



Stakeholder Engagement Plan

December 2021



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1	15 April 2021	Draft
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3	21 August 2021	Added action plan and additional comments and edits
4	6 December 2021	Removed private or sensitive information for public disclosure



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1. Scope of this Plan

The Stakeholder Engagement Management Plan (SEMP) sets out United Energy's plans, responsibilities, procedures, and approach to the stakeholder communication and community engagement activities for the UE ARENA LV Grid Connected Battery Energy Storage System Trial Project (the project).

This plan has been prepared in consultation with the program team and is part of a set of ongoing project activities. This plan will be executed by United Energy employees and updated regularly.

Subsequent Communication and Engagement Plans will be developed and aligned with milestones of the project following selection of battery sites.

1.1. Key Engagement Principles

We value and respect the relationships with the stakeholders and communities we will work with on this study. We are committed to building and maintaining long term relationships with all stakeholders for the project.

The approach to stakeholder engagement will be guided by the following principles:

Best practice principles	Our commitment
Accessible and inclusive	We provide a range of ways for a diversity of stakeholders to be engaged and provide input, always looking for innovative ways to encourage participation. We respect the ways in which stakeholders prefer to be engaged and do our best to ensure our engagement allows adequate time for meaningful involvement.
Clear, accurate and timely communication	We will provide our stakeholders with information proactively in order to clearly and accurately inform expectations about what they will experience in relation to this project, the standards of service they can expect from us and action being taken to mitigate impacts.
Transparent	We share our knowledge, are honest about the rationale behind our approach and ensure the engagement process is open and clear. We will always 'close the loop' with our stakeholders; thanking them for their participation, replaying what we heard and explaining how their input has been used.
Measurable	We agree outcomes for our stakeholder engagement processes with our business partners and hold ourselves accountable for achieving



them. The success of our engagement activity is measured during and after implementation and reported to our business partners.

2. Project Background

2.1. Purpose and program overview

To date residential behind-the-meter batteries have not been able to keep pace with solar photovoltaic (PV) installations in sufficient numbers:

- to deliver lower electricity charges for all other customers, or
- allow customers to maximise the value of their solar PV investment.

The lack of batteries relative to solar PV is contributing to:

- network voltage-rise issues in many distribution networks; and
- curtailment of solar PV exports.

Furthermore, in areas of the network where there are network capacity-constraints associated with residential peak air-conditioning demand, there are insufficient behind-the-meter batteries available to:

- support the network during the early evening peak periods; or
- avoid the need for network augmentation.

Targeted storage in the right areas can provide increased hosting capacity for both solar PV and manage peak demand. For a successful transition to a low-carbon future:

- storage deployment needs to keep pace with intermittent renewable generation uptake. While storage is currently largely limited to behind-the-meter and transmission applications, this transition is likely to be difficult to achieve.
- United Energy (UE) plans to trial a new business model in partnership with an energy retailer to demonstrate that distributor-owned Battery Energy Storage Systems (BESS) on the low-voltage (LV) network side of the meter can increase the supply of and maximise the value of renewable energy in the form of visible, dispatchable, aggregated storage capacity in the National Electricity Market (NEM).
- with external funding and installed on the parts of the network closest to customers, this model is able to illustrate the value stack of the available network and market benefits, offsetting the cost of the storage, and delivering lower cost outcomes for all customers. If successful, this model can be applied by all distribution businesses across the NEM as an alternative to traditional network augmentation and can be used by retailers and aggregators to drive competition in the market to reduce prices.

UE attracted interest from retailers with this concept and has secured a retail lease agreement of the batteries to be installed. This trial, with financial support from the Australian Renewable



Energy Agency (ARENA), aims to realise market benefits and to transition the business model to commercialisation.

It will confirm that batteries connected on the LV network can be used to defer or avoid the network augmentations and provide a net benefit across the value stack (and a better economic outcome to traditional network augmentation to mitigate localised peak demand growth).

For 4-5 days of the year, the batteries are expected to be used for network peak load management. For the remaining period the batteries will be available for our retailer partner to utilise for the market services benefit. The aggregated battery capacity will be registered on the NEM and dispatched according to retailers' orchestration platforms to maximise market services revenues. This benefit will complete the business case's value stack and will set the path to commercialisation as battery prices decline.

