

# HumeLink East



## Community Communication Strategy

HLE-AGJ-SC-ALE-PLN-0000-00003

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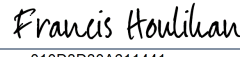

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## **ACKNOWLEDGEMENT OF COUNTRY**

In the spirit of reconciliation, the ACCIONA and Genus Joint Venture (AGJV) acknowledges the Gundungurra, Ngunnawal, Gadigal and Wiradjuri peoples as the Traditional Custodians of the land on which the HumeLink East package works are undertaken.

The AGJV would like to pay our respect to all elders past present and emerging and extend this respect to all First Nations people and their respective cultures.

## APPROVALS

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The authorized use of this document shall only be once approved by way of presence of signatories under section 1 Approvals.

## DOCUMENT CONTROL – REVISION HISTORY

### Revision History

Rev	Date	Pages	Revised By	Description
A	19/11/24	ALL	E Hassett	First draft for review
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E	25/06/2025	ALL	L Gibson	Addressed comments received from Rev D Issued to Transgrid for review
00	25/07/2025	ALL	L Gibson	Issue for Use

## GENERAL REQUIREMENTS

The Project Director is responsible for the distribution of this Management Plan. The controlled master version of this document is available for distribution as appropriate and maintained on RIB | CX. All circulated hard copies of this document are deemed to be uncontrolled. The implementation of this Management Plan is under the authority of AGJV and the Project Director. All personnel employed on the Project will perform their duties in accordance with the requirements of this Management Plan, supporting management plans, and related procedures.

## KEY PROJECT DETAILS

KEY PROJECT DETAILS		
Client Information		
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Contractor Information		
Principal Contractor:		AGJV
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Key Representative:		Carel Nagel
Reference No. (Contractor):		C3055
Project Stakeholder Information		
Relevant Discipline Authority:		Relevant Authority
Relevant Local Councils:		Cootamundra Gundagai Regional Council, Snowy Valleys Council, Upper Lachlan Shire Council, Yass Valley Council, Goulburn Mulwaree Council
Document Information		
Current Document Revision:		00
Current Document Revision Date:		July 2025

## ABBREVIATIONS

Term	Description
AEMO	Australian Energy Market Operator
AGJV	A joint venture comprises of ACCIONA and GENUS
Authority (relevant)	the relevant Road/Rail (or other Authority) for this project
CCS	Community Communications Strategy
CSE	Community and Stakeholder Engagement
CSSI	Critical State Significant Infrastructure
CoA	(Ministers) Conditions of Approval
Competent	Competent means that a person has been deemed to meet the combination of licenses, qualifications, training and instruction as defined by the Company or by legal requirements for an activity or works
Contractor	A person or business which provides goods or services to the Company under terms specified in a contract.
Correspondence	Correspondence documents refer to letters sent to or received from other entities.
DPHI	Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Statement
Employee	A person employed by AGJV under a contract of employment
EPA	Environmental Protection Authority
ER	Environmental Representative.
HLE	HumeLink East
ISP	Integrated System Plan
Local Council(s)	local council(s) relevant to the project
NEM	National Electricity Market
PC	Principal Contractor
PCM	Public Communication Material
PMP	Property Management Plan
Project	A venture undertaken by the Company, under specific contract, to provide the services and products of the Company.
The Company	The joint venture delivering the project

## 1. PROJECT OVERVIEW

The HumeLink project (SSI-36656827) is a once-in-a-generation investment in Australia's high voltage transmission network and is planned to support the transition to a low emissions generation portfolio. This project is a critical part of AEMO's ISP, connecting a new 500 kV transmission link through Wagga Wagga, Bannaby and Maragle to the existing transmission network, and supporting large scale renewable energy generation.

HumeLink will reinforce Transgrid's transmission network in southern NSW to improve the flow of electricity from new generation sources in southern and western NSW to major demand centres in the State, and to customers across the NEM.

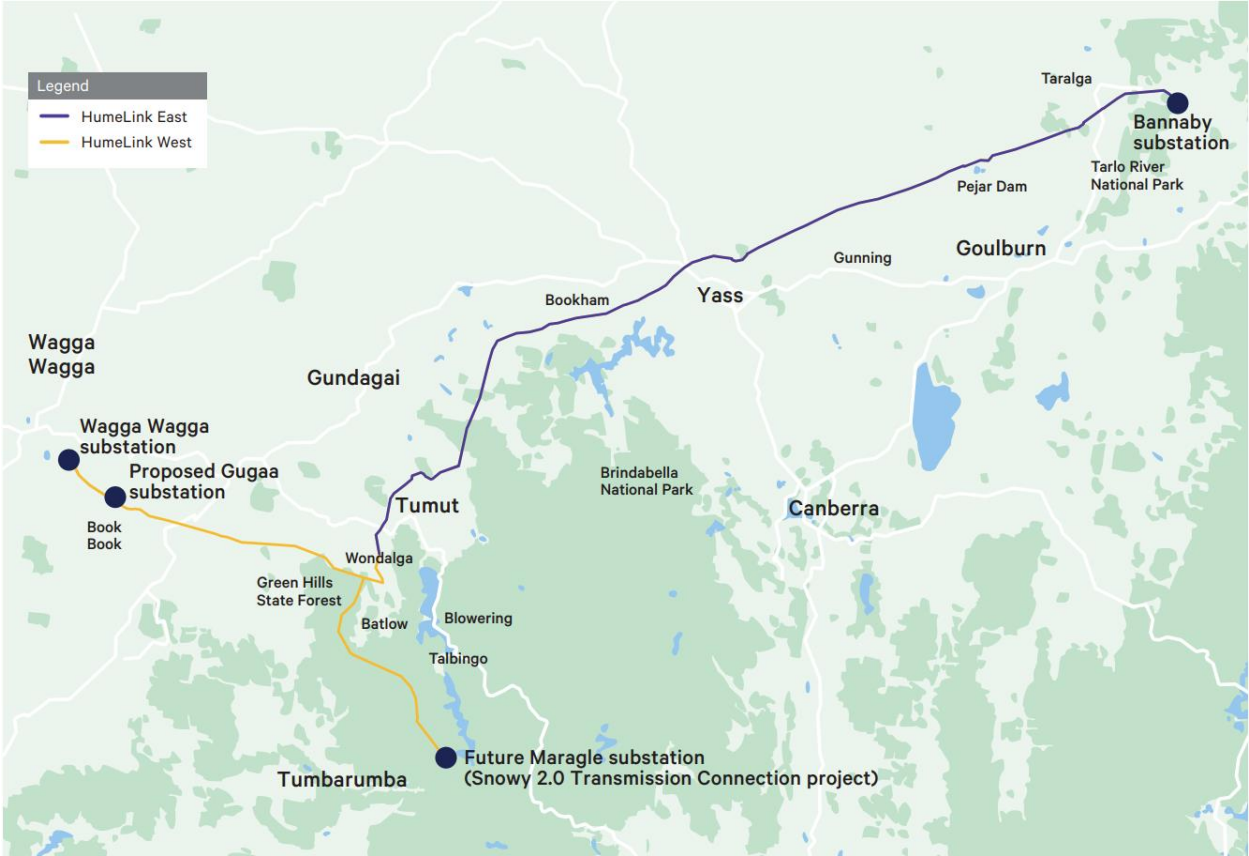
The HumeLink project is declared CSSI and was approved by the NSW Minister for Planning and Public Spaces on 13 November 2024 subject to conditions.

The project will be delivered under two separate Contract Packages - HumeLink East and HumeLink West. HumeLink East and HumeLink West will join and integrate to form the HumeLink project which will enable the project to operate safely, reliably and efficiently as part of Transgrid's network and the NEM as a whole.

Transgrid has contracted Acciona Construction Australia Pty Ltd and Genus Infrastructure (NSW) Pty Ltd (AGJV) to deliver the eastern portion of the HumeLink project.

HumeLink East involves the expansion of the existing Bannaby 500 kV substation, along with the design and construction of a new 500 kV double circuit transmission line. This new transmission line will connect the Bannaby 500 kV substation at the Wondalga interface point with HumeLink West.

