

Mount Piper to Wallerawang Transmission Upgrade Project

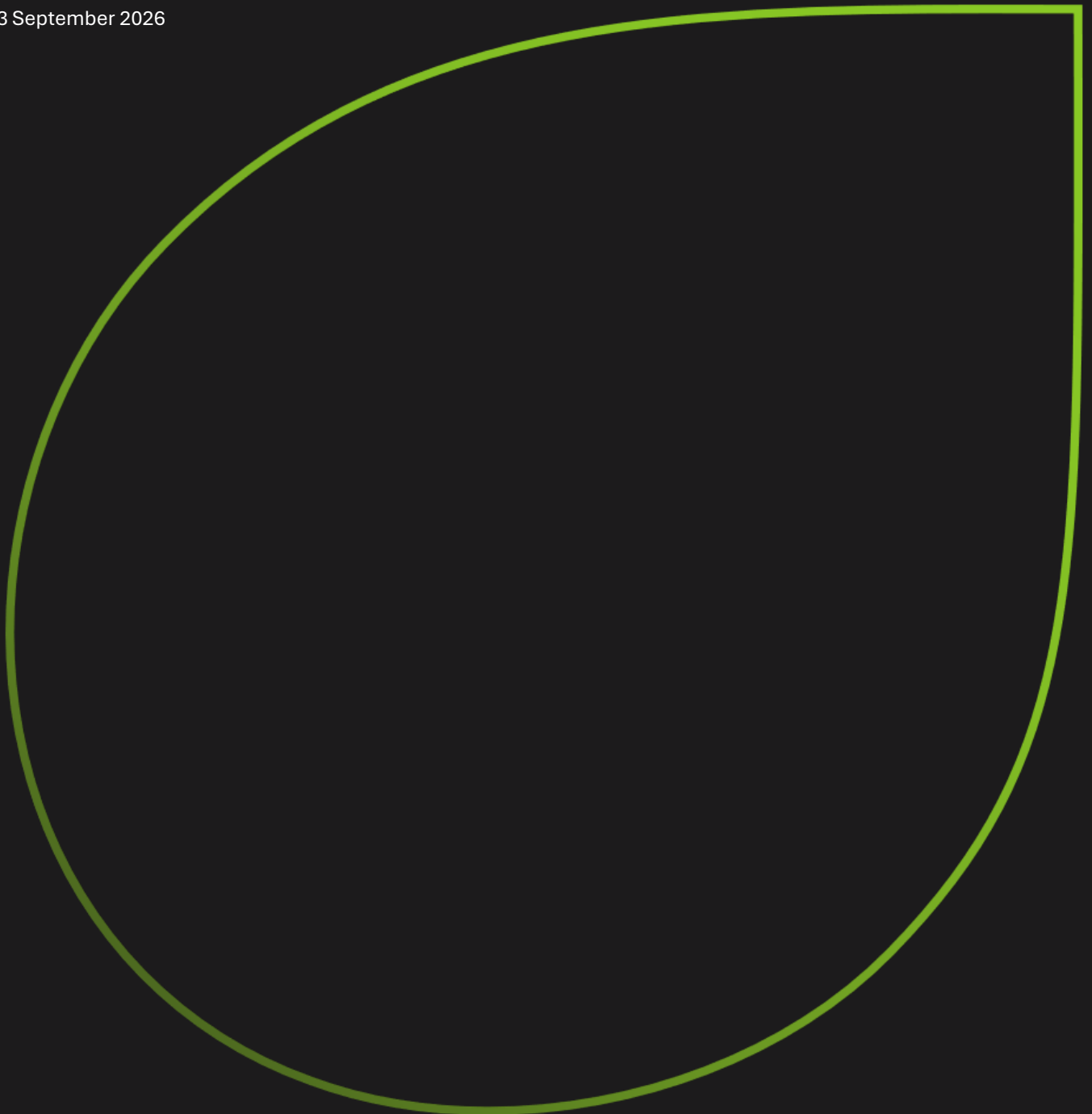
Community Communication Strategy

Zinfra

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Document prepared by:

Aurecon Australasia Pty Ltd

ABN 54 005 139 873

Level 11, 73 Miller Street
North Sydney 2060 Australia

PO Box 1319
North Sydney NSW 2059
Australia

T +61 2 9465 5599

F +61 2 9465 5598

E sydney@aurecongroup.com

W aurecongroup.com

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Key terms and acronyms

Term	Definition
AEMO	Australian Energy Market Operator
APP	Aboriginal Participation Plan
CAMMS	The Project's corporate management system used to record, track, and manage corrective actions, risks, incidents, and compliance activities
CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plan
CHP	Complaints Handling Protocol
CMS	Complaints Management System
CSE	Community and Stakeholder Engagement
CSSI	Critical State Significant Infrastructure
CWO REZ	Central-West Orana Renewable Energy Zone

Term	Definition
DCCEEW	Department of Climate Change, Energy, the Environment and Water
DPHI	Department of Planning, Housing and Infrastructure
EGM	Executive General Manager
EIS	Environmental Impact Statement
ER	Environmental Reviewer
GM	General Manager
ISP	Integrated System Plan
Key stakeholder	An owner, manager, designer, constructor, operator or maintainer of key infrastructure elements which have a key interface with the Project
kV	kilovolt
LGA	Local Government Area
Local business	Any business that trades from a street address located in the project area or region, and which employs local residents
Local council	Local council relevant to the project
Local resident	Any person whose principal place of residence is in the project area or region
NEM	National Electricity Market
Omnia	The Project's document management system used to store, manage, and maintain controlled project documentation and records
PM	Project Manager
PMP	Property Management Plan
REZ	Renewable Energy Zone
Salesforce	The Project's customer relationship management (CRM) system used to record, track, and manage stakeholder engagement, enquiries, complaints, and communications
Workforce	All workers employed directly or contracted by the contractor or any subcontractors inclusive of management and professional, technical and trade positions

1 Purpose

This Communication Community Strategy (CCS) has been prepared in accordance with Condition A23 of the SSI Consent and sets the framework for community and stakeholder engagement for the Mount Piper to Wallerawang Transmission Line Upgrade Project (the Project). The CCS details how stakeholders and the community will be informed and engaged throughout the Project. In accordance with Condition A24, the CCS will be implemented for the duration of pre-construction minor works and construction, and for 12 months following completion of construction. At the time of preparing this CCS, pre-construction minor works are anticipated to commence in August 2026, and construction is currently anticipated to occur between October 2026 and January 2028. These timeframes are indicative and may be revised as the Project progresses.

Zinfra has been engaged by Transgrid to deliver the Project and is responsible for implementing this CCS on behalf of Transgrid.

2 Revised EIS mitigation measures

Table 1 – Revised mitigation measures relevant to this CCS

Environmental measures			Responsible	Where addressed
NV8	Construction noise – OOH period	Community consultation, notification and complaints handling are to include consideration of cumulative impacts.	Aurecon - CCS	Via the CNVMP – Out of Hours Protocol CCS Section 4.5 CCS Sections 11.2
LU1	Property impacts	Property Management Plans (PMPs) or other agreements will be prepared in consultation with impacted landowners, including DPHI-Crown Lands and WaterNSW. The plans or agreements will define the works required during construction, properties affected by easement acquisition and properties requiring adjustments as a result of the project.	Transgrid Property Agreements	Via the landowner specific PMP's or other negotiated agreement
LU1		Works will include, but not be limited to, adjustments to property access, internal roads and fences (if required).		
LU1		The PMPs or agreement may include measures to reduce property impacts, including impacts on agricultural operations		
LU1		The PMPs or agreement may include specific requirements to ensure that disruption to operations, including the movement of livestock as agreed with landowners		
LU1		The PMPs or agreement may include required adjustments to and/or replacement of affected structures		
LU1		The PMPs or agreement may include biosecurity and rehabilitation measures to be implemented as outlined in the BMP.		
LU2	Property, asset and infrastructure impacts	Requirements for rectification or rehabilitation will be agreed or determined with the asset owner or landowner		
LU3	Impacts on Centennial Coal Springvale operations	Confirmation of requirements for use of internal roads within Centennial Coal's Springvale site will be sought through ongoing consultation prior to and during construction.	Pre-construction: Transgrid During construction: Aurecon - CCS	Via the landowner specific PMP's or other negotiated agreement
LU3		Details of any specific requirements would be included in the Traffic and Transport Management Plan.	Zinfra	Via the landowner specific PMP's or other negotiated agreement

Environmental measures			Responsible	Where addressed
LU5	Impacts on Crown land	Temporary and permanent impacts and use of Crown land will be undertaken in accordance with any licences and consents required to be obtained in accordance with the Crown Land Management Act 2016 and in consultation with DPHI - Crown Lands.	Aurecon - CCS	CCS Section 13.4.4
S1	Social impacts, communication, engagement and monitoring	An overarching CCS ¹ will be developed to guide delivery of engagement throughout all phases of the project,	Aurecon - CCS	CCS
S1		to ensure that: accurate and accessible information about the project is provided	Aurecon - CCS	CCS Section 7 CCS Section 9
S1		to ensure that: feedback from the community is encouraged	Aurecon - CCS	CCS Section 7 CCS Section 9 9
S1		to ensure that: opportunities for input are provided	Aurecon - CCS	CCS Section 7 CCS Section 9
S1		to ensure that: community members and stakeholders with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts	Aurecon - CCS	CCS Section 7 CCS Section 9
S1		to ensure that: enquiries and complaints are managed, and a timely response is provided for concerns raised.	Aurecon - CCS	CCS Section 11 CCS Section 13.4 -11.2.3 CCS Section 14.2 CCS Appendix C
S1		The aims and outcomes of the CCS will be reviewed and monitored to ensure effectiveness and that the plan adapts to any specific and changing circumstances.	Aurecon - CCS	CCS Section 12 CCS Section 12
S1		Communications and engagement activities will include approaches and protocols to: communicate with potentially affected residents, other community members, businesses and other key stakeholders to provide information about the project, and the likely nature, extent and duration of changes during construction	Aurecon - CCS	CCS Section 7
S1		Communications and engagement activities will include approaches and protocols to: share information about the project with other regional stakeholders to assist with managing cumulative impacts on local and regional communities.	Aurecon - CCS	CCS Section 4.5
S2	Social impacts, communication and engagement and monitoring	An enquiries and complaints management system will be developed in accordance with Transgrid's Complaints Management Policy, and outlined in the CCS, and implemented during all phases of the project.	Aurecon - CCS	CCS Section 11.2 -11.2.3 CCS Appendix C
S2		The complaints management systems will be maintained throughout the construction period and for a minimum of 12-months after construction finishes.	Aurecon - CCS	CCS Section 7.3.3 CCS Section 11.2

¹ Please note, the CCS, as required by Condition A23, will fulfil the requirement of the CSEP

Environmental measures			Responsible	Where addressed
S6	Community benefits - local and regional stakeholders	Transgrid will continue to promote and engage with the community, interest groups and Lithgow City Council during all stages of the project to identify methods and opportunities to maximise community benefits and enhancements to leave a lasting legacy in the area.	Aurecon - CCS	CCS Section 8.1
C1	Cumulative Impacts	Coordination and engagement with proponents and/or construction contractors of relevant future projects will occur during detailed design and prior to construction to confirm timing of construction.	Aurecon - CCS	CCS Section 4.5
C1		Coordination and engagement will include: providing regular construction program updates	Aurecon - CCS	CCS Section 4.5 CCS Section 9

3 Conditions of approval reference table– relevant to CCS

Table 2 outlines the requirements of CoA A23, A24 and C2 with a cross reference as to where these are addressed in the CCS.

