



Examples of engaging local communities

From the Best Practice Charter 2025 reports

Developer	Project Name	Case Study
ACE Power	Yabulu Solar Farm	Following consultation with nearby residents, we revised the site layout prior to submitting the development application, addressing community feedback early in the process.
ACE Power	Pa rooga Wind Farm	To earn a genuine social licence to operate, we are implementing an iterative engagement strategy with multiple rounds of consultation. This ensures community members can clearly see how their feedback will shape the project design and final application
ACE Power	Talbingo BESS	After publishing a community update via letter and website summarising feedback from the Environmental Impact Statement (EIS) phase and changes made as a result, ACE Power supported the Department of Planning, Housing and Industry's formal exhibition by hosting two community information sessions. These sessions allowed local residents to engage directly with technical specialists and feel supported in making informed submissions.
Ace Power	Paterson & Kincaig BESS – Visualisation tools:	: High-quality rendered images were produced and shared on the project websites to give the community a realistic view of what the battery energy storage systems would look like once completed.
Ace Power	Hillview Energy Hub – Localised visual modelling:	Digital renders were developed from key viewpoints within the surrounding landscape, helping residents understand the project's potential visual impact from specific areas in the region.
AGL	Barn Hill Windfarm	Throughout 2023 and 2024, consultation took place with landowners and local government along the transmission route. The AGL project team collaborated with these local stakeholders to identify an alignment that minimised impacts on agricultural land and property. Incorporating local knowledge and insights from landowners and stakeholders is demonstrating the value engagement brings to the project design including a shorter transmission line with less impact on landowners and the community.
AGL	Pttinger Energy Park	The Pottinger Energy Park, developed by Pottinger Renewables, a joint venture between AGL Energy and Someva Renewables, has placed strong emphasis on minimising environmental and social impacts through responsive and inclusive planning. Site selection focused on cleared, appropriately zoned land 57 kilometres from Hay, chosen for its low visual impact and accessibility to the local workforce. The project design has been shaped by findings from the Environmental Impact Statement (EIS), publicly exhibited until 4 July 2024, and refined in response to community feedback. Specific changes made following consultation include redesigning the disturbance footprint to reduce biodiversity impacts, relocating wind turbine generators and access roads to avoid Aboriginal heritage sites, and developing a housing strategy to ease pressure on local services. Community preferences also led to the decision not to proceed with a permanent drop-in centre as a forum for community engagement, as stakeholders expressed a preference for direct, small-scale engagement. Since late 2022, the Proponent has engaged with over 220 individuals, seven First Nations groups, and nearly 200 businesses, resulting in more than 2,000 unique interactions. This feedback has informed the development of a tailored engagement toolkit and helped identify 20 key themes of potential social impact, guiding ongoing project refinements and communication strategies.
Alinta	Spinifed offshore wind farm	The Spinifex Offshore Wind Farm Project has prioritised building genuine relationships with the community in south-west Victoria. We've had more than 680 engagements with individuals, organisations and businesses, and hosted or attended 10 events. Over two years, we consulted with government, First Nations groups, businesses, industry, marine users, community groups, media, environmental advocates and education providers — building social licence and understanding local values before submitting our feasibility licence application
Alinta	Mari Wind Farm	In April 2025, we hosted the first community engagement session for the Marri Wind Farm Project. The session aimed to inform the community and gather valuable feedback on the proposed project. Throughout the project's duration, we'll continue engaging with the community. Key topics of interest raised during the community engagement session included the project layout, planning process, transmission location, benefit sharing opportunities, visual impacts, understanding bushfire management and job opportunities.
Alinta	Oven Mountain Pumped Hydro	On the Oven Mountain Pumped Hydro Project, we conducted all technical assessments as part of the comprehensive Environmental Impact Statement and a Project Amendment Report process. All reports are publicly available and we've held community sessions to ensure transparency, engagement and understanding of all aspects of the project. We continue to provide newsletters and fact sheets on topics of interest and concern to keep the community informed and involved. We held community drop-in sessions in October 2024 to share project updates, which included a chance for the community to ask questions about the project's Response to Submissions Report and Amendment Report. We've pulled together a summary of what we heard from these sessions, which is available via ompshydro.com/resources . This approach demonstrates our commitment to open communication and active participation with the community, ensuring that everyone has access to important information and the opportunity to voice their concerns.

Accoina	Community Hub	Our popular online Community Hub (www. community.acciona.com.au) provides up-to-date information on all projects across Australia. It offers interactive tools for feedback, including 'ask a question' forms, and showcases initiatives such as small grants and scholarships. We use a variety of formats (infographics, videos, written content and interactive maps) to ensure information is accessible and easy to understand. These resources address common community concerns such as visual, environmental, noise, and traffic impacts, and provide clear explanations of technical aspects like wind turbine shadow flicker and photovoltaic glare. Communications content is interactive, accessible and designed to inform, educate and elicit feedback. For example, our online 'ask a question' project forms are a popular feedback channel for projects like the Nyaninyuk and Tall Tree Wind Farms, and our team of community and stakeholder engagement specialists take pride in providing prompt and public responses to every question, comment and query.
