attitudes and issues can be managed, and ensure the most appropriate tools and methodologies are used for further consultation and engagement activities.
- Assess how any stakeholder and/or community concerns and issues could affect the delivery of the Proposed Project and identify strategies to manage these.

The CEP also sets out the protocols and procedures for:

- Developing and distributing information about the Proposed Project that is relevant and easily accessible to stakeholders, local communities, businesses, and other interested parties.
- Identifying stakeholders and organising project briefing sessions or meetings.
- Advertising community consultation activities such as public meetings and information sessions.
- Communicating clearly and concisely the likely impacts from construction activities in terms of noise, dust, increased traffic, timing and duration of the Proposed Project construction and implementation at all consultation activities.
- Ensuring all communications and consultation activities include information on how to access further information about the Proposed Project and how to contact the Project team
- Encouraging community and stakeholder feedback throughout the development, construction and operation stages of the Proposed Project.
- Taking, recording and responding promptly to all community feedback, enquiries and complaints.
- Reporting the outcomes of all consultation activities and stakeholder interactions
- Handling media and government enquiries.

#### **1.5. COMMUNITY ENGAGEMENT PLAN OBJECTIVES**

The main objective of this Community Engagement Plan (CEP) is to provide overarching communications and consultations strategies, methodologies and tools to effectively inform and engage the community and stakeholders throughout the life of the Project. Achieving this objective will underpin the successful delivery of the Proposed Project. The CEP aims to:

- Enable the Proposed Project to be an active and visible member of the community capable of creating trust and constructive relationships.
- Explain the strategic approach to communications and community consultation tasks at each stage of the Proposed Project.
- Provide a preliminary assessment of potential project stakeholders.
- Outline a framework for coordinating and managing stakeholder engagement and community consultation activities.
- Identify potential risks and opportunities.
- Identify and define the roles of the Proponent's community engagement team and their relationship with subcontractors, stakeholders and the community.
- Detail communication tools and methodologies.
- Clearly articulate the approval processes and timelines, and any necessary protocols for production of communications collateral and community consultation activities.
- Describe the controls and systems in place to ensure this plan's procedures are followed, reviewed and measured.
- Gather opinions and expectations about the Proposed Project and address any questions about it.
- Maintain communication channels for communities to raise questions and to answer them.

This CEP addresses communication and consultation for both the development and construction stages of the Project.

#### **1.5.1. Key Messages**

It is imperative to provide consistent key messages at each stage of the Proposed Project. Key messages are:

- Commitment to ongoing local community participation
- Commitment to the Government's Renewable Energy Target scheme to provide renewable and sustainable clean energy.
- Commitment to communication and consultation processes that are open, transparent and effective.
- Respect for local heritage, community icons, community identity and indigenous history
- Respect for the environment.
- A construction program which will be developed to minimise disruption to the community throughout construction activities.
- Benefits of the project to increase renewable energy level in the National Electricity Market
- The possibility of local employment opportunities during construction, and other positive economic benefits for rural communities.
- Construction activities on Manildra Solar will be planned with the aim of minimal impact on the local and wider community, with construction activities complying with the NSW Department of Planning and Infrastructure's Planning Approval Conditions of Consent.
- The Proposed Project team are available to respond to public's concerns 24x7.
- All community feedback is respected.
- The community will be notified about the Proposed Project's progress and construction impacts.

Project contact details will be listed on all communication material and placed on the Proposed Project webpage on the Manildra Solar Farm website, and Manildra Solar Farm's social media channels.

#### **1.6. HOW MANILDRA SOLAR FARM ACTIVELY PARTICIPATES IN THE COMMUNITY**

Manildra Solar Farm works diligently to maintain its good reputation and a positive relationship within the community. A budget of \$4,000 is allocated for community initiatives each year and \$3,000 of this budget goes directly to local sponsorships. This budget will be increased when the project moves into construction and operation phases. Manildra Solar Farm has budgeted \$10,000 per year for community initiatives in Manildra during operation.

### 1.6.1. Community Consultation and Feedback

It is important for Manildra Solar Farm to engage with and support the communities in which it operates. Engagement with the community during development, construction and operation is an ongoing priority for Manildra Solar Farm employees. Feedback mechanisms include face-to-face interaction at community events, Manildra Solar Farm's website, the project specific complaint email, a 24x7 dedicated complaints line set up at (02) 9002 7733. Any concerns raised via feedback mechanisms or made directly to the project or site managers, are assessed and reported to Manildra Solar Farm's Asset Manager.

Manildra Solar Farm has been involved with the local community during the planning and development stages of the project, and this will continue through the life of the solar farm. At the early stages of development Manildra Solar Farm hosted community meetings and invited members of the public to attend to learn about and ask in relation to the proposed development. Manildra Solar Farm staff and third party experts are present to provide information to the community.

A community information day was held for the Manildra Solar project on 3 August 2010 at Manildra Memorial Hall during public exhibition of the Environmental Assessment for Development Approval. The register from the day records positive and supportive responses from 20 community member attendees. Following this information day, a number of local business contacted Manildra Solar Farm to offer services such as accommodation and earthworks. Following the completion of the consultation and exhibition of the Environmental Assessment (EA), **no community submissions were received**. This demonstrates the strong support and acceptance of the project from the local community. Open community meeting are held on an ongoing basis. The most recent meeting was held on 5<sup>th</sup> August 2015 to inform the community about the project's recent modification in tracking technology, answer general project questions and consult with and involve community in planning of upcoming community activities, including Raising awareness of renewable energy through school outreach programs and sponsorship opportunities. Manildra Solar Farm also launched its new Manildra Solar community website as an additional medium for information, consultation and feedback.