Figure 1: Division of HumeLink East and HumeLink West sections



2. DOCUMENT OVERVIEW

This Strategy describes how Transgrid and HumeLink East (AGJV) will manage communication and engagement with the community throughout the Enabling Works and Construction of the HumeLink project.

This document will be revised on a 6-monthly basis, in conjunction with feedback from the community. The Strategy may be revised more frequently in the event there is a significant variation to scope or legislation, or a more immediate change required. AGJV actively encourage feedback and community input to this document.

This Community Communication Strategy will be implemented for the duration of Enabling Works and construction.

3. CONDITIONS OF APPROVAL

The NSW Ministers’ Conditions of Approval (CoA) specify the timing and content requirements for this Community Communication Strategy. A suite of other environmental management plans and strategies are also required to be submitted to and/or approved by the Planning Secretary prior to the relevant stage. Key plans include the Enabling Works Management Plan (CoA B66) required to be approved by the Secretary prior to commencement of Enabling Works, and the Environmental Management Strategy (CoA C1) required to be approved by the Secretary prior to the commencement of construction. This Community Communication Strategy applies to all pre-construction and construction stages of the HumeLink East project.

The below table demonstrates how this HumeLink East Community Communication Strategy meets the requirements of the Conditions of Approval A24 and A25.

Table 1: CCS and addressing Conditions of Approval A24 and A25

CoA Requirement	HumeLink East Community Communication Strategy
A.24 Prior to commencing the development, the Proponent must prepare a Community Communication Strategy to provide mechanisms to facilitate communication between the Proponent and the community (including adjoining affected landholders) during Enabling Works and construction.	This document
A.25 The Community Communication Strategy must:	
(a) identify landholders and potentially impacted receivers;	Section 5.1
(b) ensure that the landholders identified in (a) are consulted during Enabling Works and construction;	Section 5.3 and 5.4
(c) set out procedures and mechanisms for the regular distribution of information;	Section 5.3 and 5.4
(d) establish a public liaison officer(s) to engage with the local community; and	Section 5.2
(e) set out procedures and mechanisms:	
(i) through which the community can discuss or provide feedback to the Proponent;	Section 6.1
(ii) through which the Proponent will respond to enquiries or feedback from the community; and	Section 6.2
(iii) to resolve any issues and mediate any disputes that may arise in relation to Enabling Works and construction of the development	Section 6.3
The Proponent must implement the Community Communication Strategy for the duration of Enabling Works and construction.	Section 2

## 4. APPROACH TO COMMUNITY ENGAGEMENT

AGJV will engage with community and stakeholders consistent with Transgrid's [HumeLink Engagement Strategy \(HES\) \(Transgrid, June 2023\)](#). This document sets the strategic engagement direction and framework for all engagement activities within the HumeLink project. It outlines ongoing engagement with communities, Indigenous people, landholders and stakeholders as part of planning and building HumeLink.

Our approach is summarised through four key attributes – Visible and Trusted Voice, The Right Culture, Partnerships and Community Development as shown in Figure 2. We will use these components as a guide to effectively deliver communication and engagement activities throughout the Project.





Figure 2: Community Engagement Key Attributes



Figure 2: Community Engagement Key Attributes

4.1 ENGAGEMENT OBJECTIVES

The HumeLink project’s engagement objectives are to:

- Work in partnership with local communities and businesses
- Listen to feedback, understand community views and consider how these can deliver a better project
- Be accessible and provide engagement that works for communities and considers audiences
- Deliver lasting social, economic and environmental benefits for communities and regions
- Build awareness of HumeLink's role in providing reliability, clean energy and affordable electricity to consumers
- Build on Transgrid's positive reputation and social licence to operate
- Be clear and precise with stakeholders with what we can and cannot do

## 4.2 ENGAGEMENT PRINCIPLES

AGJV will achieve this by implementing the following engagement principles as described in Table 2.

Table 2: Engagement Principles

Principles	Application
<b>Clear Purpose</b>	We will let you know the purpose of our engagement with you and explain how you can be involved.
<b>Accessible and Inclusive</b>	We will engage with you as early as practicable and offer you different ways to engage with us, so there's a channel that's right for you.
<b>Accurate and Timely</b>	We will provide accurate information at each stage of project planning and works delivery so that you can contribute meaningful feedback and share your concerns and interests.
<b>Genuine</b>	We will be open, honest and transparent with you. We will tell you what is and isn't on the table and the reasons why.
<b>Close the loop</b>	We will seek to understand and act on what is important to you and your community and we will actively listen to you. We will let you know what we have heard and provide you with clear feedback on how we have responded and why.
<b>Share other options</b>	We will let you know where you can go for additional information and independent advice to help resolve those issues specific to you.

## 4.3 COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT APPROACH

This CCS aims to ensure communication and engagement with landholders, stakeholders and community members will be transparent, clear, responsive, and regular throughout the progression of the enabling works.

Key communication and engagement objectives will include:

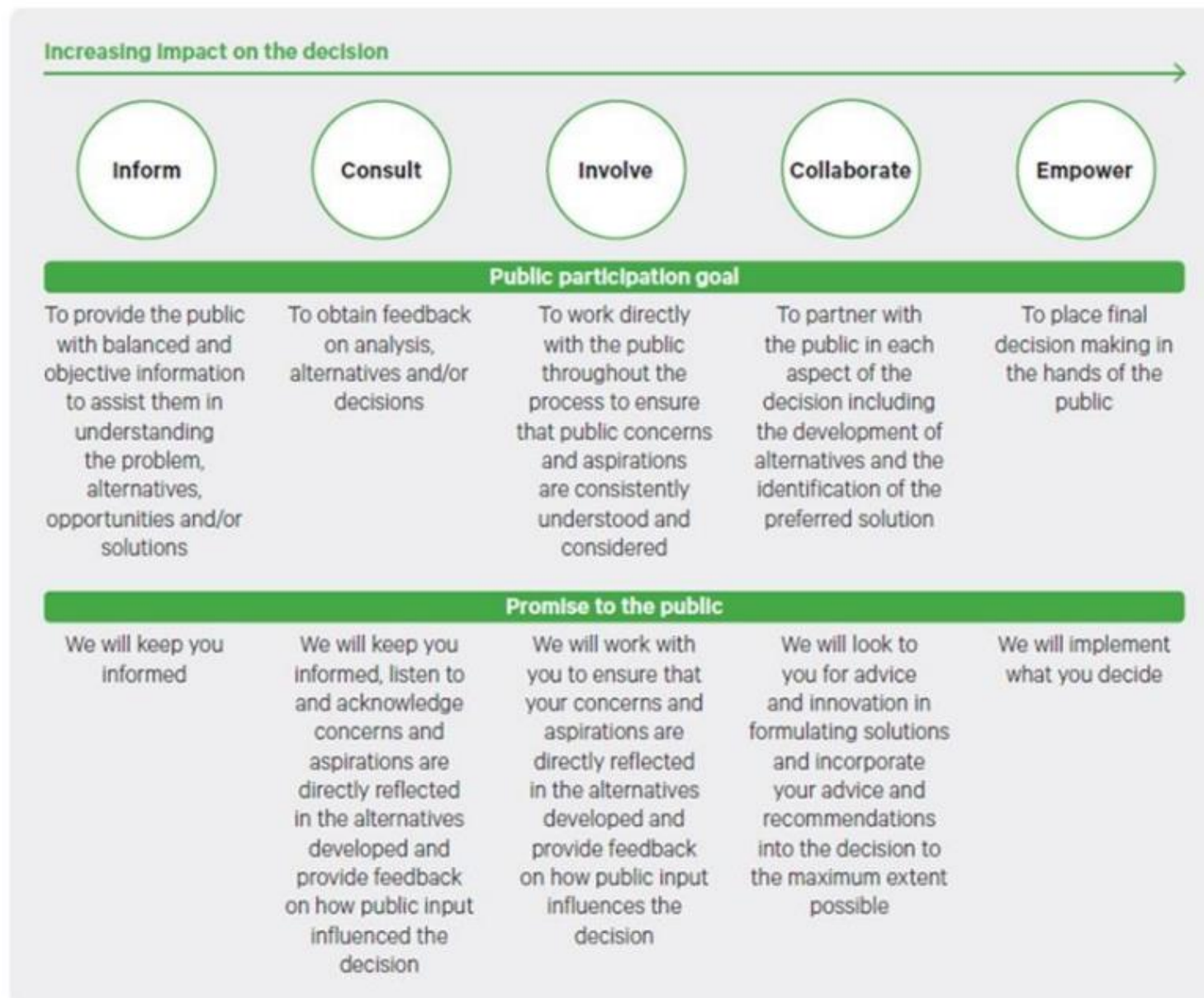
- Providing targeted and accurate information on the commencement and continued progress of the works to the landholders, key stakeholders, and community members, inclusive of likely impacts and benefits
- Ensuring any complaints and enquiries are acknowledged, investigated, and acted on within the required time limits as described in section 6.2 and 6.3
- Ensuring any key risks, impacts (i.e.: weather variables), regarding enabling and construction works are identified early and managed effectively.
- Engaging in a manner with all landholders, stakeholders and the community that is respectful of the requirements of all properties accessed during enabling works and construction works (in consideration of relevant Property Management Plans (PMPs)).
- Notifying landholders or community of any works outside of the standard construction hour as per the Communication and consultation tool timelines.
- Be open and accessible to the landholders, key stakeholders, and community.
- Provide support to community members to participate. For example, translation services for culturally and linguistically diverse (CALD) communities.
- Develop specific communication and engagement strategies to reach isolated or vulnerable members of the community to support their participation. For example, through face-to-face meetings, property visits and community drop-in events.
- Engage with honest intent with stakeholders - with what we can and cannot do.