Acciona	Community Hub	All projects in construction have physical Community Hubs in the closest town centre, staffed by ACCIONA community engagement team members, allowing the community and stakeholders to meet face-to-face. This physical presence facilitates conversations with job seekers and allows local residents to provide feedback and learn more about the project.
Ark Energy	Various	Project teams use a variety of channels and methods to provide timely information, be accessible, and respond to community feedback and concerns. Each project has its own website, info@ email address and 1800 number for enquiries, and a suite of information materials about the project, topics of interest and ways to participate in the planning and assessment process. Newsletters are issued regularly by post or email to subscribers and through unaddressed mailouts, and communicate latest and next activities, engagement opportunities, and responses to community feedback and concerns. Enquiries are usually responded to within 24 hours and concerns are addressed as promptly and fulsomely as possible, with input from specialist technical consultants when required.
Ark Energy	Collinsville Green Energy Hub Information Centre & e Boomer Green Energy Hub Information Centre	Ark Energy established two local information centres for projects in Queensland at the start of the planning and assessment stage. The Collinsville Green Energy Hub Information Centre was established in the nearest town of Collinsville, north Queensland, in 2022, shortly after the project's feasibility stage and when the project was announced to the community. The Boomer Green Energy Hub Information Centre was established in Rockhampton in 2023, the year after engagement activities commenced. Rockhampton was selected as a central location for landowners, community members, government representatives, non-government organisations and businesses. Both centres were formally opened with a special event attended by landowners, Traditional Owners, local councillors and representatives from business and community organisations. The information centres are staffed by locally based project team members and open most weekdays during regular business hours. Having a local presence is a visible demonstration of commitment and provides community members with direct access to members of the project team when it suits them.
Ark Energy	Collinsville Green Energy Hub	Ark Energy's regional project information centres are also equipped with marquees for project teams to set up a stall at community events. For the Collinsville Green Energy Hub, which is proposed for the Whitsunday Regional Council local government area, Ark Energy sponsors community events including the annual Whitsunday Show held in Proserpine and the annual Great Barrier Reef Festival held in Airlie Beach. The project team set up the marquee with a variety of materials, to meet people where they are, literally and figuratively. The stall is equipped with take-away information about the project and related topics of interest and giveaways including popular Ark Energy shortbread cookies and make your-own mini windmills made of all recyclable materials for children.
Atmos	Various	Organisational capacity building During 2024/25 Atmos improved its internal stakeholder engagement capacity through: • Upgrade of its website with improved project information and feedback mechanisms • Recruitment of a Stakeholder Engagement Manager • Implementation of a stakeholder management software (Borealis) that helps to capture and analyse stakeholder feedback • Mandatory cultural awareness training for all staff • Respect at work training for all staf
Atmos	Various	Community events in the past 12 months in relation to our development projects have included: • Project stall at Wood, Wine and Roses Festival, Heywood (Heywood BESS) • Community drop in sessions, Heywood (Heywood BESS) • Project stall at the Teebar Show, Rodeo and Campdraft (Teebar BESS) • Project stall at the Fraser Coast Industry and Jobs Event 2025 (Teebar BESS) • Project stall at the Merredin Show (Merredin BESS) • Stall/information session at Badgingarra and Jurien Bay (Parron Wind Farm) All feedback received at these events has been recorded and followed up by the project team. Information gained through these sessions is often fed into specialist studies or used to inform the benefit sharing strategy for each Project.
BJEI	Various	Beijing Energy's asset Complaint Handling Plan's highlight a commitment to responding to complaints or feedback from the community within 10 business days. This has been maintained over the past year, with complaint registers updated monthly and posted to Biala Wind Farm, Gullen Range Wind Farm and Wollar Solar Farm's respective websites.

Cubico	Marmadua Energy Park	At its Marmadua Energy Park in Queensland, Cubico has incorporated feedback from the broader community into the evolving design of the project. Community input gathered through pop-ups, door knocking, survey feedback and engagement with Western Downs Regional Council has directly influenced aspects of the project's layout and development strategy. Following feedback received at community information sessions, Cubico reviewed visual simulations and made refinements to turbine siting and micro-siting to better minimise visibility from key local roads and residential viewpoints. Similarly, concerns raised by near neighbours during door knocking activities about potential cumulative noise impacts have informed the application of conservative noise modelling assumptions, with increased separation distances introduced in certain areas to maintain a greater buffer to nearby dwellings.
Energy Australia	Lake Lyell Pumped Hydro Energy Storage	In 2023, EnergyAustralia announced substantial changes to the concept design of our Lake Lyell PHES project. This included relocating the upper reservoir from the ridge of Mt Walker to a new location in the gully on the southwest flank of Mt Walker. This was in direct response to community feedback, ensuring it remains out of sight for the majority of Lithgow. It will also be constructed from rock sourced from Mt Walker, to reduce visual impact as well as minimise heavy vehicle movements along Sir Thomas Mitchell Drive and Magpie Hollow Road. While guidance exists for landowners hosting energy infrastructure, there was no specific guidance for pumped hydro projects adjacent to semi-rural residents, our project neighbours. Thus in 2024, EnergyAustralia released the Neighbour Agreement Guide, a mitigation program co-designed through one-on-one discussions with neighbours that would tailor agreements to each property.
