

# Community Consultation Framework

March 2012

**EPURON**

# Community Consultation Framework

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**Prepared By:**

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# Forward

## *Open Letter to Epuron's Stakeholders*

*Epuron is serious about developing high quality wind farms and solar energy projects which maximise the benefits available from these projects, while ensuring their commercial viability.*

*The benefits of renewable energy projects are clear:*

- ▶ **Environmental benefits including greenhouse gas reduction**
- ▶ **Clean delivery of electricity without pollution or water usage**
- ▶ **Regional economic benefits including jobs and regional investment**
- ▶ **Social benefits including local infrastructure improvements and community benefits**

*Epuron strives to ensure that these projects are developed and built in a manner which recognises the importance of an ongoing, long term relationship with the local community adjacent to each project.*

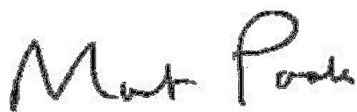
*Epuron endeavours to develop a relationship based on trust and respect where all parties can contribute to the process and thereby improve overall outcomes from each project.*

*Accordingly, Epuron believes that open and ongoing dialogue with the community is essential to achieve those outcomes.*

*This consultation framework outlines the basis on which Epuron engages with the community, including the consultation purpose, approach, tools, and opportunities for input.*

*We commend to you this consultation framework and look forward to engaging with you in relation to our projects.*

*Sincerely,*



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Martin Poole  
Executive Director



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Andrew Durran  
Executive Director

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# 1 Background

Epuron has developed this Consultation Framework to outline the objectives and mechanisms it will use in engaging with key stakeholders and the local community in relation to its projects.

In preparing this Consultation Framework, Epuron has taken into consideration the draft NSW Planning Guidelines for Wind Farms dated December 2011. While these draft guidelines are not yet in force, they provide a useful reference source in preparing Epuron's consultation plans.

This Consultation Framework forms the basis of the specific project consultation plans developed to reflect the needs and characteristics of each project and its stakeholders.

Epuron's existing consultation plans will also be reviewed in the light of this revised Consultation Framework and will be released as this review is finalised.

## ***Public Benefits of Wind Farms and Solar Energy Projects***

Wind farms are currently the most commercially viable utility scale renewable energy technology. Growing energy demand and government policy commitments will result in more wind farms being developed in rural environments in NSW and around Australia, and with good reason.

Solar energy projects offer unique advantages, particularly in remote areas where the cost of alternate electricity supply options is high.

Wind farms and solar energy projects offer clear public benefits including:

- ▶ Helping to meet our growing electricity demand
- ▶ Reducing Greenhouse Gas Emissions from power generation
- ▶ Saving water compared to other forms of electricity generation
- ▶ Providing economic stimulus through the use of local contractors and services
- ▶ Harnessing a renewable and sustainable fuel resource

While the impacts of both solar energy and wind farm projects are overwhelmingly positive, negative impacts can occur through local issues, and in general any negative environmental and social impacts of wind farms increase with proximity to the project.

## ***Local Impacts***

From a social or community perspective, society as a whole receives the public benefits, the impacts are not evenly applied:

- ▶ Economic benefits (e.g. jobs, income, local investment) are likely to be stronger near the project;
- ▶ Social impacts (e.g. potential noise, visual amenity, or construction impacts) are also likely to be stronger near the project; and,
- ▶ As a result, those living closer to a potential wind farm (rightly) feel a greater right to have a say in outcomes in relation to that project.

These local impacts are site specific, and therefore take up the bulk of the environmental assessment of each project.

Wind farms and solar energy projects in Australia are at a relatively early stage in their market penetration as an alternative source of generation. While roads, powerlines, water dams, pipelines, train lines and other rural infrastructure are accepted in rural communities, wind farms are relatively new. As a result, communities near to wind farms in particular can have a lower level of understanding, a greater level of uncertainty and fear, and a greater resistance to change resulting from the project. As a result, communities are likely to apply a greater level of scrutiny to wind farm and solar energy proposals.

