

# HumeLink East



## Community Communication Strategy

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

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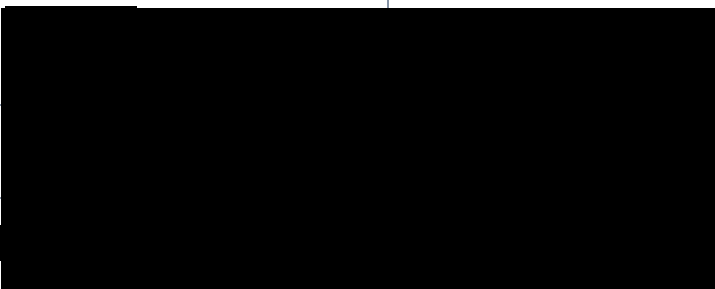
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## **ACKNOWLEDGEMENT OF COUNTRY**

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 and present and extend this respect to all First Nations people and their respective cultures.

## APPROVALS

|                   | Name                                                                               | Signature | Date       |
|-------------------|------------------------------------------------------------------------------------|-----------|------------|
| Author:           |  |           | 21.08.2026 |
| Sponsor:          |                                                                                    |           | 21.08.2026 |
| Project Director: |                                                                                    |           | 21.08.2026 |

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     |  | First draft for review                                                                                          |
| B     | 21/11/24   | ALL     |                                                                                    | Further draft for review                                                                                        |
| C     | 22/11/24   | ALL     |                                                                                    | Further draft for review                                                                                        |
| D     | 16/05/25   | ALL     |                                                                                    | Amended upon internal reviews to include ISC aspects and HumeLink East values<br>Issued to Transgrid for review |
| E     | 25/06/2025 | ALL     |                                                                                    | Addressed comments received from Rev D<br>Issued to Transgrid for review                                        |
| 00    | 25/07/2025 | ALL     |                                                                                    | Issue for Use                                                                                                   |
| 00.01 | 10/6/2026  | ALL     |                                                                                    | Biannual review and updated to address community, stakeholder and ER feedback.                                  |
| 00.02 | 28/7/2026  | ALL     |                                                                                    | Updated following ER and TG comments.                                                                           |
| 00.03 | 15/8/2026  | All     |                                                                                    | Updated to close ER and TG comments.                                                                            |
| 01    | 21/08/2026 | Table 8 |                                                                                    | Updated to address ER comment<br>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 |                                          |
|---------------------|------------------------------------------|
| Project A           | Task 1.1: Initial Planning               |
|                     | Task 1.2: Resource Allocation            |
|                     | Task 1.3: Budgeting                      |
|                     | Task 1.4: Risk Assessment                |
|                     | Task 1.5: Stakeholder Engagement         |
|                     | Task 1.6: Communication Plan             |
|                     | Task 1.7: Project Charter                |
|                     | Task 1.8: Project Management Plan        |
|                     | Task 1.9: Project Organization           |
|                     | Task 1.10: Project Kick-off              |
| Project B           | Task 2.1: Scope Definition               |
|                     | Task 2.2: Work Breakdown Structure       |
|                     | Task 2.3: Schedule Development           |
|                     | Task 2.4: Resource Management            |
|                     | Task 2.5: Cost Estimation                |
|                     | Task 2.6: Risk Identification            |
|                     | Task 2.7: Risk Response Planning         |
|                     | Task 2.8: Communication Management       |
|                     | Task 2.9: Quality Management             |
|                     | Task 2.10: Procurement Management        |
| Project C           | Task 3.1: Project Initiation             |
|                     | Task 3.2: Project Planning               |
|                     | Task 3.3: Project Execution              |
|                     | Task 3.4: Project Monitoring and Control |
|                     | Task 3.5: Project Closure                |
|                     | Task 3.6: Project Review                 |
|                     | Task 3.7: Project Evaluation             |
|                     | Task 3.8: Project Reporting              |
|                     | Task 3.9: Project Archiving              |
|                     | Task 3.10: Project Handover              |

## 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 (this document)                                                                                                                                                       |
| CEMP                 | Construction Environmental Management Plan                                                                                                                                                              |
| 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 Australian Energy Market Operator (AEMO)'s Integrated System Plan (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.