At the commencement of operation of Manildra Solar, Manildra Solar Farm will support the formation of a Cabonne Community Fund Committee ("**CCFC**") made up of community members to administer a \$10,000 community fund. Applications for funding will be considered from organisations that:

- Deliver social or environmental projects or services to residents in the community
- Have a proven track record of achievement and sound project management, or are otherwise able to show the capacity to achieve their stated aims and objectives
- Have similar objectives as the CCC that are in line with socially and environmentally responsible practices

### 1.6.2. Communications and Media

Manildra Solar Farm communicates and invites feedback through a variety of mediums. Project details are regularly updated on Manildra Solar Farm's website, and the page includes videos, links to photos, project documents, fact sheets, media releases and newsletters. Each quarter during operation, Manildra Solar Farm Energy issue will issue community updates in the form of newsletters that are posted on the website and emailed to regional newspapers. The purpose of the newsletter is to inform the community of any changes that have been made at our operating assets and includes general information and project updates..

Fact sheets provide consistency of information released to the public and will continue to be developed for the Project as it progresses and construction milestones are achieved. Fact sheets will be prepared on issues expected to be of wide interest, and may include stages of construction, construction methods, noise impacts, safety, environmental safeguards, sustainability initiatives, traffic impacts, and compliance with Conditions of Approval.

### 1.6.3. Manildra Solar Community Website

In July 2015, Manildra Solar Farm launched new Manildra Solar community website as an additional medium for information, consultation and feedback. This website will be a portal of information about Manildra Solar and renewable energy in Australia, provide case studies demonstrating benefits and

opportunities for community stakeholders in renewable energy projects. It will also be a medium of two way dialogue for community groups and members to provide suggestions and feedback to the project and apply for sponsorship and in-kind support for community initiatives. Manildra Solar Farm will gather feedback from the community on how community members would like to use this website and adjust it accordingly. This is a new initiative Manildra Solar Farm is launching to inform, engage and empower the Manildra community to be part of the solar farm development.

#### 1.6.4. Community Partnerships

##### **NSW Regional Clean Energy Program**

Manildra Solar Farm has been working with the Regional Clean Energy Program (“**RCEP**”) of the NSW OEH, and the South East Regional Coordinators to create opportunities for communities throughout NSW to fully participate in local renewable energy initiatives. Manildra Solar Farm and RCEP have worked together to present and develop the following community events:

- Promotion of renewable energy through facilitating community open days
- Raising awareness and building relations through regular coordinated site visits

##### **Engineers Without Borders Australia**

In 2015, Manildra Solar Farm is partnering with Engineers Without Borders Australia and schools in Cabonne LGA to develop and run High School Outreach (“**HSO**”) modules within the Cabonne region. The HSO modules will focus on renewable energy technology and the role it plays in Australia’s electricity mix. The modules will link back to the Manildra Solar development and other energy infrastructure in the community and highlight career paths to renewable energy engineering. Students and teachers will have the opportunity to talk with university students and Manildra Solar Farm staff throughout the program. The result of this initiative is that community members will have greater understanding of the project and the benefits it brings including employment and community input opportunities.

## 1.7. STAKEHOLDER ANALYSIS AND ENGAGEMENT

### 1.7.1. Stakeholder Communication Strategy

The stakeholder communication strategy engaging with stakeholders is outlined in Table 0-2.

**Table 0-2 Communication strategy**

Inform	Consult	Collaborate
Stakeholders who are not directly affected, but require factual and transparent information to help them understand any problems, alternatives, opportunities and solutions (e.g. via advertising, newsletters, website).	Stakeholders who may be directly affected or have a greater influence on, or are impacted by, project outcomes. We will consult with them to understand their concerns, and where appropriate, consider their input and feedback in planning, analysis, options development and decisions (e.g. via project briefings, submissions, surveys, meetings).	Stakeholders where approval may be required or who hold ultimate responsibility for a decision (e.g. design and construction approvals, permits, legislation). We will identify and engage with these stakeholders early to understand and address any key issues, to maximise mutual opportunities and provide stakeholders with all information to enable them to provide timely approvals (e.g. via briefings, workshops, interface meetings, compliance reporting).

The following listed stakeholders have been identified as having an interest in the Proposed Project and will be consulted as required. The Proponent will continue to expand the list of stakeholders throughout the life of the project and update and maintain the information on a database, along with any issues or queries that are raised. The stakeholders and issues included in the database will then provide a key

communications tool for the Proposed Project and assist with identification of issues trends and subsequent management strategies.



**Table 0-3 Project Stakeholders Of The Proposed Project**

Stakeholder	Concern or Interest	Management Strategy
<b>Federal, State and Local Government</b>		
Federal and State Member	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Community concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Initial project briefing as required</li> <li>• Project updates</li> <li>• Project website and social media</li> <li>• Open days</li> </ul>
Local Councils	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Community concerns and interest</li> <li>• Impacts to council assets</li> <li>• Consultation during development process</li> <li>• Effect on local employment and business</li> <li>• Construction status</li> </ul>	<ul style="list-style-type: none"> <li>• Initial project briefing as required</li> <li>• Project updates</li> <li>• Project website and social media</li> <li>• Open days</li> </ul>
<b>Government Agencies</b>		
NSW Office of Environment and Heritage	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Pollution control including noise, water, air, land and waste</li> <li>• Community impacts and disruption</li> <li>• Consultation during the development process</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental Management Plan</li> <li>• Heritage Management Plan</li> <li>• Project updates</li> <li>• Enquiries and Complaints Management</li> <li>• Infoline contact</li> <li>• Project website</li> </ul>
NSW Department of Planning and Environment	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Construction impacts</li> <li>• Operational impacts</li> <li>• Consultation during the development process</li> <li>• Community access to information</li> </ul>	<ul style="list-style-type: none"> <li>• Project briefing/meeting</li> <li>• Environmental Management Plan</li> <li>• Infoline contact</li> <li>• Project email</li> <li>• Project website</li> </ul>
NSW Office of Communities - Aboriginal Affairs	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Heritage</li> <li>• Employment opportunities</li> <li>• Consultation during the development process</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental Management Plan</li> <li>• Infoline contact</li> <li>• Project email</li> <li>• Project website</li> </ul>
NSW Department Primary Industries	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Pasture protection</li> <li>• Construction impacts</li> <li>• Operational impacts</li> <li>• Weed/noxious plant control</li> <li>• Pest control</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental Management Plan</li> <li>• Infoline contact</li> <li>• Project email</li> <li>• Project website</li> </ul>