Energy Australia	Wooreen Battery Energy Storage System	Early community and stakeholder engagement on the proposed Wooreen BESS saw concerns regarding noise levels raised. In response, EnergyAustralia completed three independent noise studies and undertook design changes to improve inverter fan design and the bespoke design of noise attenuation devices which will reduce noise levels.
Genex	Kidston Clean Energy Hub	Genex hosted a series of information sessions across four regional centres in Far North Queensland over a two-week period in May 2025. The sessions were advertised widely via online, print and radio means and provided an update on Genex's Kidston Clean Energy Hub and were held in Greenvale, Einasleigh, Townsville and Charters Towers communities. The sessions addressed community concerns, employment and procurement opportunities and an overall update on the Pumped Hydro Project.
Genex	Bouldercombe Battery Project	In last year's report Genex acknowledged it hadn't engaged adequately with the Bouldercombe community on its 50MW/100MWh Bouldercombe Battery Project (BBP). Genex has subsequently engaged more meaningfully with the surrounding community to understand their concerns and has addressed key issues by (modified lighting, planting a screen of trees, installing noise reducing panels). Genex continues to monitor for noise levels and engage with near neighbours and members of a local community group who is active in engaging on renewables with proponents
Genex	Various	Genex understands the impacts it can have on local communities during the construction phase of its projects. We undertake traffic impact assessments with our contractors to understand and plan for the quantity of road movements of personnel, supplies and equipment. We will typically enter into a Road User Agreement with the local council to rehabilitate the local roads following conclusion of construction. These processes have been adopted across the portfolio, and Road User Agreements put in place when it is deemed that the construction activities will have a material impact on the road network.
Iberdrola		For our two prospective NSW Forestry projects, we have established a dedicated Community Information Hub at 119 Byng Street, Orange. The Hub is open on Tuesday mornings from 9:00 am to 1:00 pm and Thursday afternoons from 1:00 pm to 5:00 pm. It serves as a welcoming space where locals can connect with project representatives, ask questions, and share input. This includes information on local employment opportunities and engagement with local suppliers and contractors.
Iberdrola	Aurora Green Offshore Wind Project	Our approach to community engagement is conducted in accordance with our stakeholder engagement principles, which aim to build trust-based relationships. These principles are outlined in our Community and Stakeholder Engagement Policy and are shared by all Iberdrola Australia personnel. They guide our daily stakeholder interactions. A good example of this approach is our offshore wind consultations in Gippsland. Through focus groups and dedicated community engagement sessions, we gained valuable insights that informed the location of our proposed Aurora Green Offshore Wind Project. By positioning the project more than 25 km from the coastline, we have taken steps to minimise visual impact and respond to the priorities expressed by the community.

icubed consulting	Various	Engagement with local communities and key stakeholders is at the heart of our approach, ensuring that their input and considerations are valued and integrated into the project design. We recognise that renewable energy projects can significantly impact the communities in which they are located, and meaningful, respectful engagement is essential to ensuring those impacts are positive. - o Active Communication: We advocate for open lines of communication with local stakeholders, including residents, businesses, and community groups. Regular consultations and public meetings help gather feedback, address concerns, and build trust through transparency and dialogue. - o Living in the Community: Our consultants are not just visitors—they become part of the community throughout the construction phase. By living locally, our team members engage in community activities, contribute to the local economy, and gain a deeper understanding of the region's needs and values. - o Transport and Traffic Concerns: At every stage of our design process, we prioritise community well-being by promoting transportation solutions that minimise disruption during both construction and long-term operation. We advise our clients on a range of strategies to achieve this, including maximising on-site resource use to reduce heavy vehicle traffic, implementing temporary traffic restrictions during school bus hours, conducting regular maintenance throughout construction, providing passing bays along access routes, and encouraging carpooling initiatives where practical.
Engie	Complaints handling	ENGIE has a robust process for managing enquiries, feedback and complaints. The projects are supported by multiple modes of direct contact including a 1800 (free call) number which is staffed by the Community Engagement team, and a dedicated email address for each project. Enquiries are sent directly to the responsible project team for resolution and addressed as a priority. In 2024/2025, ENGIE responded to over 200 calls to the 1800 number and over 700 emails directed to project email addresses
Engie	Pelican Point Battery Energy Storage Project	During the community engagement process for the Pelican Point Battery Energy Storage System (BESS) project in Adelaide, ENGIE identified a cohort of residents who, while not in close proximity to the site, had previously expressed concerns about a nearby development. Recognising their potential sensitivity, we took proactive steps to engage this group thoughtfully and transparently. This included briefing Councillors and Council staff, as well as meeting directly with members of the community to present the project and listen to their perspectives. Through open dialogue, we were able to address misconceptions and alleviate concerns. Importantly, this community would not have been flagged through traditional stakeholder mapping, underscoring the value of going beyond standard engagement frameworks. By reaching out early, we ensured that community members received accurate information from us directly, avoiding any uncertainty or anxiety that might have arisen had they learned about the project through other channels
Engie	Willogoleche 2 Wind Farm Project	During community consultation for the Willogoleche 2 Project, the team received feedback on the project design and specifically the proposed turbine placement. People from the local community shared that they preferred turbines to be further set back from the road and less visible to retain the landscape value. In response, one turbine was removed, and the design was amended to provide a greater setback from the Barrier Highway to reduce the visual impact.
