



Lal Lal Wind Farms

Noise Complaint Investigation and Response Plan

Prepared by:

Lal Lal Wind Farms Nom Co Pty Ltd

May 2019

PLANNING AND ENVIRONMENT ACT 1987	
PLANNING SCHEME	Moorabool
PERMIT NO.	PL-SP/05/0461/C
ENDORSED PLAN	
SHEET 1 OF 17	
SIGNED <u>S. Menzies</u>	FOR
MINISTER FOR PLANNING	
DATE: <u>14/6/19</u>	

ENDORSED TO COMPLY WITH CONDITION 27
OF PLANNING PERMIT PL-SP/05/0461/C

Revision History

Rev	Reason for Revision	Date	Prepared	Reviewed	Approved
V1			TW		

Circulation

Rev	Name position	Company,	Reason for circulation	Date Issued
V1		ERM Australia	Planning and Social Consultants to provide input to ensure that permit condition requirements and best practice for community engagement are met.	07.09.2018
V2		Marshall Day Acoustics (MDA)	Ensure that the plan aligns with noise monitoring technical expectations and provide comment on ERM's advice	05.11.2018
V3		LLWFs	Collate all comments and provide additional advice to meet community expectations as per consultations with third parties	08.01.2019
V4		ERM Australia	Provide further comments as per discussions with LLWF and MDA.	01.02.2019
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1. Introduction

Lal Lal Wind Farms has established a Noise Complaint Investigation and Response Plan (the Plan) in accordance with the requirements of Condition 27 of Planning Permit number PL-SP/05/0461/C. The Plan is designed in accordance with the Australian/New Zealand Standard AS/NZS 10002:2014 – *Guidelines for complaint management in organisations* and to the satisfaction of the Minister for Planning. Lal Lal Wind Farms will implement and comply with this Plan for the duration of the operation of the wind farms.

2. Permit Compliance Summary

The purpose of this document is to describe the Complaints Investigation and Response approach by which Lal Lal Wind Farms will process noise complaints associated with Lal Lal Wind Farms. This section outlines how the Plan satisfies the requirements of Condition 27 of Planning Permit PL-SP/05/0461/C.

Table 1: Permit Conditions

No	Condition information	How/Where Addressed
27	Before the first turbine is commissioned, the permit holder must prepare a Noise Complaint Investigation and Response Plan to the satisfaction of the Minister for Planning. The approved plan must be published on the wind farm operator's website.	Entire CRIP
27	The plan shall be designed in accordance with the Australian/New Zealand Standard AS/NZ 10002:2014 – <i>Guidelines for complaint management in organisations</i> and include (1): <ul style="list-style-type: none"> • A process of investigation to resolve the complaint (2) • A requirement that all complaints will be recorded in an incidents register¹ (3) • How contact details will be communicated to the public (4) • Telephone number and email details for complaints and queries (5) • Details of appropriate council contact telephone number and email address (where available) (6) 	(1) Section 4 (2) Section 7 (3) Section 7.1 (4) Section 5 (5) and (6) Section 2
27	A table outlining complaint information for each complaint received including: <ul style="list-style-type: none"> • The complainant's name • Any applicable property reference number if connected to a background testing location • The complainant's address • A receipt number for each complaint which is to be communicated to the complainant • The time, prevailing conditions and description of the complainant's concerns including the potential incidence of special audible characteristics • The process of investigation to resolve the complaint 	Section 7.2

¹ Discussions with DELWP have confirmed that the terms 'incident register' and 'complaints register' are interchangeable for the purpose of this plan. For the purposes of investigating and responding to complaints, a complaints register will be established to record and track all complaints received.

27	A report including a reference map of complaint locations and outlining complaints, investigations and remediating actions to be provided on an annual basis to the satisfaction of the Minister for Planning	Section 11
27	The register and complaints response process shall continue for the duration of operation of the wind energy facility and must be made available to the Minister for Planning upon request	Sections 4, 7.2 and 11
27	The wind energy facility operator must implement and comply with the Approved Noise Complaint Investigation and Response Plan for the duration of the operation of the wind energy facility	Sections 4 and 7

Moorabool Shire Council is the responsible authority for administration and enforcement of the planning permit. Their contact details are:

- Website: <https://www.moorabool.vic.gov.au/>
- Phone: 5366 7100
- Email: info@moorabool.vic.gov.au