### **Consultation Purpose**

Consultation with the local community and other affected stakeholders is an important part of developing a renewable energy project. The feedback and concerns identified can then be considered in the design and development of the project. Community consultation and engagement is essential to the development of proposals to maximise the positive and minimise the negative impacts of each project.

### **Community support**

It is clear that the majority of the population are in favour of wind farms and solar energy projects as an alternative source of electricity supply. This fact applies in both urban and rural areas of Australia, and has been demonstrated to apply even where the apparent opposition to wind farms is high.

In 2010 the NSW Government commissioned the report 'Community Attitudes to Wind Farms in NSW' to assess residents attitudes towards targets set to achieve 20% renewable energy generation by 2020. The survey was conducted by telephone of 2022 residents aged 18 years and older and 300 businesses across the six Renewable Energy Precincts, and a control area in regional NSW.

The outcomes of the study are as follows:

- ▶ Of the total surveyed 81% believed wind power was acceptable for power generation;
- ▶ General awareness of turbines was very high, with 97% of people having heard about wind farms or wind turbines generating electricity and 81% of the population had seen a wind farm or wind turbine;
- ▶ Eighty five percent (85%) of the population across the precincts support wind farms in NSW, with 80% supporting them within their local precinct
- ▶ Seventy-nine percent (79%) support for a wind farm being built 10 km from their residence, with 61% supporting wind farms being built within 1-2 km from their residence;
- ▶ A similar trend occurs with business opinion with 88% support for wind farms within NSW, 83% support for a wind farm in the precinct, 82% support for a wind farm 10 km from the residence and 60% support for a wind farm within 1-2 km of the residence.

The NSW Government study concludes that the general adult residents of the survey area are well aware of the potential of wind farms or wind turbines to generate renewable energy. Additionally, the respondents were generally aware of wind turbines and how wind turbines appear within the landscape and are generally supportive. The results further indicated that the respondents were generally not adverse to the development of wind farms in their immediate locality.

However, this support is not universal, and it is equally clear that significantly improved levels of and approaches to community consultation and engagement are essential to ensure a continuing social license to develop wind farms in rural Australia.

## 2 Consultation Objectives

### 2.1 Context and Objectives

Epuron has developed this Consultation Framework to ensure that the consultation which it carries out is **effective**, **meaningful**, **inclusive**, and **focussed**.

The objectives of Epuron's consultation are:

- ▶ To introduce Epuron and outline its activities and how it goes about its business;
- ▶ To build positive, trust-based relationships with the local community, and to deal openly and fairly in all discussions with the community;
- ▶ To ensure that each person who wishes to engage with Epuron in relation to a project has ample opportunity to do so;
- ▶ To earn the trust of the local stakeholders as a critical first step in becoming a long term member of the community.

In relation to wind farms and solar energy projects, Epuron's objectives are:

- ▶ To understand community concerns in relation to potential impacts of these projects;
- ▶ To enhance the understanding and acceptance of wind and solar energy projects and their role in providing clean energy to Australian energy users;
- ▶ To provide factual information in relation to wind and solar energy projects, their impacts (both positive and negative) and their operation.

This consultation framework shall also be used in the development of individual consultation plans which will be based on this framework and tailored for each project.

In relation to individual projects proposed by Epuron, our objectives are:

- ▶ To minimise undue community concern in relation to each proposal, particularly at an early stage where little information on a project is known;
- ▶ To ensure the community and other stakeholders are fully informed and aware of each proposal, its likely impacts, and its likely benefits;
- ▶ To ensure that Epuron fully understands the local context for the proposal, including any local impacts that the proposal may have or opportunities that it could provide;
- ▶ To incorporate the suggestions and feedback into the design of the proposed project where possible;
- ▶ To explain where and how this feedback can be and has been incorporated; and,
- ▶ In that context, to provide multiple opportunities for dialogue in various forms to allow the community to receive information and provide feedback about the proposal.