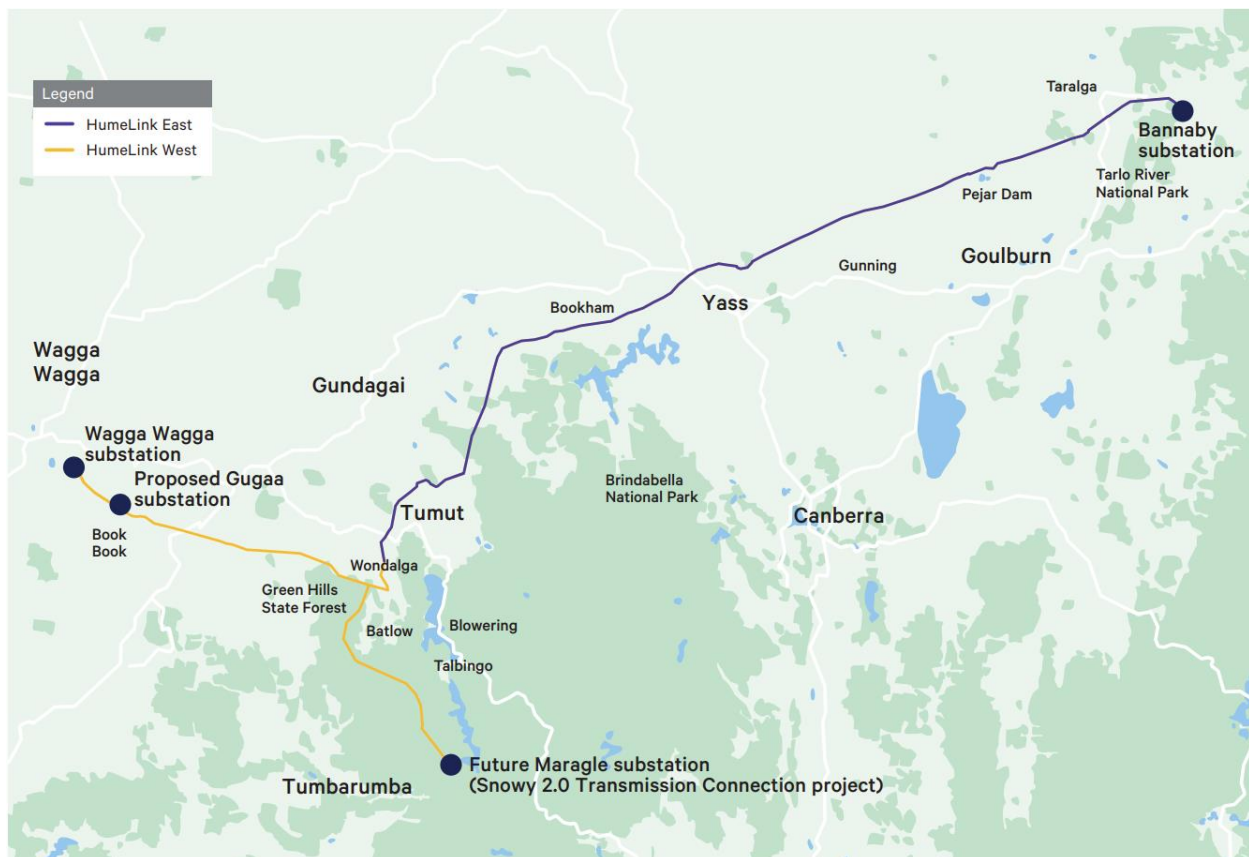
The project will be delivered under two separate Contract Packages - HumeLink East and HumeLink West. HumeLink East and HumeLink West will join and integrate to form the HumeLink project which

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 Community Communication Strategy (CCS) describes how Transgrid and HumeLink East (AGJV) will manage communication and engagement with the community throughout 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 CCS will be implemented for the duration of construction.

## 3. CONDITIONS OF APPROVAL

The NSW Ministers' Conditions of Approval (CoA) specify the timing and content requirements for this CCS. 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 construction stages of the HumeLink East project.

