

# Paling Yards Wind Farm

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Community and Stakeholder Engagement Plan  
Prepared for Global Power Generation Australia  
Last updated September 2021



**The Business of  
Sustainability**

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# 1. Introduction

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## 1.1. Project overview

Global Power Generation Australia (GPG) is seeking State Significant Development (SSD) approval for the construction and operation of a wind energy facility known as the Paling Yards Wind Farm (the Project). The proposed site is located across three landholdings (Mingary Park, Middle Station, Paling Yards and Hilltop) that comprise a total of approximately 4,600 hectares located in the Central Tablelands of NSW. It sits within the Oberon Local Government Area and is approximately 60km south of Oberon and 60km north of Goulburn. The closest towns are Porters Retreat (population approximately 180) and Curraweela (population approximately 320).

The Project contains a proposed transmission line corridor approximately 9km in length and 70 metres in width, crossing several parcels of land. The site is heavily undulating with some steep slopes. The site is bisected (and accessed) by Taralga Road, which links the towns of Oberon and Goulburn, and is a council-maintained road. Several watercourses traverse the area, including the Abercrombie River which forms part of the southern boundary of the site and flows into the Lachlan River.

An application was originally lodged in 2010 for the construction, operation and maintenance of up to 59 wind turbines and ancillary infrastructure, with a final EIS submitted in 2014. Considerable previous community consultation was undertaken to support that application, which is summarised in Section 3 of this Plan. In June 2020 the application was withdrawn following further discussions with the Department of Planning, Industry and Environment (DPIE), with the agreement that due to the advancements in the design of wind turbine technology and the amount of time that had passed since the original submission, the best approach would be to submit a new application for assessment based on a revised design and current legislative requirements. The new design includes a reduction in the number of wind turbines.

Since the original application there has also been significant global shocks and changes in stakeholder needs and expectations. These include severe drought and bushfires that have affected many regional areas throughout NSW, together with the impacts of the COVID-19 global pandemic. In response to these challenges, communities are seeking to stimulate their local economy, deliver jobs and support tourism. Whilst governments implement strategies to invigorate and streamline regional development and investment in response, communities and stakeholders may also be sensitive to perceived 'fast tracking' of development. Some may also have heightened sensitivities relating to non-locals arriving in their community and the potential spread of the COVID-19 virus into regional areas.

Although wind farms help address climate change, create new jobs and diversify the region's and State's economy, there are differing views and concerns the community and stakeholders may hold about the proposed development. The Community and Stakeholder Engagement Plan (CSE Plan) has been developed to ensure the Project follows best-practice community engagement approaches and delivers a comprehensive program of engagement activities for the scoping and EIS phases, as well as engagement actions throughout the project's lifecycle.

The CSE Plan will inform and support the Project's community engagement process.

This Plan was prepared based on the information available at the time, and as part of the Scoping Report to be submitted to DPIE in support of an application for the Secretary's Environmental Assessment Requirements (SEARs) for the project.

## 1.2. Objectives

The objectives of the CSE Plan are to:

- Provide a guide for the planning and implementation of communications and stakeholder engagement in support of approval for the project;
- Provide an indication of the intended communications and engagement activities to be undertaken during the planning phase;
- Identify and classify stakeholders with an interest in the Project;
- Develop and implement a clear action plan for future engagement approaches across all stakeholder groups;
- Outline communication tools, channels and a timeline for implementation;
- Provide clear, consistent and compelling messaging about the benefits of the Project;
- Identify opportunities for stakeholders and the community to raise concerns and provide feedback;
- Identify opportunities to build positive sentiment across local media, residents and stakeholders; and
- Identify opportunities to reduce or mitigate the risk of community resistance to the Project.

The intention is to provide ongoing opportunities for Project representatives to engage with stakeholders in an open, equitable, inclusive and comprehensive manner, with the aim being to design and construct a wind farm that becomes part of the social fabric of the region through employment, business support and community investment.

## 1.3. Project specifics

The new proposal consists of:

- Up to 47 wind turbines, with capacity per unit up to 6.6MW, giving a total capacity of up to 310MW;
- An approximate blade tip height of up to 240m;
- Maximum blade length of 83.5m;
- Upgrades to existing local road infrastructure including several access points from Abercrombie Road;
- Internal unsealed tracks for vehicle access to turbines and infrastructure;
- An underground electrical and communication cable network linking turbines to each other and the proposed on-site substation;
- Up to three wind monitoring masts fitted with various instruments such as anemometers, wind vanes, temperature gauges and potentially other electrical equipment;
- A temporary batching plant to supply concrete for the foundations of the turbines and other associated structures;
- Obstacle lighting to selected turbines (if required);
- Removal of native vegetation and additional vegetation planting to provide screening (as required);
- Control room and facilities buildings;
- An on-site electrical substation and approximately 9km of overhead powerline (approximately 70 m in width and poles spacing 200 – 250 m) of up to 500kV to connect to the Mt Piper to Bannanby 500kV transmission line (including control room and other associated grid connection facilities); and



- All associated and ancillary uses and activities.

## 1.4. Project timeline

Phase / Milestone	Timeframe
<b>Project inception</b>	December 2020
<b>Scoping</b>	September 2021
<b>Planning and Approvals</b>	Late 2021– Mid 2022
<b>Construction</b>	Mid 2022 – 2024 (24 months)
<b>Operational Phase</b>	2024 – 2054 (30 years + opportunity to extend land lease for additional 30 years)

## 2. Stakeholder identification and mapping

Communities of interest and key stakeholders with statutory responsibility or other interests have been identified to enable a tailored approach and enable stakeholders to be a part of the project planning and development process with the opportunity to ask questions and engage in a meaningful way. The following primary, secondary and tertiary stakeholder groups have been identified as part of this Plan and are identified in **Table 2.1** to **Table 2.3**.

The Paling Yards Wind Farm draws on the International Association of Public Participation's (IAP2) engagement spectrum to guide suitable levels of engagement – ranging from low to high stakeholder impact and decision making (inform, consult, involve, collaborate, empower). IAP2 is considered the gold standard for community engagement frameworks. Appendix A of this document explains IAP2's Public Participation Spectrum in more detail.

Regular update of the stakeholder map will be undertaken and amendments to the communications and engagement plan made as required.