Table 2 – CCS Conditions of approval

Condition of Approval	Detail	Where addressed
A13.	a) The Proponent must provide the ER with all documentation requested by the ER in order for the ER to perform their functions specified in condition A12 (including preparation of the ER monthly report), as well as: b) the complaints register for any complaints received (on the day they are received)	Section 13.4.1
A23. Work must not commence until a community communication strategy has been prepared for the development. The strategy must:	a) Provide mechanisms to facilitate communication between the Proponent and the community, including adjoining affected landowners, during construction.	Section 9
	b) Identify landowners and potentially impacted receivers	Section 8 Landowner details redacted for privacy.
	c) Ensure that the landowners identified in (a) are consulted during construction	Landowner details redacted for privacy.
	d) Set out procedures and mechanisms for the regular distribution of information;	Section 7.4 Section 9
	e) Establish a public liaison officer(s) ² to engage with the local community; and	Section 7.3
	f) Set out procedures and mechanisms:	Section 9
	i. through which the community can discuss or provide feedback to the Proponent;	Section 11.2
	ii. Through which the Proponent will respond to enquiries or feedback from the community; and	Section 11.2
	iii. To resolve any issues and mediate any disputes that may arise in relation to construction of the development	Section 11.2
A12.	For the duration of work until the completion of construction, or as agreed with the Planning Secretary, the approved ER must: (g) As may be requested by the Planning Secretary, assist in the resolution of community complaints;	Section 11.2.1
A24.	The Community Communication Strategy must be implemented for the duration of pre-construction minor works and construction and for 12 months following the completion of construction.	Section 7.3.3 Section 11.2
C2 EMP	The Proponent must prepare a Complaints Handling Protocol for the development. The Protocol must: (a) detail how complaints would be received by the Proponent;	Section 9 Section 11.2
	(b) detail how the contact details for receiving complaints would be communicated to surrounding businesses and/or landowners; and	Section 11.2
	(c) include a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions take to address the complaint. The complaints register must be submitted to the Planning Secretary upon request.	Section 12.2

² The roles defined in Section 9 of the Strategy are equivalent to the "public liaison officers" referred to in CoA A23(e).

4 Background

The NSW Government's Electricity Strategy and Electricity Infrastructure Roadmap sets out a plan to deliver the state's first five Renewable Energy Zones (REZs). This builds on the NSW Transmission Infrastructure Strategy and supports the implementation of the Australian Energy Market Operator's (AEMO) Integrated System Plan (ISP).

4.1 Central-West Orana Renewable Energy Zone

The NSW Government is leading the development for the first REZ in the Central-West Orana region, around Dubbo and Wellington on the land of the Wiradjuri, Wailwan and Kamilaroi people. The first stage of the REZ will enable 4,500 MW of new generation by the mid-2020s. New transmission infrastructure will enable renewable generators (such as solar and wind farms) participating in the REZ to export electricity to the rest of the network.



Figure 1 – Map of the Central-West Orana Renewable Energy Zones (REZs)

4.2 Project area profile

The project area is located within the Lithgow City Council Local Government Area (LGA) and on the lands of the Wiradjuri peoples; approximately 14 km north-west of Lithgow city centre.

It is bounded by the Castlereagh Highway to the north, Cox's River to the east, Gardens of Stone State Conservation Area and Piper's Flat Road to the south, and the Mount Piper Power Station to the west.

Mount Piper and Wallerawang Substations are located approximately 7.5 km apart in Portland and Wallerawang respectively.

- Mount Piper Substation is located directly south of Mount Piper Power Station. The Mount Piper Power Station is owned and operated by EnergyAustralia. The Mount Piper Substation is operated by Transgrid.

- Wallerawang Substation is located inside of the decommissioned Wallerawang Power Station and directly south of the Main Western Railway Line.

There are two existing power line easements that run between Mount Piper and Wallerawang Substations.

- The first is a 60m wide easement with 1 x 330kV double circuit transmission line
- The second is a 45m wide easement with single circuit 132kV transmission line

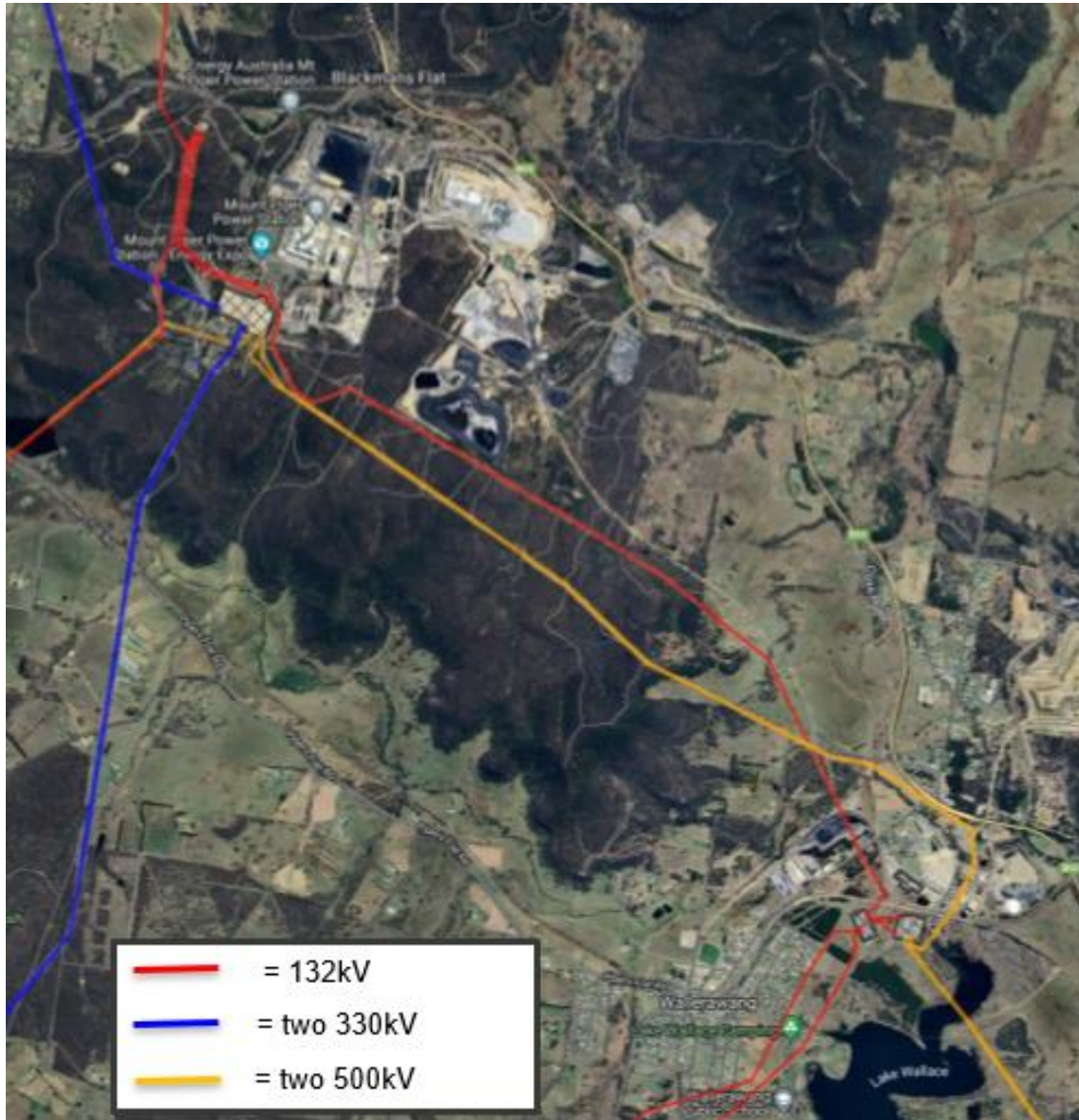


Figure 2 – Map of Transgrid's existing transmission lines

4.3 Project surrounds

The surrounding area includes a mix of industrial, buffer areas as well as residential and rural land uses. Several abandoned open cut mines and operating underground coal mines border the area, with it historically being a coal town with coal-based employment providing many jobs in the region.

There are a small number of residential dwellings within the project area, located on Brays Lane, Wolgan Road, Duncan Street, Ian Holt Drive, View Street and Pipers Flat Road. Similarly, there are several small local businesses located north and south of Wallerawang Substation.

4.4 Social infrastructure

In Wallerawang, most public infrastructure is in the town centre along Main Street, approximately 3 km south of the transmission lines. Key facilities in the area include the Wallerawang Library, Wallerawang Post Office and the St John the Evangelist Church which serve as important hubs for the local community.

The NSW Government is funding the reopening of Wallerawang Station, which is located approximately 850 m southwest of the project footprint. The project involves upgrading the former railway station, which has been closed since 1989, to reinstate passenger services. Construction works are currently underway, with the reopening planned for late 2026. The re-opening of the station will provide an important transport link connecting Wallerawang to the broader regional rail network.

4.5 Managing cumulative impacts

Projects with the potential of generating cumulative impacts for the community were identified during the development of the Environmental Impact Statement. In accordance with Mitigation Measure C1, coordination and engagement with relevant project proponents and/or construction contractors commenced during detailed design and will continue through the pre-construction phase to confirm construction timing and identify any potential cumulative impacts. Consistent with Mitigation Measure S1, communications and engagement activities will include sharing information about the Project with other regional stakeholders to support coordination across projects and assist in managing cumulative impacts on local and regional communities.

Cumulative impacts may arise where multiple projects are occurring within the same locality and timeframe, resulting in increased disruption or impacts experienced by the community. Potential cumulative impacts relevant to community consultation and engagement may include, but are not limited to, cumulative noise impacts (including out-of-hours works), increased traffic movements and changes to road conditions, impacts on local businesses and services, workforce and accommodation pressures, and increased community enquiries or concerns. Where multiple projects may affect the same receivers or community stakeholders, a coordinated approach to communication, notification and impact management will be considered to minimise disruption and provide consistent information to the community.