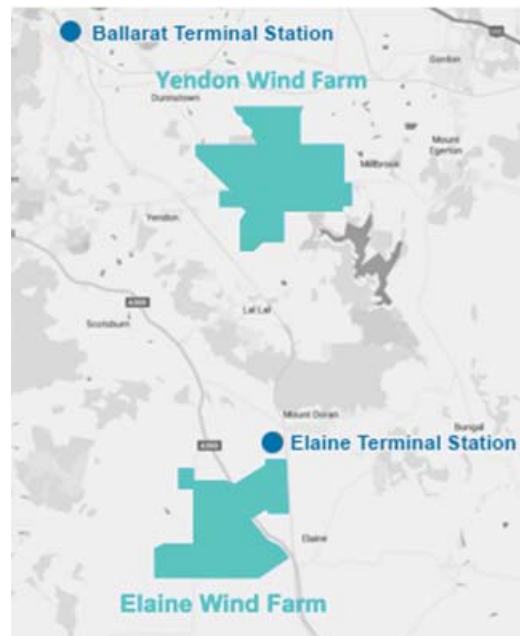
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3. Overview of the Project

Lal Lal Wind Farms is approximately 2,100 hectares in area located on land at Elaine and Yendon, within Moorabool Shire. The two components of the wind farm are located approximately 9 km apart and are respectively 25km and 17km southeast of Ballarat. Refer to Figure 1 below.

Figure 1: Lal Lal Wind Farms Locality



Lal Lal Wind Farms was approved by the Minister for Planning under Planning Permit number PL-SP/05/0461 on 30 April 2009. The permit allows for the *'use and development of the land for a Wind Energy Facility comprising a maximum of 60 wind turbines and their associated infrastructure and other works...'*

The Department of Environment Land Water and Planning (DELWP) approved amendments to the planning permit (PL-SP/05/0461/A, PL-SP/05/0461/B and PL-SP/05/0461/C) on 20 March 2017, 23 April 2018 and 27 September 2018 to allow for increased turbine heights and a reduction in the number of turbines (amongst other things).

Lal Lal Wind Farms will have a generating capacity of approximately 220MW. This is enough to power approximately 95,000 homes per year. The project is estimated to save 780,000 tons of carbon dioxide each year.

The area's strategic location will allow the wind farm to generate and export power to the national electricity market through an existing 220kV power line in proximity to the site that falls within Elaine, and an existing 66kv above ground transmission line that runs through the Yendon section.

4. Noise Complaint Investigation and Response Plan Standard Reference

Complaints will be managed in accordance with the Australian/New Zealand Standard AS/NZ 10002:2014- *Guidelines for complaint management in organisations* (the Standard). Lal Lal Wind Farms will implement and comply with the Noise Complaint Investigation and Response Plan for the duration of the operation of the wind energy facility.

5. Informing the Community about the Noise Complaint and Investigation Response Plan

A variety of methods will be used to ensure that stakeholders are aware of the avenues for lodging a complaint. Details will be placed in the following locations throughout construction and operation:

- Local newspapers;
- Moorabool Shire Council office;
- Community bulletins;
- Signage at the main entrance to the project site which will be visible to the public; and
- Project website.

An outline of Lal Lal Wind Farm's general approach to management of noise complaints will be provided to the community and this will include information about:

- Where noise complaints can be lodged;
- How noise complaints can be made;
- When complaints can be made;
- Timeframes for acknowledgment and resolution of complaints;
- Information to be provided to the complainant;
- How the outcomes of investigations will be reported back to complainants; and
- The contact details of the relevant government agencies or authorities.

6. Roles and Responsibilities

Lal Lal Wind Farms Community Engagement Manager (LLWF CEM) is accountable for ensuring that all complaints are managed in accordance with this Plan. LLWF CEM will be assisted by other nominated personnel as required.

The principal responsibilities of the LLWF CEM will be to:

- Inform stakeholders about the complaints process. It will be important that stakeholders are aware and can readily access the process;
- Record stakeholder complaints (both verbal and written) and seek resolution within the specified time periods;
- Maintain contact with the third parties receiving complaints to determine whether noise complaints have been lodged in relation to the operation of Lal Lal Wind Farms.
- Maintain regular contact with complainants and other stakeholders during the investigation process;
- From time to time, review the complaints received to assess any reoccurring issues to support continual improvement; and