Stakeholder	Concern or Interest	Management Strategy
NSW Trade and Investment	<ul style="list-style-type: none"> <li>Access to information</li> <li>Employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Infoline contact</li> <li>Project email</li> <li>Project website</li> </ul>
NSW Environmental Protection Authority	<ul style="list-style-type: none"> <li>Access to information</li> <li>Construction impacts</li> <li>Operational impacts (particularly noise)</li> <li>Consultation during the development process</li> <li>Community access to information</li> </ul>	<ul style="list-style-type: none"> <li>Project briefing/meeting</li> <li>Environmental Management Plan</li> <li>Infoline contact</li> <li>Project email</li> <li>Project website</li> </ul>
<b>Traffic and Transport</b>		
Local Councils Roads and Maritime Services	<ul style="list-style-type: none"> <li>Access to information</li> <li>Community concerns and interest</li> <li>Impacts to council assets</li> <li>Consultation during development process</li> <li>Project awareness</li> <li>Construction status</li> <li>Delivery timings</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Management Plan</li> <li>Initial project briefing as required</li> <li>Project updates</li> <li>Project website and social media</li> <li>Open days</li> </ul>
<b>Emergency Services</b>		
Police Ambulance Rural Fire Services State Emergency Services – Bungendore unit	<ul style="list-style-type: none"> <li>Access to information</li> <li>Road and traffic impacts</li> <li>Changes to property access</li> <li>Construction status</li> </ul>	<ul style="list-style-type: none"> <li>Project briefings and ongoing consultation</li> <li>Traffic management plans</li> <li>Delivery and/or construction hours/activities</li> <li>Project and construction updates</li> <li>Infoline contact</li> <li>Project website and social media</li> </ul>
<b>Local, Community and Interest Groups</b>		
Landowners/tenants adjacent to Manildra Solar Landowners of ACT Storage	<ul style="list-style-type: none"> <li>Access to information</li> <li>Impacts on property values</li> <li>Damage to boundary fencing, stock grids, gates</li> <li>Damage to trees/shrubbery</li> <li>Noise/pollution during construction</li> </ul>	<ul style="list-style-type: none"> <li>Personal consultation</li> <li>Project and construction updates (notifications)</li> <li>Information sessions and feedback forms</li> <li>Enquiry and complaints management</li> <li>Infoline contact</li> <li>Project email</li> <li>Project website and social media</li> <li>Newsletters</li> </ul>

Stakeholder	Concern or Interest	Management Strategy
Local communities	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Employment opportunities</li> <li>• Economic benefits</li> <li>• Local business support</li> <li>• Local resource provision</li> </ul>	<ul style="list-style-type: none"> <li>• Project updates (notifications)</li> <li>• Advertising and media releases</li> <li>• Information sessions and feedback forms</li> <li>• Enquiry and complaints management</li> <li>• Infoline contact</li> <li>• Project email</li> <li>• Project website and social media</li> <li>• Open days</li> <li>• Community events</li> <li>• Newsletters</li> <li>• Sponsorships</li> </ul>
Interest groups <ul style="list-style-type: none"> <li>• Agricultural associations</li> <li>• Agricultural show societies</li> <li>• Progress/business associations</li> <li>• Tourism associations (e.g. Capital Region Living)</li> <li>• Aboriginal Land Councils</li> <li>• Local heritage groups and historical societies</li> <li>• Agricultural field days (e.g. Australian National Field Days Assoc.)</li> <li>• Shires association</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation</li> <li>• Community/regional benefits</li> <li>• Impacts/risk to historical icons</li> <li>• Asset protection</li> <li>• Access to information</li> <li>• Environmental impacts</li> <li>• Local area promotion</li> <li>• Benefits local businesses</li> </ul>	<ul style="list-style-type: none"> <li>• Briefings/meetings (as required)</li> <li>• Project updates (notifications)</li> <li>• Advertising and media releases</li> <li>• Infoline contact</li> <li>• Enquiry and complaints management</li> <li>• Project email</li> <li>• Project website and social media</li> </ul>
Schools and kindergartens	<ul style="list-style-type: none"> <li>• Education opportunities about renewable energy</li> <li>• Project participation activities</li> </ul>	<ul style="list-style-type: none"> <li>• Post construction information sessions at schools</li> <li>• Enquiry and complaints management</li> <li>• Infoline number</li> <li>• Project email</li> <li>• Project website and social media</li> <li>• Design and painting activity for the Project promotion (optional)</li> <li>• Education program</li> <li>• Open days</li> </ul>

Stakeholder	Concern or Interest	Management Strategy
<b>Media</b>		
WIN TV Corporation	• Community benefits	• Media releases
Prime Television	• Road and traffic impacts	• Project a updates (notifications)
Local and regional newspapers	• Environmental impacts	• Infoline contact
The Land	• Construction impacts	• Enquiry and complaints management
Community Radio	• Employment opportunities	• Project website and social media
ABC TV and radio	• Tourism promotion	• Project email
	• Access to information	

## 1.8. ENVIRONMENTAL ASSESSMENT STAGE

The following community consultation process was undertaken during the Manildra Solar environmental assessment stage.