Regular construction program update briefings will be conducted with projects will support early identification of potential overlapping impacts, alignment of community notifications where appropriate, and collaboration between proponents to maximise opportunities for the local community and minimise impacts. This is included in Section 9. Communication tools and channels. Ongoing coordination with relevant proponents and contractors will support early identification of potential overlapping impacts, alignment of community notifications where appropriate, and collaboration between proponents to maximise opportunities for the local community and minimise impacts.

As part of this ongoing coordination, Zinfra has agreed to participate in a local business briefing organised by the Lithgow Business Chamber. The briefing will include the identified proponents and will support ongoing coordination between projects in the area to maximise opportunities for the local community and minimise impacts.

Table 3 summarises the projects identified to date as having the potential for cumulative impacts and the proposed management approach. The table will be reviewed and updated, as required, as engagement with relevant proponents and contractors continues through the pre-construction phase.

Table 3 – Identification and management of Cumulative Impacts

Project	Assessment of impact risk	Proponent	Management Approach
Wallerawang BESS – Mod 1 - Layout reconfiguration and capacity increase	Potential overlap in works from mid-2027 depending on the outcome of their approval process towards the end of 2026.	Greenspot Wallerawang Pty Ltd	Ongoing engagement between Zinfra and the Wallerawang BESS project to ensure proactive identification and management of any community impacts.

Lake Lyell Pumped Hydro Energy Storage	Anticipated timeline: end of 2027 - 2032. Unlikely that construction will overlap.	Energy Australia NSW Pty Ltd	Whilst cumulative impacts are unlikely, Zinfra and Energy Australia have agreed to stay in contact and provide updates on anticipated construction timelines.
Ben Bullen Wind Farm	Still in feasibility study phase. Construction will not overlap with the timeline for delivery of this project.	Alinta Energy	n/a
Mount Piper BESS	Anticipated timeline: Mid 2026 - 2028. Potential for some works to commence towards the end of 2027 pending the outcome of final investment decision towards the end of 2026.	Energy Australia NSW Pty Ltd	Ongoing engagement between Zinfra and the Mt Piper BESS project to ensure proactive identification and management of any community impacts. Both projects are also working with the Lithgow Business Chamber to provide a local business briefing.
Great Western BESS	Construction likely to overlap in 2027.	Neoen Australia Pty Ltd	Monthly meetings have been established between Transgrid/Zinfra and Neoen to ensure early planning and identify potential cumulative impacts and management strategies early.
Wallerawang Railway Station Upgrades	Some construction overlap possible towards the end of 2026. These should be minor.	Transport for NSW	Zinfra to monitor the Station Upgrades and communications to ensure awareness of planned works to avoid cumulative impacts.
Pinecrest BESS	No cumulative impacts likely as construction not anticipated until 2028.	Banpu Energy (owned by centennial coal)	Regular engagement established and lead by Transgrid. Zinfra to be involved closer to construction commencement to ensure proactive identification and management of any community impacts.

5 Project scope

Zinfra has been engaged by Transgrid as the Principal Delivery Partner on the Mt Piper to Wallerawang Transmission Upgrade Project (the Project). The Project involves construction of approximately eight kilometres (km) of new 330 kilovolt (kV) transmission line between the Mount Piper and Wallerawang 330 kV Substations. The Project will incorporate sections of an existing single-circuit 132 kV transmission line, where both transmission lines would share a widened easement and transmission structures.

The Project will deliver:

- 28 new steel lattice towers and 4 pole structures
- Installation of new conductors, earth and optical ground wire
- Removal and replacement of redundant structures
- Upgraded and new access tracks (27 km)

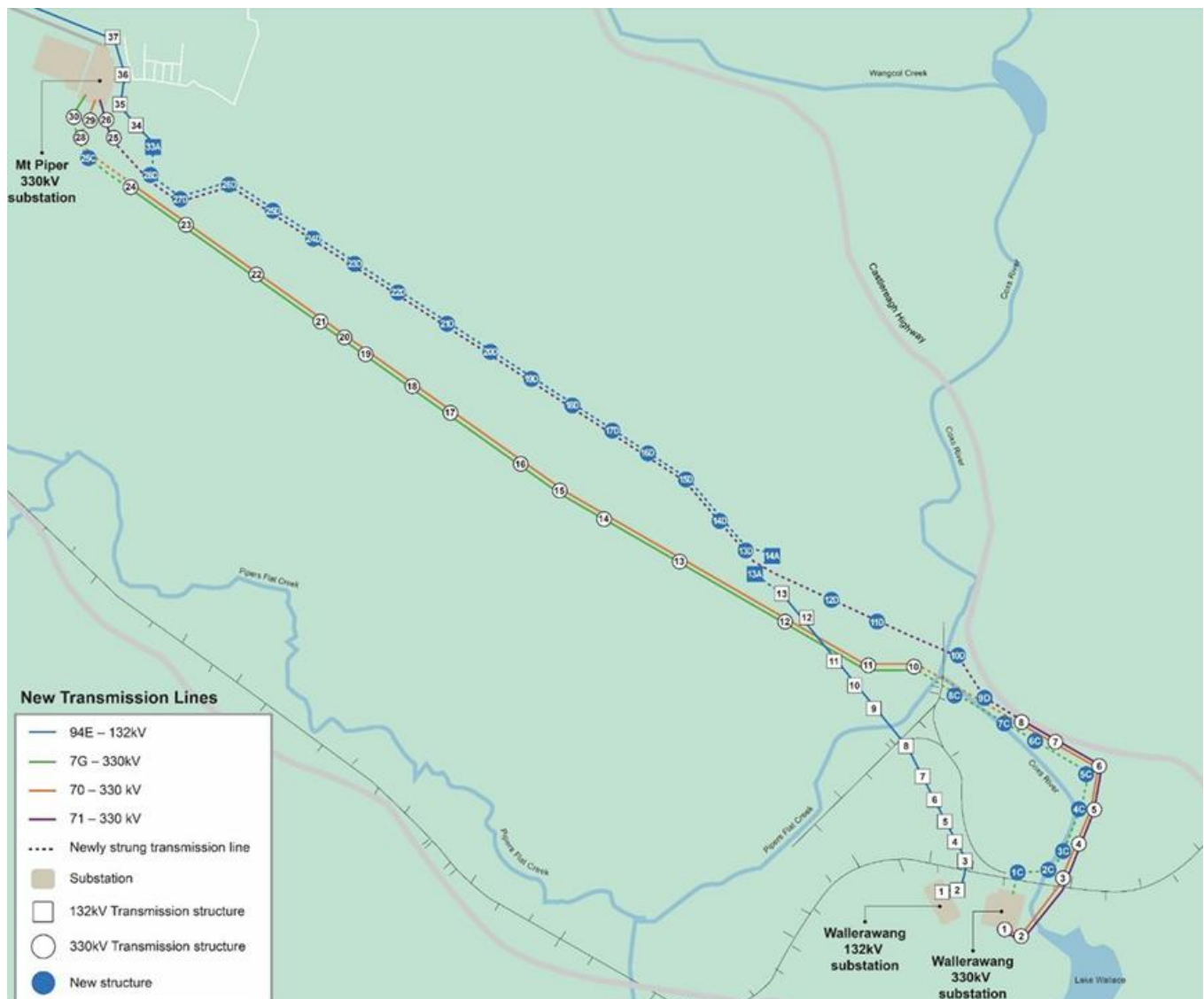


Figure 3 – Route overview

5.1 Construction activities

Construction includes:

- demolition and removal of redundant transmission structures, including two steel lattice towers, a gantry, and wood pole structure from the existing 132 kV transmission line
- construction of double circuit 330 kV steel lattice towers and three 132 kV concrete pole structures to accommodate 5.3 km of 132 kV and 330 kV transmission line on a widened easement
- construction of 2.7 km of new 330 kV transmission line on a new easement
- upgrade of existing tracks as well as creation of new tracks to facilitate efficient construction access
- other ancillary works required to support construction of the project, including establishment of temporary construction compounds and laydown areas.

5.2 Construction timeline

Construction would start in October 2026 with completion expected by early-2028. These dates inform the key milestones relevant to this CCS and are outlined in Figure 4. Key milestones are subject to change.

Please note that the time periods and dates stated are indicative only and may be subject to change due to various factors including but not limited to weather conditions, network outages and major plant breakdowns.

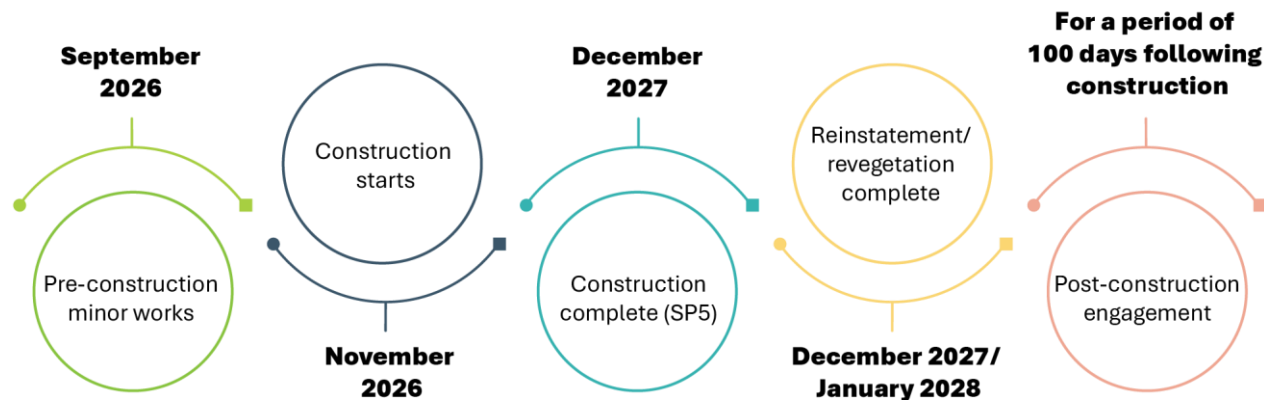


Figure 4 – Project timeline

6 Approvals

6.1 NSW Government Approvals

The EP&A Act and the Regulation include provisions to ensure that the potential environmental impacts of a development are considered in the decision-making process prior to works proceeding. The EP&A Act and the Environmental Planning and Assessment Regulation 2021 (the EP&A Regulation) provide the framework for development assessment in NSW.

On 3 July 2024, the Mount Piper to Wallerawang Transmission Line Upgrade Project was declared Critical State Significant Infrastructure (CSSI). As a CSSI, the project application must be accompanied by an Environmental Impact Statement (EIS) and has followed the relevant approval processes.

The Project's EIS was placed on public exhibition between 27 August and 24 September 2025 and is available on NSW Government planning portal under application SSI-70279722.

Following consideration of submissions and assessment of the Response to Submissions and Amendment Report, the NSW Department of Planning, Housing and Infrastructure (DPHI) determined the Project and granted planning approval on 16 May 2026.