### 2.2 Social Consideration

It is important that attention be paid to the potential implications for the amenity of surrounding residents to a proposal. As near neighbours have the potential for amenity impacts greater than wider community members, their views and concerns are of particular interest. Near neighbours refers to those residents whose dwelling is nearby the proposed project, and may therefore experience amenity impacts of the project.

As a minimum Epuron considers it appropriate to consult actively with those landowners whose dwellings are located within 2 kilometres of a proposed project.

A range of communication tools are used in order to maximise the breadth of research, response and incorporation of the local community's concerns into the relevant expert studies and the development of each project. In addition, the strategy recognises that it is desirable for the residents to have sufficiently clear technical information about proposed projects in order for a meaningful discussion to take place.

The amenity of residents surrounding the project is contributed to in part by the social fabric of their local community. Accordingly, the existing social aspects of the region will be considered in designing the consultation strategy, as well as the implications for the community of each proposal.

## 2.3 Strategy

The guiding principle of our consultation strategy is to build positive, transparent and trust-based relationships with all stakeholders. The strategy is designed to fulfil three main objectives:

1. Provide clear information about the project to stakeholders;
2. Actively listen to the concerns of individual residents and the community;
3. Incorporate stakeholder feedback into the development of the proposal and demonstrate how the project has been modified as a result, if and where appropriate.

This Consultation Framework is designed to ensure multiple opportunities are provided for stakeholders to receive information and express their views. Each consultation initiative is designed to generate various opportunities for the project team to interact with stakeholders.



*Figure 1 - Ti Tree Solar Energy Project, part of the TKLN Solar development in the NT*



## 3 Key Stakeholders

Epuron acknowledges the large number of parties interested in its wind farm and solar energy proposals. Epuron also acknowledges its responsibility to consult widely with all stakeholders.

Key stakeholders include:

- ▶ Involved or potentially involved landowners
- ▶ Neighbouring landowners and residents
- ▶ Opponent groups including local Landscape Guardians
- ▶ Local community groups including environmental groups and progress associations
- ▶ Members of local indigenous groups
- ▶ Local business groups including Chambers of Commerce
- ▶ Local special interest groups including aeronautical and outdoor sports associations
- ▶ Locally elected representatives including Councillors, Federal and State Members
- ▶ Local, State and Federal planning authorities including Local Councils
- ▶ State and Federal environmental authorities and land management authorities
- ▶ Government utilities and infrastructure bodies including Transmission and Distribution Network Service Providers and roads authorities
- ▶ State and Federal Ministers with related responsibilities

Epuron's activities are targeted to ensure that each of the key stakeholders has ample opportunity to provide feedback to Epuron during the various phases of its activities. Opportunities are also made available to additional stakeholder including the general public.

For various activities, Epuron distinguishes between adjacent (<2km), nearby (<5km) and more distant (>5km) neighbours, and specific consultation approaches are carried out in each case.



*Figure 2 - Solar project under construction, providing jobs in regional Australia*

## 4 Consultation Phases and Approach

### 4.1 Rationale

The rationale behind the consultation process is to provide an abundance of opportunities for interested stakeholders to receive information and express their views on the detail of the project. It is designed so that each consultation initiative generates more opportunities for the project team to interact with stakeholders face-to-face, through project updates, correspondence and local media advertising.

As each project goes through various phases of development, it is important that consultation messages and strategies reflect the status of the project in its development cycle. For that reason, Epuron's consultation process is broken down into phases which reflect what is occurring both in relation to the project, and in the community surrounding the project.

The consultation program is developed to ensure stakeholders are engaged, informed and involved at every stage of the project, from development through to construction and operation. Each phase of the consultation program identifies the goals relevant to each time period of the proposal, and these goals can be achieved using a variety of communication methods, ensuring a flexible response to all stakeholders.

The specific objectives of each consultation phase are outlined below.

### 4.2 Phase 1 – Project Awareness

Even before Epuron or any other developer begins any project investigation in an area, community members are exposed to information in relation to wind farms, powerlines, renewable energy, climate change, and many other related issues. Some community members may even have heard of Epuron and be aware of its activities in other areas.