2.2. Expected outcomes

This program will demonstrate the feasibility of installing 40 pole mounted batteries on the LV side of our distribution network:

- where there are identified network capacity (and voltage constraints) for which a traditional augmentation can be deferred;
- to value stack the benefits including regulated revenue and market services revenue; and
- to develop an economic business model that produces least cost outcomes for all customers that can be used more widely across the industry and our business.

The work involved will assess the time, duration and frequency of battery cycling required to capture and optimise network and market benefits. It will develop an operational strategy that maximises revenue.

The program seeks to produce a defined business model that could confirm that value stacking of the various battery services forms an economic case for deployment at a broader scale. The program will also identify the commercial and regulatory framework that can enable this business model to be applied across the NEM and prove the feasibility of a partnership between distributors and retailers to utilise a shared asset and provide multiple benefits for customers in the most efficient way.

2.3. Scope of works

A contractor will be appointed to deliver the field works required for this project. The following associated works will be carried out by the contractor:

- phase balance the LV circuits at and downstream of each LV grid-side battery location (if required);
- supply and install new poles if replacement or relocation of the selected poles are required;
 - install a buck arm to move the telecommunications assets from the pole to a buck arm/offset type by the relevant telecommunications company where required;
 - install the LV battery enclosure and the revenue meter with isolators upstream of the revenue meter;

- establish a local LV earth at the pole and connect to the frame of the battery enclosure;
- supply and install the insulated LV cable and connections upstream of the point of termination on the battery enclosure and the revenue meter for the active and neutral circuits; and
- adjust the transformer taps to the appropriate settings (if required).

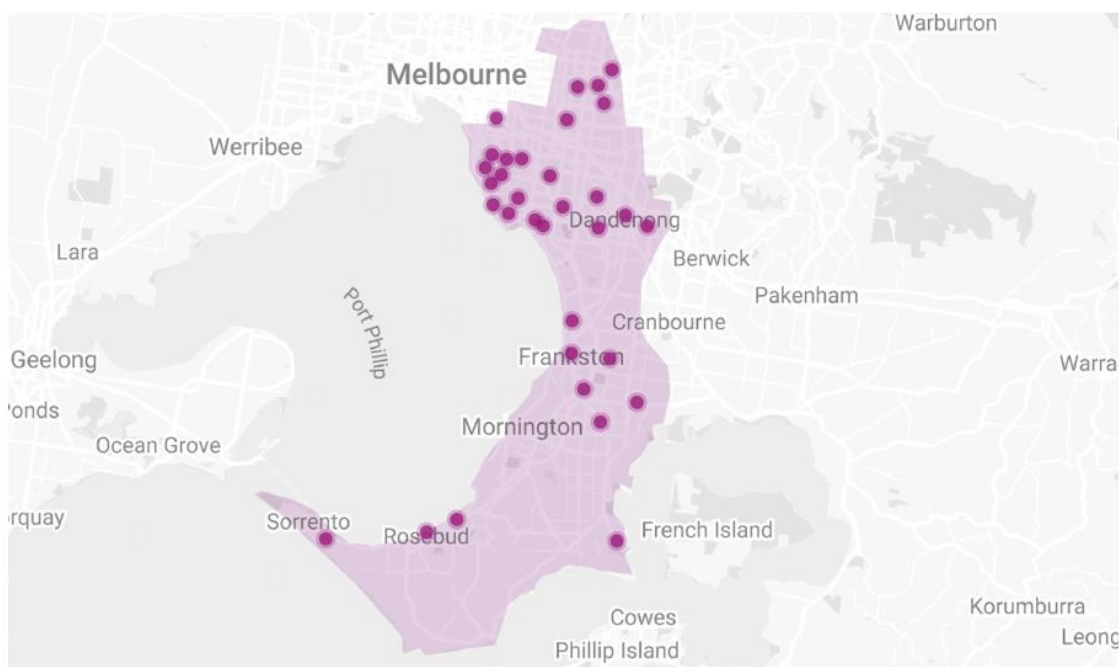
2.4. Timeframe

The project will take three years to complete.

The install and commissioning will take place progressively from first battery in January 2022 through. The final batteries will be commissioned by end of March 2023.