**Table 2.1 Primary Stakeholder Groups**

Stakeholder	Specific parties	Form of Consultation, Potential Interests/Concerns	Engagement (as of Sep 2021)
<b>Host landowners</b> <i>IAP2 engagement level: Consult</i>	Landowners with the potential to host infrastructure, have already engaged in discussion or have already agreed to host infrastructure.	Individual consultation, access to private land, noise and other operational impacts including impacts on livestock, visual amenity, health and safety, security, construction disruption, remuneration, land value.	- Doorknock and consultation
<b>Immediate neighbours</b> <i>IAP2 engagement level: Consult</i>	Neighbouring dwellings within 5km of the proposed site and along the transmission corridor.	Individual consultation, access to private land, local character, noise and other operational impacts, visual amenity, property values, health and safety, security and privacy, construction disruption, impacts of construction traffic.	- Doorknock and consultation
<b>Surrounding communities</b> <i>IAP2 engagement level: Consult</i>	Community members who live outside of a 5km radius of the proposed site and the transmission corridor, including Porters Retreat and Curraweela and surrounds.	Community consultation, community wellbeing, economic benefits / impacts, impacts of construction traffic, health and safety, visual impacts, property values.	
<b>Aboriginal communities</b>	Traditional Owners (TO's), Registered Aboriginal Parties (RAPs), Aboriginal groups and Local Aboriginal Land Councils (LALCs) Aboriginal Affairs NSW, AbSec	Ongoing management of cultural values.	

Stakeholder	Specific parties	Form of Consultation, Potential Interests/Concerns	Engagement (as of Sep 2021)
<i>IAP2 engagement level: Consult</i>			
<b>Approving authority</b>  <i>IAP2 engagement level: Consult</i>	Department of Planning, Industry and Environment	Community feedback, environmental impacts, project approval, regulatory compliance.	- Gateway meeting
<b>Local Council</b>  <i>IAP2 engagement level: Consult</i>	Oberon Council: <ul style="list-style-type: none"> <li>- Cr Kathy Sajowitz (Mayor)</li> <li>- Gary Wallace (General Manager)</li> <li>- Elected Councillors</li> <li>- Planning division</li> </ul> Upper Lachlan Shire Council (adjacent LGA) <ul style="list-style-type: none"> <li>- John Stafford (Mayor)</li> <li>- Colleen Worthy (General Manager)</li> <li>- Elected Councillors</li> <li>- Planning division</li> </ul>	Jobs, economic impacts, opportunities for tourism and other industry benefits. Community consultation, community wellbeing, impact on local residents and businesses, economic benefits, impacts on local roads and infrastructure.  <u>Note:</u> Regular scheduling of NSW Council elections postponed to 4 December 2021.	<ul style="list-style-type: none"> <li>- Early briefing</li> <li>- Project update to Gary (Oberon Council)</li> </ul>

**Table 2.2 Secondary Stakeholder Groups**

Stakeholder	Specific parties	Potential Interests / Concerns	Engagement (as of Sep 2021)
<b>Local community organisations and businesses</b> <i>IAP2 engagement level: inform</i>	Local business (especially tourism or agriculture), Country Women's Associations, Lions & Rotary Clubs, local action groups, tourism organisations, Central West Orana and Far West NSW Business Chamber	Community consultation, community wellbeing, business opportunities, social and economic impacts, environmental impacts, local Indigenous and European heritage objects and values.	
<b>State and Federal elected members</b>  <i>IAP2 engagement level: engage</i>	Federal: <ul style="list-style-type: none"> <li>- Hon Andrew Gee MP (NAT), Member for Calare</li> <li>- Hon Angus Taylor MP (LIB), Minister for Energy and Emissions Reduction</li> <li>- Hon Sussan Ley MP (LIB), Minister for the Environment</li> <li>- Barnaby Joyce, MP (NAT), Minister for Infrastructure, Transport and Regional Development (as of June '21)</li> </ul> State:	Jobs, training opportunities, economic impacts on region, community sentiment, community wellbeing, impact on local residents and businesses, economic benefits, impacts on local roads and infrastructure.	



Stakeholder	Specific parties	Potential Interests / Concerns	Engagement (as of Sep 2021)
	<ul style="list-style-type: none"> <li>– The Hon Paul Toole MP (NAT), Member for Bathurst, Minister for Regional Transport and Roads</li> <li>– The Hon Rob Stokes (LIB), Minister for Planning and Public Spaces</li> <li>– The Hon Matthew Kean MP (LIB), Minister for Energy and Environment</li> <li>– The Hon Stuart Ayres MP (LIB), Minister for Jobs, Investment, Tourism and Western Sydney</li> </ul>		
<b>State and Federal representatives and agencies</b>  <i>IAP2 engagement level: engage and inform</i>	Federal: <ul style="list-style-type: none"> <li>– Dept. of Agriculture, Water and the Environment</li> <li>– Dept. of Industry, Science, Energy and Resources</li> <li>– Dept. of the Prime Minister and Cabinet</li> <li>– Dept. of Infrastructure, Transport, Regional Development and Communications</li> <li>– Dept. of Defence</li> <li>– Civil Aviation and Safety Authority (CASA)</li> <li>– Airservices Australia</li> <li>– Australian Energy Market Operator (AEMO)</li> <li>– Office of the Australian Energy Infrastructure Commissioner</li> </ul> State: <ul style="list-style-type: none"> <li>– Department of Planning, Industry and Environment (Environment, Energy and Science Group (EES)): <ul style="list-style-type: none"> <li>– NSW Environment Protection Authority (EPA)</li> <li>– Energy, Climate Change &amp; Sustainability</li> <li>– Biodiversity Conservation Division (BCD)</li> <li>– National Parks and Wildlife Service (Abercrombie National Park)</li> </ul> </li> <li>– Crown Lands</li> <li>– DPIE - Water</li> <li>– Water NSW</li> <li>– NSW Telco Authority</li> <li>– Natural Resources Access Regulator (NRAR)</li> <li>– Transport for NSW</li> <li>– Destination NSW</li> <li>– NSW Dept of Industry – Resources &amp; Energy</li> <li>– NSW Rural Fire Service</li> <li>– Regional NSW cluster <ul style="list-style-type: none"> <li>– Local Land Services – Central Tablelands</li> </ul> </li> </ul>	Community consultation, project approval, regulatory compliance, environmental impact.	

Stakeholder	Specific parties	Potential Interests / Concerns	Engagement (as of Sep 2021)
	– Jobs NSW		
<b>Local media outlets</b>  <i>IAP2 engagement level: inform</i>	Newspapers (also online): Oberon Review, Goulburn Post, Town & Country, The Western Advocate (Bathurst), Western Times Radio: ABC Central West, Hit 105.9 Central West, Triple M 105.1 Central West, 99.3 B-ROCK FM  Social media: Facebook – Visit Oberon, Oberon NSW 2787 Community Page, Oberon, Bathurst, Lithgow and Surrounds, Oberon Community Page, Goulburn Community Noticeboard, What's on in Goulburn NSW	Community wellbeing, local employment, project updates, community involvement and events.	