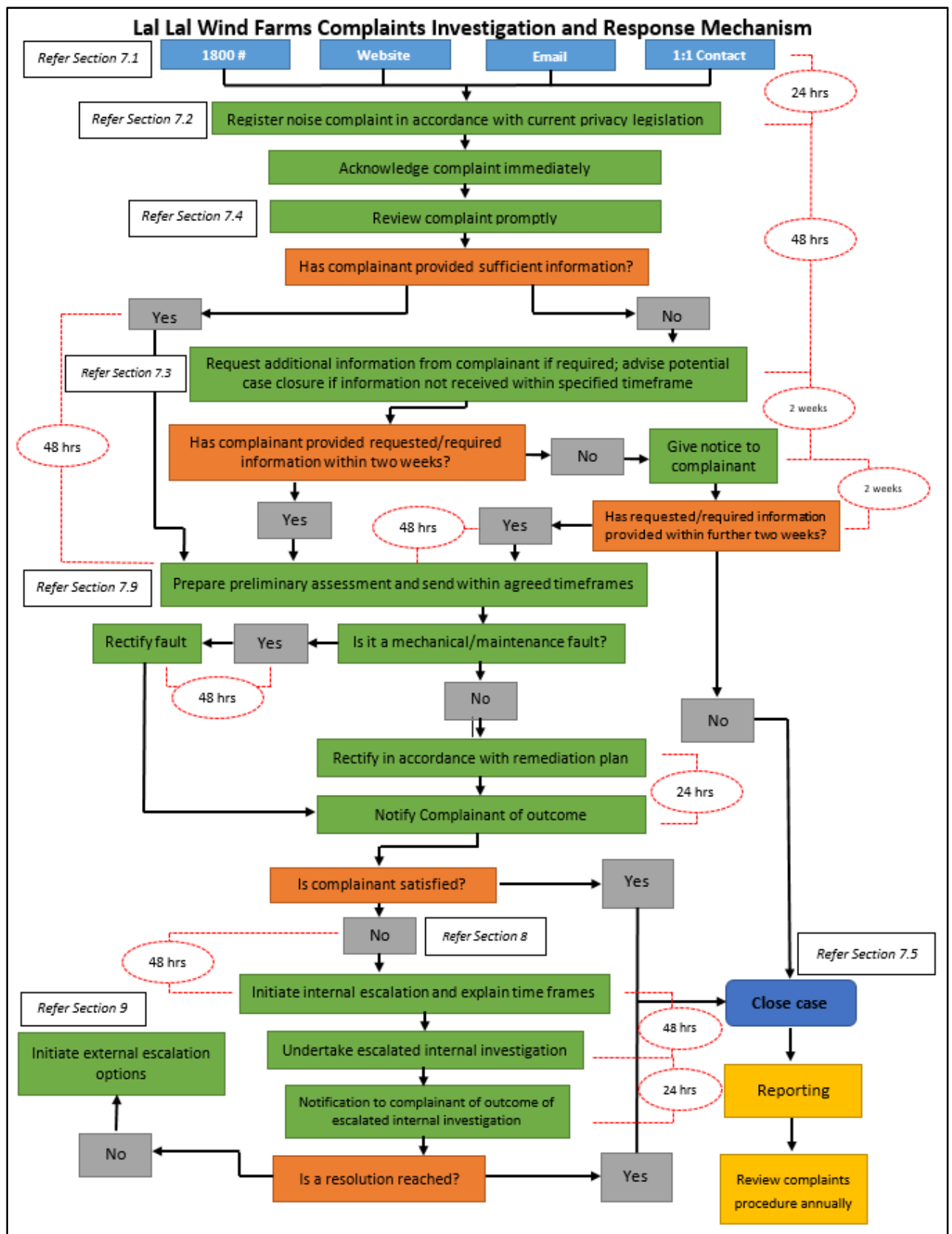
- Prepare the compliance reports (as mentioned in Section 6).

7. Procedure for Receiving, Investigating and Responding to Noise Complaints

A complaints process involves receiving, responding to, and addressing complaints received by the project stakeholders and the community. Lal Lal Wind Farms will receive and respond to noise complaints according to the procedures set out in Figure 2 overleaf and described in the following sections. Relevant Sections of this CIRP are referenced at the corresponding steps shown in Figure 2.

This complaints process will be implemented for the duration of the operation of the wind energy facility.

Figure 2: Complaints Investigation and Response Mechanism



7.1 Lodging a Noise Complaint

Lodging a Complaint with Lal Lal Wind Farms

It is recommended that Lal Lal Wind Farms be contacted in the first instance to seek to resolve any noise issues. Noise complaints can be lodged by:

- **Phone:** by calling the free call 24/7 community hotline on 1800 187 183
- **Email:** by contacting project staff on info@lallalwindfarms.com.au
- **In person:** by visiting the Buninyong Information Centre at 408 Warrenheip St, Buninyong VIC 3357 (Monday, Wednesday and Friday, 8.30am to 12.30pm)
- **On the Lal Lal Wind Farms Website:** at <http://www.lallalwindfarms.com.au/contact/>

7.2 Receipt and Registration of Noise Complaints

Noise complaints will be registered within 24 hours of receipt of the complaint and the matter will be investigated straight away.