2.5. Project sites

All batteries will be installed across the United Energy footprint with design teams scouting for the preferred locations on identified circuits. Following confirmation of the sites, individual Social Risk Assessments will be completed and added to this plan to further inform how we will communicate to and engage with the community.



Electric Avenue pole-top batteries are set to rollout across the following suburbs within the United Energy network:

Bentleigh	Sandringham	Eumemmerring	Caulfield North	Parkdale	McCrae	Mitcham
Bentleigh East	Black Rock	Langwarrin	Keysborough	Edithvale	Crib Point	Forest Hill
Hampton East	Beaumaris	Seaford	Dandenong	Clarinda	Somerville	Vermont South
Hampton	Cheltenham	Frankston	Noble Park	Mordialloc	Dromana	Blackburn South
Brighton East	Pearcedale	Frankston South	Dingley Village	Mount Waverley	Blairgowrie	

Fig. 1 All batteries will be installed in the United Energy distribution area

3. Engagement Scope

3.1. Objectives

The objectives of the stakeholder engagement program are as follows:

1. Build a positive relationship with the communities to be serviced by the pole top batteries based on identified co-benefits;
2. Ensure pole top batteries are perceived as valuable assets for the community;
3. Build an 'Electric Avenue' community of customers to share information regarding community-based battery programs;
4. Mitigate risks associated with disruption and battery operation to ensure trust is built with the community;
5. Lift awareness of the role UE plays in the energy supply chain and build its reputation for undertaking innovative projects in the interests of the community and to support the transformation of the energy market; and
6. Meet expectations and requirements outlined in the ARENA funding agreement (see Section 9).

4. Engagement approach and tools

Using the Electric Avenue branded communication toolkit and adopting the IAP2 spectrum approach for best practice community engagement, the stakeholder engagement plan to achieve the targeted outcomes is described as follows.

This is captured and defined for each stage of the project ranging from project establishment to planning, construction (before, during and after installation), and operations (when the batteries are fully operational) as detailed below.

A project plan will be developed for how to roll out each of these phases across the 40 site locations under the project as it is expected there will be multiple work fronts at different stages at any one time.

The immediate priority is to complete the project establishment deliverables and support the planning phase for the first three locations in 2021. Engagement and communication activities will be reviewed for each site according to the needs and level and interest within each community.

4.1. Project establishment

Inform	Description
Factsheet	<ul style="list-style-type: none"> - General information on the Electric Avenue, Pole Top Battery project - Provided directly to stakeholders and made available online - Key component of any briefing packs about the project
UE Website	<ul style="list-style-type: none"> - Dedicated page to be developed for Electric Avenue as a key point of reference for all stakeholders and as a way to advertise engagement and consultation activities. - Victorian Government booklet on what are community batteries and how they help customers to be made available through website and can form part of standard briefing packs.
Media	<ul style="list-style-type: none"> - Announcement on ARENA grant funding and project launch by the Media and Public Affairs team.
Briefing pack	<ul style="list-style-type: none"> - Standard PowerPoint presentation to describe the Electric Avenue project.



	<ul style="list-style-type: none"> - Standard Q&A to be developed in anticipation of various lines of inquiry from different stakeholders. - To be used for all stakeholder briefings to educate about the project.
Animation	<ul style="list-style-type: none"> - Short digital animation telling the story of what are pole top batteries, how do we plan to develop them and what are the benefits for communities. - This will be used within the digital campaign in the planning phase and all briefing presentations.
Milestone communication	<ul style="list-style-type: none"> - Develop a stakeholder database and standardised methodology for reporting on project milestones for the three-year life of the project.
ARENA reporting	<ul style="list-style-type: none"> - Agree with the project team the regular reporting requirements from the stakeholder engagement team to be input into the required ARENA project reports as per the funding guidelines.
Involve	Description
Enquiry management process	<ul style="list-style-type: none"> - Establish a phone line, email address and Consultation Manager database for capturing all inquiries regarding Electric Avenue. - Provide a briefing to the UE Customer Contact Centre in case of any inquiries and how to direct them. - Establish monthly reporting processes for tracking trends, feedback and feed this into subsequent stages of stakeholder engagement. - Establish clear escalation process for ensuring any concerns or issues raised can be quickly addressed in order to ensure stakeholder satisfaction with the approach taken.
Consult	Description
Stakeholder Reference Group	<ul style="list-style-type: none"> - SRG to be established as an independent advisory body to oversee each stage of the project over the three-year term. - Terms of reference and targeted participant list to be developed. - Invitations to be involved to be issued with project briefing pack. - Outcomes of the Industry Consultation Committee are to be reported in periodic reports to ARENA as per the grant guidelines.
Collaborate	Description
Retail communication	<ul style="list-style-type: none"> - Need to meet with Simply Energy marketing team to agree the roles and responsibilities for engaging with community members serviced by the battery. - Need to agree co-branding rules, information sharing, relationship management and risk mitigation.