Engie	Yass Solar Farm projec	Over the past 12 months, the Yass Solar Farm project team actively engaged with the local community, neighbours, and interest groups through on-the-ground outreach. For residents overlooking the proposed site, personalised home visits were offered to explain potential visual impacts and discuss available mitigation options, including financial compensation, vegetative screening, or panel layout adjustments. After extensive consultation and careful consideration of community feedback, the team concluded that the visual impacts would be difficult to mitigate effectively. As a result, the project was formally withdrawn from the planning portal. This decision was communicated transparently to stakeholders and the broader community in early 2025 reflecting the true value of listening and acting upon community feedback.
Intium	Various	Intium has proactively built enduring relationships across the diverse regions where we operate, from the plains of Far West NSW, through the Snowy Mountains, to the sub-tropical North Coast and southern Queensland. Our approach, which utilises frameworks from our parent company, involves early-stage, culturally sensitive consultations with Traditional Owners and regional First Nations communities to inform planning and co-design, ensuring input is incorporated from the outset.
Kilara	Wilan Wind Farm	The engagement approach for the Wilan Wind Farm comprised a mix of activities, including direct, face-to-face stakeholder liaison, the use of digital communication platforms with facilitated participant interactions, online communication portals, conventional media, and recruited sampling and survey methodologies to ensure a broad representation of community feedback was considered. This adaptive approach has enabled flexibility to anticipate and/or mitigate potential impacts as the Project progresses through its lifecycle.
Kilara	Complaints handling	With regards to the management of complaints, Kilara has established a Complaints Handling Policy and Complaints Handling Procedure, designed specifically for the Project and informed by the findings of the Office of the Australian Energy and Infrastructure Commissioner and its Community Engagement Review.

Kilara	Wilan Wind Farm	Aspects relating to the appearance, noise and public highway impacts that the Project will have in the short, medium and long term have been explained during in-person, pre-organised “think tank” sessions and at more informal (pre-announced in local media) “pop-up” events. Further community outreach has been achieved by supplementing the more traditional approaches to community engagement with an online engagement interface to enable people to participate without having to commute to a physical venue. During engagements, Kilara has provided informative, high-quality collateral in the form of physical interpretation boards for in-person interactions and the same high-quality information in online formats. To obtain primary feedback from stakeholders, proposed turbine locations have been shared with both host and proximate Local Government Authorities and communities during in-person, street side pop-up events. Due to the project's remote location, it was considered important to utilise technology to provide an informative and user-friendly interface as a means of project “virtual” engagement. A leading provider was identified early in the project development process and engaged to design a Virtual Engagement Room currently in use via the project website. Similarly, an online and interactive map has been developed that allows participants to identify areas of value.
Lightsource BP	Sandy Creek Solar	Early and meaningful engagement was fundamental to ensuring that our Sandy Creek project's community and stakeholders are kept informed about what's happening and can reach out to us to ask questions through multiple channels. To support engagement, we've used multiple formats to communicate information and seek feedback, including: • Letters and emails to neighbours and interested community members at key milestones. • One-on-one meetings with neighbours and community members. • Emails and phone calls. • Information stalls at the Dunedoo Agricultural Show in 2022 and 2023. • Community information days in Dunedoo and Gulgong, and online. • Participation in EnergyCo's community information sessions in Dunedoo and Wellington. • Community surveys. • In-depth interviews to help us understand social impacts. • Presentations to stakeholders and First Nations groups. Through engagement we have: • Made several changes to the project's design and layout, including removing 38 ha of solar panels close to non-associated landholders. • Made commitments to local sourcing, subcontracting, training and employment. • Designed a benefit scheme that will deliver a range of initiatives and funding to the community, local groups and the region
Lightsource BP	Various	A five-working-day response standard applies to all community enquiries lodged via project email inboxes or the dedicated 1800 number. If specialist input is required – and an immediate answer is not possible – the enquirer receives an interim acknowledgement outlining next steps and anticipated timeframes. Lightsource bp is reviewing operational procedures with the goal of piloting a forty-eight-hour response target during 2026. Workstreams include resource planning, template development for common enquiries and escalation protocols for complex issues. Once pilots are complete, verified performance data will be included in next year's report
Lightsource BP	Local bushfire brigades	Local bushfire brigades have let us know that they want to improve their knowledge about, and confidence in, responding to fires on or nearby our renewable energy sites safely. We recognise the importance of supporting training and initiatives that do this and ensure that we consult and collaborate with them when preparing our emergency response management plans. From this year, we're offering local bushfire brigades funding towards renewable-energy infrastructure focused courses and equipment alongside on-site training opportunities.
Mint	Dederang BESS	As part of our Dederang BESS engagement, we consulted on a wide range of potential impacts, including noise, visual amenity, traffic, bushfire risk, and cultural heritage. Community members were invited to provide input on potential impacts, but also on ways to reduce or manage them. During drop-in information sessions, locals had the opportunity to view and discuss early findings from environmental assessments and share their local knowledge, such as flood history, native flora and fauna, cultural heritage sites, and valued landscape features. This feedback directly informed our updated project design, shaped proposed mitigation measures and impact assessments, and supported the preparation of our planning permit application. In response to feedback about traffic concerns and cumulative impacts from nearby developments, we have also committed to partnering with a neighbouring project to coordinate a shared vehicle access point. This shared approach is designed to minimise traffic impacts on local roads. The approach taken at Dederang reflects a broader commitment across all Mint projects. We are embedding opportunities for local input into our environmental and social assessment processes from the earliest stages of development.