6.2 Commonwealth Government Approvals

Transgrid submitted a referral on 11 April 2024 Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act). The project has been decided as a 'controlled action'. The referral is available to view on the Department of Climate Change, Energy, the Environment and Water's (DCCEEW) website under EPBC Number 2024/09855.

The National Environmental Protection Agency considered the proposal in accordance with Part 9 of the EPBC Act and granted approval on 9 July 2026.

7 Communications and Engagement Approach

7.1 Engagement and communication objectives

In accordance with EIS mitigation measure S1, the aims and outcomes of the CCS will be reviewed and monitored to ensure effectiveness and that the plan adapts to any specific and changing circumstances. The objectives and associated measures detailed in Table 4 will be used to enable this continuous improvement.

Table 4 – Engagement and communication objectives

Engagement objective	Goal	Measure
Share project information	- Ensure accurate and accessible information about the project is provided (S1). - Ensure community members and stakeholders with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts (S1).	- Ensuring the look ahead is submitted on time to the landowners - Proactive sharing of notices and updates aligned with notification requirements
Comply with law/conditions	- Ensure that feedback from the community is encouraged (S1). - Ensure all engagement and communication activities meet regulatory and legislative requirements and provide fair opportunity for stakeholder participation (S1).	- Compliance with statutory consultation requirements - Completion of required consultation outputs
Positive relationships	- Maintain positive and respectful relationships with landowners and the local community throughout project delivery. - Ensure that opportunities for input are provided (S1). - Ensure that enquiries and complaints are managed, and a timely response is provided for concerns raised (S1).	- Number of complaints or positive feedback (if provided) - Evidence of proactive engagement activities completed
Minimise disruption	Reduce impacts of project activities on landowners and the local community.	- Number of disruption-related complaints - Works delivered as planned without unplanned access/issues

7.2 Engagement Institute Spectrum of Public Participation

The Engagement Institute engagement framework will be used to guide all engagement activities throughout the life of the project. This will ensure this engagement strategy is aligned with international engagement standards. This framework helps establish the role of community and other stakeholders in the engagement process. The level of engagement will vary depending on stakeholder influence/impact.

Public participation for the Mount Piper to Wallerawang Transmission Line Upgrade Project will range from informing community about the Project to consulting and/or involving them in decisions about key aspects of the Project.

Figure 5 provides an overview of the levels of engagement, which can support recommended approaches to engagement for each stakeholder.

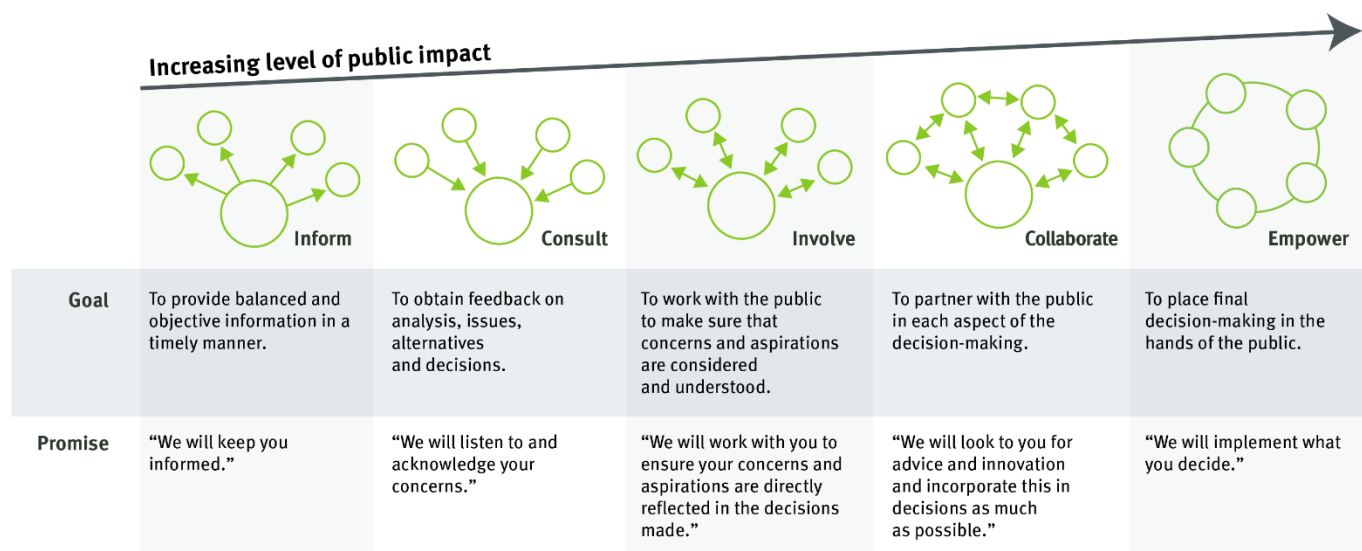


Figure 5 – The Engagement Institute’s Spectrum of Public Participation

7.3 Engagement and communication approach

In alignment with EIS mitigation measure S1, communications and engagement activities will include approaches and protocols to communicate with potentially affected residents, other community members, businesses and other key stakeholders to provide information about the project, and the likely nature, extent and duration of changes during construction. The overarching approach is detailed in this section.

To support the delivery of this project, we will undertake a three-stage engagement approach. Figure 6 illustrates the engagement approach which is broken down in detail below.



Figure 6 – Engagement approach

7.3.1 Prepare: April 2026 – mid-August 2026

The purpose of this stage is to identify stakeholders, define engagement objectives and prepare communication materials to support construction activities:

- Early engagement will focus on directly affected landowners, key stakeholders and regulatory bodies to support effective delivery of the engagement stage.
 - Previous engagement outcomes and existing relationships previously established by Transgrid will be leveraged to inform approach and communication methods.
- A key aspect will be identifying what information stakeholders need, how it will be communicated and the most appropriate channels to ensure understanding.
- Project team members and contractors will be briefed on engagement protocols, responsibilities and key messaging to ensure consistency.
- Transgrid will provide the Project Engagement Lead with relevant stakeholder information, including landowner contact details, key relationship insights and project context, and all supporting background documentation.

- A formal handover will be undertaken to transition First Nations relationships, share key insights from engagement to date, and identify matters relevant to ongoing engagement and social licence.
- Communications materials, including lookaheads and notifications, will be developed and aligned with regulatory and legislative requirements.
- A clear and consistent process for receiving and managing stakeholder feedback, complaints and enquiries will be established, including how responses and outcomes will be communicated.

7.3.2 Engage: mid-August 2026 – December 2027

The purpose of this stage is to implement engagement activities to inform stakeholders of construction works and manage impacts.

- Stakeholders and landowners will receive regular updates, including lookaheads, outlining timing, scope and potential impacts of works.
- Updates will be provided through agreed channels as identified in property access plans, such as email, phone calls and face-to-face meetings where required.
- Proactive engagement will be undertaken with affected stakeholders including impacted landowners, adjacent landowners and local community to minimise disruption and ensure works are understood.
- Stakeholder enquiries and complaints will be managed in a timely manner in accordance with the complaints and enquiries policy, with a focus on resolving issues at the project level, through a transparent and consistent process tailored to stakeholder needs and expectations.
- All engagement activities, feedback and issues will be recorded in the project database, and tracked to ensure accountability and follow-up.
- Engagement approaches will be reviewed and adapted as required in response to stakeholder feedback and emerging issues.
- Timely information on upcoming works, construction schedules and potential impacts will be provided, with open channels maintained for stakeholders to raise questions, feedback and concerns.
- Construction related risks and impacts will be communicated in advance where practicable, including mitigation measures, work timing and key contact details.
- Ongoing relationship-building will be undertaken to maintain and strengthen social licence through proactive engagement and responsive issues management.

7.3.3 Review and close the loop: December 2027 – February 2028

The purpose of this stage is to evaluate engagement effectiveness and ensure all stakeholder matters are addressed.

- Engagement will continue for 12 months following construction, as per the Conditions of Approval.
- The complaints management system will be maintained for a minimum of 12 months after construction finishes, as per the Conditions of Approval.
- Engagement outcomes will be reviewed against objectives, including stakeholder feedback, complaints and response performance.
 - Lessons learned will be identified to inform continuous improvement for future projects.
- All stakeholder commitments, issues and actions will be confirmed as resolved or closed out.
- Stakeholders will be informed throughout the project of how their feedback, issues and concerns have been considered and addressed. At project completion, a final update will be provided to close the loop, outlining how stakeholder feedback informed the project outcomes.
- Engagement records and documentation will be finalised to demonstrate compliance with regulatory requirements.

- An outcomes report will be prepared to capture activities, key outcomes and engagement performance.

7.4 Landowner engagement

7.4.1 Overarching approach

Landowner engagement will be tailored to the nature and extent of potential impacts, as well as the type of construction activity and level of notification required. The engagement approach for each landowner category is summarised in Table 5 below.

Table 5 Stakeholder groups

Stakeholder Group	Description
Adjoining affected landowners	Landowners whose property is directly affected by the Project through permanent or temporary land access, construction activities or easements. Engagement will be guided by Property Management Plans and/or Land Access Agreements and tailored to each landowner's specific requirements. Consultation will continue throughout construction to coordinate property access, communicate upcoming works, manage impacts and respond to issues.
Potentially impacted receivers	Surrounding landowners, occupiers, businesses and other receivers who may experience indirect construction impacts, such as noise, traffic, access changes or out-of-hours works, but whose properties are not directly accessed by the Project. These stakeholders have been identified and will be consulted during construction, as required, based on the nature, extent and timing of potential impacts.

7.4.2 Directly impacted landowners

In accordance with Condition A23(c), all landowners have been consulted on and either signed or are in the process of finalising a Property Management Plan or equivalent Land Access Agreement. Transgrid has also developed a Landowner Engagement Strategy informed by these Plans and Agreements, which will guide the specific engagement approach for each landowner. Consultation with identified landowners will continue throughout the construction phase, as appropriate, to provide project updates, discuss upcoming activities, respond to concerns, and manage issues relating to property access and construction impacts. These landowners include:

- One residential properties
- One Government owned property
- Four commercial / industrial properties
- National Parks and Wildlife Services land.

The Zinfra Project Engagement Lead will coordinate landholder engagement activities in consultation with the Transgrid Community Engagement Lead. The Zinfra Project Engagement Lead will report directly to the Transgrid Community Engagement Lead on landholder matters, complaints, approvals and emerging issues. Regular weekly/fortnightly coordination meetings will be held between Transgrid and the Project Engagement Lead to review upcoming works, landholder sentiment, complaints management, approvals and engagement activities. Complaints and high-risk or escalated issues will be referred to the Transgrid Community Engagement Lead for review and resolution. All collateral and landholder communications distributed by the contractor will be reviewed and approved by Transgrid prior to use.