These issues set the scene when investigation first commences in a region.

The consultation process is initiated by Epuron when it first begins investigating potential wind farm or solar energy project opportunities in a region. In this phase Epuron provides information about the company and renewable energy project development, including the benefits of wind farms and solar energy projects.

This stage of consultation occurs prior to a specific wind farm site being identified, and therefore is not site specific in the information provided.

#### **Objectives**

- ▶ Establish communications links with the local community and key stakeholders
- ▶ Provide clear and accurate background information in relation to wind farms and solar energy projects
- ▶ Build trust within the local community

#### **Information to be made available**

- ▶ Benefits of renewable energy projects
- ▶ Impacts of climate change
- ▶ Accurate information on issues associated with wind farms and solar energy projects
- ▶ Background to Epuron

#### **Specific strategies to be considered**

- ▶ Dissemination of information which sets out the facts on wind farm impacts
- ▶ Wind farm Q&A opportunities in local media (newsprint, radio)

- ▶ Regular news stories to local media

### **Feedback opportunities**

- ▶ Epuron website – general feedback on Epuron, wind farms and solar energy projects
- ▶ Epuron on Twitter - @EpuronAust
- ▶ Direct feedback in person, by phone, via email

## **4.3 Phase 2 – Project Investigation**

The next phase of the consultation process commences once the potential wind farm or solar energy project site has been identified. Depending on the size of the project and the speed of the development process this stage could last anywhere from a few months to several years.

Once Epuron identifies a region as having potential for a project, a different level of activity commences. Epuron may start contacting adjoining landowners, carrying out site visits, make inquiries of Council and many other tasks. As investigations become more advanced, Epuron may install wind monitoring towers or solar measurement stations, sign up landowners, and begin focussing on a specific location or site in an area.

This phase is characterised by awareness in the community of wind farm development activity in an area, but very little information about whether a wind farm may be proposed, and if so, where it would be, how large it may be, and what the related impacts may be.

### **Objectives**

- ▶ Clearly explain the status, likelihood and possible timing of a project
- ▶ Clearly explain when and how project information will become available
- ▶ Clarify any remaining concerns wind farms or solar energy projects
- ▶ Provide accurate information on topics where misunderstandings still exist
- ▶ Continue to build communication links and trust with key stakeholders

### **Information to be made available**

- ▶ Clear explanation of the status of a proposal
- ▶ Site investigation or a monitoring mast does not mean site development will follow
- ▶ Explanation of development process and likely timetable
- ▶ Background information as in Phase 1

### **Specific strategies to be considered**

- ▶ Dissemination of information which sets out the facts on wind farm impacts
- ▶ Wind farm Q&A opportunities in local media (newsprint, radio)
- ▶ Regular news stories to local media
- ▶ Commence newsletter updates to local community
- ▶ Introductory briefings with key stakeholders (Council, elected Members etc.)

### **Feedback opportunities**

- ▶ Epuron website – general feedback on Epuron, wind farms and solar energy projects

- ▶ Epuron on Twitter - @EpuronAust
- ▶ Direct feedback in person, by phone, via email

## 4.4 Phase 3 – Project Development & Approvals

If initial investigations in an area indicate a promising site, Epuron may commence detailed development of a project at a specific site. This would normally see a significant increase in Epuron's activity in an area.

During this phase, Epuron would be developing detailed plans for a site, as well as carrying out detailed investigation of impacts of a wind farm with a specific layout at a specific location. This work would involve a significant increase in community consultation and, barring any problems identified in the development phase, would usually culminate in a development application to the relevant Government authority.

At this stage, the development of the project would appear likely, therefore this phase is characterised by increased levels of uncertainty for individuals in the community who believe the impacts to an area will be significant.

During this stage the wind farm site boundary and concept site layout is defined and the environmental assessment and planning approval process is carried out. This phase will involve more intense consultation and is the most effective phase involving stakeholders in the development process. The focus of this phase is on involving stakeholders.