Mint	Lancelin Wind Farm	In August, at our early-stage proposed wind farm near Lancelin, our team proactively door-knocked neighbouring properties to inform residents about the potential development. This early engagement ensured that our closest neighbours were included from the outset, not only to raise awareness of the proposed wind farm, but to open a dialogue and better understand local concerns and aspirations for the region. The feedback we received has been instrumental in shaping our early engagement program and providing our project team with invaluable local knowledge.

Mint	Various	Across projects, we gather community insights on key elements such as traffic, biodiversity, cultural heritage, local weather patterns, and bushfire risk. For example, locals may help identify where native flora and fauna may be found, which roads are pain points for locals, school bus routes, peak travel times, and common congestion spots. This knowledge helps shape thoughtful, responsive project development that are better aligned with local priorities. By providing multiple avenues for feedback, such as information sessions, newsletters, FAQs, or our website and making technical information accessible and transparent, Mint ensures that community voices are not only heard but have a tangible influence on how projects are developed and delivered.
Origin	Complaints handling	Origin has formal grievance mechanisms in place to allow community members to share their feedback and concerns, and for these to be addressed. Complaints can be reported to Origin through various channels, including email, Origin websites, community hotlines and in person at regional offices. We investigate each complaint and share the outcome with the complainant. We use feedback from our stakeholders to continuously improve our processes
OSMI	Delburn Wind Farm	OSMI proactively shared information about the Delburn Wind Farm via letter box drops, through technical information available on the website and in the project office. This was done well in advance of the required statutory timeframes to ensure community members had sufficient time to review, question and comment on the proposed project. Tours of a nearby operating wind farm were offered to facilitate an understanding of living near a wind farm. During the feasibility stage of the Delburn Wind Farm, the proposed early concept and footprint design was shared. Community feedback highlighted concerns about the scale of the project, visual amenity, noise and property values. OSMI reduce the scale of the wind farm, resulting in increased setbacks from neighbouring homes. The Delburn Wind Farm Community Consultative Committee (CCC) was established as an additional mechanism for feedback and input during early development. The CCC was established prior to the formal Planning Panel assessment and refreshed following the granting of all the statutory approvals. The CCC provides ideas and local insights into potential community impacts and opportunities. Minutes and questions from the CCC are published on the website.
OX2	Various	To ensure a best practice, user-friendly experience for stakeholders, OX2 is developing standalone, project-specific websites. These sites will make it easier to access information, request details, and lodge complaints in a streamlined way. Project websites will be launched progressively throughout 2025 and early 2026. To support this, a dedicated Stakeholder Management Database has been introduced for Australian projects, improving the handling of stakeholder details, enquiries, and complaints. A grievance and complaint link is available on all project pages of the OX2 Australia website. It directs users to a form that is sent directly to the relevant team member for follow-up within 48 hours or next working day
OX2	Queensland Solar Farm Development	Before recent legislative changes made Social Impact Assessments (SIA) mandatory for solar farm development in Queensland, OX2 proactively chose to undertake one. This decision was aimed at understanding potential social impacts and identifying measures to support and strengthen the local community. The SIA is being conducted early in the project lifecycle to ensure social considerations are integrated into the design and to begin building meaningful relationships with the community. Early engagement is being undertaken with the local Council to assist in informing future engagement with the broader community and limiting consultation fatigue.
Potentia	Blanche Battery Energy Storage System	We are committed to early and respectful engagement with Traditional Owners and the broader community. By going beyond minimum requirements, we aim to build trust, support genuine participation, and create lasting benefits for the communities where we operate. We have engaged with council, immediate neighbours, and the broader community to ensure the project aligns with the local context and community expectations. This engagement has included several meetings with council, immediate neighbours, a dedicated information session with elected members, and a public community information session. In response to the feedback received, the project design has been revised four times, demonstrating our commitment to listening, adapting, and delivering a project that is both responsible and respectful of its setting. We have also updated our FAQs on the website to reflect the types of questions raised by community. Key design amendments made in response to feedback include: - Increased vegetation screening to improve visual amenity - Boundary setbacks extended from 20 meters to 50 meters to reduce potential impacts on neighbouring residences - Installation of a secondary (cattle) fence in response to Council feedback - Modification of site road access in response to Council feedback - Implementation of night-time light control measures following discussions with neighbours
Potentia	Various	For all our projects including those in the development stage, Potentia Energy maintains dedicated project websites with key information, milestone targets and contact details, ensuring the community can easily reach us for further enquiries. During the development phase, we also share a community survey to better understand local perspectives, gather feedback, and identify concerns early so they can be addressed proactively. Our Frequently Asked Questions (FAQs) are regularly updated to reflect the most common queries received throughout the project lifecycle, ensuring transparent and accessible information. In addition, we have hosted community information sessions for the proposed Capricorn BESS, the proposed Blanche BESS and Quorn Park Solar Hybrid to provide a forum for open dialogue, enabling community members to ask questions, share feedback, and help shape the project outcomes.