**Table 2.3 Tertiary Stakeholder Groups**

Stakeholder	Specific parties	Potential Interests / Concerns	Engagement (as of Sept 2021)
<b>Local schools, religious organisations, clubs</b>  <i>IAP2 engagement level: inform</i>	Schools and religious organisations in the local area that are likely to be impacted, have an interest in the project or could offer a community partnership opportunity	Community wellbeing, impact on local residents and businesses, economic benefits, impacts on local roads and infrastructure.	
<b>State and national media</b>  <i>IAP2 engagement level: inform</i>	National and state newspapers, radio and television	Community discontent / protests, safety concerns, environment or heritage impacts, project milestones.	

## 3. Summary of consultation to date

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### 3.1 Consultation overview

The project was originally proposed by TME Australia in 2002, at which time wind monitoring masts were placed on site to determine the suitability of the wind resource. Once a suitable wind resource was confirmed, the project progressed through a joint venture with Gamesa Energy Australia Pty Ltd and a consultant team was established in 2004 to prepare an Environmental Impact Statement (EIS) and EPBC referral. Contact and consultation about access and lease discussions with landholders and adjacent neighbours to the proposed site was initiated in early 2004. A planning focus meeting was held in February 2005 to provide NSW Department of Planning and Infrastructure (DoPI) with a formal brief of the project and to inform the preparation of the Director-General's Requirements (DGRs). However, due to an uncertain investment environment for renewable energy projects, an application was not lodged at that time.

On 18 December 2008, one of the host landowners organised a meeting for relevant project neighbours and community members at the Jerrong/Paling Yards local fire station. Representatives of TME Australia attended the meeting to answer any relevant questions.

In mid 2008, Union Fenosa Wind Australia took over the project from Gamesa Energy Australia Pty Ltd.

On 29 October 2009, the Deputy Director General, Development Assessment for the Department of Planning, under delegation for the Minister for Planning, determined that the project was a project to which Part 3A of the EP&A Act applied. A Part 3A application was subsequently lodged. Union Fenosa Wind Australia Pty Ltd (later GPG) lodged a Preliminary Environmental Assessment on 9 April 2010 for the construction, operation and maintenance of up to 59 wind turbines and ancillary infrastructure. On 9 October 2012 an advertisement in the local newspaper Crookwell Gazette was published to invite people to nominate for the project Community Consultative Committee (CCC).

GPGA developed a community consultation and engagement program that aimed to provide the community and stakeholders with factual information about the project and gathering feedback about their concerns and interests, which can be subsequently addressed in the approvals process and influence the project design. In order to meet the information needs of the community, a range of consultation strategies were adopted and undertaken, including:

- Consultation with government departments and agencies, non-government agencies, community groups and individuals.
- Direct contact with identified community groups.
- Door-knock consultations undertaken within 5km of the site and along the corridor of the proposed transmission line routes.
- Community newsletter distributed to the local area and anyone registering interest in the project.

A key step in the stakeholder identification process and community consultation was undertaken through the door-knock consultation and surveys carried out by GPGA representatives on 30 and 31 May and 1 June 2011 and again on 5 and 6 July 2011.

On 27 September 2012, letters were sent out to all non-involved properties within a 2km buffer of the proposed turbines to inform them of the proposed project.

An EIS was submitted in 2014, reducing the number of turbines to 55 based on community feedback and consultation. The proposed Paling Yards Wind Farm EIS was on public exhibition from 28 March

2014 to 30 May 2014 at seven locations. They were:

- NSW DPIE (Information Centre), 23-33 Bridge Street, Sydney);
- Taralga Community Service Centre, 29 Orchard Street, Taralga;
- Oberon Shire Council, 137-139 Oberon Street, Oberon;
- Oberon Shire Council Library, Corner of Dart and Fleming Streets, Oberon;
- Upper Lachlan Shire Council (Crookwell Office), 44 Spring Street, Crookwell;
- Crookwell Library, Denison Street Crookwell; and
- Nature Conservation Council, Level 2, 5 Wilson Street, Newtown.

The public exhibition period was advertised directly by the then NSW Department of Planning and Infrastructure (now DPIE) and notified the local community in the vicinity of the project site. In addition the proponent notified, by direct mail, neighbouring landowners within 5-10km of the project site about the public exhibition period and an information session. Some of the immediate neighbouring landowners were also called directly to notify them of the events.

An information session was held on 27 May 2014 to provide community members and other stakeholders with an opportunity to learn more about the Project and ask questions. Consultants that prepared the EIS reports were available to answer inquiries from attendees.

A CCC meeting was organised on 17 July 2014 at the Oberon Council offices. The CCC meeting was attended by proponent representatives, four Council representatives and one community representative. The Council's Planning and Development Director attended the meeting as an observer.

The Proponent was then notified by the Department and requested to respond to the submissions received. As per the *NSW Guidelines on Responding to Submissions*, a submissions report was prepared. The following tasks were undertaken as prescribed by the guidelines:

- Possible refinements to the project were considered
- Assessment of submissions received
- Engagement with respondents and objectors (where possible)
- Determination of any amendments to the project are required (none required)
- Preparation and submission of the report.

Since 2014, the Proponent has been involved in ongoing discussions with some of the objectors. Consideration was given to possible mitigation measures, including drafting neighbour agreements.

In June 2020 the application was withdrawn following further discussions with the Department of Planning, Industry and Environment (DPIE), with agreement that due to the advancements in the design of wind turbine technology and the amount of time that had passed since the original submission, the best approach would be to submit a new application for assessment based on a revised design and current legislative requirements. In July 2020 all landowners and close neighbours were informed of the decision by GPG to withdraw the current application.

In August 2020 Tract Consultants was contracted to commence work preparing a new application for lodgement in mid 2021. In January 2021, calls were made by GPG to property owners within a 5km radius of the proposed project site. The landowners were informed of the intention to submit a new application to DPIE.

In August 2021, GPG prepared to undertake a doorknock of neighbouring properties in the vicinity of the proposed site. The door knock was postponed due to restrictions issued by NSW Health due to the COVID-19 pandemic. In September 2021, a newsletter was distributed (mail-out and eDM) to neighbours and the two councils, updating the community on the project and including a link to a community feedback survey, the [Paling Yards - Community Feedback 2021 Survey](#).