The below table demonstrates how this HumeLink East CCS 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 landowners) during Enabling Works and construction. | This document                                  |
| A.25 The Community Communication Strategy must:                                                                                                                                                                                                                                     |                                                |
| (a) identify landowners and potentially impacted receivers;                                                                                                                                                                                                                         | Section 5.1                                    |
| (b) ensure that the landowners 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.

AGJV's approach consistent with Transgrid is summarised through four key attributes as shown in Figure 2:

1. Visible and Trusted Voice
2. The Right Culture
3. Partnerships
4. Community and First Nations Development.

We will use these components as a guide to effectively deliver communication and engagement activities throughout the Project.

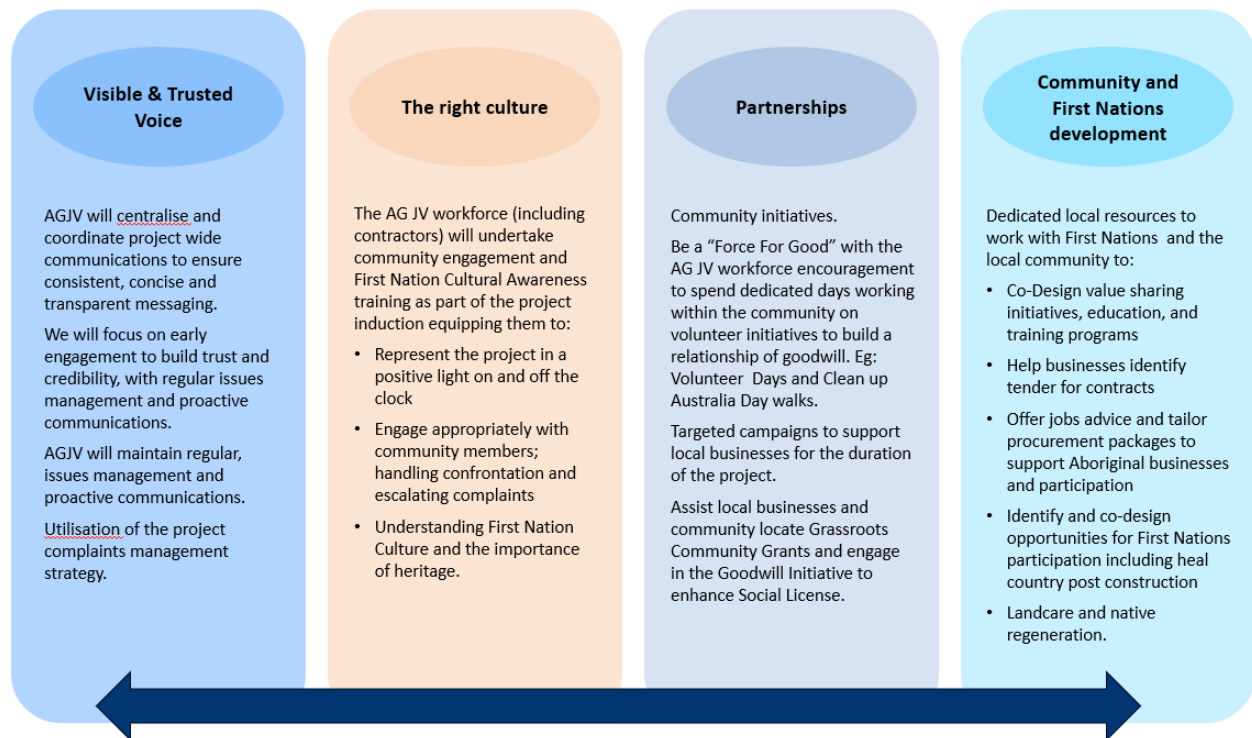


Figure 2: Community Engagement Key Attributes

## 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 construction of the project.

Key communication and engagement objectives will include:

#### **Provide targeted, timely and accurate information –**

- Provide information on continued progress of the works to the landholders, key stakeholders, and community members, inclusive of likely impacts and benefits.
- Notifying landholders or community of any works outside of the standard construction hours as per the communication and consultation tool timelines.