- Do what we say we will do.

#### **4.4 INTERNATIONAL ASSOCIATION OF PUBLIC PARTICIPATION ENGAGEMENT SPECTRUM**

The International Association of Public Participation (IAP2) has been endorsed by Transgrid as best practice and is widely used across the industry. The level of engagement for activities will be based on the IAP2 spectrum and will vary throughout the project. Generally, HumeLink's engagement will work mainly in the inform, consult and involve with community and stakeholders as shown in Figure 2.

Figure 3: Applying IAP2 on HumeLink



## 5. COMMUNITY COMMUNICATIONS STRATEGY

### 5.1 LANDHOLDERS AND POTENTIALLY IMPACTED RECEIVERS

The [HumeLink Engagement Strategy](#) identifies a high-level matrix of stakeholder groups, engagement levels and key relationship owners at Transgrid.

Table 3 below identifies HumeLink East landholders and potentially impacted receivers in further detail, including information on identified potential impacts and proposed communication tools and activities.

*Table 3: Landholders and Potentially Impacted Receivers*

Stakeholder	Stakeholder Description	Potential Impacts	Level of Interest	Communications Tools, Activities and Engagement Methods
<b>Directly Impacted Landholders</b>	<p>Land ownership within the HLE project footprint is a mix of private and public landholders. The majority of which supports agricultural practices. A range of rural, environmental, residential, commercial and infrastructure related zones are located within the project footprint.</p> <p>There 227 landholdings within the project footprint of which 187 are private landholders.</p>	<p>Property impacts include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Access</li> <li>• Noise</li> <li>• Dust</li> <li>• Vibration</li> <li>• Vegetation Removal</li> <li>• Rehabilitation of impacted areas upon completion</li> </ul>	<ul style="list-style-type: none"> <li>• High</li> </ul>	<ul style="list-style-type: none"> <li>• Pre- construction condition assessment</li> <li>• One-on-one meetings</li> <li>• Notifications and community updates</li> <li>• Emails and phone calls</li> <li>• Community information 1800 number and project email address</li> <li>• Individual Property Management Plans (PMP)</li> <li>• Property Access Agreements</li> <li>• Landholder Interface Plan (LIP)</li> <li>• Inform, consult, involve and collaborate</li> </ul>
<b>Indirectly Impacted Landholders, Residents and Businesses</b>	<p>There are approximately 630 'near neighbours' to the HLE Project footprint (near neighbours are those properties or businesses within 500m radius from the HLE project footprint).</p>	<p>Property impacts which may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Access</li> <li>• Noise</li> <li>• Dust</li> <li>• Vibration</li> <li>• Vegetation Removal</li> <li>• Rehabilitation of impacted areas upon completion</li> <li>• Traffic Impacts</li> <li>• Urban design and landscaping (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Medium to High</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-construction condition assessment surveys (if applicable)</li> <li>• One-on-one meetings</li> <li>• Notifications and community updates</li> <li>• Emails and phone calls</li> <li>• Advertisements in print media and radio</li> <li>• Website and social media</li> <li>• Digital tools such as webinars</li> <li>• Presentations</li> <li>• Community information 1800 number and project email address</li> <li>• Community information sessions and forums</li> <li>• Individual Property Management Plans (when required)</li> </ul>

Stakeholder	Stakeholder Description	Potential Impacts	Level of Interest	Communications Tools, Activities and Engagement Methods
				<ul style="list-style-type: none"> <li>• Live Traffic Website (if applicable)</li> <li>• Inform, consult and involve</li> </ul>
<b>Wider Community</b>	<p>The wider community such as:</p> <ul style="list-style-type: none"> <li>• Gundagai Neighbourhood Centre</li> <li>• Goulburn Chamber of Commerce</li> <li>• Tumut Regional Chamber of Commerce</li> <li>• Yass Valley Business Chamber</li> <li>• Yass Visitors Centre</li> <li>• Country Women's Association - Yass</li> <li>• Residents of Upper Lachlan Shire LGA, Yass Valley LGA, Cootamundra- Gundagai LGA, Snowy Valleys LGA and Goulburn Mulwaree Council</li> <li>• Business owners in Upper Lachlan Shire LGA, Yass Valley LGA, Cootamundra- Gundagai LGA, Snowy Valleys LGA and Goulburn Mulwaree Council</li> </ul>	<p>Potential impacts to the wider community include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Traffic impacts during construction</li> <li>• Parking</li> <li>• Community impacts as a result of increased heavy vehicles</li> <li>• Flora and fauna</li> <li>• Access to property</li> <li>• Changed traffic conditions</li> <li>• Impact to local business operations</li> <li>• Employment and procurement opportunities</li> <li>• Community connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• Medium to High</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Notifications and community updates</li> <li>• Emails and phone calls</li> <li>• Advertisements in print media and radio</li> <li>• Website and social media</li> <li>• Digital tools such as interactive map, videos and animations</li> <li>• Presentations</li> <li>• Community information 1800 number and project email address</li> <li>• Community information sessions and webinars</li> <li>• Inform, consult and involve</li> </ul>
<b>Community Service Providers</b>	<ul style="list-style-type: none"> <li>• Department of Education - Yass, Goulburn and Queanbeyan region</li> <li>• OCTEC Employment Services</li> <li>• Training Services NSW</li> <li>• Industry Capability Network (ICN) NSW</li> <li>• CVGT Disability Employment Services</li> <li>• APM Employment Services (disability employment service provider)</li> <li>• Yass Hospital</li> <li>• NSW Ambulance - Southern District</li> <li>• NSW Ambulance - Murrumbidgee District</li> </ul>	<p>Potential impacts Community Service Groups include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Construction activities and impacts (noise, dust, vibration)</li> <li>• Traffic and parking</li> <li>• Environmental impacts</li> <li>• Possible construction impacts</li> <li>• Employment and procurement opportunities</li> <li>• Community connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• Medium to High</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications and community updates</li> <li>• Emails and phone calls</li> <li>• Advertisements in print media and radio</li> <li>• Website and social media</li> <li>• Digital tools such as interactive map, videos and animations</li> <li>• Presentations</li> <li>• Community information 1800 number and project email address</li> <li>• Community information sessions and webinars</li> <li>• Community information centre (if applicable)</li> <li>• Signage including Wayfinding Signage if required</li> </ul>