Complaint Documentation Procedure

Details of the noise complaint will be recorded in the Incidents Register as shown in Table 2 below and in the stakeholder database Consultation Manager (or equivalent). One incident number will be issued per complainant, unless a new issue is raised in which case a new incident number will be issued.

The following details will be recorded in the incidents register:

- Allocation of a unique reference number which will be communicated to the complainant;
- Name(s) of person or people lodging the noise complaint (including contact details of any referral body);
- Address and location of the dwelling including any applicable property reference (e.g. if connected to a background testing location);
- Whether the noise complaint is under the jurisdiction of Lal Lal Wind Farms (ie: whether the complaint is as a result of the Lal Lal Wind Farms operations);
- Distance of the location of the dwelling from the nearest turbine;
- Details of how best to contact the person lodging the complaint;
- The time and date of when the complaint was lodged;
- Whether the wind farm was operating at the time of the complaint;
- Noise complaint description:
 - Times and dates of the noise
 - Description of the noise noting if special characteristics are involved (tones, impulses, grinds, bangs etc)
 - Does the noise relate to the operations of the wind farm?
 - Does the noise relate to the operation of the wind farm under certain weather conditions?
- Details of the investigation and outcome;
- Details of the response; and
- Name of person managing the investigation.

The personal details of complainants will only be made available to those involved in the resolution of the complaint in question.

Complainants will have the option to lodge an anonymous complaint. Complainants will be made aware that it will not be possible for Lal Lal Wind Farms to follow up on anonymous complaints. Anonymous complaints will be logged and reported with other complaints to understand potential issues and trends, and to facilitate continuous improvement.

The Incidents Register, which also captures the response process, will be made available to the Minister for Planning upon request. The Incidents Register will be maintained for the duration of the operation of the wind energy facility.

Table 2: Incidents Register, Noise Complaints

Receipt number	Date and time	Name	Property reference (if connected to a background testing location)	Property address	Contact details	Weather conditions, prevailing conditions including SAC's	Complaint Description including audible characteristics)	Investigation Process and Outcomes	Response Action	Actioned by/ Date of Completion/ Complainant Satisfaction/ Link to associated docs

Noise Complaints Received by Third Parties

If a complaint is received by Lal Lal Wind Farms from government agencies on behalf of a complainant, Lal Lal Wind Farms will consult to obtain sufficient information regarding the noise complaint by liaising with the third parties as required. If the noise complaint relates to the operations of Lal Lal Wind Farms and the complainant consents to Lal Lal Wind Farms to investigate, then the complaint will be registered and investigated in accordance with the procedures outlined in this CIRP. If the noise complaint does not relate to the operations of Lal Lal Wind Farms, then the complaint will not be registered by Lal Lal Wind Farms and referred back to the third party for resolution.

7.3 Requesting Further Information

If insufficient information is provided to commence an assessment of the complaint additional information will be requested from the complainant within 48 hours of registration. The complainant will have two weeks to provide the requested information. If the information is not provided within this timeframe a reminder notice will be forwarded to the complainant requesting that the information is provided within a further two week timeframe. If the information is not received within this timeframe, **and the complainant has not requested additional time to provide the information**, the complaint will not be progressed any further and the case will be closed.

7.4 Assessing Noise Complaints

Lal Lal Wind Farms will investigate noise enquiries and complaints as soon as the complaint is registered.

Some complaints may not require an investigation and may be considered an enquiry or a request for further information. If that is the case, Lal Lal Wind Farms will endeavour to respond to the complainant within 24 hours of registering the complaint. After responding the matter will be closed.

Once sufficient information is received Lal Lal Wind Farms will undertake a preliminary assessment of the complaint within 48 hours to determine the source of the complaint.

Mechanical or Maintenance Faults

If the noise issue is due to a mechanical or maintenance fault, works will be undertaken to rectify the matter within 48 hours of the preliminary assessment. Should the matter not be rectified within 48 hours of the preliminary assessment, the complainant will be notified and provided a new expected timeframe for rectification.

Where the source of the complaint is not deemed to be a mechanical or maintenance fault then further investigations will be carried out as follows.

Assessment of Noise Complaints (not related to mechanical or maintenance faults)

If the preliminary assessment indicates that the wind energy facility noise level may exceed the noise limit specified in the planning permit, then a full noise assessment will be performed by an acoustic consultant to determine the noise level generated by the wind turbines. This will be conducted in accordance with the methodology set out in the Noise Compliance Test Plan endorsed under Condition 25 of the planning permit.