#### **Open, honest and consistent communication –**

- fostering transparent discussions about issues or concerns raised by landholders, stakeholders and community, ensuring they feel heard and valued.
- Clearly communicate what we can and can't do.
- Keeping communication and messaging consistent to avoid confusion or misinterpretation.
- Do what we say we will do.

#### **Addressing concerns and timely responses –**

- Addressing any concerns promptly with practical solutions to maintain trust.
- 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.
- Actively listening to and addressing any issues raised by the landholder, enhancing the relationship, and mitigating the impacts from construction works.

#### **Identifying priorities and risks –**

- understanding and prioritising the landholder's needs to guide decisions and actions. Ensuring any key risks, impacts (i.e. weather variables), regarding construction works are identified early and managed effectively.

#### **Engaging in a respectful manner –**

- Engaging with all landholders, stakeholders and the community in a way that is respectful of the requirements of all properties accessed during construction works (in consideration of relevant Property Management Plans (PMPs)).

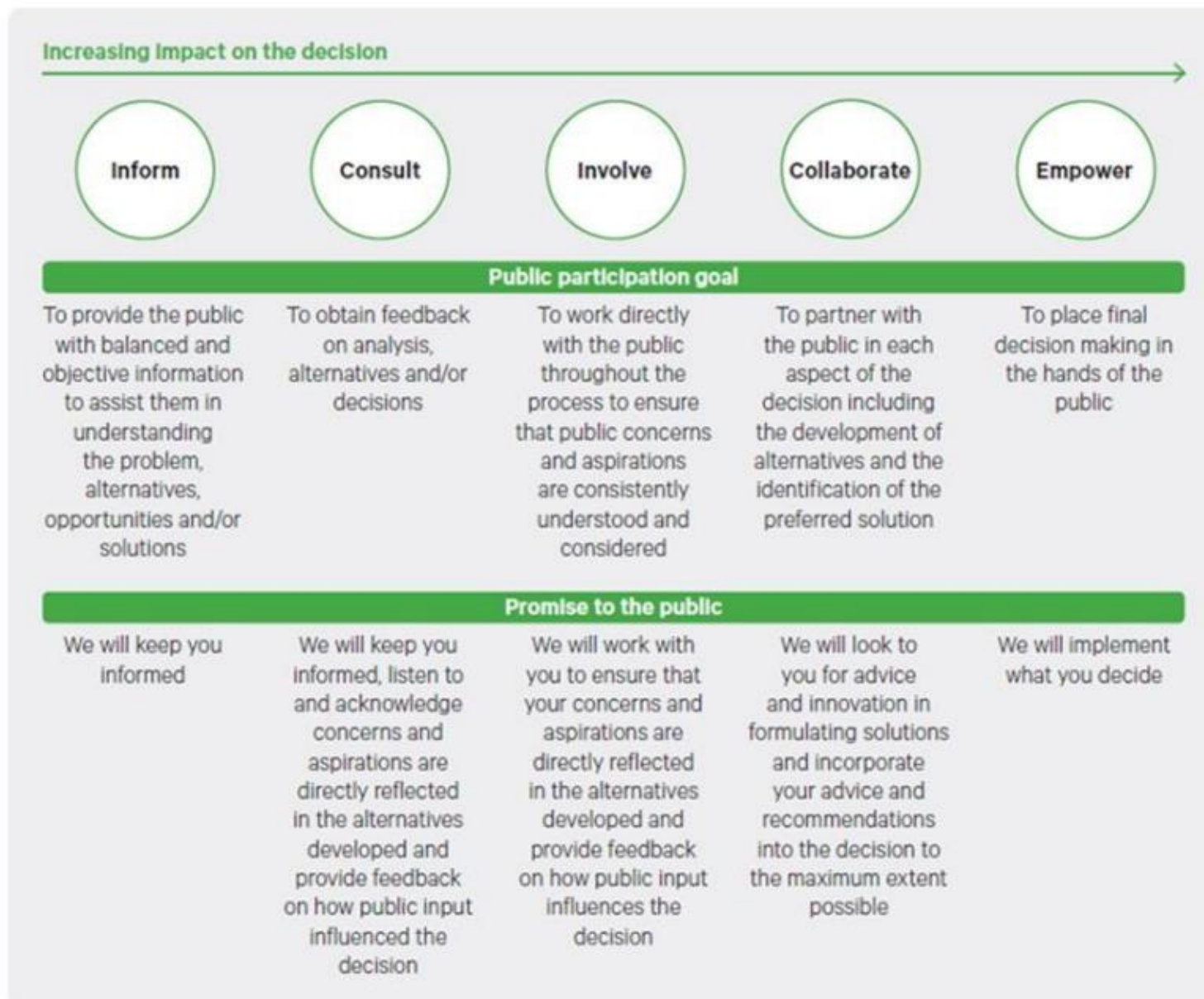
#### **Landholder and community involvement –**