4.2. Planning phase

Inform	Description
Postcard	<ul style="list-style-type: none">- This is provided to the local community in the vicinity of the battery to advise that this asset is coming to their neighbourhood.- This initial communication does not identify a site as further engagement is required to educate the community about batteries first.- Tone needs to be in the form of an invitation to partner with UE on this project and to find out more information.- Provides a guide on the next steps and a link to the UE website for further information.
Digital campaign	<ul style="list-style-type: none">- Geotargeted social media including animation to target the community in which the battery is planned to point them to the website for more information on what is a battery and the activities under the 'Involve' and 'Consult' stages.
Briefing program	<ul style="list-style-type: none">- Targeted meetings with key local, state and federal government representatives within the community where the battery is proposed.
Involve	Description
SECCCA partnership	<ul style="list-style-type: none">- Work with SECCCA to coordinate engagement with local Councils to gain community insights and communication collaboration.- Host meeting to discuss project, timelines, interests, siting issues/ considerations, concerns, key stakeholders and potential action groups, communication preferences, CALD requirements etc.- Provide briefing pack.- Ask if Councillors need additional briefing- Outcomes will inform the next stage of planning for construction communication.
Community members of the suburb targeted	<ul style="list-style-type: none">- Depending on COVID conditions, conduct online forums or information sessions with members of the community where batteries are targeted to seek input into:<ul style="list-style-type: none">- the selection criteria for identifying sites where they are located and any other considerations that need to be factored in future planning- co-benefit design based on community input and perspectives- interests in the future of energy and customer choices.- Ensure outcomes from these engagements are captured within project planning and communication in relation to sites selected and benefits promoted.

4.3. Construction phase



Inform	Description
Site selection notified	<ul style="list-style-type: none"> - Door to door visits to be conducted with the customers to be serviced by the selected site for the battery. - Depending on the level of interest or availability, consider holding a pop-up drop-in centre in a relevant and convenient location to target this specific group of customers. - Site selection also needs to be communicated by personal email from the stakeholder engagement team to all participants in the planning phase engagement including details on how community nominated criteria were applied. - Site and the streets to be serviced is to be identified.
Personal letter	<ul style="list-style-type: none"> - Letter with the site selection identified to be sent to the community in the immediate vicinity of the battery. - Tone is to be positive in relation to co-benefit potential, value of the asset to the neighbourhood and reasons for the location. - Also needs to alert customers on what to expect during construction – particularly in relation to 2 power outages and how to prepare. - Direct to the website for next steps or a phone number to the stakeholder engagement team if they would like to discuss it personally.
Digital campaign	<ul style="list-style-type: none"> - Geotargeted social media to target the community in which the battery site is located. - Point them to the website for more information on what is a battery and the activities under the 'Involve' and 'Consult' stages.
Briefing program	<ul style="list-style-type: none"> - Briefing with the appointed contractor teams to ensure they are aware of the importance of effective stakeholder engagement to the project and how they should behave and respond to any inquiries on site. - Provide them with a contact card if they are approached by members of the public for comment regarding the works being conducted. - Ensure any local media inquiries are directed to the Media and Public Affairs team.
A-Frame	<ul style="list-style-type: none"> - A-frame signage in Electric Avenue branding to be posted on site as the contractor is installing the battery. Signage to be generic to the project and not site specific so it can be rotated to various locations.
Involve	Description
Customer engagement	<ul style="list-style-type: none"> - Follow up meeting inviting customers who will be serviced by the battery to seek input into: <ul style="list-style-type: none"> - Their energy literacy and information needs and interests - Communication preferences for the project but also, once batteries are in operation