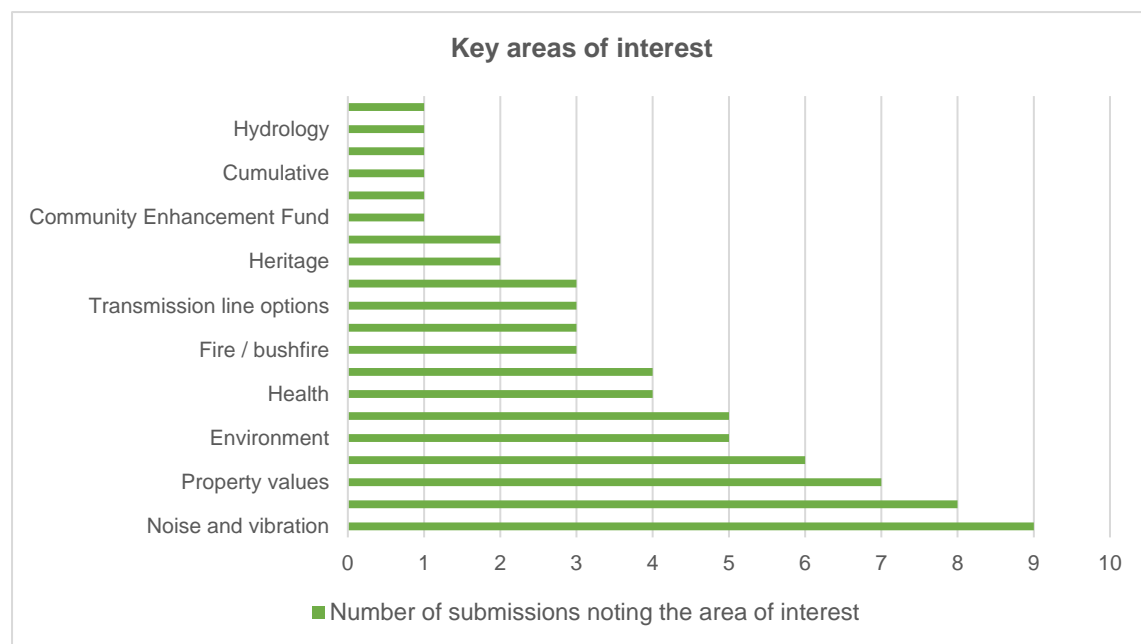
## 3.2 Key issues raised

In total 24 submissions were received as part of the exhibition process in 2014. 14 comments were submitted from government agencies and 11 comments / objections were submitted by community members.

There were at least 10 nearby residents that were not supportive of the original proposal. It will be important to reconnect with these community members and create an environment of transparency.

The key areas of interest raised in submissions to the 2014 application and EIS were noise and vibration impacts; landscape and visual impacts; and impacts on property values. Figure 3.1 details the number of submissions that commented based on the 2014 EIS application.

**Figure 3.1 Key areas of interest in response to the 2014 EIS Application**



### Key issues 2021

In 2021 community concerns will likely continue to be linked to property values, visual amenity for residences, concerns about noise, construction impacts, impacts on the environment, and concerns around decommissioning of the wind farm infrastructure at the end of the project's life.

In accordance with development approvals a comprehensive decommissioning and rehabilitation plan will be prepared to address significant aspects of the decommissioning process, including but not limited to:

- Operational life of the wind farm
- Plan for consultation with landowner(s) to determine which infrastructure should remain after termination of the lease, and stipulate time-frames
- All above-ground infrastructure (site office, turbines, roads)
- Subsurface infrastructure (foundation pads)
- Peripheral infrastructure (Substations, powerlines)

## 4. Risk identification and mitigation strategies

The following table outlines the potential project risks, proposed mitigation strategies and communication tools / channels to be utilised throughout the project lifecycle. Please note the risk matrix is a living document and will be regularly reviewed and revised throughout the life of the project to capture, track and respond to issues as they arise.

The project phases during which the risks are likely to be a concern are identified by the following codes:

- P – Planning and approvals phase
- C – Construction phase
- O – Operations phase
- E – End of life planning and management

**Table 4.1 Project risks and mitigation strategies**

Risk	Project Phase	Mitigation strategy	Tools / Channels
<b>Visual and audible amenity</b> Community objections around the audible and visual impacts of wind turbines.	P, C, O, E	<ul style="list-style-type: none"> <li>– Early and proactive community engagement with nearby residents and the wider community to identify and address any concerns.</li> <li>– The layout for the wind farm is designed to minimise potential visual and audible impact, reflecting community feedback and planning requirements.</li> </ul>	<b>Recommended:</b> Project website, fact sheets, targeted email, newsletters, information sessions, Community Consultative Committee (CCC), complaints and feedback channels.  <b>Optional:</b> Social media, site tours and briefings
<b>Construction Impacts</b> Construction noise, dust and traffic impacts, poor worker behaviour or an influx of workers in the area.	C, E	<ul style="list-style-type: none"> <li>– Early and proactive community engagement to identify potential risks and issues associated with construction.</li> <li>– Dedicated program of communication and engagement with clear consistent messaging.</li> <li>– Radio and/or social media traffic updates (if appropriate) during component deliveries</li> <li>– Provide accurate construction notices with any traffic changes/detours and update affected parties if any variations occur.</li> <li>– A community information line and email address will be established to enable reporting of complaints</li> </ul>	<b>Recommended:</b> Project website, fact sheets, targeted email, newsletters, construction notices, complaints and feedback channels, one-on-one communication (phone, email, and in-person) for neighbours directly affected.  <b>Optional:</b> Social media, site tours and briefings, information sessions