The public consultation for Manildra Solar commenced with the submission of the Preliminary Environmental Assessment to the NSW Department of Planning and Infrastructure (“**DoPI**”) (now NSW Department of Planning and Environment (“**DPE**”) in July 2010. Manildra Solar Farm has a policy to directly notify all existing landowners residing within a 3km radius around the project area; to inform the immediate community of the Proposed Project and stage of the project development; to give them opportunity to go over any questions or concerns; and to inform them of the planned community information day. Community consultation for Manildra Solar during the development phase was completed through the following means:

- An information day hosted by the Proponent on 3 August 2010 at the Manildra Memorial Hall
- Telephone discussions with the public and various government authorities
- Presenting a digital presentation outlining the background and experience of the Proponent and scope of the project
- Follow up emails with project specific details including additional requested information
- One-on-one meetings with the public and government authorities
- Ongoing consultation meetings with various stakeholders throughout the project planning and life cycle

Following the submission of the draft Environmental Assessment, the EA was formally exhibited by the DoPI between 11 November 2010 and 13 December 2010.

During the exhibition period, submissions were invited from relevant agencies and members of the public. **No submissions were received from the community** and four submissions were received from government agencies on the exhibited EA. A Submissions Report was prepared by Manildra Solar Farm and made public. Project approval was subsequently granted by the Planning Assessment Commission of New South Wales on 3 March 2011.

## 1.9. PLANNING APPROVAL AND CONDITIONS OF CONSENT

In March 2011 the project approval and conditions for consent were received for Manildra Solar. Part C of those conditions (prior to construction) includes conditions for community and agency consultation, including

- Office of Environment and Heritage
- Cabonne Council
- Roads and Traffic Authority
- Local community and general public
- NSW Office of Water

These conditions include making documentation available for public inspection on request, setting up and maintaining a project information website, preparing and implementing a community information plan and ensuring a complaints management procedure is in place. This will be implemented in parallel with Engineering, Procurement and Construction Contract negotiations.

## 1.10. MANILDRA SOLAR CONSTRUCTION STAGE

Community consultation and stakeholder engagement will continue during the construction, deployment and operation stages of the Project, with activities and events scheduled to align with project milestones.

#### **1.10.1. Project Construction Community Consultation**

Community consultation and stakeholder engagement will continue during the construction stage of the Project, with activities and events scheduled to align with project milestones. These may include a sod turning ceremony, installation of the first/last solar Panel, commissioning or other notable stages of construction. During the construction stage of the project, the Proponent will ensure the activities detailed in this plan are implemented. It will be essential to continue to provide information to the communities throughout construction; and establish relationships and mechanisms for stakeholder engagement that will continue to be used throughout the remaining operational lifetime of the Project.

#### **1.10.2. Communications Coordinator**

The Communications Coordinator will:

- Be responsible for providing strategic planning and management of stakeholder briefings/meetings
- Liaise with the construction site manager and other relevant project personnel
- Lead stakeholder briefings/meetings and community consultation activities
- Develop media releases and media kits, as required
- Participate in community and public meetings or forums, including business functions or community interest group meetings
- Field and respond to project specific stakeholder or community enquiries and complaints
- Ensure feedback, enquiry and complaints management strategies and processes are rigorously adhered to

#### **1.10.3. Construction communication and consultation tools**

During the construction stage of the Project, community consultation will focus more on engaging the community, providing information about key construction activities, handling enquiries and complaints, encouraging project championing and celebrating project milestones. Please refer to 1.11 following, for information on communication and consultation tools.

#### **1.10.4. Community Consultation Activities During Construction**

The following activities will be undertaken during the construction phase of the project

##### **At notice that project will proceed to construction –**

Strategic media placement e.g. local media.

Share local employment opportunities through the ICN and other local employment agencies.

##### **Prior to start of Construction –**

Direct contact by Contractor informing Manildra residents of community website, construction activities, construction traffic routes and any potential disruptions to traffic flows and amenity impacts and setting out project timeline and details of Community Information Day.

Community Information Day with representatives from Manildra Solar Farm Pty Ltd and the appointed construction contractor available to answer questions and explain project details. This Information Day will provide details of

- Construction activities e.g. construction timeline, staging of construction activities, expected milestones
- Construction Traffic routes e.g. maps with routes highlighted
- Details of how to provide feedback or make complaints
- Layout and general arrangement of solar farm

##### **During Construction –**

- Periodic updates of the community website and social and/or traditional media explaining construction progress and any key activities completed or about to commence e.g. delivery of equipment, first generation etc
- Direct correspondence with local community in the event of any construction work that has been approved by DPE outside of specified construction hours (if applicable)
- Public and stakeholder-specific meetings
  - Meeting with individual community members or groups as requested if appropriate
  - Information Days, presentation days and meetings as appropriate
  - The typical agenda for these meetings will be include:
    - Introduction to project and participants
    - Update on project status, timeline to completion and explanation of next month of construction activities
    - Summary of any complaints and feedback and resulting actions taken by Manildra Solar or contractor, if appropriate
    - Meeting/stakeholder-specific topics
    - Opportunity for questions or discussion
    - Details of how to provide feedback or make complaints
    - Close

If catered, best endeavours will be taken to use local catering services. Attendees will be required to sign into the meeting, minutes will be taken (including any questions and answers and any follow up to be taken). Minutes will be published on the Manildra Solar Farm website and distributed to attendees upon request if appropriate. Attendees will be added to the Community Engagement Register.

- Participate in community events
- Maintain Complaints Register and comply with Complaints procedure

#### **At End of Construction –**

- Transition to operation stage activities – refer to section 1.15 for ongoing engagement framework.