If the full noise assessment finds that the wind energy facility noise level exceeds the noise limit specified in the planning permit,, a remediation plan would be prepared and implemented, and Lal Wind Farms would update the complainant on a regular basis until the plan has been implemented.

7.5 Close Out

Within 24 hours of undertaking the investigation, the results, including the details of the findings and any proposed remediation actions and timeframes will be clearly explained to the complainant. This will occur verbally in the first instance, followed by an email or letter, depending on the preferred communication channels of the complainant.

If the complainant accepts the proposed resolution, the complaint will be closed out. This will involve an email or letter to the complainant confirming that the complaint has been closed-out as well as closed out in the Incidents Register. If no response is received from the complainant within 30 days, the complaint will be considered closed and the Incidents Register will be updated accordingly.

8. Escalating a Complaint Internally with Lal Lal Wind Farms

Should a complainant not accept the resolution proposed by Lal Lal Wind Farms, Lal Lal Wind Farms' Community Engagement Manager will escalate the complaint internally to the Project's Owner Representative within 48 hours of identifying that the complainant is not satisfied with the explanation provided. The Owner's Representative's details will be provided upon request. The Owner's Representative will liaise with the Asset Manager within 24 hours of receiving the escalation who will be responsible for undertaking any further necessary technical investigations to determine if the facility is operating in compliance with its Permit.

The Asset Manager will provide to the Owner's Representative, a detailed review of its investigation within 48 hours of receipt of the escalation along with any relevant corrective action undertaken. The Owner's Representative will then contact the complainant directly within 24 hours of receiving the investigation's findings, to provide a briefing of the investigation, in an effort to resolve the complaint.

9. External Escalation

If escalating the complaint internally does not achieve a resolution, Lal Lal Wind Farms will turn to one of the following avenues as appropriate to seek assistance in resolving the complaint:

- Should the complaint relate to a planning enforcement matter, Lal Lal Wind Farms will seek assistance from Moorabool Shire Council as the responsible authority for enforcing the planning permit; or
- Should the complaint relate to other matters, Lal Lal Wind Farms will refer the matter to the appropriate ombudsman (eg. the National Wind Farm Commissioner if the position exists) to close out the complaint.

The role of the ombudsman would be to ensure that due process has been followed pursuant to this CIRP. Should the ombudsman be satisfied that due process has been correctly followed, the ombudsman will issue a letter accordingly to Lal Lal Wind Farms. Lal Lal Wind Farms would forward the letter to the complainant and the case will be closed.

Should the ombudsman not be satisfied that due process has been correctly followed, the matter will be referred back to Lal Lal Wind Farms to undertake further investigations as appropriate pursuant to this CIRP.

Annual Report Issued to the Minister for Planning

An annual report will provided to the Minister for Planning including a reference map of complainant locations, investigation process and remediating actions.

This annual report will include the following information:

- An outline of noise complaints received during the 12 month period;
- Complainant locations outlined on a map;
- Investigative actions undertaken to resolve the noise complaint;
- The remediating actions undertaken in response to the complaint investigation; and
- Any additional information relating to the complaint investigation and response process.

A copy of this report will be shared with Council.

10. Definitions

Term	Definition
Acknowledge	Recognition that a complaint has been received.
Complainant	A person, organisation or their representative (including clients, consumers, service users, customers, etc.) making the complaint.
Complaint	Any expression of dissatisfaction with a real or perceived problem relating to Lal Lal Wind Farms. This may result when a member of the public believes that Global Power Generation Australia has: done something wrong, failed to do something it should have done, and/or acted outside legislative requirements or planning conditions.
Complaints Register	A stakeholder data management system used to record complaints.

Investigation	An inquiry undertaken to ascertain facts and detailed to inform the resolution of a complaint.
SCADA	Supervisory control and data acquisition (SCADA) is a control system architecture that uses computers, networked data communications and graphical user interfaces for high-level process supervisory management.
SAC	Special Audible Characteristics such as tonality, impulsiveness or excessive amplitude modulation
DELWP	Department of Environment, Land, Water and Planning
EPA	Environment Protection Authority
LLWF CEM	Lal Lal Wind Farms Community Engagement Manager
Noise Management Strategy	Operational modes under which the Noise Compliance Testing was carried out

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Appendix A: Formal Complaints Form

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**Lal Lal Wind Farms
Noise Complaint Form**



COMPLAINANT DETAILS

Your Name:

Phone:

Postal Address:

Email:

Date:

Please provide details of the complaint you wish to make about the facility (eg. time/ date, how you are/ were affected etc).

Please provide other information you think may assist us in attempting to understand the complaint and approaches for its resolution.

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