Risk	Project Phase	Mitigation strategy	Tools / Channels
		<ul style="list-style-type: none"> <li>Continuously improve engagement processes and share lessons learnt.</li> </ul>	
<b>Protection of flora and fauna</b> Concern raised around endangered and threatened species.	P, C, O, E	<ul style="list-style-type: none"> <li>Provide comprehensive information to counter false or misleading information.</li> <li>The layout of the wind farm is designed to ensure that impacts on flora, fauna and associated impacts on the environment are avoided or mitigated.</li> <li>Infrastructure and roads are to avoid areas of high conservation significance.</li> </ul>	<b>Recommended:</b> Project website, newsletters, media releases, information sessions, fact sheets, Community Consultative Committee (CCC)  <b>Optional:</b> Social media
<b>Cultural heritage protection</b> Interest in and respect for cultural heritage preservation	P, C	<ul style="list-style-type: none"> <li>Development of a cultural heritage assessment</li> <li>Close consultation with indigenous communities to identify any area of particular cultural heritage significance within the project area</li> <li>The layout of the wind farm is designed to ensure that impacts on known heritage items and areas of cultural significance are avoided.</li> </ul>	<b>Recommended:</b> Project website, newsletters, media releases, information sessions, fact sheets, Community Consultative Committee (CCC)  <b>Optional:</b> Social media
<b>Organised community activist campaigns</b> Community protests influencing public opinion of the project.	P, C	<ul style="list-style-type: none"> <li>Provide communities with comprehensive information to counter false or misleading information.</li> <li>Preparation of media responses and escalation procedures to avoid potential protest health and safety issues.</li> <li>Undergo decommission and remediation planning</li> </ul>	<b>Recommended:</b> Project website, newsletters, media releases, information sessions, fact sheets, Community Consultative Committee (CCC)  <b>Optional:</b> Social media
<b>Access to information:</b> Community members do not have access to adequate and accurate information about the project to keep themselves informed on progress and potential impacts	P, C, O, E	<ul style="list-style-type: none"> <li>Provide extensive, clear and easy-to-understand information across a range of readily accessible mediums</li> </ul>	<b>Recommended:</b> Project website, newsletters, media releases, information sessions, fact sheets, Community Consultative Committee (CCC), targeted letters / emails / notifications  <b>Optional:</b> Social media, site tours and briefings, special interest group meetings and workshops, presentation material
<b>Approval process and timing:</b> previous application withdrawn, delays with published timelines for the project	P, C	<ul style="list-style-type: none"> <li>Ensure that project teams provide an accurate forecast of the project timing for planning, approvals and construction</li> <li>Update affected parties if any variations occur</li> <li>Keep published and online material up-to-date and current</li> <li>Undergo decommission and remediation planning</li> </ul>	<b>Recommended:</b> Project website, newsletters, media releases, information sessions, fact sheets, Community Consultative Committee (CCC), targeted letters / emails / notifications <b>Optional:</b> Social media

## 5. Key messages

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The following messages have been developed to support a consistent and coordinated approach to liaising with stakeholders and will be used as the basis for all communications.

Please note the key messages will be reviewed, revised and updated once the SEARs have been issued, and then again when the application is about to be made.

### Project planning

- In June 2020 a previous application for the Paling Yards Wind Farm was withdrawn to enable GPG (formerly Union Fenosa Wind Australia Pty Ltd) to revise the design for the wind farm in response to community feedback, and to reflect up-to-date wind turbine technology.
- A refreshed application for the proposed Paling Yards Wind Farm will be /has been submitted as a State Significant Development (SSD) application in mid-2021.
- Stakeholder engagement is being / has been undertaken to satisfy the SEARs.
- The proposed wind farm will include up to 47 wind turbines (a reduction of 3 wind turbines from the previous application) with an approximate maximum blade tip height of 240m and maximum blade length of 83.5m.
- The project is proposed to consist of the following essential infrastructure:
  - Upgrades to existing local road infrastructure including several access points from Abercrombie Road;
  - Internal unsealed tracks for vehicle access to turbines and infrastructure;
  - An underground electrical and communication cable network linking turbines to each other and the proposed on-site substation;
  - Up to three wind monitoring masts fitted with various instruments such as anemometers, wind vanes, temperature gauges and potentially other electrical equipment;
  - A temporary batching plant to supply concrete for the foundations of the turbines and other associated structures;
  - Obstacle lighting to selected turbines (if required)
  - Removal of native vegetation and additional vegetation planting to provide screening (as required);
  - Control room and facilities buildings;
  - An on-site electrical substation and approximately 9km of overhead powerline (approximately 70 m in width and poles spacing 200 – 250 m) of up to 500kV to connect to the Mt Piper to Bannanby 500kV transmission line (including control room and other associated grid connection facilities); and
  - All associated and ancillary uses and activities.
- GPG is continuing to consult with community and other stakeholders ahead of the application being submitted to DPIE, and in keeping with the SEARs.
- The following is the State Significant Development planning process:
  - Prepare Scoping Report as part of request for Secretary's Environmental Assessment

Requirements (SEAR's);

- Secretary's Environmental Assessment Requirements (SEAR's) issued;
  - Early engagement with stakeholders to seek input and feedback to inform application;
  - Prepare and submit Environmental Impact Statement (EIS) and associated reports to meet SEARs;
  - EIS exhibited by DPIE, public invited to make submissions;
  - Address feedback in Response to Submissions;
  - Consent authority (DPIE or Independent Planning Commission, as relevant) makes determination
- During the EIS exhibition, GPG will support DPIE by offering briefings to stakeholders and providing information for the community, as agreed with the Department. The public will be able to provide a written submission to DPIE via the NSW Major Projects website.
  - Given the current global health emergency created by COVID-19, all engagement and consultation activities will align with government directives, guidelines and recommendations current at the time.
  - Further information is available via the project website [www.globalpower-generation.com.au](http://www.globalpower-generation.com.au) via email [info@globalpower-generation.com.au](mailto:info@globalpower-generation.com.au) or newsletter distribution.
  - GPG is the local subsidiary of the Spanish based Naturgy Group. Naturgy has a long history of successful renewable energy projects around the world in wind, solar, hydro, biomass and other renewable technologies. GPG currently operates Crookwell 2 Wind Farm with a second stage (Crookwell 3 Wind Farm) approved on 14 October 2020. Additional wind farm projects have been planned for several sites in Victoria.

### Project benefits

- The proposed Paling Yards Wind Farm will generate local jobs and opportunities to attract new investment to Oberon Shire and Upper Lachlan Shires.
- The proposed wind farm will bring economic benefits to the local and State economy, with an estimated \$600M invested in the region. During the construction phase the project is expected to generate approximately 180 local jobs as well as opportunities for local businesses and suppliers. During the operation of the site, the wind farm is expected to generate 2 local jobs long term.
- The proposed project will deliver renewable, low-cost energy to the national grid, and will contribute to the NSW Government's net-zero emissions target by 2050.
- Reduce greenhouse gas emissions by approximately 900,000 tonnes per annum.
- Assist in exceeding the Large-scale Renewable Energy Target (LRET) as well as an eligible generation category under the Renewable Energy Target (RET), supplying approximately 900GWh per annum, or in other terms, power to supply 90,000 average Australian homes'
- Economic stimulus for rural NSW which will help mitigate what are likely to be ongoing economic impacts of the COVID 19 pandemic and the Black Summer bush fires.
- Upgrades to local road infrastructure, including several access points from Abercrombie Rd.