Community will be informed of Community Information Day and any public meetings or presentations through the Manildra website and through an advertisement in a newspaper circulating in the area e.g. Manildra Matters, Central West Daily or Molong Express (chosen based on appropriateness of distribution timing).

#### **1.10.5. ARENA Reporting Requirements**

Manildra Solar will provide regular reports to ARENA, including a summary of community engagement activities undertaken in accordance with its obligations under the ARENA funding agreement. As part of this reporting, Manildra Solar will provide to ARENA notification of all submissions, complaints and questions arising from community consultation and responses provided to any submissions, complaints or questions arising from the community consultation. .

### **1.11. COMMUNICATIONS, RISKS AND OPPORTUNITIES**

Manildra Solar Farm's Communication Process involves identification of risks/ opportunities, risk assessment and implementation of mitigation strategies. The process is linked to all other activities and reporting requirements of the Project. The communications risk analysis process covers five basic steps which are required to ensure that an effective approach is adopted to manage relevant risks. These basic steps are:

- **Planning** – including clear information about scope, the Proponent's organisation, context of the Project and communications procedures.

- **Identification** – of risks and opportunities.
- **Assessment** – and analysis of those risks and opportunities, both qualitatively and quantitatively.
- **Management** – including assignment of responsibility, timing and response to communications issues.
- **Review and reporting** – of the results, including analysis of performance and communication of those results.



## THE PROPOSED PROJECT RISKS AND OPPORTUNITIES

Table 0-4 provides an initial list of the possible issues and risks and the Proponent's strategies to manage each issue. The table also highlights potential communications opportunities.

*Table 0-4 Risk and Opportunity Matrix*

Issue	Who is affected?	Risks and opportunities	Management strategy
Environmental Incident	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Project delivery team</li> <li>Local environment</li> <li>Local residents</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Soil contamination</li> <li>Weather</li> <li>Geotechnical discovery</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Incident free delivery</li> <li>Improved reputation</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Management Plan</li> <li>Incident communication protocols</li> </ul>
Poor workforce behaviour	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Project delivery team</li> <li>Local community</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Complaints from local community</li> <li>Damage to public and private roads</li> <li>Negative media coverage</li> <li>Lack of community support for project</li> <li>Project delays</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Adherence by all team members and subcontractors to Proponent's code of conduct to minimise incidents and complaints</li> <li>Community as project champion</li> </ul>	<ul style="list-style-type: none"> <li>Staff inductions/tool box talks</li> <li>Infoline cards to give to anyone asking questions or complaining direct to project team members or site personnel</li> <li>All interaction with community and media to be led by Communications Coordinator</li> <li>Monitoring social media and addressing relevant issues raised</li> </ul>
Graffiti and/or vandalism	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Project delivery team</li> <li>Local Community</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Increased project costs</li> <li>Negative local media coverage</li> <li>Damage to property</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Community champions the project and supports "watching over" the Project site for suspicious or untoward activity</li> </ul>	<ul style="list-style-type: none"> <li>Construction Management Plan</li> <li>Site security</li> </ul>

Issue	Who is affected?	Risks and opportunities	Management strategy
Aboriginal Cultural Heritage	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Local indigenous groups</li> <li>Aboriginal Land Council</li> <li>Department of Communities- Aboriginal Affairs</li> <li>Local community</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Issues with Council and/or Heritage Groups and/or Land Council</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Involve local school students in heritage identification/protection plan</li> </ul>	<ul style="list-style-type: none"> <li>Site induction includes awareness of procedures if possible Aboriginal objects or relics are uncovered</li> </ul>
Community safety	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Community</li> <li>Site visitors</li> <li>Site workers</li> <li>WorkCover</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Injury to member of public or visitor</li> <li>Property damage</li> <li>Negative media coverage</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Involve local school primary students in project safety campaign</li> </ul>	<ul style="list-style-type: none"> <li>Site areas kept secure</li> <li>Safe Work Method Statement for all works</li> <li>Safety Management Plan</li> <li>Safety signage</li> <li>Appropriate site security</li> <li>Community information campaign about safety when visiting the site and about site security</li> <li>Inductions for staff, subcontractors and site visitors</li> <li>Appropriate PPE for construction team and site visitors</li> </ul>
Lack of community support for the project	<ul style="list-style-type: none"> <li>The Proponent</li> <li>Project delivery team</li> </ul>	<p><b><u>Risks:</u></b></p> <ul style="list-style-type: none"> <li>Complaints</li> <li>Issues raised with local MP</li> <li>Delays to project</li> <li>Negative media</li> <li>Protests</li> </ul> <p><b><u>Opportunities:</u></b></p> <ul style="list-style-type: none"> <li>Creating a local Project presence in the local community before major construction works begins</li> </ul>	<ul style="list-style-type: none"> <li>Clear messages about Project benefits to the local and wider community</li> <li>Personal consultation with adjacent landowners/residents/tenants</li> <li>Early consultation with stakeholders</li> <li>Hosting open days</li> <li>Swift and effective response to complaints and enquiries</li> <li>Update key stakeholders and local media throughout the life of the project</li> </ul>

## **1.12. COMMUNICATIONS MANAGEMENT SYSTEM**

A comprehensive comprehensive database is used to to record, monitor and report on all interactions with all stakeholders, community and other interested parties. The elements of this system will include:

- Information phone number (Infoline)
- Email and Website
- Social media
- Project contact database

### **1.12.1. Project Infoline, Email and Website**

A dedicated project information number (Infoline) is established to provide a central point for taking all enquiries and complaints for the Project. The Infoline phone number will be will be included on the project website, all notifications, advertising and signage and any other information in the public domain relating to the Project. All calls regarding the Proposed Project dedicated Infoline will be directed to a Project team member or Site Manager, who will answer and determine whether the call is an enquiry or complaint. In the case of complaints, the team member will determine which of the Project contractors should be contacted to investigate the matter, or whether it needs to be forwarded to the Communications Coordinator. All enquiry calls to the Infoline or email require a verbal response within 48 hours during times when construction is being undertaken or the next working day (unless the contact agrees otherwise). All calls, both enquiries and complaints, are logged, tracked and closed out on project contact database.