Stakeholder	Stakeholder Description	Potential Impacts	Level of Interest	Communications Tools, Activities and Engagement Methods
				<ul style="list-style-type: none"> <li>Inform, consult and involve</li> </ul>
<b>Traditional Owners and other Aboriginal Groups</b>	<ul style="list-style-type: none"> <li>Pejar Local Aboriginal Land Council</li> <li>Onerwal Local Aboriginal Land Council</li> <li>Brungle/Tumut Local Aboriginal Land Council</li> </ul>	<p>Potential impacts to Environment and Heritage (Aboriginal) areas may include:</p> <ul style="list-style-type: none"> <li>Impact to known heritage areas or items during construction</li> <li>Management of unexpected heritage finds</li> <li>Consultation on heritage management</li> </ul> <p>Heritage considerations in urban design and landscaping</p>	<ul style="list-style-type: none"> <li>Medium to High</li> </ul>	<ul style="list-style-type: none"> <li>Meetings, briefings and presentations</li> <li>Emails and phone calls</li> <li>Notifications and community updates</li> <li>Inform, consult, involve and collaborate</li> </ul>
<b>Road Users and Transport Groups, Pedestrians and Cyclists</b>	<p>General stakeholders who live in or near and or frequent the towns along the alignment Including but not limited to:</p> <ul style="list-style-type: none"> <li>Commuters and motorists impacted by traffic changes</li> <li>Pedestrians and cyclists</li> <li>General road users</li> <li>Freight, transport and logistic companies</li> <li>Bus companies</li> <li>Vehicle hire companies</li> <li>Taxis and rideshare companies including Uber</li> <li>Emergency Service Providers</li> <li>Bicycle NSW</li> <li>Pedestrian Council of NSW</li> <li>Transport groups and associations</li> <li>Broader Transport for NSW</li> </ul>	<p>Potential impacts Road Users and Transport Groups, Pedestrians and Cyclists include but are not limited to:</p> <ul style="list-style-type: none"> <li>Permanent and temporary changes to traffic conditions</li> <li>Public transport service disruptions</li> <li>Bus stop relocations (if applicable)</li> <li>Impact to parking</li> <li>Access in emergencies</li> <li>Cumulative traffic impacts and congestion</li> <li>Information and journey management</li> </ul>	<ul style="list-style-type: none"> <li>Medium</li> </ul>	<p>AGJV will utilise multiple communication tools to ensure information is available to impacted and interested parties which include but are not limited to:</p> <ul style="list-style-type: none"> <li>Advertisements in print media and radio</li> <li>Live Traffic website</li> <li>Project online portal</li> <li>Digital tools such as interactive map, videos and animations</li> <li>Road user awareness campaigns</li> <li>Signage</li> <li>Meetings and briefings</li> <li>Active transport network group</li> <li>Traffic and Transport Liaison Group</li> <li>Traffic and pedestrian communications such as static signage, electronic message signs and maps</li> <li>Inform, consult and involve</li> </ul>
<b>Impacted Councils</b>	<ul style="list-style-type: none"> <li>Upper Lachlan Shire Council</li> <li>Yass Valley Council</li> <li>Cootamundra- Gundagai Regional Council</li> <li>Snowy Valleys Council</li> <li>Goulburn Mulwaree Council</li> </ul>	<p>Potential impacts to these Councils include but are not limited to:</p> <ul style="list-style-type: none"> <li>Impact on local roads (including parking and congestion), facilities (including active transport) and infrastructure</li> <li>Impact on flora and fauna</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Briefings and presentations</li> <li>One-on-one meetings</li> <li>Formal correspondence</li> <li>Attendance at relevant community forums and information sessions</li> <li>Community updates</li> </ul>

Stakeholder	Stakeholder Description	Potential Impacts	Level of Interest	Communications Tools, Activities and Engagement Methods
		<ul style="list-style-type: none"> <li>Impact on open space</li> <li>Impact on local residences and businesses</li> <li>Managing interface between Council infrastructure and Project construction</li> <li>Urban design and residual land opportunities</li> <li>Impact on assets</li> <li>Workforce accommodation</li> <li>Employment and procurement opportunities</li> <li>Community connectivity</li> </ul>		<ul style="list-style-type: none"> <li>Community notifications</li> <li>Regular email and phone</li> <li>Correspondence with key office staff</li> <li>Investigate opportunities in consultation with councils for appropriate long-term use for the worker accommodation facilities (or component parts thereof)</li> <li>Inform, consult, involve and collaborate</li> </ul>
<b>State Government Agencies</b>	Including but not limited to: <ul style="list-style-type: none"> <li>Department of Planning, Housing and Infrastructure (DPHI)</li> <li>Environment Protection Authority (EPA) (if required)</li> <li>Transport for NSW</li> <li>Transport Management Centre (TMC)</li> <li>Biodiversity Conservation and Science (BCS)</li> <li>Heritage NSW</li> <li>DCCEEW Water</li> <li>DPI Fisheries</li> <li>Forestry Corporation of NSW (FCNSW)</li> <li>National Parks and Wildlife Service (NPWS)</li> </ul>	<ul style="list-style-type: none"> <li>Approval authorities</li> <li>Impact on assets</li> <li>Regulatory role</li> <li>Interfacing infrastructure projects nearby</li> <li>Impact on land holdings/assets</li> <li>Legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Regular briefings and meetings on upcoming work, key milestones and community issues</li> <li>Formal approvals</li> <li>Site tours</li> <li>Provision of community updates, and community notifications</li> <li>Inform, consult, involve and collaborate</li> </ul>
<b>Federal Government Agencies</b>	<ul style="list-style-type: none"> <li>Department of Climate Change, Energy, the Environment and Water (DCCEEW)</li> <li>Defence</li> <li>ARTC (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Impacts to defence operations</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Regular briefings and meetings</li> <li>Inform, consult, involve and collaborate</li> </ul>



Stakeholder	Stakeholder Description	Potential Impacts	Level of Interest	Communications Tools, Activities and Engagement Methods
<b>Emergency Services</b>	<ul style="list-style-type: none"> <li>State Emergency Services</li> <li>Police</li> <li>Ambulance NSW</li> <li>NSW Rural Fire Service (Rural Fire Service Riverina Highlands – Snowy Valleys Fire Control Centre)</li> <li>NSW SES</li> <li>Fire and Rescue NSW (FRNSW)</li> </ul>	<ul style="list-style-type: none"> <li>Access in an emergency</li> <li>Traffic diversions and congestion</li> <li>Traffic changes</li> <li>Bushfires</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Regularly updated on work plans and access routes in the event of an emergency</li> <li>Attendance at Project traffic groups</li> <li>Briefings</li> <li>Emails</li> <li>Community notifications of road and access impacts</li> <li>Inform, consult, involve and collaborate</li> </ul>
<b>Utilities</b>	<ul style="list-style-type: none"> <li>Telstra</li> <li>Ausgrid</li> <li>Water Utilities</li> <li>Endeavour Energy</li> <li>Jemena</li> <li>Optus</li> <li>TPG (AAPT)</li> <li>Nextgen</li> <li>PIPE Networks</li> <li>AARNet</li> <li>NBN</li> <li>APA</li> <li>Essential Energy</li> <li>Transgrid power lines</li> <li>Council watermains</li> </ul>	<ul style="list-style-type: none"> <li>Impacts on infrastructure</li> <li>Disruptions</li> <li>Undertaking projects in the area which may place further stress on residents / businesses</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Dedicated Interface Manager to provide single point of contact.</li> <li>Inform, consult, involve and collaborate</li> </ul>

## 5.2 COMMUNITY ENGAGEMENT ACTIVITIES

The AGJV Project is committed to engaging with and investing in the community to increase the visibility, engagement and understanding of the project. The HumeLink East Project encourages the community to have their voices heard and represented while highlighting the uniqueness represented of the individual towns and communities that live within the alignment.

In 2024, the AGJV Project has:

- Held ten (10) Business Buzz sessions to engage with local and Aboriginal businesses
- Participated in nine (9) Careers Expos and Job Fairs
- Completed a Pre-Employment Program in Yass
- Participated in a multitude of connection activities, launches, events and forums in the local communities within the HumeLink Project alignment

As of April 2025, the AGJV Project has:

- Held four (4) Enabling Works Drop In Sessions for the local community to enquire about Enabling Works
- Held three (3) Focus Groups for the Social Impact Management Plan (SIMP) consultation process

The AGJV Project will continue the community engagement activities throughout the HumeLink Project following completion, with the intention of investing in and leaving a positive impact on the communities within the project alignment.