### **Project delivery**

- If approved, the Paling Yards Wind Farm is expected to take approximately 24 months to construct.
- The Paling Yards Wind Farm owner and operator, GPG, will seek to partner with the local council and community, to identify appropriate initiatives that will deliver benefits for the community.

## 6. Communication and engagement tools

Table 6.1 provides a list of recommended communication and engagement tools and collateral that can be used to facilitate stakeholder and community engagement. It has been informed by best practice engagement principles and anticipated requirements for the SSD process. Guidance on best practice for community engagement for wind farm projects as been provided by the National Wind Farm Commissioner and can be found online at [Community Engagement | Australian Energy Infrastructure Commissioner \(aeic.gov.au\)](http://CommunityEngagement|AustralianEnergyInfrastructureCommissioner(aeic.gov.au))

**Table 6.1 Communication and Engagement Tools**

<b>Tools</b>	<b>Description</b>
<b>Stakeholder database</b>	A stakeholder database has been established and is being maintained to capture stakeholder feedback, concerns and enquiries as well as responses and commitments made.
<b>Project website</b>	A project website is in place providing information for stakeholders. The website should include: <ul style="list-style-type: none"> <li>· General project information</li> <li>· A map of the project site</li> <li>· Contact information</li> <li>· Fact sheets</li> <li>· Project updates</li> <li>· Construction updates</li> <li>· Media releases</li> <li>· High quality images and visual of the project</li> <li>· Additional relevant project documentation</li> <li>· Details about upcoming events such as information sessions.</li> </ul>
<b>Project email address</b>	A project email address should be established and provided to stakeholders and the community during the life of the project. The email should have an auto-response acknowledging receipt of the email and advising a response time. Enquiries should be responded to within two business days.
<b>Project phone line</b>	A project information phone line should be established and available to stakeholders and the community during the life of the project. The phone line should be available during regular business hours. Outside of business hours, a recorded message and voice mail facility should be available so callers can leave a message.
<b>Project postal address</b>	A project postal address should be established and available to stakeholders and the community during the life of the project. This is in recognition of the median age of residents in the local area and to mitigate any digital connectivity concerns for regional and remote areas.
<b>Frequently Asked Questions</b>	A Frequently Asked Questions (FAQ) document aims to provide answers to common stakeholder questions about the Project. The FAQ document should be available on the Project website.
<b>Image library</b>	High-resolution project images and maps should be developed and kept on file for use on the Project website and to provide to media outlets. These should be updated during the life of the project.

Tools	Description
<b>Fact sheets</b>	<p>Relevant fact sheets should be prepared for distribution at community engagement activities, to provide tailored project information on various topics. These should also be published on the project website.</p> <p>Fact sheets should include:</p> <ul style="list-style-type: none"> <li>· Generic wind energy fact sheet</li> <li>· Wind farms and renewable energy</li> <li>· Wind farms and the electricity grid</li> <li>· Wind farm visual and noise impacts</li> <li>· Wind farm health and safety</li> <li>· Wind farm construction</li> </ul>
<b>Letters</b>	<p>Letters will be used for formal engagement with directly affected stakeholders. Letters could include relevant updates on the project, and key details such as event/meeting timing and contact details. Letters can be sent out digitally and/or per mail.</p>
<b>Newsletters</b>	<p>The newsletter should be restarted to provide relevant updates on the Project, community benefits and upcoming engagement activities. Newsletters should be published every six months initially and then quarterly during the construction phase. Initial newsletters will target residences within close proximity to the project site.</p>
<b>Media releases</b>	<p>Media releases will be issued to communicate key Project messages, milestones and announcements. Copies will be provided to relevant media outlets and key stakeholders.</p>
<b>Face-to-face meetings</b>	<p>Face-to-face meetings can take a variety of forms including door knocks, public meetings, stakeholder briefings and site visits. How meetings are delivered will be determined as the Project evolves.</p>
<b>Community information events</b>	<p>Local community information sessions will commence in the scoping and approvals phase and include pop-ups at local community events. Community feedback will be actively sought by means of presentations, face-to-face conversations and surveys.</p>
<b>Project boards</b>	<p>A range of project boards will be designed for use at community events to help inform the community.</p>
<b>Construction updates</b>	<p>During the construction phase, regular and as required construction updates and notifications will be provided via the website and to directly affected stakeholders.</p>
<b>Advertising</b>	<p>Advertising will be used to promote major Project events, milestones and announcements. The Project will consider advertising in local newspapers and on radio.</p>
<b>Social media monitoring</b>	<p>Monitoring of social media channels to understand the sentiment and key areas of interest about the Project within the local community.</p>
<b>Community Consultative Committee (CCC)</b>	<p>NSW planning guidelines encourage the establishment of CCCs to enable engagement with the community and stakeholder groups on State significant developments.</p> <p>These should be independently chaired with up to seven community and stakeholder representatives, a council representative and up to three representatives from the Proponent.</p> <p>The CCC should meet on a regular basis, with the frequency to be determined. DPIE will decide whether a CCC should be established for a</p>



Tools	Description
	<p>State significant project. If DPIE decides a CCC is warranted, it will require proponents to establish the committee either:</p> <ul style="list-style-type: none"> <li>• Early in the assessment process through the Secretary's Environmental Assessment Requirements (SEARs) for the project</li> <li>• Following approval through the conditions of approval for the project.</li> </ul> <p>NSW Government guidelines for CCCs can be found at:  <a href="https://www.planning.nsw.gov.au/-media/Files/DPE/Guidelines/Community-Consultative-Committee-Guideline-31-01-2019.pdf">https://www.planning.nsw.gov.au/-media/Files/DPE/Guidelines/Community-Consultative-Committee-Guideline-31-01-2019.pdf</a></p>
<b>Community benefits fund</b>	<p>(May or may not be a condition of the permit approval)</p> <p>NSW planning guidelines encourage establishing and maintaining a community engagement fund and ensure appropriate community involvement in its governance.</p> <p>The community fund should allow for opportunities for community-originated submissions, and clearly include and benefit proximal community members.</p> <p>GPG may consider providing offers for community members to become shareholders in the project.</p> <p><a href="https://www.aeic.gov.au/observations-and-recommendations/community-engagement">https://www.aeic.gov.au/observations-and-recommendations/community-engagement</a></p>

## 7. Protocols and processes

The Paling Yards Wind Farm will apply the following processes and protocols to the proactive management of information sharing throughout the life of the Project.

