



**COMMUNITY REFERENCE GROUP
Minutes**

Date: 01/05/18

Time: Start 7.10pm and finished 8.15pm

Place: Bungaree Rec Centre

Attendance: Mike Stephens (Chair), Tracey Ward (Lal Lal Wind Farms), Sue Witherspoon, Andrew Aitken, Peter Britt, Shane Murphy

Apologies: Bronwyn Southee (Moorabool Shire Council), Tony Trigg, Ron Read, Kate Banner

Guests:

Meeting Agenda

Item	Description	Action	Who By	Due
1	Previous minutes discussed, MS asked for a vote that the meeting minutes were read and correct.	Accepted Seconded	AA SW	
2	Update on noise compliance regime. Community noise assessment meeting, Monday May 7, at 7pm, Bungaree Rec Reserve. <ul style="list-style-type: none"> • TW said that there are 20 RSVP's so far for this meeting • TW asked if people had read the letter to the community from LLWF regarding the choice of peer review company. TW had copies of the letter for people to review, see also attachment section for a copy of the letter, (attachment 1). • TW clarified that AECOM was selected to conduct the peer review on Sonus data • MS encouraged CRG members to attend the meeting next week 			
3	Update from Community Engagement Manager, monthly report for April 2018			

Item	Description	Action	Who By	Due
	<ul style="list-style-type: none"> • Info centre: Averaging about 2-3 visitors a week. Enquiries about landscaping and employment and some people wanting maps of the project. • Door knocking: TW and a local consultant conducted door knocking after Easter to let people know about the start on construction. There were a few landscaping enquiries that came out of this. • Employment: receiving about 2-3 enquiries a week through the website. This information is then sent to our contractors. • Voluntary landscape program: appointments are continuing. We are offering a Saturday option for appointments for people that work outside the area. Ads will be placed in local newspapers over the next few months inviting people to apply for the program. • Construction update: site establishment works have commenced with construction now commencing the end of May 2018 • Change of venue for CRG meetings: there has been a request to rotate the venue of CRG meetings. After some discussion it was decided to leave the venue as is, it might get confusing with rotating the venue. Occasionally meetings may be held in Elaine for those who have to travel from this area • Community Benefit Fund: applications are now open for the 2018 round of funding. Ad will be placed in the local papers inviting people to apply • Complaints procedure: a copy of the complaints procedure is now posted on the website. TW had copies of this at the meeting. This document is also included in the attachment section (attachment 2). 			
4	<p>Plans for 'get together' for the start of construction</p> <p>Will be delayed until June, considering locations in Lal Lal, Elaine and Yendon</p> <p>More details to follow</p>			

Item	Description	Action	Who By	Due
5	Community issues and complaints (Feedback from TW) Landscaping: some frustrations from some people regarding wanting their landscaping completed before now. TW is trying to work through these requests as quickly as possible.			
7	Any further Items? Next meeting Tuesday 5 June at 7pm, Bungaree Rec Reserve.			

ATTACHMENTS

1) Community letter regarding peer review assessment consultants



Phone 1800 187 183
Internet www.lallalwindfarms.com.au

18 April 2018

To members of the community

Re: Selection of peer reviewer for noise assessment by Sonus

Dear Community Member,

As previously communicated, the Lal Lal Wind Farms has committed to a rigorous noise compliance regime. To re-iterate our compliance regime, we have committed to the following which are above and beyond what is required of the project under our planning conditions:

1. A new pre-construction noise assessment. Conducted by Sonus, which has had no prior involvement with the project, has been appointed to undertake this assessment from first principles

2. Peer review of Sonus' noise assessment by an EPA-accredited auditor who will be selected following a Request for Proposal process
3. Post-construction noise compliance testing by an acoustician who is independent of both incumbent acoustician, Marshall Day, and Sonus

We have now completed our Request for Proposal process in selecting a suitable peer reviewer for the Sonus noise assessment and are writing to you to inform you of the outcome of the selection process. We have outlined the candidates who we have assessed, and the outcome of our assessment based on our selection criteria.