	<ul style="list-style-type: none"> - Developing a profile of the user group in relation to their interests in solar, EVs, demand management or energy efficiency - Brand sentiment, awareness and trust baselines. - This meeting will also provide an opportunity to advise on what to expect during installation of the battery including the potential for two planned outages and how they can prepare for that. - Outcomes from these engagements are captured within project planning and communication in relation to construction and operational phases.
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4.4. Operations phase

Inform	Description
Online engagement platform	<ul style="list-style-type: none"> - Consider building an online presence and two-way communication mechanism for Electric Avenue for communities serviced by the pole top batteries. - This provides an opportunity for ongoing engagement as well as a forum for communities to share experiences with the project. - Options raised include 'Hive' or 'Bang the Table'
Email to all those participating in engagement activities	<ul style="list-style-type: none"> - Email issued to indicate the battery is going live. - Content should also promote the customer survey for the end of consultation to assess team performance and identify continuous improvement opportunities. - Email will also provide a link to the online engagement platform for ongoing communication
Involve	Description
Go Live event (site specific)	<p>COVID restrictions permitting and depending on level of interest within each site area:</p> <ul style="list-style-type: none"> - Secure a renowned local coffee cart provider through local procurement processes to host a morning tea for local community to meet the team behind Electric Avenue. - Vendor supported by the stakeholder engagement team to informally discuss the development with community members in a 'drop-in' centre type approach and listen to any further information needs or issues. - All attending community members to be provided a take-home pack to mark the battery go live as a positive development in their community. This would include: - Electric Avenue branded tea towel, fridge magnet, Simply Energy information, information regarding other UE consumer marketing programs.



	<ul style="list-style-type: none">- Have Two Tractors on site to get vox pops with community members attending that can be utilised on UE social media platforms and the Electric Avenue Facebook community.
Installation disruption mitigation	<p>Work with ops team to assess disruptions community will experience for each installation. Options may include:</p> <ul style="list-style-type: none">• Uber Eats vouchers; and• Coffee voucher for local provider.



5. Key messages and external information

All teams engaging with the community and external stakeholders will have an understanding of and be familiar with key project messages to ensure consistent and clear information is shared. Key messages will continue to be updated as the project progresses. The master key message document, with messages on specific issues, can be found in the EA folder.

5.1. Overarching message

We're helping our customers to share power in their local communities.

5.2. Message 1 – What is it?

This is Australia's largest rollout of community-based batteries.

Supporting facts:

- Under the Electric Avenue, Pole Top Battery program, 40 batteries will be rolled out across the United Energy network over the next 18 months.
- Each of the 30kW batteries has the capacity to service on average, 125 homes.
- In total, the 40 batteries will enable 1.2MW of power to be stored and support up to 5,000 customers.
- The \$11 million program is supported by \$7 million from United Energy and \$4 million from the Australian Renewable Energy Agency (ARENA).
- It follows a successful two-battery trial last year conducted by United Energy in Highett and Black Rock.
- Nine local government areas within the UE network will receive the batteries: Bayside, Casey, Frankston, Glen Eira, Greater Dandenong, Kingston, Monash, Mornington Peninsula and Whitehorse.
- Batteries will be installed in the first location in Jan 2022 in Mt Waverley.
- We'll evaluate how these batteries have delivered crucial grid services, reducing demand on these areas of the network in peak times, providing benefits for our customers, but also value for our retail partner, Simply Energy.



5.3. Message 2 – Why is it needed?

This is a way for customers to act locally to participate in a clean energy future.

Supporting facts:

- We're helping communities to generate, store and use renewable energy locally.
- These batteries are a way of storing energy that can then be used locally when it is needed.
- It's a great way to ensure solar PV exports from homes in the community are consumed locally.
- We know that rooftop solar is becoming increasingly popular and often, the idea of a household battery to go with it is useful to store excess solar energy for the evening. But these batteries still cost more than many people can afford.
- By putting a pole-top battery in a community, excess solar can be exported into our network and stored in the local battery. Then potentially, all customers in the community can share in this local renewable energy when power is discharged from the battery.
- It's a way for all connected customers to use more renewable energy whether they have solar on their roof or not.
- The batteries will charge at times of the day when there is low electricity demand or when local rooftop solar systems are exporting into our network.
- Power from the batteries can be used later in the day when demand is high and solar systems are no longer generating.
- The peak times when most people are using power from our network are between 3pm and 9pm, Monday to Friday.
- This is all part of the transformation that is happening in the electricity market. The growing use of rooftop solar on homes was the first part of the transformation that saw our network change from moving power in one direction – from generators to customers – to now be two directional – to include thousands of homes generating power and exporting into our network.
- We expect the number of customers with rooftop solar to more than double in the next five years.
- So batteries will help ensure these customers can get the most of their rooftop solar. And their neighbours can also share the excess solar power they produce and also participate in a cleaner energy future.
- Over time, we expect more people will also invest in electric vehicles and get involved in other energy efficiency programs like demand management. So having a fleet of batteries will help us to accommodate more of these initiatives as well as greater solar penetration and exports.
- We know many communities are concerned about their environmental footprints. If we can use more locally produced renewable energy, then we can help meet zero emissions targets.