Ratch	Complaints handling	RAC's information systems and communications programs are designed to be agile and transparently analyse trends, with a dedicated consultation register system which monitors and flags concerns and enquiries to ensure they are resolved in a timely manner. Our enquiry and complaint management handling policy and processes ensure: ■ Closing the loop on all concerns or enquiries raised by the community or stakeholders in a timely manner and keeping people informed of progress if it will take longer. ■ Availability of personnel 7 days a week to support community meetings and events. ■ Dedicated website information for each development project and operational asset. ■ Timely and tailored one-to-one engagement to key community leaders and social media account administrators ahead of community events or communication. ■ Confidential and secure handling and storage of sensitive personal information in compliance with state and federal privacy legislation requirements.
RES	Various	For each project that RES develops, constructs and/or manages, a dedicated project phone number, email and website is established as a point of contact for the community for enquiries, feedback and complaints. Information sessions, presentations, newsletters and other direct methods for connecting with communities were utilised throughout 2025 across the RES Australia portfolio. Over 3000 interactions were recorded, informing Social Impact Assessments for developments in QLD, NSW, VIC and SA.
RES	Kerrs Creek Wind Farm	In 2025, the Kerrs Creek Wind Farm (NSW) reported back to the nearby Euchareena and Molong communities several design changes directly resulting from community feedback: Design changes: In direct response to community concerns about turbine height and visual impact, both were reduced, helping ease visual amenity concerns and supporting broader local acceptance. Transport rerouted: Concerns from Molong led to the confirmation of an alternate transport route via the Port of Newcastle, avoiding the town entirely. This alleviated fears around road safety, noise and disruption to daily life and demonstrated a willingness to respond to feedback. Cultural heritage protected: The project footprint was amended to avoid culturally significant sites, reinforcing respect for Traditional Owners and fostering trust in the project's cultural sensitivity. Neighbour benefit scheme: Responding to calls for equity, RES committed to annual payments to approximately 130 neighbouring properties. This broadened the scope of benefit-sharing and has helped address some concerns from nonhost community members. Turbine realignment: From on-site engagement with Local Aboriginal Land Councils, turbines were shifted to avoid culturally modified trees and heritage areas, preserving cultural values and deepening First Nations partnerships. Access track adjustments: Following feedback from landowners, track alignments were revised to minimise impacts on fencing, stockyards and water access, reducing disruption to farming operations, demonstrating the ability of renewable energy and agriculture to deliver mutually beneficial coexistence outcomes. Community engagement processes are evaluated regularly within the business against leading practice and co-design principles, and the outcomes of engagement are reported to internal business leaders monthly to ensure community feedback and concerns are a key consideration during development.
RES	Wooderson Solar Farm	The introduction of renewable energy infrastructure into a new locality can disrupt the existing landscape character of an area, especially for those with direct views of the project. Recognising this, the RES team for the Wooderson Solar Farm undertook extensive design iterations to avoid impacts to ecological values and limit the visibility of the project from public viewpoints. Through the use of remote sensing techniques and visual renders, the placement of project infrastructure has been deliberately designed to significantly reduce the project's visibility from the Dawson Highway and all regulated vegetation has been avoided. This balances the economic viability of the project without significantly compromising the landscape or ecological values of the region.
RES	Dardadine Wind Farm	The Dardadine Wind Farm (WA) is being designed in direct consultation with neighbouring landholders, who are helping to inform appropriate turbine setbacks from their property boundaries. By involving potentially impacted neighbours early in the design process, RES aims to foster open communication, build trust, and create opportunities for shared benefit. As of 2025, RES has engaged with all adjoining project neighbours and is in progressed discussions with most to ensure any potential impacts are thoroughly considered, clearly communicated and appropriately addressed during the design of the wind farm layout. These ongoing discussions take place face-to-face, via online meetings, and through an always-open line of communication, ensuring neighbours can reach us in whatever way suits them best. Looking ahead, a series of public information sessions is planned for later this year, giving the community additional opportunities to inform key aspects of the project including impact management and benefit sharing development, so the project continues to evolve with local insights at its core.
Spark	Various	For each project, Spark Renewables prepares a Community Engagement Plan, detailing the engagement strategy, stakeholder mapping, project key messages and schedule of consultation events. Methods to communicate effectively with all stakeholders include open engagement opportunities such as one-on-one briefings, information sharing and focus group workshops, consultation pop-up stalls and drop-in sessions, and regular project briefings. During the year, Spark Renewables held consultation sessions for the Mallee Energy Hub, Dinawan Energy Hub, and Wattle Creek Energy Hub. Across our projects, we hosted public community information sessions, attended and sponsored local events such as field days, setting up temporary offices in nearby towns, and completed targeted consultations with neighbours, local community groups, and organisations.