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Our criteria for selection included:

Selection criteria	Arup	Flinders University	AECOM	Golder Associates
Auditor	David Spink	n/a	Harry Grynberg	Bruce Dawson (Industrial Facilities)
Acoustic team	Kym Burgemeister	Kristy Hansen	Alex Dundon	Mark Tulau
EPA accreditation	Yes	No	Yes	Yes
Qualification of auditor	David is an accredited EPA auditor for n/a Ports and Lead Auditor Health and Environmental Management Systems More than 25 years of experience in environmental management in both private and public sectors across the energy, water, transport and industrial sectors, preceded by several years in industry and training		Harry has over 40 years' experience with the Melbourne office of AECOM Accredited by the Victorian EPA as an Environmental Auditor (Industrial Facilities). Has conducted or participated in audits at a wide range of sites including wind farms, oil producing facilities, industrial liquid waste treatment sites, chemical manufacturing sites, transport depots, metal working sites and others	Previously engaged with the EPA Victoria for 24 years Involved in auditing industrial operations, including the Kooragang Island Facility Experience with a wide range of industry issues, covering most sectors including chemical, petroleum, metal processing, food, waste, landfill, land development and remediation and waste water treatment



Selection criteria	Arup	Flinders University	AECOM	Golder Associates
Acoustic qualification of team	Works in architectural acoustics for residential and commercial buildings, and environmental noise and vibration assessments for transport infrastructure and industrial sites Specialises in vibration isolation systems for performance spaces, vibro-acoustic design for railway systems and environmental assessments of wind farms	Kristy Hansen has been working in the area of Wind Farm Noise for the past six years Has developed a computer code to implement the CONCAWE and ISO 9613-2 prediction models	Alex Dundon is a Principal Acoustics Engineer and leader of the Adelaide acoustics team with over 10 years' experience on a variety of projects	Mark Tulau has over 30 years of experience in the fields of environmental monitoring and management Has conducted environmental noise assessment for gas fired power station, international container port, mining and mineral processing, tunnel ventilation system, airport
Prior experience within the wind farm industry	David previously conducted peer review for a number of wind farms including, Te Rere Hau, Dundonnel, Stockyard Hill, Lal Lal, Bulgana, Macarthur	Chief Investigator on an NHMRC grant that was awarded in 2016, in response to a targeted call into research on wind farm noise and health effects Has been involved as an expert witness for the Proposed Palmer Wind Farm Development from August 2016 – March 2017	Spent 5 years in Ontario, where Alex become one of the leading experts in Ontario on wind turbine noise, and had a strong reputation amongst both wind energy developers and the Ontario Ministry of the Environment Alex was both sought independently for advice and a member of advisory groups consulted by the Ontario Provincial Government for input on regulatory changes	Both Bruce and Mark have not had any prior direct experience assessing wind farm noise
Prior involvement with Lal Lal Wind Farms	Previously conducted a peer review of Marshall Day's acoustic assessment at the panel hearing	None	None	None
Potential conflicts of interest	None declared	None declared	None declared	None declared



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We would like to highlight that according to the latest Victorian Planning Guidelines, released in November 2017, a peer review of noise assessment is required to be conducted by an EPA accredited auditor.

‘All noise reports must be accompanied by a peer review from an environmental auditor appointed under Part IXD of the Environment Protection Act 1970 verifying that the report or plan is suitable (p.33, Policy and Planning Guidelines for Development of Wind Energy Facilities in Victoria).’ https://www.planning.vic.gov.au/_data/assets/pdf_file/0030/9696/Policy-and-PlanningGuidelines-for-Development-of-Wind-Energy-Facilities-in-Victoria.pdf

We also note that in exercising their functions and duties pursuant to the Environmental Protection Act, EPA accredited auditors owe a primary duty of care to the environment and to the people of Victoria above all others (including their client). This is as outlined in the “Environmental Auditor Guidelines for Conducting Environmental Audits” (Publication 953.2, Aug 2007), which also contain explicit ethical and technical responsibilities of the auditors. In addition, the EPA undertakes a rigorous process in appointing auditors and regulating the conduct of auditors, with suspension or revocation of appointment if breached. The EPA also requires auditors to undertake audits only within their field of expertise and that of their expert support team.