5.4. Message 3 – Why is this different?

These batteries provide greater power reliability and opportunities for solar connections.

Supporting facts:

- Unlike big battery projects which provide grid level stability and electricity market outcomes, these smaller batteries are designed to help improve electricity reliability and enable greater solar PV exports in local areas where the low voltage distribution network is constrained.
- From a network perspective, it helps defer traditional investment so customers can save money on future network tariffs.
- The benefit for UE customers is that we can roll them out in locations where we know there are constraints on our network, particularly on days when electricity demand is high. For example, in hot days in summer.
- What that means for customers serviced by these batteries is that we can help ensure they receive the 99.99% reliability of power supplies that other UE customers also receive.

6. Policies

6.1. Records management

Maintaining accurate and current contact details of all stakeholders is a responsibility of the whole project team. Records of community interactions and feedback will be lodged on the Consultation Manager platform.

6.1.1. Privacy policy

United Energy complies with the Privacy Act and the Australian Privacy Principles under the Privacy Act, and any other applicable laws that protect privacy. The Australian Privacy Principles regulate United Energy's handling of Personal Information. If the stakeholder is not satisfied with the response to the privacy complaint, they may refer the complaint to the Office of the Information Commissioner (OAIC) by contacting the OAIC inquiries line on 1300 363 992 or see the OAIC website at www.oaic.gov.au

6.1.2. Personal information

Protecting all personal information is important to United Energy. Personal information is information or an opinion about an identified, or reasonably identifiable, individual. While providing its services and carrying out its functions and activities, the project team may collect personal information.

Generally, the kinds of personal information that will be collected for the project are:

- general stakeholder contact and identification information such as name, address, telephone number, email address, facsimile number, age or date of birth; and
- information about stakeholder interests in the study and previous communication with the study team.

Use of personal information

The project collects, holds, uses and discloses stakeholder personal information where it is reasonably necessary for one or more of the project's functions or activities, including:

- for communication and engagement purposes;
- to notify stakeholders of upcoming activities; and
- Where personal information is used or disclosed, the project will take steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed.

Stakeholders are under no obligation to provide personal information to the project.



6.2. Enquiry and complaints management

6.2.1. Introduction

United Energy will aim to ensure all enquiries and complaints are managed in an efficient, effective and consistent manner, using a proactive approach within specified timeframes.

Further, community feedback is an effective way to gauge and improve how projects are being delivered, reducing their impact on local communities.

These protocols provide a guideline for managing all enquires and complainants communicated to the project team and/or their contractors throughout the project lifecycle.

By implementing clear, concise systems United Energy and its brand will be maintained and community members and stakeholders will develop trust and confidence in the process.

These protocols define how enquiries/complaints are managed when received in person, via the nominated phone number, via project specific email address or post. They outline how to process complaints that need further investigation and resolution, how to record a complaint (and its resolution), and what to do if a complaint cannot be resolved.

These protocols seek to acknowledge that stakeholders have the right to raise concerns and make complaints concerning activities that may impact their community.

6.2.2. The complaints management process

The Stakeholder Engagement Officer will evaluate requirements and maintain the following complaints management process to ensure any issues or complaints made by stakeholders or community members in relation to the Pole Top Battery project are addressed effectively and resolved when possible.

A stakeholder or community member can make a complaint:

- in person (during a door knock, at a public event, or construction);
- by phone;
- by the project specific email address; and
- by post.