**Table 7.1 Communication and engagement protocols**

Project Requirement	Protocol
<b>Written communications protocol, such as fact sheets, FAQs, media release, web content, brochure, newsletter</b>	<ul style="list-style-type: none"> <li>– All material for public distribution will be approved by the Project Team prior to distribution.</li> </ul>
<b>Emails, community enquiries and complaint letters</b>	<ul style="list-style-type: none"> <li>– The first standard written response will be approved by the Project team prior to distribution and can be used for relevant subsequent enquiries.</li> <li>– Enquiries, along with responses, will be recorded in the stakeholder and issues database and responded to within two working days.</li> <li>– Stakeholder details to be managed according to the requirements of the Privacy Act 1988.</li> <li>– All enquiries received in writing will be responded to within five working days.</li> </ul>
<b>Phone or in-person enquiries</b>	The details of calls or enquiries will be recorded in the stakeholder database. Follow up on phone calls will be completed within two working days.
<b>Media enquiries and spokesperson</b>	<ul style="list-style-type: none"> <li>– Media enquiries will be referred to the Paling Yards Project team.</li> <li>– The Paling Yards Project team will endeavour to meet media enquiry deadlines and to respond in the requested format.</li> <li>– Guillermo Alonso is the Project's Spokesperson.</li> <li>– All responses will be approved by Guillermo Alonso.</li> </ul>
<b>Complaint Investigation and Management Process (during construction only)</b>	<p>Complaints, feedback and enquiries can be made through the email or postal address or via the 1800 number.</p> <p>Where a complaint is received concerning safety or worker behaviour a response should be issued within 24 hours.</p> <p>For all other complaints, enquiries or feedback responses should be issued within 2 business days.</p>

## 8. Communication and Engagement Action Plan

**Table 8.1 Communication and Engagement Action Plan Overview**

Project phase	Objectives	Planned/completed engagement activities*
<b>Scoping Report and Request for SEARs</b> January – March 2021	<ul style="list-style-type: none"> <li>Identify sites where potential turbines and other infrastructure may be located</li> <li>Identify relevant stakeholders</li> <li>Renew or refresh contact with potential host landholders and nearby residents to update them about the project</li> <li>Highlight project benefits</li> <li>Gain an understanding of community expectations and concerns</li> <li>Proactively seek stakeholder and community feedback to inform the final design</li> </ul> <p><i>Level of engagement: inform, consult and engage</i></p>	<ul style="list-style-type: none"> <li>Send letters to landowners, local authorities and other relevant stakeholders</li> <li>Conduct face-to-face meetings with stakeholders to provide a briefing on the proposal, and undertake local doorknocks</li> <li>Update stakeholder database</li> <li>Update project website</li> <li>Hold community open day to provide information about proposal</li> <li>Establish a project email address and postal address</li> <li>Provide update on GPGA website with key holding messages</li> <li>Send out newsletter to surrounding communities.</li> </ul> <p><i>Targets primary stakeholders</i></p>
<b>Planning and approvals (following receipt of SEARs)</b> August – October 2021	<ul style="list-style-type: none"> <li>SSD application to DPIE</li> <li>Highlight project benefits</li> <li>Public exhibition of SSD application</li> <li>Provide opportunities for stakeholder and community engagement</li> </ul> <p><i>Level of engagement: inform</i></p>	<ul style="list-style-type: none"> <li>Engage with stakeholders including the local community, and provide a report on engagement for inclusion in SSD application.</li> <li>Update project website and continue to monitor community information line</li> <li>Social media monitoring</li> <li>Send out information flyer</li> <li>Continue one-on-one consultation with community members, especially those that are highly impacted and/or previously lodged objections</li> <li>Hold community information session/s early in the public exhibition period</li> <li>Explore opportunities for community partnerships where appropriate.</li> <li>Establish CCC in accordance with the SEARs.</li> </ul> <p><i>Targets all stakeholder levels</i></p>
<b>SSD Determination</b> December 2021 – January 2022	<ul style="list-style-type: none"> <li>Provide early information about the outcomes of the determination, and any changes</li> <li>Provide information about next steps</li> </ul>	<ul style="list-style-type: none"> <li>Conduct face-to-face meetings to brief stakeholders on project timing</li> <li>Provide project update via website, community flyer or newsletter</li> <li>Establish community partnerships</li> <li>Continue to respond to inquiries via phone and email</li> <li>Provide media release / s to local media</li> <li>Social media monitoring</li> <li>Review and update communication and engagement</li> </ul>

Project phase	Objectives	Planned/completed engagement activities*
	<i>Level of engagement: inform</i>	plan as needed. <i>Targets all stakeholder levels</i>
<b>Construction</b> <i>Planned – Early 2022 – early 2024</i>	<ul style="list-style-type: none"> <li>Provide early information about any project changes and uncertainty</li> <li>Highlight project benefits</li> <li>Actively address concerns by responding to complaints and enquiries in a timely manner</li> <li>Review and update stakeholder mapping and associated risks</li> <li>Optimise utilisation of local services and staff for construction works.</li> </ul>	<ul style="list-style-type: none"> <li>Provide targeted notifications of planned construction activity to affected stakeholders</li> <li>Provide quarterly project updates to broader stakeholder database</li> <li>Provide one-on-one consultations as required/needed</li> <li>Maintain and expand proactive communication via phone and email</li> <li>Provide media release</li> <li>Allow for site tours and briefings</li> <li>Social media monitoringReview and update communication and engagement plan as needed</li> <li>Develop community partnerships</li> <li>Note the next NSW election will be held in 2023 – consider opportunities for announceables.</li> </ul>
	<i>Level of engagement: inform and consult</i>	<i>Targets primary and secondary stakeholders</i>
<b>Operations</b> <i>Planned – 2024 – 2054 (30 years + opportunity to extend land lease for additional 30 years)</i>	<ul style="list-style-type: none"> <li>Ensure good ongoing community relations</li> <li>Actively address concerns by responding to complaints and enquiries in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Provide one-on-one consultations</li> <li>Maintain and expand proactive communication via phone and email</li> <li>Allow for site tours and briefings</li> <li>Regular meetings community reference group (if needed)</li> <li>Maintain community partnerships.</li> </ul>
	<i>Level of engagement: inform and consult</i>	<i>Targets primary and secondary stakeholders</i>
<b>End of life planning and management</b> <i>Planned – 2054</i>	<ul style="list-style-type: none"> <li>Provide early information about any project changes and uncertainty</li> <li>Actively address concerns by responding to complaints and enquiries in a timely manner</li> <li>Investigate the feasibility of ongoing community partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>Provide one-on-one consultations</li> <li>Maintain and expand proactive communication via phone and email</li> <li>Regular meetings community reference group (if needed)</li> <li>Potentially continue community partnerships.</li> </ul>
	<i>Level of engagement: inform</i>	<i>Targets primary and secondary stakeholders</i>

\*Dependent on, and in line with, restrictions in place due to COVID-19 pandemic.