## 5.3 COMMUNITY AND STAKEHOLDER LIAISON AND ENGAGEMENT TEAM

The AGJV Project Community and Stakeholder Engagement Team is responsible for public liaison between HumeLink East and the community. They are responsible for engaging with the community (including adjoining affected landholders) during Enabling Works and construction.

Table 4 below identifies key HumeLink Community and Stakeholder Engagement Project Delivery roles and how these team members will engage with identified landholders and other stakeholders. Table 4 also identifies TransGrid Community and Stakeholder Engagement (CSE) team and the Environmental Representative (ER) responsibilities regarding the implementation of this plan.

*Table 4: HumeLink East's CSE team and public liaison and responsibilities*

Role	Responsibility
Landowner and Community Manager	<ul style="list-style-type: none"> <li>• Primary Project Lead for local Councils and other key stakeholders as nominated by Transgrid interface agreements</li> <li>• Developing overarching CSE strategies and resourcing plan and overseeing its implementation by the project CSE Team</li> <li>• Developing overarching Property Management strategies and resourcing plan and overseeing its implementation by project CSE Team</li> <li>• Responding to issues and crisis management</li> <li>• Acting as primary contact for key stakeholder meetings, including the Community and Stakeholder Information Forums</li> </ul>
Community and Stakeholder Engagement Place Manager – Community Focused	<ul style="list-style-type: none"> <li>• Working closely with the CSE Manager in all aspects of the Community Relations and Stakeholder functions of the Project</li> <li>• Delivering day-to-day 'on-the-ground' engagement including: <ul style="list-style-type: none"> <li>○ Indirectly impacted landholders</li> <li>○ Community Groups</li> <li>○ Community members</li> <li>○ Key stakeholders</li> <li>○ Information sessions</li> <li>○ School education programs</li> <li>○ Site tours</li> </ul> </li> <li>• Delivering day-to-day 'on-the-ground' engagement with impacted landholders</li> <li>• Lead all significant meetings with impacted and indirectly landholders</li> <li>• Managing notifications relating to property impacts</li> <li>• Managing work notifications (including composition and overseeing delivery)</li> </ul>

Role	Responsibility
	<ul style="list-style-type: none"> <li>Ensuring specific landholder needs are considered, including accessibility requirements, cultural and linguistic diversity, and other cultural sensitivities</li> <li>Managing all aspects of impacted landholder engagement including: <ul style="list-style-type: none"> <li>Overseeing the Property Work Folders</li> <li>Ensuring PMPs are complied with</li> <li>Ensuring documentation required from the landholders is obtained e.g. Biosecurity documentation</li> <li>Recording landholder Meeting Minutes and ensuring Minutes are noted in the Transgrid database and provided to landholders within the required time frames</li> <li>Ensuring individual construction updates are provided to the landholders</li> <li>Attending project meetings relating to landholders including construction and environmental meetings etc</li> <li>Investigating complaints</li> <li>Ensuring specific community needs are considered, including accessibility requirements, cultural and linguistic diversity, and other cultural sensitivities</li> <li>Managing complaints and enquiries received via the 24-hour 1800 number, email or face to face interactions</li> </ul> </li> </ul>
Transgrid CSE	<ul style="list-style-type: none"> <li>Defining, developing and implementing the strategic direction of the HumeLink Project in respect to project core messaging</li> <li>Proactively identifying potential issues and work cooperatively to develop agreed management strategies with delivery partners</li> <li>Monitoring compliance with all relevant approval documents</li> <li>Proactively managing introductions and interface with key stakeholders such as all levels of government, business, peak bodies and interest groups</li> <li>Facilitating project briefings with key state and local government stakeholders in co-ordination with the relevant contractor</li> <li>Providing media management and responding to all media enquiries</li> <li>Facilitating development and negotiation of agreements with agencies to achieve objectives</li> <li>Developing and maintaining an approved key message document for contractors to use across project communications</li> <li>Support and assist in the delivery of the HumeLink Project's Community Investment and Benefits Plan</li> </ul>
Environmental Representative	<ul style="list-style-type: none"> <li>As may be requested by the Planning Secretary, assisting the Department in the resolution of community complaints</li> </ul>

## 5.4 PROCEDURES AND MECHANISMS FOR THE REGULAR DISTRIBUTION OF INFORMATION

Public Communication Material (PCM) will be developed throughout the project to clearly communicate construction information and methods in a range of formats for the benefit of community, businesses, and stakeholders.

Landholders, key stakeholders, and community engagement tools will include:

- Community 24-hour information line 1800 317 367 - to provide opportunity for landholders, community to make complaints or enquiries
- Community information email address [humelink@transgrid.com.au](mailto:humelink@transgrid.com.au) to provide opportunity for landholders, community to make complaints or enquiries
- Pre-construction condition surveys (where applicable)
- One-on one meetings - landholders
- Notifications – provide initial information about upcoming enabling work
- EDM (electronic direct messages) used to inform directly affected or impacted landholders, community
- Phone calls out – to keep landholders updated on any changes to enabling works
- Door knocks – when required to directly impacted landholders, community
- Meetings with groups- i.e., councils

- Individual Property Management Plans (PMP's)
- Property Access agreements
- Community information Sessions
- Fact Sheet – information about enabling works
- Transgrid Website – [humelink@transgrid.com.au](mailto:humelink@transgrid.com.au)
- Traffic and pedestrian signage i.e.: electronic signage, static signs

Table 5 below provides an overview of typical outgoing communications, their purpose and proposed distribution to the community.

Table 5: Communication and Consultation Tools

Item	Purpose	Frequency	Distribution Timeframe prior to Activity
<p>Notifications (Major and Minor Works):</p> <ul style="list-style-type: none"> <li>• Start of work at new location</li> <li>• Start of new activities with new/different impacts</li> <li>• Night work</li> <li>• Changes to pedestrian or traffic routes</li> </ul>	<p>Letterbox notifications may be used in conjunction with the preferred method of contact to inform those directly affected and the wider community of any changes that may impact on individual properties, residents, and businesses.</p>	As required	<p>7 days</p> <p>(500m radius for residents and businesses)</p>
Out of Hours Work	<p>An out-of-hours work (OOHW) protocol that details how the project will identify, assess and approve out of hours work outside standard construction hours that are likely to generate noise levels that exceed the relevant noise management levels at sensitive receivers will be developed and implemented. The protocol will include provisions to:</p> <ul style="list-style-type: none"> <li>• Carry out additional assessments for work proposed outside standard construction hours, to confirm noise levels at potentially affected sensitive receivers and determine suitable mitigation measures to minimise noise levels</li> <li>• Notify and engage with potentially noise affected receivers about upcoming work outside standard construction hours and address any associated complaints.</li> <li>• Identify appropriate respite for noise affected receivers (where required).</li> </ul> <p>The OOHW protocol will not apply to the operation of the worker accommodation facilities.</p>	As Required	<p>7 days</p> <p>(500m radius for residents and businesses)</p>
Traffic, transport, and access	<p>See the Traffic and Transport Management Plan</p> <p>Community and stakeholder communication strategies will be established and implemented to notify the affected communities, visitors, emergency services and relevant road and rail authorities in advance of any disruptions to traffic, anticipated delays, disruptions to property access and changes to travel routes.</p> <p>The strategies will be developed including details on communication</p>	As Required	<p>7 days</p> <p>(500m radius for residents and businesses)</p>