The Project Engagement Lead will coordinate the following landholder engagement activities:

- Prepare a four-week look ahead program for each relevant landowner. These will be provided to the landowner on a fortnightly or monthly basis or as otherwise agreed via their land access agreement via email and a landowner meeting either in person or virtually.
- Communicate works and consult with landowners regarding works which are likely to impact them. Landholder feedback, requirements and mitigation will be discussed and actioned on an individual basis and plans will be updated as required. The timing of these communications has been decided with the landowner and agreed to via their relevant land access agreement.
- Assist the Site Manager to resolve access issues and inform landowners of upcoming works and impacts and mitigation.
- Provide advance notification to landowners prior to property access or changes to planned construction activities.
- Maintain accurate records of landholder communications, commitments, complaints and actions.
- Resolve property damage claims as per Transgrid's policies and procedures.
- Meet with the Transgrid Community Engagement Lead on a fortnightly/weekly basis to report on landholder engagement and sentiment.
- Escalate unresolved complaints, sensitive issues or non-compliances to the Transgrid Engagement Lead and Project Manager in accordance with the project escalation process.
- Comply with the Transgrid Land Access Requirements prior to entering the project site as detailed in specific landholder agreement.
- When on landholder properties, act in accordance with the Land Access Code of Conduct. Please refer to appendix D for details.

Centennial Coal – Springvale Traffic and Transport Requirements

In accordance with REMM LU3, details of any specific requirements have been included in the Traffic and Transport Management Plan. These requirements have been agreed in consultation with the landowner and are also included in their specific PMP or other negotiated agreement.

7.4.3 Potentially impacted receivers

In addition to directly impacted landowners, surrounding landowners, occupiers and other potentially impacted receivers have been identified. These stakeholders will be consulted during construction where project activities have the potential to affect them. The extent and method of consultation will be proportionate to the nature, timing and duration of the potential impacts and may include advance notification of works, project updates and direct engagement, where appropriate. Particular focus will be given to private residences on Brays Lane and Duncan Street due to their proximity to construction activities.

8 Community and stakeholder analysis

8.1 Stakeholder mapping and prioritisation

There are 18 stakeholder groups identified for the Project. Key project stakeholders include:

- Transgrid (Client)
- EnergyAustralia (Owner and Operator of Mt Piper Power Station)
- Centennial Coal
- Private landowners
- NSW National Parks and Wildlife Service
- Greenspot Wallerawang Pty Ltd
- Lithgow City Council
- Bathurst Local Aboriginal Land Council
- WaterNSW
- TAHE

In accordance with Condition A23(b), landowners and potentially impacted receivers have been identified and are included within the stakeholder groups outlined in Table 6 below. The table identifies stakeholder groups who may be impacted by or have an interest in the Project, anticipated areas of interest and/or concern and the recommended engagement approach for each group based on the Engagement Institute Spectrum of Public Participation. The table also identifies the relationship owner and roles between Transgrid and Zinfra to ensure stakeholders are appropriately managed. Consistent with Mitigation Measure S6, Transgrid will continue to promote and engage with the community, interest groups and Lithgow City Council throughout all stages of the Project.

Transgrid's stakeholder database system, will be used to capture stakeholder information and contact details.

Table 6 – Project stakeholder mapping

Stakeholder group	Description	Stakeholder interests/concerns	Level of interest	Level of influence	Engagement approach	Relationship owner
Transgrid	Proponent	- Adequate community consultation - Delivery to schedule	High	High	Inform Consult Involved	- Project Director – Zinfra - Project Engagement Lead – Zinfra
EnergyCo	Project partner	- Adequate community consultation - Delivery to schedule and budget	High	High	Inform Consult	- Project Director – Transgrid - Engagement Lead –Transgrid
DPHI	Department of Planning, Housing and Infrastructure	Project approvals and compliance with conditions of approval	High	High	Inform Consult	Senior Environmental Business Partner- Transgrid
Government Agencies	- Transport for NSW - Environmental Protection Authority	- Construction Impacts (dust, noise, traffic, access) - Road safety and driver behaviour - Compliance to NSW Government requirements for oversized deliveries	Medium	Medium	Inform Consult	- Government Relations Manager – Transgrid - Community Engagement Lead - Transgrid
Government – State Ministers	- NSW Minister for Climate Change, Energy, Environment, Heritage including Mining, Exploration and Geoscience - NSW Minister for Planning and Public Spaces - Minister for Agriculture and Regional NSW	- Environmental impacts managed and mitigated - Planning approvals process, compliance with regulations - Community impacts - Impacts to social infrastructure such as roads - Delivery to schedule and budget	High	Medium	Inform	- Government Relations Manager – Transgrid - Community Engagement Lead - Transgrid
MPs	- Paul Toole (State Member for Bathurst) - Andrew Gee (Federal Member for Calare)	- Construction impacts / disruption (dust, noise, traffic, access) - Impacts to social infrastructure such as roads. - Local social and economic benefits	High	Medium	Inform Consult	- Government Relations – Transgrid - Supported by and provided project information and collateral by Project Engagement Lead - Zinfra
Lithgow City Council	Lithgow Shire Council Mayor and Councillors, CEO and relevant staff	- Construction Environmental Management Plan (CEMP) - Construction impacts / disruption (dust, noise, traffic, access) - Impacts to social infrastructure such as roads. - Visual amenity - Local social and economic benefits	High	Medium	Inform Consult	- Day to day engagement lead by Project Engagement Lead – Zinfra - Engagement with Mayor and General Manager lead by Government Relations – Transgrid

Stakeholder group	Description	Stakeholder interests/concerns	Level of interest	Level of influence	Engagement approach	Relationship owner
Adjoining affected landowners	The following landowners and land managers have been identified as directly impacted by the project: ■	■ Land impacts ■ Visual amenity ■ Out of Hours Noise and Vibrations ■ Construction impacts / disruption (dust, noise, traffic, access)	High	High	Inform Consult Involve	■ Project Engagement Lead - Zinfra ■ Construction Site Manager - Zinfra ■ Construction Manager - Zinfra
Residents and businesses impacted by visual impact of new towers and construction	■ Duncan Street ■ Astron Petrol Station ■ Private resident on Brays Lane	■ Visual amenity ■ Construction impacts / disruption (dust, noise, traffic, access) ■ Community benefits ■ Out of Hours Noise and Vibrations	High	High	Inform Consult	■ Project Engagement Lead - Zinfra
Landowners of new proposed access tracks		■ Construction impacts / disruption (dust, noise, traffic, access)	High	High	Inform Consult	■ Project Engagement Lead - Zinfra ■ Support ■ Construction Site Manager - Zinfra ■ Construction Manager - Zinfra
Potentially impacted receivers ³	■ Private residences ■ Place of worship at Main Street, Wallerawang (60 m) ■ Commercial premises at Wolgan Road, Lidsdale (60 m) ■ Industrial premises at Main Street, Wallerawang (160 m) ■ Temporary accommodation at Main Street, Wallerawang (400 m) ■ Active recreation area at Brays Lane, Wallerawang (540 m) ■ Passive recreation area at Lake Wallace (950 m) ■ Community facility at Main Street, Wallerawang (1,360 m)	■ Visual amenity ■ Construction impacts / disruption (dust, noise, traffic, access) ■ Other energy projects planned for the region ■ Project outcomes ■ Community benefits	High	Medium	Inform Consult	■ Project Engagement Lead - Zinfra
Community groups	■ Local businesses / groups who may be impacted by the projectPebblecrete Precast Pty Ltd	■ Adequate community consultation ■ Community benefits and opportunities	High	Medium	Inform Consult	■ Project Engagement Lead - Zinfra

³ For a more detailed list of receivers, please refer to **Error! Reference source not found..**

Stakeholder group	Description	Stakeholder interests/concerns	Level of interest	Level of influence	Engagement approach	Relationship owner
Additional stakeholders identified in Social Impact Assessment	- K9 Empire Lodge - Lithgow Hospital - Lithgow Tourism - Lithgow Visitor Information Centre - Lithgow Rowing Club - Lithgow District Chamber of Commerce	Impacts from construction	Medium	Low	Inform	Project Engagement Lead - Zinfra
Traditional Owners and other Aboriginal Groups	- Bathurst Local Aboriginal Land Council - Warrabinga Native Title Claimants Aboriginal Corporation - Mingaan Wiradjuri Aboriginal Corporation	- Opportunities to work with project to deliver Aboriginal Participation Plan - Cultural heritage management - Meaningful acknowledgement of Aboriginal and Torres Strait Islander people - Cultural awareness - Community benefits and opportunities	High	High	Inform Consult	- Project Engagement Lead - Zinfra - Indigenous Officer – Transgrid
Environment groups with an interest in the local area	The Gardens of Stone Alliance made up of: Lithgow Environment Group, Wilderness Australia, Blue Mountains Conservation Society, Nature Conservation Council of NSW, National Parks Association of NSW	- Impacts to Gardens of Stone State Conservation Area - Environmental impacts	High	High	Inform Consult	Project Engagement Lead - Zinfra
Representative and advocacy groups	- Lidsdale Progress Association - Lithgow District Chamber of Commerce	- Cultural heritage management - Meaningful acknowledgement of Aboriginal and Torres Strait Islander people - Cultural awareness - Community benefits and opportunities	High	Medium	Inform Consult	Project Engagement Lead - Zinfra
Media	- Regional and national media: - Lithgow Mercury - ABC Central West	- Project benefits and outcomes - Community impacts and consultation - Community outrage	Medium	Medium	Inform	- Community Engagement Lead - Transgrid - Media Manager – Transgrid
Wider community		- Project outcomes - Local social and economic benefits - Community outrage	Medium	Low	Inform	Project Engagement Lead - Zinfra

8.2 Aboriginal Participation Plan

Transgrid's Indigenous Officer will provide cultural governance, advice and oversight of the Aboriginal Participation Plan (APP), including endorsement of Indigenous stakeholder mapping, guidance on engagement with LALCs, Traditional Owners and Elders, and review of cultural awareness training, procurement pathways, reporting and engagement records. The Zinfra Project Engagement Lead will support coordination of APP activities, including Indigenous stakeholder engagement, establishment of the Indigenous Engagement Working Group, delivery support for cultural events and initiatives and maintenance of engagement records and reporting systems.

The Transgrid Community Engagement Lead will support delivery through oversight of APP performance, communications review and alignment with RAP commitments. The Zinfra Project Manager will hold overall accountability for APP delivery and integration into project execution. Supporting roles will deliver specific outcomes across procurement, employment and site activities, including Aboriginal business engagement, workforce pathways and implementation of cultural heritage awareness requirements.

8.3 Community benefits

In alignment with REMM S6, the Project is committed to engaging with the community, interest groups and Lithgow City Council during all stages of the project to identify methods and opportunities to maximise community benefits and enhancement to leave a lasting legacy in the area.