### **Objectives**

- ▶ Introduce the local community to the project proposal
- ▶ Explain the planning process and how the community can participate and comment
- ▶ Identify key areas of interest and concern among key stakeholders to the proposal
- ▶ Respond to topics raised by the community
- ▶ Provide access to the application documents and environmental assessment
- ▶ Encourage the community to continue providing constructive criticism
- ▶ Incorporate feedback into the design of the proposal
- ▶ Identify opportunities whereby the proposal can bring benefits to the local community
- ▶ Communicate any changes that may have been made from the revised layout to the final layout

### **Information to be made available**

- ▶ Background information as in Phase 1
- ▶ Clear explanation of the status of a proposal
- ▶ Explanation of development process and likely timetable
- ▶ Provision of draft site layouts and conceptual designs
- ▶ Provision of project documentation including project application, environmental assessments, responses to issues raised
- ▶ Provision of specific noise and visual amenity analysis to nearby residents

### **Specific strategies to be considered**

- ▶ All strategies used in Phases 1 and 2
- ▶ Establish community consultation committee (see section 5.1)
- ▶ Establish a project-specific website providing all project-related information

- ▶ Hold open houses / attend public meetings
- ▶ Meet (where possible) with near neighbours (especially those neighbours located within 2 kilometres of a wind turbine) and key stakeholders
- ▶ Review and respond to key issues identified during consultation activities
- ▶ Seek feedback on the preliminary layout, in order to incorporate community concerns, views and requests into the design as appropriate
- ▶ Explain reasons why some individual requests may not have been granted
- ▶ Clarify any remaining concerns about the layout and the proposal in general
- ▶ Provide accurate information on topics where misunderstandings still exist

### ***Feedback opportunities***

- ▶ Project website including online feedback form
- ▶ Open houses and public meetings
- ▶ Face to face meetings
- ▶ Public opinion surveys (including via the website)
- ▶ Direct submissions to Epuron
- ▶ Submissions to consent authority following Environmental Assessment exhibition
- ▶ Epuron website – general feedback on Epuron, wind farms and solar energy projects
- ▶ Epuron on Twitter - @EpuronAust
- ▶ Direct feedback in person, by phone, via email

## **4.5 Phase 4: Post Development**

If the development application has been approved, projects often move into a post development / pre-construction phase where a great deal of activity may be occurring, much of which occurs behind closed doors. As a result the community may not know whether the project is going to be built or not. Due to uncertainties in the renewable energy market, this period can last for some years, leaving significant uncertainty for key stakeholders.

The Post Development phase is therefore characterised by a continued level of uncertainty as to whether the project will proceed, and if so, in what form. This uncertainty continues until either Construction commences or the Development consent lapses.

### ***Objectives***

- ▶ Provide regular status updates of the project to the community and key stakeholders
- ▶ Continue to seek input on the detailed design of the wind farm
- ▶ Consult on the various environmental management plans, including traffic routes, fire risk management, weed control, etc.
- ▶ Keep the local community up to date with the construction plans and outcomes of the detailed design process

### ***Information to be made available***

- ▶ Project design as approved, together with approval conditions

- ▶ Environmental management plans, including traffic routes, fire risk management, weed control, etc. as they are developed
- ▶ Updated timetable information in relation to the proposal
- ▶ Description of opportunities available to the community as a result of the proposal

#### ***Specific strategies to be considered***

- ▶ Continuation of established community consultation committee
- ▶ Opportunities for local suppliers & service providers to register interest
- ▶ Newsletters
- ▶ Wind farm Q&A opportunities in local media (newsprint, radio)
- ▶ Regular news stories to local media

#### ***Feedback opportunities***

- ▶ Project website
- ▶ Nominated site representative
- ▶ As for Phase 3

## 4.6 Phase 5: Construction and Commissioning

While strictly separate phases, Epuron deals with these phases together as the characteristics and issues surrounding the phases are very similar. Typically, these involve informing the community of the projects physical status, and managing actual impacts as they occur.