Tilt	Palmer Wind Farm	Between 2022 and 2024 Tilt Renewables proactively engaged the community and Traditional Owners of the Palmer Wind Farm prior to submitting a variation to the approved project design. Prior to submission of the Development Variation Application, Tilt Renewables: Answered over 50 phone calls, and responded to 383 emails. Distributed 2 newsletters to 650 people. Held 30+ meetings with First Nations groups, the broader community and stakeholders. Welcomed 116 people to our drop-in sessions. Communication methods and preferences. 1800 Card, Fact sheets, brochures, informative material, Project open days / information displays, 1800 Number, Feedback forms, Public notices / advertisements, Community Consultative Committee FAQs, – project specific Website, Community noticeboards Letters / emails to stakeholders, Webinars / teams broadcasts, Borealis Media releases, Workshops, Email address, Project bulletins or newsletters, Stakeholder meetings and briefings (group or individual)
Tilt	Various	Tilt Renewables has developed a social value framework to measure its performance against key social metrics and to encourage continual improvement in its engagement and benefit sharing approach. One opportunity identified through the development of this framework was for Tilt Renewables to better understand community perceptions of the company's engagement approach. To respond to this opportunity we have developed and implemented an evaluation survey which asks respondents questions about events and engagement activities. This survey was first trialled at a drop-in session in April 2025. Three responses were received with 100% of responses replying that they were 'Very Satisfied' with the information provided at the event, and two of three responses advising that the event met their expectations for engagement. This survey will be available and promoted at Tilt Renewables' community engagement events going forward. Feedback will be used to improve the company's engagement approach and to tailor activities to meet individual community's engagement needs Communication methods and preferences.
Total Energies	Various	We strive to engage with the local community and Tradition Owners at an appropriate time in relation to each individual project. We implement a community engagement plan which includes incorporating a feedback loop to ensure the preferred method of communication and consultation is implemented throughout the development period. The community engagement plan also includes the different methods of communication that we will utilise including project websites, newsletters, contact phone numbers, face to face meetings, contact information for relevant project representatives. Hosting information sessions are also an important part of the process to be able to provide a general overview of the project. It is important to note that not all members of the local community and Traditional Owners are able to attend these events and the same information must be communicated to them in an appropriate manner.
Vestas	Cleve Wind Farm	On the Eyre Peninsula in South Australia, Vestas is developing the Cleve Wind Farm. The wind farm has a planned capacity of up to 500MW. The Project team has been consulting with landowners since 2021, and with the local community and Traditional Owners since 2023. This has been undertaken through one-on-one meetings, community information sessions and regular project updates to stakeholders. Feedback has been encouraged, received, and implemented into preliminary project design. This feedback has ensured the Project does not impact on areas of interest or impact land management practices for farming.
Vestas	Captains Mountain Creek Wind Farm	Our Captains Mountain Wind Farm project in Queensland has logged over 2,000 interactions with community members and stakeholders to date. Our Project team is committed to maintaining strong relationships with key stakeholders and ensuring local community input to achieve positive local and regional community benefits. The project has implemented an extensive engagement program supported by a wide range of communication materials and tools, including: • A stakeholder database to record all engagements and support responsive follow-up. • A project website featuring key updates, Frequently Asked Questions (FAQ), contact and feedback forms and downloadable project materials and reports submitted as part of the development application process. • A toll-free community phone line (1800 313 095) and dedicated email address (info@captainsmountainwindfarm.com.au). • Social media updates shared via the project's Facebook page to promote events, share project milestones, and engage a wider audience. • A dedicated local project shopfront providing an accessible point of contact. • Regular newsletters distributed in both print via letterbox drop and digital to subscribed stakeholders to keep the community informed of project progress. • Project update letters distributed to landholders and residents near the project area, as part of a doorknock initiative aimed at speaking directly with neighbours and providing tailored updates and contact details. • A printed and digital FAQ booklet, regularly updated and distributed at community sessions, the shopfront, and online. • A wind energy education booklet developed for children to support local schools and build awareness of renewable energy. • Targeted invitations to project events and sessions, shared via letter, email and SMS. • Key stakeholder briefings held with landholders, Traditional Owners, local and state representatives, peak bodies, business owners, and community groups. • Community information sessions and drop-in events. • Community surveys to understand local values, preferences, and priorities. • Site tours conducted with stakeholders, including Traditional Owners, to build shared understanding of the project area. • Community sponsorships to support local events, clubs, and initiatives.

Vestas	Piambong Wind Farm	Our Piambong team have been active in the community over four years, undertaking close to 4,000 engagement activities to date to ensure local feedback directly informs project planning and decision-making. Piambong Wind Farm listened to the community and Mid-Western Regional Council concerns around traffic and is proposing to use on-site accommodation and a quarry to reduce traffic impacts on the local community. The Project team has also carefully selected main access points for the Project to reduce traffic on public roads in rural areas. The Project's visual impact modelling is an example of our commitment to best practice. Visual impact modelling has been based on the largest possible turbine to reflect a conservative, worst-case scenario. Informed by this analysis and community input, the Project made substantial changes to the proposed wind farm project layout, including the removal of more than 20 turbines to address localised visual concerns. The Project team also identified and commenced early mitigation measures such as targeted tree planting, in collaboration with local community organisations who provide these services. This will help minimise potential impacts well in advance of construction.