While all enquiries and complaints must be entered into the appropriate Consultation Manager project, an enquiry/complaints register may be maintained to ensure these are recorded and closed out throughout the process, if required and appropriate by the Manager Corporate Affairs or the project.

6.2.3. When the enquiry/complaint is received

Project team members or contractors on site may receive face to face enquiries or complaints. If this happens:

- the project team member/contractor should not provide a response or enter into a conversation unless the outcome is within their area of responsibility;
- if the complaint is within the team member/contractor's area of responsibility, they should respond using approved key messages or public information only, and advise the Stakeholder Engagement Advisor of the interaction, who will then record that interaction with the Consultation Manager database;



- if the outcome is not within the team member's area of responsibility, they should provide the enquirer/complainant with the project's contact card, take down the contact details and particulars of the enquirer/complainant, indicating they will have someone contact them as soon as possible (within 24 hours);
- the project team member will provide details of the enquiry/complaint to the Stakeholder Engagement Advisor immediately;
- the Stakeholder Engagement Advisor will seek information from the project team to resolve the enquiry/complaint;
- the Stakeholder Engagement Advisor will record the details into the Consultation Manager database;
- when the Stakeholder Engagement Advisor has a response, they will resolve the enquiry and close it out;
- if unresolved the Stakeholder Engagement Advisor will maintain contact with the complainant until it is; and
- the same procedure must be used if the complaint/enquiry is raised outside normal business hours.

The Stakeholder Engagement Advisor may also receive requests for information/enquiries/complaints via phone or email. The same approach outlined above must be used throughout the project process, regardless of the channel.

6.2.4. Timeframes

Enquiries and complaints must be responded to promptly. Even if there isn't a resolution, the Stakeholder Engagement Advisor must maintain contact with the enquirer/complainant until it is resolved in a satisfactory manner.

Response/contact timeframes are:

- **Within 4 hours** if received by phone;
- **Within 24 hours** if received by email or in person; and
- **Within 48 hours** if received by letter.

The complainant must be kept up to date on the progress of enquiries/complaints, even if there is no resolution. The Stakeholder Engagement Advisor must maintain contact <weekly/fortnightly> or until the enquiry/complaint is resolved.

7. Monitoring and Evaluation

7.1. Monitoring

All engagement will be tracked and monitored using the Consultation Manager (Con Man) platform.

Regular reports will be shared with relevant stakeholders and trends will be used to inform future communication and engagements.

Regular reports will be developed to coincide with ARENA reporting requirements and project milestones. They will be shared with relevant stakeholders and trends will be used to inform future communication and engagement.

Stage	Proposed monitoring/ reporting date	Comment actions
Site 1	Dec 2021	<ul style="list-style-type: none"> • Evaluate approach used for Site 1, to understand issues and risks, concerns and required amendments for future sites. • Draft a report that comprises of information downloaded from Consultation Manager <ul style="list-style-type: none"> ○ # interactions from <ul style="list-style-type: none"> ▪ Emails ▪ Phone calls ▪ Site surveys ○ Types of requests for information ○ Emerging issues or risks ○ Perceptions of the project ○ Level of interest in the project from <ul style="list-style-type: none"> ▪ Key stakeholders ▪ Targeted community ▪ Local community ○ Concerns/issues/responses • Provide snapshot report to <ul style="list-style-type: none"> ○ ARENA ○ Steering Committee ○ SECCCA



Sites 2-10	March 2022	<ul style="list-style-type: none">• Evaluate approach used for sites 2-10, to understand, issues and potential amendments for future sites.• Use this data to develop milestone 1 report, comprising information downloaded from Con Man:<ul style="list-style-type: none">○ # interactions from<ul style="list-style-type: none">▪ Emails▪ Phone calls▪ Site surveys○ Types of requests for information○ Emerging issues or risks○ Feedback from SECCCA○ Feedback from SRG○ Perceptions of the project○ Level of interest in the project from<ul style="list-style-type: none">▪ Key stakeholders▪ Targeted community▪ Local community○ Concerns/issues/responses• Provide snapshot report to<ul style="list-style-type: none">○ ARENA○ Steering Committee○ SRG○ SECCCA• Amend approach as required
Sites 11-20	TBC	<ul style="list-style-type: none">• Evaluate approach used for sites 11-20, to understand, issues and potential amendments for future sites.• Use this data to inform milestone 2 report, comprising information downloaded from Con Man:<ul style="list-style-type: none">○ # interactions from<ul style="list-style-type: none">▪ Emails▪ Phone calls▪ Site surveys○ Types of requests for information○ Emerging issues or risks○ Feedback from SECCCA○ Feedback from SRG○ Perceptions of the project○ Level of interest in the project from<ul style="list-style-type: none">▪ Key stakeholders▪ Targeted community▪ Local community○ Concerns/issues/responses• Provide snapshot report to<ul style="list-style-type: none">○ ARENA