#### ***Objectives***

- ▶ Keep the community informed as to the progress of the construction
- ▶ Respond to any community concerns or complaints about the construction process
- ▶ Invite stakeholders to attend official opening events

#### ***Information to be made available***

- ▶ Details of contact point for raising concerns
- ▶ Information which sets out specific construction impacts e.g. traffic management
- ▶ Site management plans (as they are developed)
- ▶ Timetable and relevant details of specific construction activity
- ▶ Other information provided in Phase 4

#### ***Specific strategies to be considered***

- ▶ Continuation of established community consultation committee
- ▶ Newsletters
- ▶ Wind farm Q&A opportunities in local media (newsprint, radio)
- ▶ Regular news stories to local media

**Feedback opportunities**

- ▶ Project website
- ▶ Nominated site representative
- ▶ As for Phase 3

## 4.7 Phase 6: Operations and Decommissioning

Once the project is operational, Epuron evolves its consultation to reflect the ongoing maintenance aspects and the longer term community presence.

Epuron's consultation plan is tailored to reflect the different characteristics of each stage.

**Objectives**

- ▶ Interact with the local community as a respectful member of that community
- ▶ Provide an ongoing contribution to the local community
- ▶ Address any issues identified as soon as practical
- ▶ Provide a clear contact point for the local community to raise any operational concerns

**Information to be made available**

- ▶ Operational status of plant and key activities planned
- ▶ Details of contact point for raising concerns
- ▶ Ongoing updates of benefits of the project

**Specific strategies to be considered**

- ▶ Wind farm Open Days and site visits
- ▶ Continuation of established community consultation committee for as long as the committee is appropriate
- ▶ Information which sets out the facts on wind farms operations
- ▶ Wind farm Q&A opportunities in local media (newsprint, radio)
- ▶ Regular news stories to local media

**Feedback opportunities**

- ▶ Project website
- ▶ Nominated site representative
- ▶ As for Phase 3

## 5 Consultation Tools

### 5.1 Community Consultation Committee

Epuron acknowledges that some sections of the community feel powerless to influence project proposals. Equally, it is difficult for Epuron to liaise one on one with every member of the community - some community members simply do not have the time available.

At the commencement of the development phase of a proposal, Epuron therefore proposes to establish, where appropriate, a Community Consultation Committee (CCC), as a formal representation of the local community, through which it would carry out more detailed consultation in relation to a proposal.

Whether or not a CCC is established for a project will be decided based on various factors including the scale of the project and level of concern found in the community in relation to the type of proposal Epuron is considering, and after discussions with the local Council.

The objectives of the CCC are:

- ▶ To enable Epuron to formally provide the local community with information about the proposal;
- ▶ To enable the community to express and Epuron to understand any concerns in relation to potential impacts of the proposal;
- ▶ To enable Epuron to consider whether and how to incorporate any suggestions and feedback into the design of the proposal;
- ▶ To demonstrate how the feedback has been considered in the design process and where applicable show how the feedback has resulted in amendments to the design of the wind farm; and,
- ▶ To formally advise Epuron of potential additional community benefits which Epuron could consider integrating into the proposal.

The creation of this CCC would reflect the laws applicable in each local jurisdiction. For example, in NSW, Epuron proposes to work with local Councils and the Department of Planning to establish the CCC in accordance with any final guidelines or legislation resulting from the draft NSW Planning Guidelines for Wind Farms.

In general, membership of any proposed CCC is likely to include:

- ▶ an independent chairperson
- ▶ representatives of the local community such as:
  - ▶ a representative of the involved landowners
  - ▶ a representative of neighbouring landowners who are not involved with the project
  - ▶ representation from key local stakeholder groups such as local Landscape Guardians, Progress associations, business chambers, and environment groups
  - ▶ a representative of the local Council
  - ▶ representatives of Epuron, including the project manager for the proposed wind farm

Interested parties would be invited to apply through a public nominations process.