### **1.12.2. Project Contact Database**

A contact database will be used as the main reporting and monitoring tool for project communications activities. In addition to managing interaction with the community and key stakeholders, the system will be utilised to record progress of interactions with any other parties.

- Record all community and stakeholders' contacts and interaction.
- Record the issue and distribution of letterbox drops, project updates and notifications.
- Be the management tool for recording all complaints, enquiries, issues and responses.
- Provide monthly reports on stakeholder and community contact and issues management.
- Be utilised to identify issue and opportunity trends through key word referencing.

### **1.12.3. Stakeholder Database**

A database will be established to manage all stakeholder information including contact details and area of concerns or interest. The database will be maintained by the community relations team over the life of the project, but only be used to facilitate ease of contact with stakeholders. The information in the database will not be provided to any other person or agency.

### **1.12.4. Complaints Handling and Reporting**

The procedure for complaints handling is as follows:

- All complaints received during business hours will be investigated and responded to within 48 hours of receipt where practical.
- Complaints received overnight or on weekends will be responded to within 48 hours unless otherwise agreed with the complainant, but no later than the following business day.
- Written correspondence regarding the Project will be answered within seven working days of receipt.

Experience has revealed that some complainants merely want to voice their concerns immediately and be listened to, and once they have lodged their complaint, they prefer to be called back in business hours, if at all. A detailed written response will be provided to any complainant who gives their details, within fourteen calendar days to close out the complaint.

It is possible that false or negative statements associated with the Project are made on social media channels. Social media channels will be monitored for such statements. If detected, Manildra Solar Farm's Communication Manager will consider the strategy of response to either direct the complainant to publically available correct information or gather more information to address the complaint.

#### **1.12.5. Complaint Escalation and Dispute Resolution**

When a complaint is received, there will be occasions where a satisfactory resolution cannot be immediately agreed with the complainant. Should this be the case, Manildra Solar Farm will follow an internal complaints escalation process and will seek further dialogue with the complainant to negotiate a successful outcome and resolve the complaint. If the complaint is still not able to be resolved to the satisfaction of the complainant, a staged dispute resolution process will be implemented and the complainant will be able to request intervention and mediation by an Independent Community Liaison Representative.

#### **1.12.6. Media and Government Relations**

Media enquiries are defined as enquiries from journalists and other personnel with the intention of creating mass communications (principally newspapers, radio, television and blogs) to distribute to the public. Enquiries may be received via the Infoline, face-to-face contact, email, letter, fax or meeting.

Media enquiries will be managed by Manildra Solar Farm's communication unit. Manildra Solar Farm's communication unit will be immediately informed of any media or Government request received by site personnel or any subcontractor. Only the communications unit will provide a statement (written or verbal), photographs or illustrations to the media or elected officials, unless there is formal delegation of this function to another area within the project team.

The following protocols will be observed when any member of the project team is approached with a media or government enquiry:

- Always be polite and courteous.
- Do not attempt to answer the enquiry.
- Indicate that you are not authorised to speak to the media, obtain details of the enquiry and advise that the Project Communications Director or representative will respond to the enquiry.
- Do not engage in any 'off the record' conversations.
- Refer the enquiry to the site supervisor who will pass the enquiry to Manildra Solar Farm Energy's communication unit.

These protocols will be included in the induction process to ensure all Project team members and subcontractors comply with the protocols so as to respond appropriately to any media or government enquiry.

### **1.13. INTERNAL COMMUNICATIONS**

Internal communications across all members of the Project team will be vital to the success of this project. Communications will be managed through the Communications Coordinator. Internal communications activities aim to create an organisational culture across all the organisations working on the Project, whether directly employed or employed as subcontractors, and reinforce principles of:

- Employee engagement and outcomes focus.
- A culture of performance on the outcomes of both what we do, and how we do it.
- A shared set of values is the core of successful project outcomes and communication across all disciplines of the project team, the community and stakeholders. Included in the values will be those of safety, respect, honesty, focus and recognition.

Manildra Solar Farm considers behaviour deliverables as equally important to other deliverables of the Project. Performance of the construction team will be measured, not just by what the team delivers, but how they do it. All team members and subcontractors involved in the Project will be encouraged to exhibit positive, supportive and tolerant behaviour and play a role in the project goal of being a "good neighbour" to the local communities.

#### **1.13.1. Communications Materials Approval**

All written materials will be submitted to the Communications Manager for approval, prior to printing and distribution. This includes advertising, notifications, posters, fact sheets, briefing notes, presentations, letters and web updates.

#### **1.13.2. Site Inductions**

The site induction process for all permanent and temporary staff and subcontractors of the Proposed Project includes a safety induction. The safety inductions form the basis of the Project's code of conduct and the Proponent's commitment to positively engaging with and minimising disruption to the community, property owners, businesses and all transport and road users. This commitment underpins instructions and messages to all new staff during their mandatory Project safety inductions.

As part of the induction process, all employees and subcontractors will be made aware of the requirements under the code of conduct and the CEP. This includes a commitment to keeping the community informed by delivering timely, clear and concise information about the Project. At the commencement of each shift, a tool box talk will be conducted by the site manager with construction personnel and any relevant subcontractors. Tool box talks will reinforce safety procedures and the Proponent's code of conduct and advise the site crew and subcontractors of exceptional circumstances that may be encountered during that shift.