		<ul style="list-style-type: none"> ○ Steering Committee ○ SRG ○ SECCCA • Amend approach as required
Sites 21-30	TBC	<ul style="list-style-type: none"> • Monitor approach used for sites 21-30, to understand, issues and potential amendments for future sites. • Use this data to inform milestone 3 report, comprising information downloaded from Con Man: <ul style="list-style-type: none"> ○ # interactions from <ul style="list-style-type: none"> ▪ Emails ▪ Phone calls ▪ Site surveys ○ Types of requests for information ○ Emerging issues or risks ○ Feedback from SECCCA ○ Feedback from SRG ○ Perceptions of the project ○ Level of interest in the project from <ul style="list-style-type: none"> ▪ Key stakeholders ▪ Targeted community ▪ Local community ○ Concerns/issues/responses • Provide snapshot report to <ul style="list-style-type: none"> ○ ARENA ○ Steering Committee ○ SRG ○ SECCCA • Amend approach as required
Sites 31-40	TBC	<ul style="list-style-type: none"> • Monitor approach used for sites 31-40, to understand, issues and potential amendments for future projects. • Use this data to inform milestone 4 report, comprising information downloaded from Con Man: <ul style="list-style-type: none"> ○ # interactions from <ul style="list-style-type: none"> ▪ Emails ▪ Phone calls ▪ Site surveys ○ Types of requests for information ○ Emerging issues or risks ○ Feedback from SECCCA ○ Feedback from SRG ○ Perceptions of the project ○ Level of interest in the project from <ul style="list-style-type: none"> ▪ Key stakeholders ▪ Targeted community

		<ul style="list-style-type: none"> ▪ Local community <ul style="list-style-type: none"> ○ Concerns/issues/responses • Provide snapshot report to <ul style="list-style-type: none"> ○ ARENA ○ Steering Committee ○ SRG ○ SECCCA • Collate all information into a final close out report that includes a lessons learnt section.
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8. Funding agreement

8.1. ARENA Funding Agreement

STAKEHOLDER ENGAGEMENT IMPERATIVES – as per ARENA funding agreement March 2021

Community and Stakeholder Engagement Plan
(Note that clauses 13.2(b) and 13.2(c) do not apply to this Plan)

- (a) For the duration of the Agreement, the Recipient must develop, implement and update a Community Consultation Plan for the Project which includes the following features:
- (i) identification of all key stakeholder groups, including local communities that are potentially affected by the Project;
 - (ii) An assessment of all sites, which helps determine the most appropriate community engagement methods.
 - (iii) an outline of the proposed community consultation processes to be undertaken and activities available to support the project that may include forums of engagement (public meetings, one on one meetings, briefings or presentations).
 - (iv) Methods of communications (written, online, face-to-face, collateral, community feedback channels, digital engagement/ social media and an outline for how stakeholders will be able to access the latest information in respect of community consultation matters;
 - (v) an outline of how community consultation activities align with milestones;
 - (vi) a process for maintaining an up-to-date record of complaints and questions arising from community consultations and the responses provided to these complaints and questions; and



(vii) a process for regularly monitoring and updating the Community Consultation Plan and the community consultations undertaken and reporting to the Recipient's internal management, board, Project Participants, and other key groups (whether government or non-government) as required by ARENA to ensure the on-going improvement of community engagement, and is proportionate to individual site impacts and aligns with relevant industry standards for community consultation.

(b) The Recipient must make the Community Consultation Plan available to any person on request. The Recipient may make the Community Consultation Plan available by publishing it on its website.

(c) At each Milestone, the Recipient must provide to ARENA evidence that the Recipient has conducted engagement as outlined in the engagement and consultation plan. At each Milestone, the Recipient must provide to ARENA notification of responses by the Recipient to adverse community reaction to the Project.