Item	Purpose	Frequency	Distribution Timeframe prior to Activity
	channels, frequency of communication and response measures in relaying information to the community and stakeholders.		
Fact sheets and Frequently Asked Question Sheets	Issued from time to time (with notifications and quarterly newsletters) to provide more detailed information on specific topics of interest to the community. Also available online.	As required	Nil (500m radius for physical drop)
Email/SMS updates (including traffic alert emails)	Email or SMS notifications will be used to inform those directly affected by any changes that may impact on individual properties, residents and businesses, such as traffic disruptions, and work required outside normal working hours.	As required	Nil
Digital community engagement activity notification	Email issued from time-to-time form AGJV to those who have registered to receive communications from the Project.	As required	10 business days
Transgrid website	AGJV will provide updated material for the Transgrid website.	As required	2 business days
Emergency work	In event of emergency works the CSE team may doorknock directly affected property owners and residences in addition to contact via email.	If and as required	Within 2 hours of starting work
Project advertisements e.g. public notifications	Print and radio advertisements to advise of major impacts from construction work, traffic changes and Project opening will include but not be limited to: <ul style="list-style-type: none"> <li>• Commencement of works and operation</li> <li>• Construction activity</li> <li>• Traffic changes</li> </ul>	As required	5 days prior to changes, activity, impact, or event
Newsletters	Community updates will be prepared in the form of quarterly newsletters and or community notifications to keep the community up to date with construction milestones.  Community will be able to register to be included on a distribution list via the website, mail out or feedback form.	Quarterly	As approved
<ul style="list-style-type: none"> <li>• Community Forums</li> <li>• In person information sessions</li> <li>• Online virtual community information rooms</li> <li>• Mobile displays</li> </ul>	AGJV will seek to engage with the community in a range of forums as appropriate throughout the Project.  These forums could include street meetings, information sessions, virtual community information rooms or mobile displays.  The forums provide a mechanism by which feedback from the community can be provided to the Project Team.	As required	1 month
HumeLink Interactive Map	Interactive map available on the HumeLink website. Shows location of the transmission line corridor, temporary access tracts, construction compounds and worker accommodation.	Maintained	Not Applicable
Project signage and Hoarding	Surrounds site compounds. Provides project contact details (telephone and email).	Maintained	Not Applicable

Item	Purpose	Frequency	Distribution Timeframe prior to Activity
Media Releases	Media releases will be issued from time to time to keep the community up to date on important events or information including construction milestones.	As required	As required

## 5.5 NOTIFICATIONS OF ENABLING AND CONSTRUCTION WORKS

The HLE CSE team will work in coordination with the Transgrid CSE team to ensure notifications for the enabling and construction works are accurate and up to date throughout the delivery stage of the project. Following Principal Contractor (PC) appointment, the HLE CSE team will be responsible for issuing notifications.

The HLE CSE team will notify landholders and stakeholders as per below:

- 60 days' notice prior to construction activities first commencing on the property and throughout the construction period, unless alternative notification period has been agreed to with the landholder
- HLE CSE team will further notify the landholders at least seven days prior to the commencement of these works

HLE CSE team will notify landholders and stakeholders of these works through notifications, email updates, phone calls, and drop-in sessions - held in three locations in early February 2025. – Crookwell, Yass, and Tumut. In addition to the notifications, a 24-hour HumeLink Toll-free phone number: 1800 317 367 is available for community members and stakeholders to contact the HumeLink East team. The HLE CSE team and Place Managers will monitor and respond to calls received from the call centre within the required time limit and record the call into Salesforce. The call will be escalated if not responded to within the required time limits for complaints and enquiries. A community email address ([humelink@transgrid.com.au](mailto:humelink@transgrid.com.au)) is also available for landholders, stakeholders, and community members to contact the project team.

The toll-free phone number and project email are also available for landholders and stakeholders to make contact directly with their allocated Place Manager regarding any enquiries or complaints relating to enabling works taking place on their property.

AGJV's Place Managers in conjunction with the designated Construction Supervisor will be the primary day-to-day contact point for landholders. The Place Manager will focus on the importance of building and maintaining a positive, collaborative relationship with the landholders. This will involve the following:

- **Open and Honest Communication:** Fostering transparent discussions about issues or concerns raised by the landholders, ensuring they feel heard and valued
- **Timely Responses:** Addressing any concerns promptly with practical solutions to maintain trust
- **Identifying Priorities:** Understanding and prioritising the landholder's needs to guide decisions and actions
- **Consistency:** Keeping communication and messaging consistent to avoid confusion or misinterpretation
- **Clear Project Scope:** Clearly outlining the scope of the project during the enabling works, so expectations are set accurately
- **Landholder Involvement:** Allowing landholders to contribute to decision-making, fostering a sense of ownership and partnership in the project
- **Addressing Concerns:** Actively listening to and addressing any issues raised by the landholder, enhancing the relationship, and mitigating the execution of these enabling works

This approach will ensure effective collaboration, minimises conflicts, and will align the expectations of the landholder throughout the project.

The Construction Supervisor working closely with the Place Managers will ensure landholders are able to build professional relationships and landholders can have timely conversations on construction matters and areas of concern for the landholder.

Table 6 below provides an overview of the notification process.

Table 6: Notification process

Communications	Details	Timings	Comms Required	Responsibility
60-day notification	<ul style="list-style-type: none"> <li>Identify date for 60-day notification and work back a few days from that (ideally 5 days for initial contact)</li> <li>Used to notify the Landholder of Enabling Works and Construction Works</li> </ul>	60-days prior to work commencing	Via email, post	HLE CSE
Property Condition Surveys	<ul style="list-style-type: none"> <li>Ensure Property Condition Surveys are completed for the properties</li> <li>Property Pre-Condition Surveys will be completed prior to Enabling Works commencing</li> <li>Post Construction Property Condition Surveys will be completed for all properties where a Pre-Condition Survey was conducted</li> <li>If no Pre-Condition Survey was conducted, the HLE will be unable to conduct a Post Construction Survey</li> </ul>	Over four weeks	<p>Two attempts to offer the property condition survey via phone and email</p> <p>HLE Place Manager or Transgrid Property Team will call Landholder to offer two date options. Landholder will advise of suitable day/time.</p> <p>HLE Place Manager will organise day/time with the relevant subcontractor and then confirm with Landholder.</p> <p>An endorsement letter will be sent to Landholders once the Property Condition Survey has been completed</p>	HLE CSE
Communications with Landholder during Enabling and Construction Works	<ul style="list-style-type: none"> <li>HLE Place Manager to provide updates</li> </ul>	Ongoing	Via phone calls, email, door knocks, notifications	HLE Place Manager/CSE
Transgrid Place Manager to contact Landholder (handover of relationship to the AGJV CSE Team)	<ul style="list-style-type: none"> <li>Transgrid Place Manager to phone landholder</li> <li>Phone call is a courtesy to ensure landholder is aware of letter to be received shortly and an overview of what it means</li> <li>Ensure Landholder understands that after receiving the letter to contact their Place Manager directly if there are any issues with the timings outlined</li> </ul>	Ideally seventy-two business hours before letter is to be sent via email	<p>Phone Call</p> <p>Email</p> <p>Enter activity into Salesforce</p>	Transgrid Place Manager (note: once landholder handover is complete this will be completed by HLE Place Manager).



Communications	Details	Timings	Comms Required	Responsibility
HLE Place Manager contacts landholder regarding upcoming work	<ul style="list-style-type: none"> <li>Confirm details of work to be carried out on property</li> <li>Confirm dates with landholder (and tenant if relevant)</li> <li>Discuss property condition survey/provide contractors details</li> <li>Check Property Management Plan (PMP) for conditions of entry and biosecurity requirements</li> </ul>	Seven days prior	Enter activity into Salesforce	Transgrid property Team (if property not handed over)  HLE Place Manager (if property has been handed over)
Start of Enabling Works	<ul style="list-style-type: none"> <li>Confirm date is same as was initially discussed</li> <li>Contact landholder to confirm dates/work</li> </ul>	At least seven days before start of work  24 Hours before start of work  Via Email/phone call	Update in Salesforce	HLE Place Manager
For leased properties i.e.: accommodation facilities and compounds		30-day notification to be issued	Update in Salesforce	HLE CSE



## 5.6 MITIGATION AND MANAGEMENT MEASURES

Community impacts need to be identified early and managed in a careful and appropriate manner. The following table provides a list of potential impacts to the community as a result of enabling works and construction works, and how the impacts will be addressed.