### **1.14. ISSUES AND INCIDENT MANAGEMENT**

The Project will undoubtedly attract a degree of public interest, some positive and some negative, and/or stakeholder dissatisfaction about the project, the construction, disruptions to amenity, traffic and business and long term implications for the local and regional areas.

Key issue management principles include:

- Reviewing all issues for their status – major, intermediate or minor – based on the risk to the Project (and therefore, the Proponent).
- Ensure the local community and relevant stakeholders are informed of the progress of construction and advised of any actions to pre-empt or respond to issues.
- Evaluating community enquiry/complaint outputs from the contact database on a regular basis to identify any emerging issue trends.
- Evaluating participation and feedback from information session feedback forms to gauge community interest and identify constant or emerging or issue trends.
- Timely response to all issues, both internal and external.

#### **1.14.1. Incident Management**

Managing and reporting incidents is critical to the successful delivery of the Project. Process controls will be in place to ensure stakeholder issues or incidents that can attract media attention; threaten the Project or Proponent; disrupt the community; and result from natural events or criminal incidents; are effectively managed. Judgment will be exercised by Manildra Solar Farm's communications unit in consultation with the Project team regarding the category level of the incident, to determine whether it is minor, intermediate, or major. Major incidents are capable of affecting the daily management of the Project or damaging the reputation of the Proponent, even in the short-term. All incidents will be reported within the timeframe identified in the table below.

Degree of Incident	Description	Action required
Minor	Any minor issue/incident that may at <u>some point</u> attract the attention of the media, any MP, local council or the broader community – including but not limited to industrial, community impact, legal, and commercial issues.	Verbal notification to the within 24 hours.
Intermediate	Any issue / incident that is likely <u>in the short-term</u> to attract the attention of the media, any MP, local council or the broader community – including but not limited to environmental, industrial, community impact, legal, and commercial issues.	Same-day (24h) verbal notification. <u>Note:</u> for environmental, one hour verbal notification required. Report detailing the incident to be issued within 24 hours of incident, wherever practical.
Major	Any issue/incident that that <u>has attracted or will imminently attract</u> the attention of the media, any MP, local council or the broader community – including but not limited to environmental, industrial, community impact, legal, and commercial issues.	Immediate verbal notification from the construction manager within 10 minutes (wherever practical) to the Proponent's Asset Manager and Communications Manager. Report detailing the incident to be issued within four hours, wherever practical.

**Table 15 – Incident management reporting**

## 1.15. MONITORING, EVALUATION AND REPORTING

Monitoring, evaluation and reporting on the effectiveness of the communications activities for the project will be undertaken:

<b>Daily</b>	via	<ul style="list-style-type: none"> <li>- complaints and enquiry recording in contact database</li> <li>- occurrence reporting (incident reporting)</li> <li>- media monitoring</li> </ul>
<b>Monthly</b>	via	<ul style="list-style-type: none"> <li>- project internal monthly report</li> <li>- KPI audits and performance reviews</li> </ul>
<b>Quarterly</b>	via	<ul style="list-style-type: none"> <li>- develop CEP scope of works for the next 3 months</li> </ul>
<b>6 monthly</b>	via	<ul style="list-style-type: none"> <li>- CEP document review</li> </ul>
<b>As required</b>	via	<ul style="list-style-type: none"> <li>- Project internal peer audits</li> <li>- community and stakeholder feedback</li> <li>- Minutes of meetings.</li> </ul>

As required, reports on communications and consultation activities will be provided to other key groups (government or non-government) nominated by the Commonwealth to ensure improvement of community engagement.

### 1.15.1. Community Consultation Evaluation

Evaluation enables continuing improvements to our community consultation activities. It also enables more efficient use of resources through screening or improving activities less successful or popular with communities. The communication unit will evaluate individual activities, as well as the whole program of consultation and engagement, throughout the life of the project.

Each community consultation activity is evaluated as soon as it occurs and the results used to modify the overall CEP if necessary. The plan is also evaluated at key stages/milestones of the Project to see if objectives and strategies are still relevant, and at the end of the project to determine its success.

### 1.15.2. Effective Community Liaison Activities

Measuring the effectiveness of community consultation activities will be against the Proponent's desired outcomes of:

**Participation:** Involving a wide cross-section of views and interests of the local and wider communities in activities where appropriate. Allowing realistic opportunities for participation and giving everyone involved adequate information and sufficient time to participate.

**Transparency:** Making sure all processes are open and clearly understood by all parties and that community information is freely available to all.

**Integrity:** All communications having integrity and respect for all parties. This will be demonstrated by encouraging and developing trust between the community and the Proposed Project, and ensuring the issues and complaints handling process is adhered to and is fair.

**Cost-effectiveness:** Choosing those activities that work best for the best relative cost. Expenditure on community consultation activities can make the overall Project achieve higher cost-effectiveness through better outcomes and smoother project delivery, without time lost resolving issues or fighting community objections.

