

GLENROWAN

solar farm

FACT SHEET

Community engagement and enquiries



Power to change is in our hands

As the number of renewable energy projects increases in Victoria, there is growing appreciation of the significance of renewable energy as a clean, reliable source of energy for communities.

Victorians have become more engaged in conversations about where their energy is generated, how it is stored, its reliability, what it costs and how their specific communities can benefit from both small-scale and large-scale developments.

Solar and wind farms, microgrids and battery storage are common topics of discussion at local council

meetings and within community groups across the State, as citizens realise the power to change the future of how we generate and store energy is very much in their hands.

Our team at the Glenrowan Solar Farm is therefore very aware that early, genuine and ongoing transparent engagement is the minimum local communities expect, based on increasing community interest in clean energy, and with other nearby solar farms actively engaging with their stakeholders and sharing local benefit.





Proactive engagement and partnership

Since acquiring development rights for the project in 2021, we have been proactively engaging with neighbouring landowners as well as key stakeholders to develop long-term relationships, gauge existing sentiment and understand community values, needs and aspirations.

We have collaboratively planned planting schemes, identified a local habitat planting opportunity, launched a Community Reference Group and communicated with neighbours and stakeholders in person and via emails, calls, visits and our project website @Glenrowansolarfarm.com.au

Core to our values is a commitment to being a good and responsible neighbour, working in partnership with the surrounding community to ensure any disruption and impacts are managed as best possible, while ensuring positive social, environmental and local economic outcomes are maximised.

Our plan to achieve these objectives is detailed in the project's Community Engagement Strategy, which includes opportunities to partner with the community to co-design benefit sharing initiatives that will deliver lasting outcomes within the region.





Key engagement initiatives within our Community Engagement Strategy are described below.



Community benefit sharing strategy: outlines our approach to deliver social and local economic benefit for the region, by partnering with local communities and stakeholders. Better project and community outcomes can be realised by sharing the rewards of renewable energy development.

Our strategy will include funding for development of potential education, skills and training initiatives, community grants, sponsorship and legacy initiatives over ten years, commencing in 2023. This investment is in addition to our economic investment in local suppliers, jobs and training.



Community Reference Group: this is a participatory group to provide input to the engagement process and to help us make benefit sharing decisions that contribute to the region.

We have invited expressions of interest from community representatives who have local education and training, community service group, government, environmental conservation, Aboriginal, and business involvement and experience.

Together with this group, the project team aims to survey the community about benefit sharing opportunities and develop engagement opportunities such as an Open Day and a community newsletter.



Local presence: team members working on the project who live close by have a local appreciation and insight into concerns and aspirations of the community. Our people on the ground are supported by a professional community engagement team who understands the contribution that local engagement makes to positive partnerships.



Multiple touchpoints: we proactively communicate with our neighbours and key stakeholders by providing quarterly Work Notices during construction, meeting regularly with those closest to the solar farm and updating our key stakeholders. There are various avenues through which the community can contact and engage with Glenrowan Solar Farm, including by phone, email and post.

To speak to a member of the project team, please contact us on
03 6289 8919 / send us an email at contactus@glenrowansolarfarm.com.au
or write to us at:

Glenrowan Solar Farm project team,
Level 6 / 567 Collins Street, Melbourne VIC 3000.



Responding to your enquiries and complaints

We welcome feedback on our activities and are available day to day to answer questions, provide information and to fairly manage queries and grievances promptly and effectively.

Our dedicated community engagement team is responsible for addressing, recording and reporting on all enquiries as part of our internal and external governance arrangements. Enquiries and complaints made to the project team will be recorded in our consultation management database. Details of the person making contact with the project team will be recorded, including the following information:

- Date and time of contact
- Preferred return contact details (at a minimum a phone number or email)
- Organisation (if representing on behalf of a company/organisation)
- Address
- Recorder of the complaint
- Details of the enquiry / complaint for investigation including area of project where concern has arisen. This includes a description of the specific activity causing the complaint including place, time and date
- The action taken to address the complaint, if necessary
- Feedback given to the complainant
- Time and date on which the complaint was addressed and closed out
- Any subsequent remedial action required to avoid cause for future complaints if relevant.



We will investigate and determine the source of any complaint immediately and make telephone contact with the complainant where a phone number is provided, or available in the consultation management database.

Our process is summarised as follows:

1. **Initial enquiry response:** receipt and acknowledgement within 24 hours
2. **Initial complaint response:** receipt and acknowledgement within 2 hours
3. **Record all enquiries and complaints:** within 48 hours
4. **Written response to written enquiry:** 2 weeks from initial receipt
5. **Enquiries and complaints closed** or extension timeframes agreed: within one month.

The aim of complaints resolution is to adequately resolve the complaint to the satisfaction of the complainant, and take all actions and implement all practicable measures to prevent the reoccurrence of stakeholder and community complaints.