The Local Industry Participation Plan (LIP) details Zinfra's commitment to supporting local industry participation including through:

- Attendance at regular industry briefings, both in-person and line to engage local businesses, SMEs and Aboriginal enterprises. These sessions will provide advance notice of upcoming opportunities, including timelines, work packages scopes, pre-qualifications requirements and guidance on how to participate.
- Collaboration and engagement with local industry bodies including the Lithgow Business Chamber.

Key targets committed to in the LIP include:

- Minimum 10% spend of the contract expenditure with domestic vendors and local vendors within the LGA and surrounds.
- Minimum 15% expenditure on underrepresented groups in the construction industry.
- Minimum 20% of the workforce being 'learning workers'. A learning worker is a worker without qualifications or who needs to update their qualifications or skills to meet the needs of the infrastructure project.

Alongside the LIP, Transgrid has a dedicated Community Partnerships Program to create positive and lasting relationships with the local community as part of their commitment to building a sustainable future. Transgrid's Community Partnerships Program offers grants of up to \$5,000 for not-for-profit organisations local to major project areas such as the Mt Piper to Wallerawang Transmission Upgrade Project. Engagement with local community groups will continue to support groups in identifying and applying to the grant to contribute to a lasting legacy within the community. Engagement will include:

- Advertisements in local papers prior to grant rounds opening.
- Email communications prior to grant rounds opening.
- Direct invitations to known community groups engaging on the project.
- Briefing Lithgow City Council on the grant to get their support in identifying community groups.

9 Communication tools and channels

In accordance with Condition A23(a), a range of tools and techniques will be used to facilitate communication between the Project and the community during construction, including adjoining affected landowners. Engagement activities will be tailored to different stakeholder groups based on the objective of engagement, the type of information being conveyed, the level of feedback required, an understanding of stakeholder needs and identified engagement preferences.

In accordance with Condition A23(d) procedures and mechanisms will be established for the regular distribution of project information. This will include the provision of timely project updates, construction notifications, targeted communications and stakeholder briefings through appropriate communication channels, including direct notifications to affected stakeholders where required. The frequency and method of communication will be tailored to the needs of stakeholder groups and the nature of upcoming construction activities, potential impacts and project milestones. Accessible information channels, including a 1800 number, project inbox, website and social media, will enable stakeholders to access project information and participate in two-way communication. Feedback from the community is encouraged throughout the engagement process. Communication methods will ensure that:

- opportunities for input are provided
- community members and stakeholders with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts
- regular construction program updates are shared with relevant project proponents and contractors, where appropriate, to support coordination of activities, identify potential cumulative impacts and align community notifications where practicable
- enquiries and complaints are managed, with a timely response provided for concerns raised.

Table 7 details the ways in which the Project will share information with stakeholders and enable two-way communication.

Table 7 – Communication tools and channels

Method	Purpose	Cadence	Stakeholder Groups	Responsibility
Accessible information				
1800 number	Continuous and ad hoc contact information that allows communication with the project team, as well as facilitating community feedback. Community hotline: 1800 560 608.	Ongoing	Directly impacted landowners and land managers	Zinfra Project Engagement Lead
Project inbox	Continuous and ad hoc contact information that allows communication with the project team, as well as facilitating community feedback. Project inbox: MtPipertoWallerawang@zinfra.com.au	Ongoing	Community residents / businesses within 5km of project footprint	Zinfra Project Engagement Lead
Transgrid Project Website	Share project background, links to key resources, feedback form, FAQs and updates.	Ongoing	Additional stakeholders identified in Social Impact Assessment	Transgrid Community Engagement Lead
Social media	Provide regular project progress updates and news to the general community. Updates as agreed with media team.	At project milestones	Community groups	Transgrid Community Engagement Lead
Collateral				

Method	Purpose	Cadence	Stakeholder Groups	Responsibility
Media releases	Pre-prepared release and holding statements on key issues / opportunities to promote project progress and support timely issues management. Released as agreed with media team.	At project milestones	Media Government – political MPs Lithgow City Council Industry bodies Energy regulator / operator	Transgrid Media & Communications
Fact sheets	Provide clear, consistent, and accessible information about the project, upcoming activities, potential impacts, and available support to help stakeholders stay informed.	Minium 7 days prior to work with the potential to disrupt	Adjoining affected landowners Potentially impacted receivers Wider community	Zinfra Project Engagement Lead
Property maps	Targeted mapping to support conversations about property features and/or upcoming works.	As requested by landowners	Directly impacted landowners and land managers Landowners of new proposed access tracks	Zinfra Project Engagement Lead
Letterbox drops	Printed material to be posted into letterboxes of local residents within 5km radius of Project footprint notifying of events.	Minium 7 days prior to work with the potential to disrupt	Directly impacted landowners and land managers Community residents / businesses within 5km of project footprint Additional stakeholders identified in Social Impact Assessment Residents and businesses impacted by visual impact of new towers and construction	Zinfra Project Engagement Lead
Advertisements in local media	Includes digital advertisement on local online media including local community Facebook groups such as Wallerawang 2845.	As required	Directly impacted landowners and land managers Community residents / businesses within 5km of project footprint Additional stakeholders identified in Social Impact Assessment Community groups Environment groups with an interest in the local area Wider community	Zinfra Project Engagement Lead

Method	Purpose	Cadence	Stakeholder Groups	Responsibility
Meetings/briefings/presentations				
Regular construction program update briefings	Briefings to inform key stakeholders to ensure a 'no surprises' approach and use the opportunities to receive informal feedback and sentiment. Key stakeholders are to be offered regular briefings on the progress of the project	Ongoing (as agreed with stakeholder)	Lithgow City Council Traditional Owners and other Aboriginal Groups Other Project proponents	Zinfra Project Engagement Lead
One-on-one landowner meetings	One-on-one meetings with impacted landowners act as a mechanism for which feedback can be provided to the project team.	Fortnightly, monthly or as otherwise agreed in Property Management Plan or other land access agreement.	Directly impacted landowners and land managers Landowners of new proposed access tracks	Zinfra Project Engagement Lead
Project record keeping				
Salesforce (Project database)	Record all interactions and engagement.	Per interaction	All stakeholders	Zinfra Project Engagement Lead

10 Risks, issues and mitigations

Potential Project and community risks were identified and analysed, with mitigation measures developed to manage these risks and issues. A summary of all identified risks, issues and corresponding mitigations is provided in Table 8 below.

Table 8 – Risks, issues and mitigations

Risk and Causes		Mitigations	
Community Risks			
- Landowners don't receive information early enough to plan around works - Community does not have advanced knowledge to plan around works and transport impacts e.g. localised traffic - Community pressure on local accommodation through construction - Ongoing lack of understanding about the project scope and option identification process - Loss of support from key stakeholders causing reputational impacts - Cumulative impacts from multiple concurrent projects result in increased community frustration and reduced support for the project		- Regular updates of key groups and local institutions council, MPs, - Regular landholder-specific look-ahead programs - Advance notification (7 days / agreed timeframes) - Dedicated hotline and inbox - Proactive engagement with high-impact landholders - Consistent key messages and holding lines for workers - Ongoing engagement with key stakeholders to keep them informed during construction - Targeted notifications and engagement with impacted parties - Project Engagement Lead as dedicated relationship manager with key stakeholders to maintain an ongoing relationship - Escalation process to ensure timely resolution of any issues - Coordinate with other project proponents, local government and relevant agencies to identify and manage cumulative impacts where practicable - Maintaining a project website with current project information	
Engagement Process			
- Engagement expectations are not well defined for workers subcontractors and supervisors - Inconsistent messaging between teams - Commitments not followed through operationally - SRM records used correctly and consistently - Learnings lost in handover from construction to operations		- One point of contact model with teams supported by onboarding of engagement including quick "how to" and "who to call" - Community contact cards for all staff onsite - Regular coordination and information sharing between Project Delivery Project Engagement Lead and Transgrid Community and Project Engagement Lead to enable proactive management and aligned communications. - Clear enquiries and complaints procedures - Engagement recording and trend analysis as outlined in this plan - Engagement standards and response timeframes as outlined in this plan - Hand over and lessons learnt built into engagement approach	

11 Processes and protocols

11.1 Communication protocols

The Zinfra and Transgrid engagement staff will work together throughout the project. While working collaboratively, some responsibilities will remain within the remit of one organisation or the other.

Table 9 – Responsibilities

Transgrid responsibility	Zinfra responsibility
Media management	Managing enquiries received via the project inbox
Government relations	Managing enquiries received via the project 1800 hotline
Project website	Landowner engagement
Social media channels	Construction notifications
First Nations engagement	Regular engagement with local stakeholders

11.2 Enquiries, complaints and dispute process

In accordance with Condition A23(f), procedures and mechanisms have been established through which the community can discuss the Project, provide feedback, receive responses to enquiries, and have issues or disputes managed and resolved during construction. In accordance with the Condition, these channels will be available through pre-construction and post construction for a period of 12 months.

At each stage of the enquiry, complaint and dispute process staff should:

- Look to respond and close the enquiry
- Record progress, findings, access commitments, landowner commitments, updated contact details in Salesforce.
- Provide regular updates to enquirer of progress

This Policy and principles have been utilised to develop a project Complaints Management System (CMS). In accordance with Condition C2 EMP (b), contact details for receiving enquiries and complaints will be communicated to surrounding businesses, landowners and community members to ensure stakeholders are aware of the available channels to raise concerns and seek information. In accordance with Condition C2 EMP (a) and Condition A23(f)(i), community and stakeholders can make an enquiry or complaint through the following channels:

- Via the Community Information Line (1800 560 608)
- Via the project's community email address (MtPipertoWallerawang@Zinfra.com.au)

These details will be shared with local residents, surrounding businesses and community members via letterbox drops to nearby streets, project communications and stakeholder notifications. The details will also be made available to Lithgow City Council to enable timely referral of enquiries or complaints to the Zinfra Project Engagement Lead.

In accordance with Condition A23(f)(ii) and (iii), the Zinfra Project Engagement Lead will lead and implement the Complaints Handling Protocol (CHP) to manage all stakeholder and community enquiries, feedback, complaints and disputes received during the construction period, ensuring enquiries are recorded, responded to, and tracked through to resolution. Where required, the CHP will include appropriate escalation and dispute resolution processes to resolve issues that may arise during construction. Consistent with Mitigation Measure S2, the CHP will be maintained for a minimum of 12 months after construction finishes.

The CHP:

- Establishes a comprehensive process for receiving, responding to and managing complaints
- Defines a procedure for escalating complaints as required

- Establishes a monitoring system to ensure complaints are tracked and closed out with the stakeholder

11.2.1 Complaint and Dispute Handling Protocol

- **Complaint** – a complaint is an expression of dissatisfaction made to an organisation, related to its product/services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
- **Dispute** – a dispute can be a disagreement or an argument that requires elevation to be resolved.

In accordance with condition A13 a. Zinfra will inform the Transgrid Environment Lead of the complaint following receipt of the complaint. The Transgrid Environment Lead will then update the complaints register and provide it to the Environmental Reviewer on the day they are received.