After considering all of the above, and our selection criteria, we have selected AECOM as the preferred company to conduct the peer assessment review, our key rationale includes:

- EPA accredited auditor, a criteria that we are required to adhere to as per the latest Victorian planning guidelines for wind farms
- Most relevant experience in acoustics, with a team with direct experience in peer reviewing of wind farm noise. We especially value Alex’s prior experience in Ontario assisting the Ontario Provincial Government for input on regulatory changes in the wind farm industry,
- Complete independence given that AECOM and Harry Grynberg have not previously been involved in Lal Lal, and Alex has recently returned to Australia and has not had extensive involvement in the wind industry in Australia

We will be facilitating a community information session in the coming weeks once the AEMO peer review has been completed to provide an opportunity for Sonus to present its findings, and for AECOM to present the results of its peer review.



We will be happy to provide further information on the selection process if this is of interest. Please contact Tracey Ward on 1800 187 183 or by email info@lallalwindfarms.com.au

Yours faithfully

Lal Lal Wind Farms Pty Limited

2) Complaints procedure



Lal Lal Wind Farms

Complaints Procedure



Overview

Lal Lal Wind Farms will work with members of the community to both acknowledge and resolve complaints in a timely manner.

This procedure outlines our commitment to the community to manage and seek an acceptable outcome with complaint management.

What is a complaint?

Our definition of a complaint is an expression of dissatisfaction made to or about Lal Lal Wind Farms. This can be related to the services, staff or the handling of a complaint, where a response or resolution is required.

Anyone has the right to lodge a complaint and we will manage complaints in a respectful and objective manner.

How do I lodge a complaint?

Complaints can be lodged by:-

- Calling us on our toll free community hotline: 1800 187 183
- Emailing us at info@lallalwindfarms.com.au
- Writing to us P.O. Box 669 Buninyong 3357
- In person, Buninyong Information Centre, 408 Warrenheip Street Buninyong (Mondays, Thursdays and Fridays 8.30am to 12,30pm)

How will Lal Lal Wind Farms acknowledge your complaint?

When lodging a complaint in person, we will outline the process involved to investigate your complaint. If more information is required, you will be contacted the next working day with a response.

When making a complaint is lodged by phone or by email, we will provide an initial response the next working day.

If your complaint is received by post and there is no email or phone details, you will receive a response within 5 working days.

We are committed to resolving complaints promptly however some complaints can be complex and will require extensive investigation. If we are unable to resolve your complaint within the timeframe, we will keep you informed regarding the progress of your complaint.

We will update you on the progress of your complaint and the results of our investigations and how we aim to resolve the complaint. We will aim to include in our response:-

- What actions have been taken
- A summary of the outcome
- The reasons for the decisions that were made
- Resolutions or solutions offered

Feedback will be requested from you on whether your complaint has been resolved and if you consider the complaint to be closed. If no response is received from yourself within 30 working days, the complaint will be considered to be closed.

Would you like your complaint to be investigated further?

If you are not satisfied that your complaint has been resolved, you can escalate your complaint by contacting the following:

Office of the National Wind Farm Commissioner

- Website: <https://www.nwfc.gov.au/>
- Email: nwfc@environment.gov.au
- Post: PO Box 24434 Melbourne VIC 3001
- Telephone: 1800 656 395

Department of Environment Land Water and Planning (DEWLP)

- Website: <https://www2.delwp.vic.gov.au/>
Phone: 136 186
Online: <https://www2.delwp.vic.gov.au/our-department/contact-us>
- Post: P.O Box 500 East Melbourne VIC 8002

Environment Protection Agency (EPA)

- Website: <http://www.epa.vic.gov.au/about-us/contact-us>
- Phone: 1300 372 842
- Email: contact@epa.vic.gov.au
- Post: GPO Box 4395 Melbourne Victoria 3001

Complaints register

Complaint details will be recorded in our stakeholder database, Consultation Manager and in the Complaints Register.

Details will include contact information, receipt and acknowledgement of the complaint, actions taken, and complaint closure date. The contents of the Complaints Register will be reported to the Minister for Planning as required.