#### 1.15.3. **Evaluation Methods**

Methods of evaluating community consultation plans and activities range from quick, individual, qualitative self-assessments to feedback, questionnaires and/or surveys. Some of the factors which will be taken into account when evaluating the CEP and its effectiveness are:

- The number of participants in CEP activities and feedback from participants
- Whether participation increased over the life of the Project construction period



**Table 5 Project Life Community Engagement Activities**

	Standard level of engagement		High level of engagement and community-developer relationship		Community initiation
Purpose	Inform	Consult	Involve	Collaborate	Empower
Engagement objective	<ul style="list-style-type: none"> <li>• Provide balanced and objective information.</li> <li>• Assist community in understanding the problems, alternatives and/or solutions.</li> <li>• Reduce community stress and concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how the community can provide comment and feedback about the project and how this will be considered by the project team.</li> <li>• Obtain feedback on plans, options and/or decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Work directly with the community throughout the process, from feasibility through operations and decommissioning.</li> <li>• Ensure concerns and aspirations are consistently understood and considered.</li> </ul>	<ul style="list-style-type: none"> <li>• Partner with community in each aspect of planning, development and decision-making including the development of alternatives and the identification of the preferred solution.</li> <li>• Become an active member of the community capable of creating trust and constructive relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage community to lead the development of the project.</li> <li>• Place final decision-making in the hands of the community.</li> </ul>
Engagement activities	<p><b>Advertising and PR</b> Article on the proposed development supplied to the regional newspapers. The project received coverage in the Central Western Daily.</p> <p><b>Community Information Days</b> Manildra Memorial Hall, 3 August 2010</p> <p><b>Open Days and Site Visits</b> Free guided tours of Manildra Solar Farm.</p> <p><b>Website and social media</b> Project details are on the Manildra Solar Farm website at <a href="http://www.ManildraSolarFarmenergy.com/our-business/development-pipeline/solar-energy-projects.html">http://www.Manildra Solar Farmenergy.com/our-business/development-pipeline/solar-energy-projects.html</a></p> <p><b>Fact sheets</b> A copy was distributed throughout the</p>	<p><b>Stakeholder briefing and meetings</b> Continuous consultation is undertaken with neighbours and landowners, and other relevant stakeholders, particularly with regard to construction traffic to ensure the safety of livestock and to limit disruption to livestock movements.</p> <p>Details of the ongoing consultation are recorded in the consultation register.</p> <p><b>Information sessions and collecting feedback</b> An information session was held at the Manildra Memorial Hall on 8<sup>th</sup> August 2015. A Visitor Register was kept. Interested attendees signed up the the Manildra Community Website.</p>	<p><b>Feedback mechanisms</b></p> <ul style="list-style-type: none"> <li>• Complaints Register</li> <li>• A 24x7 dedicated Operations Control Centre Infoline set up at (02) 9002 7733</li> </ul> <p><b>Addressing of concerns</b> Issues/concerns raised via feedback mechanisms or made directly to the project or site managers are assessed and reported to Manildra Solar Farm's Asset Manager.</p>	<p><b>Cabonne Community Fund Committee</b> From the commencement of operation, the committee will be formed by local community members and meet quarterly. Its purpose is to recommend community sponsorships and projects, and make suggestions to improve community engagement. The meetings of the Committee are facilitated and sponsored by Manildra Solar Farm. The Communications Coordinator's responsibility is to follow up on the committee's feedback.</p> <p><b>Renewable Energy Celebration fundraising opportunity</b> Building on the success of Run with the Wind at Manildra Solar Farm's Capital Renewable Energy Precinct, an event will be identified and sponsored by</p>	<p><b>Community empowering projects</b> Manildra Solar will seek to provided opportuniites for community to fully understand renewable energy to enable deeper participation in the project. In 2015, Manildra Solar partnered with Engineers without Border and local schools to deliver primary and highschool workshops to develop local knowledge of renewable energy and its role and</p>

Standard level of engagement		High level of engagement and community-developer relationship		Community initiation
Engagement outcomes	<p>local community. The final project overview will be made available once project notice to proceed is announced.</p> <p><b>Display boards</b> Utilised during the information sessions to provide a clear overview of the project.</p> <p><b>Letter Drops</b> Prior to commencement of construction to notify local community of planned construction activities and any changes to construction hours.</p>		<p>Manildra Solar Farm to promote Manildra Solar Farm as a tourism destination, support local businesses and raise funds for local community organisations. This will occur during following commencement of operation.</p>	<p>impact in supply ing electricity .</p> <p><b>Community recommended projects</b> Through consultation with the Cabonne Community Fund Committee and the Cabonne council, Manildra Solar Farm will explore how best to contribute \$10,000 annual investments in community activities and recreation facilities.</p>
	<p><b>Project approval</b></p> <ul style="list-style-type: none"><li>• Planning approval from NSW Department of Planning &amp; Infrastructure in March 2011.</li><li>• Approval to allow solar tracking was approved in March 2015.</li><li>• Continuous monthly reporting and meeting compliance regulations.</li><li>• Following the completion of the consultation and exhibition of the EA – no public submissions were received, and four government agency responses were received. Full details of the submissions and responses are available at: <a href="http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&amp;job_id=4077">http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&amp;job_id=4077</a></li></ul>	<p><b>Perception and feedback</b></p> <p>Manildra Solar Farm is experienced in developing harmonious relationships with the community. A level of trust has been built through annual landowner events and community sponsorships. Throughout the development period of Manildra Solar, briefings and meetings were held with all relevant stakeholders.</p>	<p><b>Community acceptance surveys</b></p> <p>The register from the information day and Manildra Memorial Hall, 3 August 2010, indicated broad based support from the 20 attendees on the day. An addition, following the completion of the consultation and exhibition of the EA, no public submissions were received.</p>	<p><b>Community partnership</b></p> <p>Manildra Solar is in the process of developing local partnerships with community groups and stakeholders. Manildra Solar has partnered with the Manildra and District Improvement Society and was a major sponsor for their 2015 Manildra Christmas Party.</p>

	Standard level of engagement		High level of engagement and community-developer relationship		Community initiation
<b>Status</b>	Development Phase – <b>Complete</b> . Construction stage - <b>Ongoing</b>	<b>Complete and ongoing.</b>	Development stage – <b>partial</b> . Constructions, operations and decommissioning stage - <b>to be measured</b> .	Development stage – <b>partial</b> . Constructions, operations and decommissioning stage - <b>to be measured</b> .	<b>Planning underway to achieve during operations phase.</b>