Table 7: Identified issues and mitigation and management measures

Issues	Management
Tree and vegetation clearing or removal	<p>Notify affected landholders and stakeholders in advance prior to commencing any of the enabling works via email or phone call regarding any tree or vegetation clearing or removal. Issue can be discussed either onsite or via phone call with landholder through the site supervisor, superintendent or the relevant Place Manager.</p> <p>Providing a possible solution to any impact the landholder may raise within a reasonable timeframe.</p>
Increase in traffic on local roads and any traffic changes	<p>Make sure work is carried out as per Enabling Works Management Plan (EWMP) and Traffic and Transport Management Plan.</p> <ul style="list-style-type: none"> <li>inform/consult on traffic management (inclusive of property access)</li> <li>road conditions damage – pre-condition surveys undertaken of the local roads.</li> <li>advise emergency services to any changes as per Enabling Works Management Plan and traffic and transport management plan</li> <li>be specific (if applicable) about number of trucks and truck movements on local roads.</li> <li>minimise traffic disruptions to road users, pedestrians, and cyclists</li> </ul>
Activities that could potentially generate dust	<p>Have dust control measures in place i.e.: polymer, geofabric, watercarts cover loads to minimise impacts - as per air quality mitigation measures within the Enabling Works Management Plan and air quality management plan.</p> <p>Minimising works during windy conditions.</p>
Consultation Fatigue	<p>Working directly with the impacted landholders in developing a better communication process which will minimise any consultation fatigue that may be occurring with the landholder.</p>
Property impacts – flooding, boggy areas, biosecurity restrictions, property access, gates, bush fires, evacuation routes	<p>Respond within the required timeframes as per sections 6.2 and 6.3 to any enquiries or complaints about impacts to the property. Check relevant Property Management Plan (PMP) for property access and biosecurity requirements.</p> <p>Consultation with landholders on any damage caused because of enabling or construction works and rectify within a reasonable time limit.</p> <p>Always maintain property access, communicate directly with landholders should there be any impacts to access.</p> <p>Make sure all gates are closed and locked after use or as advised in the property's PMP requirements i.e.: gates left as found.</p> <p>Follow the biosecurity restrictions for each property as per PMP.</p> <p>Knowing the emergency routes and plans - refer to Bushfire Emergency Management and Evacuation plan.</p> <p>Any major rain events that have the potential to flood or create boggy conditions on the property – follow landholder instructions as advised in the PMP and section 5.9 Flood Management in the Enabling Work Management Plan and flood management plan.</p> <p>Follow emergency services directives during any natural disaster events which have the potential to impact the works and teams on site.</p>
Undergrounding	<p>Discussions will be held with the community requesting information on undergrounding of the transmission lines and information that is provided to the community will be drawn from the findings of the Parliamentary Inquiries</p>
Access tracks	<p>Speak with landholders to discuss any concerns or issues.</p> <p>Check to confirm if landholders have specific access restrictions during certain weather conditions (e.g., after heavy rain or extreme heat) to prevent damage to their property. Always comply with these requirements. Check relevant PMP for access restrictions.</p>
Timing of works	<p>Check in with landholders to confirm when lambing or calving is occurring (check with Landholder if access is allowed).</p>

Issues	Management
	<p>Advise Landholder of any restrictions or delays which would affect the timings of the works within at least 24 hours prior to the delays.</p> <p>Timeline of works to be provided to landholders as discussed during consultation with the landholders previously.</p>
Noise and Vibration	<p>Adhere to approved operating hours of work and minimise nightwork wherever possible</p> <p>Early notification and Implementation of the respite process where required</p> <p>Noise and vibration monitoring</p>
Establishment of site compounds and accommodation camps	<p>Notifying community, key stakeholders, and landholders on the commencement of the enabling works within the required 60 days' notice period.</p> <p>Notifying the landholders, key stakeholders and near neighbours (within a 500m radius) via letterbox and email 7 days prior to works commencing on the establishment of the site compounds and accommodation camps.</p> <p>Advising of what plant and machinery will be entering the properties.</p> <p>Providing a timeline for the establishment of the site facilities</p>
Laydown areas	<p>Laydown areas identified due to requirements will be discussed with impacted landholders and options and opportunities for alternate areas may be considered following consultation and review</p>
Out of Hours Work	<p>Notification of any out of hours works required during the enabling works seven days prior.</p> <p>Discussions will be held with the community who are concerned about Out of Hours Work (such as Night Works) and potential impacts and mitigation methods</p> <p>Will be assessed and undertaken in accordance with the Out of Hours Work Protocol (refer to Appendix F in Enabling Works Management Plan and the noise and vibration management plan).</p> <p>Mitigation measures implemented to minimise potential impacts – refer Appendix A Environmental management and mitigation measures in the Enabling Works Management Plan and the noise and vibration management plan.</p>
Near neighbours	<p>Consultation with all landholders that have the potential to be impacted by the enabling or construction works occurring on a property close by i.e., through extra vehicles on local roads.</p> <p>Emailing or calling the impacted neighbours (within a 500m radius) in advance (24 hours) to advise them of the work occurring.</p>
Impacts to utilities	<p>Notify landholders, key stakeholders, or the community on any potential disruptions to utilities during the works.</p> <p>Possible provision of generators should the disruptions occur for a period of time that may impact the landholder's business.</p>
Creek crossings – sediment control, water quality, floods – under Soil and Water Management Plan (SWMP)	<p>Inform landholders of any works occurring near the creeks on the properties.</p> <p>Inform landholders of any works that may impact the environment around the creek crossing.</p> <p>Maintaining the existing water quality of the surrounding watercourses/creeks.</p> <p>Erosion and Sediment control plans will be in place as per soil and water mitigation measure within the Enabling Work Management Plan and soil and water management plan.</p> <p>Do not go near creek crossings after weather events.</p>
Strategic Benefit Payment Scheme	<p>All enquiries relating to the Strategic Benefit Payment Scheme will be referred to Transgrid.</p> <p>For more information on the Strategic Benefit Payment Scheme, please visit <a href="#">Customers &amp; Community: Easement Payment Overview   Transgrid</a></p>

## 6. COMMUNITY FEEDBACK

### 6.1 CHANNELS FOR COMMUNITY FEEDBACK

The HumeLink encourages community feedback. Five primary channels have been established to ensure community can contact the Project to provide feedback or to make a complaint:

#### 1. Direct Contact

- Direct liaison with Landholders and Near Neighbours by Place Managers

**2. Toll-free phone number: 1800 317 367**

- 24/7 toll free hotline
- The Project 1800 number will be included on all Project communication material. All calls received will be recorded in the Community contacts database.
- All callers to the hotline will be connected with the most appropriate person from AGJV's Community and Stakeholder team to address their call
- Details of the call will be recorded in Salesforce to ensure the call was managed in an appropriate timeframe

**3. Email: [humelink@transgrid.com.au](mailto:humelink@transgrid.com.au)**

- All email enquiries will receive an immediate written acknowledgement and be responded to on the next business day
- Complaints received by email will receive an immediate written acknowledgement; if received during working hours a written update will be provided within 4 hours, or if received out of hours, on the next business day
- All email correspondence will be recorded in the community contacts database

**4. Mail: HumeLink Community Engagement Team, PO BOX A1000, Sydney South NSW 1235**

- All mail enquiries will receive a response
- All mail correspondence will be recorded in the community contacts database

**5. Community Feedback:**

- Community feedback will also be obtained through community surveys or similar
- The community and stakeholders will be advised of the survey through either communications collateral (works notifications), a survey notification flyer or an email and the survey will:
- The survey will ask specific questions to identify the preferred method of communication (including engagement) and identify issues that are of interest to the community
- Be online with an option for community members to request a paper copy, complete it at the Transgrid Community Information Centre, or download and print a paper copy to provide to AGJV's CSE team
- Advise that language translation and interpreter services are available for community members who request assistance from AGJV or use the service directly

**6.2 RESPONDING TO ENQUIRIES OR FEEDBACK FROM THE COMMUNITY**

In responding to enquiries, AGJV will:

- Provide a verbal response to phone enquiries within two business days from the time of the enquiry being received unless the caller agrees otherwise
- If the matter requires further investigation, provide a verbal acknowledgement and response as soon as possible or within ten (10) business days
- Provide a written acknowledgement to emails within 24 hours of receipt
- Provide a written response to letters within up to ten (10) business days of receipt
- Record details of enquiries received in the Salesforce database within the next business day of receipt/response
- Report monthly to Transgrid on enquiries received and responses given
- Provide responses for Transgrid for enquiries received via social media platforms
- Provide responses for Transgrid for media or government enquiries received