West Wind	Various	Being present in the local community is one of the key ways we understand and respond to local community feedback and concerns. As projects progress, we employ local staff and make them available in local offices to address questions and issues directly. This local hands-on approach is in place for all of our progressed projects including Bottle Tree Energy Park, Warracknabeal Energy Park, Normanville Energy Park, Wilkur Energy Park and Wimmera Renewable Energy Solutions.
West Wind	Normanville Energy Park	In the early stages of development, Normanville Energy Park has been supported by a dedicated local staff member in Kerang since August 2024. Local feedback about renewable energy projects trying to 'buy support' through sponsorships rather than really addressing community needs resulted in a highly tailored, place-based approach for the project. Today, WestWind staff are strengthening connections and awareness by regularly volunteering at the Kerang Neighbourhood House Soup Kitchen (pictured), and providing personalised presentations for local community groups including the Men's Shed, Neighbourhood House, Rotary Club, Lions Club and Kerang Progress Association.
West Wind	Various	We actively consult the community on potential visual, noise, traffic, and other project impacts, as well as on mitigation options. We do this through discussions, surveys, and formal Social and Economic Impact Assessments. We encourage residents to share their views and work with expert consultants to understand and address concerns. Mitigation measures include maintaining a local presence, providing factsheets, offering VR and augmented reality visual assessments, conducting pre and post-construction noise monitoring, and detailed traffic and road analyses. Additionally, project mock-ups are shared at consultation events to help the community understand how the project may look from various viewpoints.
Wind Prospect	Hexham Wind Farm	We held community information sessions at the Mortlake Markets, Hexham Old School Hall, Caramut Hall and Ellerslie Hall in May 2025. The engagement was timed to be immediately after the Final Scoping Requirements for the project's EES were released by the Victorian Government. The attendance at the Sunday Mortlake Markets was the first time the project had appeared at this type of event and was done to provide an opportunity for people to attend an information session on a weekend day. The project team has also met with the project area's Registered Aboriginal Party (RAP) Eastern Maar Aboriginal Corporation to discuss the project's Cultural Heritage Management Plan and Aboriginal cultural values.
Wind Prospect	Bendenine Wind Farm	All of Wind Prospect's projects have a website, toll-free number and a project email address to help the community find out more about what's proposed and contact us with any questions. We aim to respond within 1 business day, and if we can answer the question within that time, we commit to respond in a more detailed way as soon as we can. A stakeholder consultation database is created for each project, which is a live document that evolves over time. The database includes all stakeholders identified throughout project development, and a record of recipients who have been provided with project information. Throughout the development phase of our projects, we are updating our communities with periodic newsletters and inviting opportunities for community members to meet with our project team. This includes individual meetings, community drop-in sessions and presentations to councils and other community representative bodies. This year the Bendenine Wind Farm in NSW was announced by Wind Prospect resulting in a flurry of activity to provide information and respond to queries from the local communities. Wind Prospect staff have met with neighbours individually, with community progress associations as a group, and with community members at community markets. This is in addition to a project newsletter, a website launch, and numerous phone calls with community members. This extensive effort has provided multiple opportunities to find out more about the proposed project at an early stage of its development and about wind energy projects generally. This engagement provides the platform for developing a project that is sensitive to the views of project neighbours while contributing renewable energy to a strong part of the electricity grid.

Windlab	Bungban Wind Energy Project	Since 2021, Windlab has engaged with the communities of Wandoan and Taroom to understand local values and priorities. Early and ongoing engagement has included information sessions, one-on-one meetings, and regular dialogue with neighbours, Traditional Owners, councils, and industry stakeholders. This two-way approach has allowed Windlab to listen and incorporate legacy planning into every stage of development. Importantly, feedback from the community and councils was sought more than two years before the project's development application was lodged, allowing local perspectives to be heard and incorporated. Engagement remains accessible and transparent, with in-person interactions supported by a dedicated 1800-number, email, and website so stakeholders can engage meaningfully when it suits them. Feedback from neighbouring landholders influenced the project's design to minimise impacts relating to access routes, noise, traffic and construction activities. It also informed the Good Neighbours Shared Benefit Program, ensuring visual, traffic, noise and proximity impacts were addressed in long-term benefit sharing.
Windlab	Gawara Bay	Since 2020, Windlab has worked with the Gugu Badhun Aboriginal Corporation, Hinchinbrook Shire and Charters Towers Regional councils, and its closest neighbours – the Mount Fox community, to refine the project through dialogue and collaboration. Key outcomes include: Removed all turbines south of Lava Plains– Mount Fox Road to reduce visual impact. Reducing the project footprint by more than 50%, halving the number of turbines from 136 to no more than 69. Relocated infrastructure away from sensitive habitats. Undertaking over 8,000 hours of ecological studies. Design continues to evolve through dialogue with landholders, the Gugu Badhun Aboriginal Corporation and stakeholders. A dedicated onsite accommodation camp will house workers during construction to further limit local traffic, reduce pressure on local infrastructure and support community safety. Construction is expected to commence in 2026, and we will continue engaging with communities to ensure we're responding to local needs and delivering tangible regional benefits.
X-Elio	Various	We hold consultations with the community at local markets and meetings, providing a space for residents to share their concerns. A key priority within our Community Plan is ensuring that the community feels comfortable with the plant and its operations. Additionally, we provide a dedicated contact email and a representative to address any ongoing concerns, supported by a specialized department.