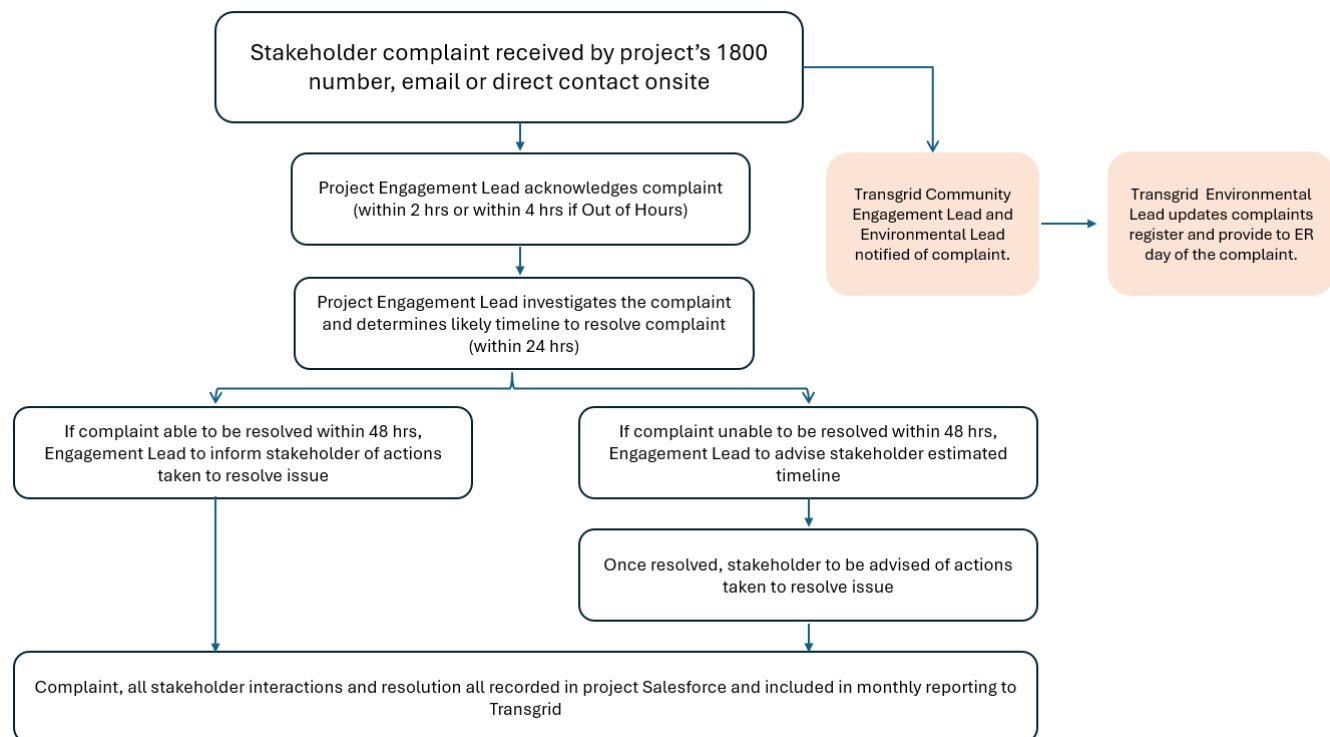


Figure 7 – Complaints response procedure

Procedure for escalating a complaint

Zinfra and Transgrid are committed to resolving all complaints with stakeholders. However, where a complainant is not satisfied with the action taken to resolve the complaint, the following escalation steps will be undertaken by the Project Engagement team:

Table 10: Procedure for escalating a complaint

Steps	Action	Timeframe
1	If a complainant is not satisfied with the action taken to resolve their complaint, Zinfra will invite the complainant to meet with the Project Director at a time and venue that is suitable to the complainant's schedule and location.	Meeting arranged within five (5) business days
2	At the meeting, the current resolution plan will be discussed, along with the reasons for the complainant's dissatisfaction. Potential amendments to the plan will also be considered. All involved parties will then come to a consensus on the next steps to take, as well as the timeline for their completion.	Provide meeting minutes within five (5) business days of the meeting being held

3	Project Engagement Lead team will ensure the complainant is kept informed on the progress of any actions taken and will contact them upon completion of the required actions to confirm they are satisfied with the outcome.	Timeframe dependent on when action is completed
4	If the complainant is not satisfied with the outcome of the investigation, the complaint will be considered unresolved. The complainant may escalate the complaint further to Transgrid, which may offer a mediation session with an independent facilitator at a mutually agreeable time, date and location. Where disputes can't be resolved, DPHI will investigate and where requested by the Planning Secretary, the approved Environmental Reviewer (ER) will assist in the resolution of the community complaint in accordance with Condition A12(g).	Notified of unresolved status within five (5) business days
5	Zinfra undertakes agreed action resulting from mediation session or, where requested by the Planning Secretary, the approved ER will assist in the resolution of the complaint. If agreement cannot be reached following mediation and any ER involvement, the complaint remains unresolved.	Agreed action plan and timeframe provided within five (5) business days of mediation session

If the complainant remains dissatisfied with the outcome of their complaint, they can contact an independent dispute resolution body such as the Energy & Water Ombudsman NSW (EWON). All residents and community members have the right to contact the EWON including to lodge a complaint or for free independent information and advice. EWON is the government approved dispute resolution scheme for New South Wales energy customers. EWON receives, investigates and resolves customer complaints and disputes.

EWON's contact details are:

- NSW free call: 1800 246 545
- Free fax: 1800 812 291
- Website: www.ewon.com.au
- Post: Reply Paid 86550, Sydney South NSW 1234

11.2.2 Enquiries Handling Protocol

- Enquiry – an enquiry is a request for general information. Enquiries can be handled and resolved through normal processes. An enquiry can become a complaint if the customer is not happy with the resolution offered, or the response.

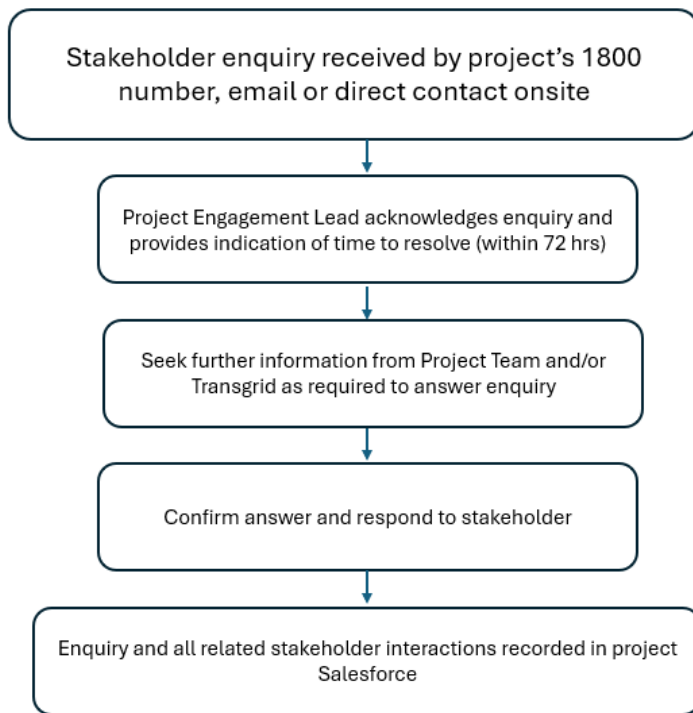


Figure 8 – Enquiries response procedure

11.2.3 Management of complaints and claims regarding property access and/or damage (including receipt and recording)

In the event a landowner files a complaint or claim for damage, the following process must be followed:

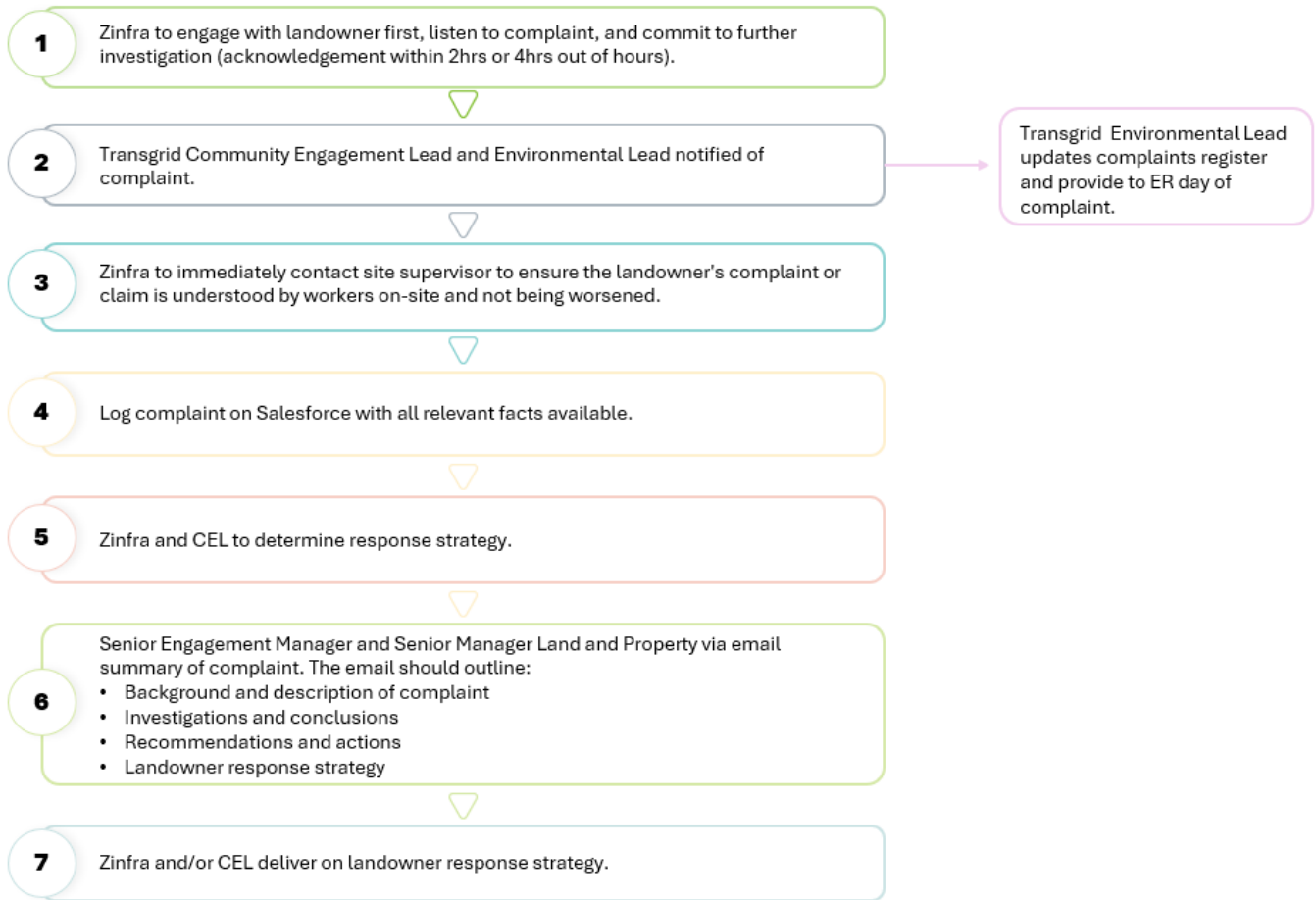


Figure 9 – Management of property access complaints and claims

11.3 Managing emergency situations

The Emergency Management Plan has been developed in consultation with emergency services and key stakeholders. This Plan describes how Zinfra will manage any emergency situations.