**6.3 MANAGING COMPLAINTS AND RESOLVING DISPUTES****6.3.1 COMPLAINTS AND RESOLUTION PROCESS**

Where a community complaint is received the AGJV Community Relations and Stakeholder Engagement Team will work to ensure the complaint is resolved in a timely manner and measures are taken to mitigate the risk of future complaints where possible. Below is a short summary of the approach to the management and resolution of complaints

In responding to complaints, AGJV will:

- Record details of every complaint received and describe how it was managed and closed out (or, if the complaint remains under investigation, noting the timeframe for resolving the complaint) in the Salesforce database, within 1 business day of receipt
- The following information will be recorded in the complaints register:
  - Date of complaint
  - Time received
  - Channel complaint received (i.e. email)
  - Contact details of complainant (i.e. telephone number)
  - Name of complainant
  - Property number or name (if relevant)
  - Address of complainant
  - Complaint details
  - Response
  - Actions taken and by which responsible party
  - Date that the complaint was closed
- Personal information that identifies individuals will only be disclosed or used by AGJV or Transgrid as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations. Transgrid may disclose personal information to third parties such as government agencies, regulators, contractors, and those who provide software services, which may be located in Australia or overseas including the United States, Canada, Chile, Ireland, Luxembourg, Malaysia, and New Zealand.
- A stakeholder's contact information along with their complaint will be recorded for the purposes of addressing their complaint. If they wish to remain anonymous, the complaint will be registered as an 'Anonymous' stakeholder for record keeping and reporting purposes.
- immediately investigate and determine the source of a complaint received by phone, and within two hours, make an initial call to the complainant where a phone number has been provided or is available in the CMD, unless the complainant agrees otherwise
  - Complaints received in person or via phone:
    - Outside of business hours, provide verbal acknowledgement response to complainant within two (2) hours of the next business day
    - During business hours, provide verbal acknowledgement response to complainant within two (2) hours
    - Assess complaint and responsibility and provide a response to the complainant or updates as required via the appropriate relationship manager as soon as possible or within ten (10) business days
    - Record within Salesforce and report to Transgrid as required
  - Complaints received via email
    - During normal working hours, provide a written acknowledgement within four (4) business hours of receipt, or a verbal response within four hours if a contact number is available
    - Outside normal working hours, provide an immediate automated email response confirming receipt and explain that a full response will be provided within the next ten (10) business days. Provide a written acknowledgement within four hours of the next business day of receipt
    - Assess complaint and responsibility and provide a response to the complainant or updates as required via the appropriate relationship manager as soon as possible or within ten (10) business days
    - Record within Salesforce and report to Transgrid as required
  - Complaints received via letter:
    - During normal working hours, provide a written response within 24 hours of receipt, or a verbal response within one business day, if a contact number is available
    - Outside of normal working hours, provide a written response within one business day of receipt or a verbal response if a contact number is available

- Assess complaint and responsibility and provide a response to the complainant or updates as required via the appropriate relationship manager as soon as possible or within ten (10) business days
- Record within Salesforce and report to Transgrid as required
- Immediately notify Transgrid if it considers the complaint does not relate to the Works
- Forward information on any complaints received in writing, to Transgrid within one (1) Business Day after receipt of the complaint, including response times and details of any actions undertaken or proposed, or investigations occurring; and
- Provide feedback to requests for information from Transgrid in relation to responses to complaints within two (2) hours of receipt of the request
- In accordance with Condition A14, AGJV will provide the ER with all documentation requested by the ER in order for the ER to perform their functions specified in condition A13, as well as the complaints register for any complaints received (on the day they are received)
- AGJV will send a daily report to Transgrid, per business day, on complaints, providing complaint details for the previous 24-hour period
- The complaints register that will be provided to the Secretary upon request, within the timeframe stated in the request

### 6.3.2 COMPLAINT ESCALATION

Complaints may be escalated to Transgrid by AGJV if the complainant specifically requests that their matter be escalated to Transgrid.

Where a complaint relates to an actual or potential non-compliance with the planning approvals, Transgrid will undertake its own investigation, in accordance with program wide procedures. If a non-compliance is identified the details would be communicated to the Department of Planning and Environment (DPE). DPE may undertake its own investigations at its discretion. If DPE receives information from a third party about a potential non-compliance, they may communicate this to Transgrid for further investigation.

## 6.4 REPORTING AND MONITORING

The project is committed to the continuous evaluation of our performance and opportunities for improvement and will provide reporting to:

- Meet legislative requirements
- Track trending issues
- Look for opportunities to further reduce the impact on the community
- Improve the quality of communications and engagement

Compliance reporting will be provided to all authorities in line with the project's relevant approvals which may include:

- The Department of Planning, Housing and Infrastructure (DPHI)
- Environmental Protection Agency (EPA)

We will carry out community sentiment research to gauge existing awareness and perceptions of the project and will track progress over time.

Throughout the project, we will monitor community feedback by measures including:

- Print, broadcast digital and social media monitoring and analysis of sentiment
- Tracking attendance at community sessions and events including surveys of attendees on appropriateness of materials, timeframes, availability of relevant team members
- Tracking enquiries, complaints, outgoing contacts and compliments statistics and trends
- Discussing effectiveness of our notifications
- Community and business sentiment

## 7. PUBLICLY AVAILABLE INFORMATION ON THE HUMELINK WEBSITE

The following information will be made available on the HumeLink Website ([www.transgrid.com.au/humelink](http://www.transgrid.com.au/humelink)) and regularly maintained to ensure the information is kept up to date

1. EIS
2. Final layout plan of HumeLink
3. Current statutory approvals for development
4. Approved strategies, plans or programs required under conditions of approval
5. The proposal staging plans for HumeLink
6. A comprehensive summary of the monitoring results of HumeLink which have been recorded in accordance with the various plans and programs approved under the conditions of approval
7. How complaints can be made
8. A record of complaints, which is to be updated on a monthly basis
9. Any independent environmental audit and responses to audit recommendations
10. Any other material required by the planning secretary

## 8. MANAGEMENT PLANS

The following Management Plans (see Table 8) contain further details of the proposed mitigation measures that will work in conjunction with the contents of this Community Communication Strategy to resolve any issues and complaints.

Table 8: Management Plans

Aspect	Impact	Management Plan
Aboriginal heritage	Impact to Aboriginal sites	<ul style="list-style-type: none"> <li>Heritage Management Plan</li> </ul>
Land use and property	Direct land use impacts	<ul style="list-style-type: none"> <li>Social Impact Management Plan</li> <li>Community Stakeholder and Engagement Management Plan</li> <li>Land and Property Access Management Plan</li> </ul>
	Property Impacts	<ul style="list-style-type: none"> <li>Enabling Works Management Plan</li> <li>Social Impact Management Plan</li> <li>Property Management Plan(s)</li> </ul>
	Consultation regarding aerial farming	<ul style="list-style-type: none"> <li>Property Management Plan(s)</li> </ul>
Local Business and Employment Strategy	Considers the cumulative impacts associated with other State significant projects in the area; and investigates options for prioritising the employment of local and Aboriginal workforce and suppliers for the construction of the development, where feasible.	<ul style="list-style-type: none"> <li>Local Industry Participation Plan</li> <li>Aboriginal and Torres Strait Islander Participation Plan</li> </ul>
Social	Impacts on local services and social cohesion from influx of temporary workers	<ul style="list-style-type: none"> <li>Social Impact Management Plan</li> </ul>
Noise and Vibration	Construction Noise	<ul style="list-style-type: none"> <li>Enabling Works Management Plan</li> <li>Out of Hours Work Protocol</li> <li>Noise and Vibration Management Plan</li> </ul>
	Construction aircraft noise	<ul style="list-style-type: none"> <li>Noise and Vibration Management Plan</li> </ul>

Traffic, transport and access	Community and stakeholder consultation	<ul style="list-style-type: none"><li>• Enabling Works Management Plan</li><li>• Traffic and Transport Management Plan</li><li>• Social Impact Management Plan</li></ul>
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