A detailed calendar for recommended upcoming engagement activities during the planning and approvals phase is available in [Appendix B](#)

## Appendix A – IAP2 Spectrum

The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

**Table A.1 IAP2's Public Participation Spectrum**

Increasing impact on the decision →					
	Inform	Consult	Involve	Collaborate	Empower
<b>Public Participation Goal</b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
<b>Promise to the Public</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

## Appendix B –Stakeholder and Community Engagement Activities Calendar

Table B.1 Planned stakeholder and community engagement during the planning and approvals phase

Timeframe	Audience	Activity	Responsible	Discussion
<b>Scoping phase</b>				
January 2021	– All stakeholders	Feedback mechanism and key contact details	GPG	– Establish a project email address and postal address to be used for the project through the scoping, planning and construction phases.
January 2021	– All stakeholders	Establish / update stakeholder database	GPG / KJA	– Establish or review and update a stakeholder database with critical information, such as name, contact details, areas of interest, history with the project, contact made, preferred communication method, etc.
January / February 2021	– All stakeholders	Update website	GPG / KJA	– Provide a holding message or update on GPG website (and parent company) to be released just prior to the distribution of letters and newsletter.
January / March 2021	– Directly affected stakeholders – Neighbouring properties	One-on-one meetings and negotiations	GPG	– Send letters to relevant landholders and immediate neighbours, Oberon and Upper Lachlan Shire councils, and any other relevant stakeholders identified in previous engagements. – Follow up with door knock to relevant landholders and immediate neighbours with sentiment survey. – Conduct meeting (via Zoom or in-person) with Oberon Council.
January / March 2021	– Surrounding neighbours	Newsletter #1	GPG / KJA	– Re-establish newsletter to provide a community update beyond the immediate neighbours to demonstrate proactive engagement with project contact details and visual impact survey (SurveyMonkey link) – letterbox drop.
February 2021	– Surrounding community	Visual impact survey	KJA	– Stakeholders can provide feedback about visual impacts of the proposed project and more generally about wind farms via a survey. This will be provided during door knocks and distributed via letterbox drop to surrounding communities. – It would be preferable to also organise attendance at several community events to conduct these as intercept surveys for broader feedback and insights. Due to the scoping report timeframe this may not be feasible.



Timeframe	Audience	Activity	Responsible	Discussion
<b>Planning and approvals phase</b>				
Late 2021 / early 2022	– Aboriginal representatives	Letters, email, advertisements	ERM	– Notification and registration for heritage field survey as per Due Diligence Guidelines.
–Early – mid 2022	– Surrounding neighbours – Local community	Establish CCC	GPG / KJA support if needed	– Establish CCC in accordance with SEARs and NSW Government guidelines.
Early 2022	– All stakeholders	Develop website	KJA	– Create dedicated project website with high quality imagery, project information, contact information, FAQs and factsheets.
Early - mid 2022	– Local Council staff Oberon and Upper Lachlan Shire – Mayors – General managers – Councillors – Planning divisions	Face-to-face meetings	GPG, ERM or KJA support if needed	– Provide one-on-one update or a presentation to the Mayor, the GM, and/or planning staff. Briefing to cover (options): – How their feedback from the scoping phase was integrated – Project benefits – Project area, indicative timelines – Planned consultation – Informal discussions to gain a better understanding of community needs and how to best engage with them – If possible, seek feedback on who else needs to be consulted to ensure stakeholder lists are current – Gather Council contacts for different actions (survey work, traffic, waste / recycling etc.) – Meetings can be held virtually in light of the current COVID-19 situation.
Early – mid 2022	– Community – All stakeholders	Collateral	GPG/ KJA	– Develop brochure / booklet based on factsheets and FAQs for neighbouring properties and impacted communities – use results of sentiment survey to inform content.
Early - Mid 2022	– Community	Collateral and logistics	GPG / KJA	– Begin planning community information sessions, including selecting dates, booking venues, developing information boards and displays, developing advertising and promotion of the event, media release, coordinating consultants and experts, and other event management logistics.
Early - Mid 2022	– Community – All stakeholders	1800 phone line	KJA	– Develop phone scripts and escalation procedures for 1800-line – Activate 1800 number.
Early – Mid 2022	– All stakeholders	Website	GPGA	– Website go live.

Timeframe	Audience	Activity	Responsible	Discussion
Mid 2022	<ul style="list-style-type: none"> <li>Community</li> <li>All stakeholders</li> </ul>	Newsletter #2	KJA	<ul style="list-style-type: none"> <li>Newsletter to provide a project update (e)mail out to neighbouring residences and the stakeholder database, notifying them of the website launch, relevant project updates, public exhibition period, information session details, COVID-19 impacts, and next steps.</li> </ul>
Mid 2022	<ul style="list-style-type: none"> <li>Internal</li> </ul>	Review communication and engagement approach	GPG/ KJA support if needed	<ul style="list-style-type: none"> <li>Review and update communication and engagement plan and approach if needed.</li> </ul>
Mid 2022	<ul style="list-style-type: none"> <li>Community</li> <li>All stakeholders</li> </ul>	Media release	GPG, KJA support if needed	<ul style="list-style-type: none"> <li>Provide media release ahead of public exhibition period.</li> </ul>
Mid 2022 (2 days)*	<ul style="list-style-type: none"> <li>Community</li> <li>All stakeholders</li> </ul>	Community drop-in / information sessions	GPG / KJA + consultants	<ul style="list-style-type: none"> <li>Community drop-in session in town to update the local community</li> <li>Venue TBD – consider same venue as previous info sessions for consistency (client to advise)</li> <li>Provide a barbeque and free activities or giveaways</li> <li>Encourage people to subscribe to email newsletter</li> <li>Promote via letterbox drops and/or local advertising</li> <li>These should be held <b>early</b> in the public exhibition period.</li> </ul>
Late 2022	<ul style="list-style-type: none"> <li>Community</li> <li>All stakeholders</li> </ul>	Newsletter #4	KJA	<ul style="list-style-type: none"> <li>Project update mail out to all stakeholders in contact database notifying of project updates and upcoming events</li> <li>Consider letterbox drop to neighbouring residences.</li> </ul>

\*TBC in light of COVID-19 pandemic