### 5.2 Wind Farms: Specific Site Assessments

Epuron acknowledges that some jurisdictions in Australia have specific or proposed measures in relation to development within certain distances of property or dwellings. Most notable is the development of a “2km buffer” concept whereby wind turbines located within 2km of existing residences may have additional assessment requirements applied.



For example, the draft NSW Planning Guidelines for Wind Farms propose a “Gateway” process in relation to wind turbines located within 2 kilometres of existing residences.

Epuron acknowledges that residents whose dwellings are located closer to wind turbines are likely to have increased concern as to the impacts of wind turbines on their amenity and way of life. Therefore, as part of its consultation during the development phase, Epuron will, with the consent of the relevant landowner, provide site-specific assessments in relation to all residences whose dwellings are located within 2km of a proposed wind turbine.

These site specific assessments will include:

- ▶ Preparation of a photomontage of the proposed wind farm taken from the residence or, in the case where the proposed wind farm is not visible from the residence, from the most affected point on the property; and,
- ▶ Preparation of a wind farm noise assessment taking into consideration the existing background noise.

Both the photomontage and the noise assessment, together with appropriate explanatory notes, will be provided to the relevant landowner for their consideration and feedback.

Epuron will of course apply any additional requirements in accordance with the legislation relevant to each project location.



*Figure 3 - Modern wind turbines provide clean renewable energy*

### 5.3 Capturing and Using Feedback

Capturing feedback and suggestions is a very important step in the consultation process and enables incorporation into the projects overall design. Therefore, every opportunity will be given for interested parties to provide either general or specific feedback to the project.

Equally important is what is done with this feedback once it is received.

All project-related feedback will be registered for each wind farm, and a summary of that feedback shall be incorporated into the Consultation section of the Environmental Assessment for the project.

To demonstrate that Epuron has listened to and understood the community’s concerns and show how they have been considered in the design and development of the project, the changes to the wind farm project design need to be captured. These changes need to be incorporated into feedback provided to the community using tools like the Open House displays and within the Environmental Assessment documentation.

Epuron aims to clearly demonstrate the areas where community consultation has led to changes in the project proposal and improvement in the project outcomes.

## 5.4 Consultation Summary

The consultation methods used need to be appropriate for the tasks at each stage of the development. Consultation should be inclusive and responsive to the participants involved and feedback on the outcomes of the consultation process needs to be provided in a timely manner.

A sample of the general consultation tools that may be applied to a specific project is outlined in Table 1. The frequency, timing and use of the various consultation tools will be tailored to suit specific wind farm projects and each particular stage of their development.

Table 1 - Outline of Consultation Tools

Consultation Tool	Consultation Phase						Actions
	1	2	3	4	5	6	
Epuron website	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Provide general information on Epuron and renewable energy projects. General feedback section.
Project website			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Detailed project-specific information. Project-specific feedback and "Have Your Say" sections. News signup for email news delivery
Local newspaper	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Media releases, Q&A sessions
Local radio	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Media releases, Q&A sessions
DECCW Precinct Coordinators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Liaison to assist with stakeholder identification and engagement
Meeting Local council & Councilors		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Face to face meetings provide opportunity for direct engagement and discussion of key issues.
Meeting State & Federal MPs			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Face to face meetings provide opportunity for direct engagement and discussion of key issues.
Community Consultation Committee			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Establish and engage with community consultation committee.
Meeting neighbours and nearby residents		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Face to face meetings provide opportunity for direct engagement and discussion of key issues. Follow up with meeting summary in writing.
Specific Site Assessments			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			At all residences with 2km.
Public Meetings			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Attendance at public meetings arranged by local community in relation to Epuron projects.
Open houses			<input checked="" type="checkbox"/>				Provide concept design & receive feedback. Direct access to Epuron's specialist consultants. Feedback forms.
Community days				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Newsletters		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inform local community.
Feedback mechanisms	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	On website, by email & feedback forms