A crisis or emergency is a potential or actual incident that:

- Poses significant harm to people, property, the environment, or the local community, and requires assistance from external emergency services agencies.

11.3.1 Requirements

In the event of a crisis or emergency, the Contractor is required to:

- Activate the Emergency Management Plan which details all Health and Safety processes.
- Key contacts will be identified in this plan and corresponding response matrix.
 - If an incident occurs on site, notify relevant landowner following the agreed procedure as detailed in PMP or relevant land access agreement.
- Guide strategic stakeholder management and communication processes, in line with the Incident Management Frameworks of the Contractor and Transgrid.

- The Contractor will support Transgrid in responding to the community, the media or the public.

11.4 Post-construction communication

Once the Project construction is complete, Zinfra will manage the communication process while the Project moves from construction to completion and further communications and engagement will be planned by Zinfra at that time. Following the completion of construction, engagement and complaints management will continue for 12 months, as per the Conditions of Approval

12 Monitoring, Reporting and Evaluation

In accordance with Mitigation Measure S1, regular monitoring and reporting will be undertaken to review the aims and outcomes of this CCS, assess the effectiveness of community and stakeholder engagement activities, and ensure the approach is adapted, as required, to respond to project-specific and changing circumstances.

12.1 Monitoring

Table 11 details regular monitoring and reporting on consultation to occur to keep key internal stakeholders informed of progress, highlight any emerging issues and ensure we are effectively engaging with community and stakeholders. This will allow the project team to regularly assess the success of our approach and adapt, as required.

To ensure the community engagement process is effectively working, monitoring of consultation techniques will be captured through:

- Reviewing enquiries/complaints data to identify unresolved or recurring issues and emerging trends
- Observing response timeframes for complaints and enquiries
- Observing the level of attendance/participation at activities
- Analysis of data and trends through the Salesforce report.

Monitoring will be undertaken throughout the Project to assess the effectiveness of communication and stakeholder engagement activities and identify opportunities for continuous improvement. Information collected will include stakeholder enquiries and complaints, notification and communication records, stakeholder participation, response timeframes, consultation outcomes, and compliance with this CCS and project approval conditions. Monitoring information will be collected and captured in the Project database Salesforce.

The Project Engagement Lead is responsible for reviewing monitoring information on an ongoing basis, with a formal review undertaken at least monthly as part of project reporting. Where monitoring identifies recurring issues, non-compliances, missed performance measures, or emerging stakeholder risks, corrective actions will be developed in consultation with the Project Manager or delegate. Corrective actions may include changes to communication methods, additional stakeholder engagement activities, revised notification timeframes, or updates to project messaging.

All corrective actions will be recorded in Salesforce, allocated to a responsible person, assigned a due date, and tracked through to completion. The effectiveness of implemented corrective actions will be reviewed as part of the ongoing monthly monitoring process to ensure identified issues have been adequately addressed.

Table 11 – Monitoring

Engagement objective	Goal	Measure	Trigger for corrective action
Share information	■ Ensure accurate and accessible information about the project is provided (S1). ■ Ensure community members and stakeholders with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts (S1).	■ Percentage of planned look-ahead notifications issued on time ■ Percentage of affected landowners notified within agreed or required timeframes ■ Number of corrections or re-issued notifications required due to inaccurate or incomplete information	Notifications not issued within required timeframes, repeated communication errors, or increasing stakeholder enquiries seeking clarification.

Engagement objective	Goal	Measure	Trigger for corrective action
Comply with law/conditions	- Ensure that feedback from the community is encouraged (S1). - Ensure all engagement and communication activities meet regulatory and legislative requirements and provide fair opportunity for stakeholder participation	- Compliance with statutory consultation requirements - Completion of required consultation outputs - Number of non-compliances with the CCS or applicable approval conditions	Any non-compliance with the CCS, statutory consultation requirements or approval conditions.
Positive relationships	- Maintain positive and respectful relationships with landowners and the local community throughout project delivers. - Ensure that opportunities for input are provided (S1). - Ensure that enquiries and complaints are managed, and a timely response is provided for concerns raised (S1).	- Number of complaints or positive feedback (if provided) - Evidence of proactive engagement activities completed - Percentage of stakeholder enquiries and complaints responded to within the required timeframes	Increase in complaints, recurring stakeholder issues, or response timeframes not being achieved.
Minimise disruption	Reduce impacts of project activities on landowners and the local community	- Number of disruption-related complaints - Works delivered as planned without unplanned access/issues - Number of unplanned stakeholder impacts resulting from inadequate notification or communication	Increase in disruption-related complaints or stakeholder impacts resulting from inadequate communication or notification.

12.1.1 On-site monitoring

The Project Engagement Lead will conduct at least monthly site visits throughout the construction period to maintain an informed understanding of construction progress. This will support the timely identification of issues, alignment with stakeholder expectations and effective communication of project updates. During each site visit, the Project Engagement Lead will document observations, identified issues and any required follow up actions in the project database, and the monthly community, landowner and stakeholder report, with actions tracked through to completion. Site inspection records will be retained as part of the project documentation. Photographs may also be taken during visits to provide visual content for the Transgrid media team.

12.2 Reporting

Regular reporting on community engagement will occur to keep key internal stakeholders informed of progress, monitor delivery of engagement commitments outlined in Section 8 and highlight any emerging issues, risks or opportunities requiring management attention. Reporting will monitor engagement activities undertaken with the stakeholder groups identified in Section 8.1, including the effectiveness of engagement, stakeholder feedback, complaints management and actions arising from engagement.

Reporting will include:

- Attendance and verbal reporting at meetings regarding community engagement activities, issues and risks
- Preparation of a monthly community, landowner and stakeholder report
- Preparation of four-week look ahead programs for all relevant landowners at the frequency agreed in their Property Management Plan or alternate land agreement.

Zinfra will maintain a complaints register in accordance with Condition C2(c). The register will record the date, time and nature of each complaint, the complainant's details (where provided), actions taken to investigate and respond to the complaint, and the outcome. The register will be maintained by the Project Engagement Lead throughout pre-construction, construction and 12 months following construction to ensure community complaints are tracked and actioned. For the purposes of this Project, all complaints and associated records will be managed and maintained within Salesforce. In accordance with Condition C18(g) a copy of the complaints register, excluding any personal information, will be updated on the project website on a monthly basis.

12.2.1 Look ahead programs

The Project Engineers and/or Construction Managers will prepare weekly four-week look ahead programs for landowners as agreed through the relevant agreement or Property Management Plan. The Project Engagement Lead will review these programs prior to issue.

The Project Engagement Lead will develop the format for these programs, taking into consideration existing four-week look ahead formats currently used by Transgrid.

These programs will outline:

- Dates of upcoming construction works
- Planned engagement activities.

12.3 Evaluating

The Project Engagement Lead will participate in the project close out process, including any lessons learned workshops, to provide input on the effectiveness of engagement, areas for improvement and learnings for future projects.

13 References

- Mount Piper-Wallerawang Transmission Line Upgrade Community and Stakeholder Engagement Plan (Planning Phase), Transgrid.
- Mount Piper-Wallerawang Transmission Environmental Impact Statement,
<https://www.planningportal.nsw.gov.au/major-projects/projects/mount-piper-wallerawang-transmission>.
- Mount Piper to Wallerawang Transmission Line Upgrade Noise and Vibration Impact Assessment,
<https://www.planningportal.nsw.gov.au/major-projects/projects/mount-piper-wallerawang-transmission>.
- Mount Piper to Wallerawang Transmission Line Upgrade Social Impact Assessment,
<https://www.planningportal.nsw.gov.au/major-projects/projects/mount-piper-wallerawang-transmission>.
- Mount Piper to Wallerawang Transmission Line Upgrade Visual Impact Assessment,
<https://www.planningportal.nsw.gov.au/major-projects/projects/mount-piper-wallerawang-transmission>.
- Transgrid Complaints and Enquiries Policy.
- Transgrid Complaints Response Procedure.
- Transgrid Enquiries Response Procedure.
- Transgrid Land Access Code of Conduct.
- Transgrid Land Access Requirements.

Appendix C – Land Access Code of Conduct



Transgrid and its Delivery Partner staff perform essential tasks developing, inspecting and maintaining the transmission network that require access to private and public lands.

Our people follow Transgrid's Land Access Code of Conduct when they are on your property.

In accessing your property, our people will:

- Follow landowner notification, property access and biosecurity protocols.
- Follow agreed access requirements.
- Leave gates as found or as agreed with you.
- Not smoke, vape, litter or use offensive language.
- Not intentionally disturb your livestock, crops or impact your farming activities.
- Drive slowly on agreed access tracks and water crossings.
- Not intentionally cause damage to your fences, roads or other assets.
- Ensure any surveys, inspections, testing and maintenance are undertaken with minimal impact to the property.
- Advise you if they identify an issue on your property (for example injured livestock, empty water troughs or existing damage etc.)
- Advise you of any accidental damage that may have occurred and outline next steps to undertake repairs.

We treat landowners with respect, fairness and courtesy, and we ask that our people are treated respectfully in return.

Connect with us

Transgrid is committed to working with landowners and communities as we operate and manage the high voltage electricity transmission network in NSW and the ACT and deliver the energy transition. We want to find solutions that work for everyone. Please contact us for more information or to discuss any property access requirements you may have.



Contact details

Emergencies 1800 027 253
Community Enquiries 1800 222 537
community@transgrid.com.au

Find out more at:
[Transgrid.com.au](https://www.transgrid.com.au)

Privacy statement: Transgrid recognises the importance of privacy and protecting the personal information it holds, uses and discloses in line with the Privacy Act. It is committed to protecting personal information and handling personal information responsibly and in accordance with its obligations.

Document prepared by

Aurecon Australasia Pty Ltd

ABN 54 005 139 873

Level 11, 73 Miller Street
North Sydney 2060 Australia

PO Box 1319
North Sydney NSW 2059
Australia

T +61 2 9465 5599

F +61 2 9465 5598

E sydney@aurecongroup.com

W aurecongroup.com