- Allowing landholders to contribute to decision-making, fostering a sense of ownership and partnership in the project. 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.

#### **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> <li>• Weeds</li> <li>• Impact on residences and businesses</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>• 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 and VMS</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>• Live Traffic Website and VMS</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>• Signage including Wayfinding Signage (if required)</li> <li>• Inform, consult and involve</li> </ul> |

| Stakeholder                                                      | Stakeholder Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Potential Impacts                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Level of Interest                                                | Communications Tools, Activities and Engagement Methods                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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> <li>Heritage considerations in urban design and landscaping</li> </ul>                                                                                                               | <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 (including school buses)</li> <li>Vehicle hire companies</li> <li>Taxis and rideshare companies including Uber</li> <li>Emergency Service Providers</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>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> <li>Impact on open space</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>Briefings and presentations on key matters</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 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</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>                                                                                                                                                                                                                                             |
| <b>Emergency Services</b>          | <ul style="list-style-type: none"> <li>State Emergency Services</li> <li>Police</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Access in an emergency</li> <li>Traffic diversions and congestion</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> </ul>                                                                                                                                                                                                                                               |

| Stakeholder      | Stakeholder Description                                                                                                                                                                                                                                                                                                                                 | Potential Impacts                                                                                                                                                                                   | Level of Interest                                      | Communications Tools, Activities and Engagement Methods                                                                                                                                                                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <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>Traffic changes</li> <li>Bushfires</li> </ul>                                                                                                                |                                                        | <ul style="list-style-type: none"> <li>Monthly briefings on upcoming work, key milestones and community issues</li> <li>Attendance at Project traffic groups</li> <li></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, AGJV Project have:

- 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.

In 2025, AGJV Project have:

- Held four (4) Enabling Works drop-in sessions in February for the local community to enquire about Enabling Works at Crookwell, Gundagai, Yass, and Tumut
- Held three (3) Focus Groups in March for the Social Impact Management Plan (SIMP) consultation process in Goulburn, Yass and Tumut
- Undertaken 1:1 consultation with stakeholders including Destination networks, Yass Valley Business Chamber, RDASNA, CRJO and RDA Riverina
- Held four (4) community information & opportunity sessions in May at Tumut, Gundagai, Yass, Crookwell
- Held four (4) SIMP Stage 2 & construction update drop-in sessions in June and July
- Attended four (4) CIBP community drop-in sessions in September at Tumut, Gundagai, Yass and Crookwell
- Attended Murrumbateman Field Day event in October
- Held three (3) community drop in events in November and December at Taralga, Tumut and Adjungbilly.

As at June 2026, AGJV have:

- Attended three (3) regional shows in March at Taralga, Tumut and Yass.

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. The community engagement activities are set out in Sections 5.3 to 8 below.

Forward communication and engagement activities will include:

- Monthly engagement with emergency services
- Regular engagement with councils and accommodation providers regarding project accommodation in the north
- Presentations to business chambers and community progress associations
- Community information sessions regarding project accommodation in the north
- Attendance at Murrumbateman Field Day event in October.

## 5.3 COMMUNITY AND STAKEHOLDER LIAISON AND ENGAGEMENT TEAM

The AGJV Community and Stakeholder Engagement (CSE) 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 construction.

Table 4 below identifies key HumeLink East 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 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 landholders, community and other key stakeholders</li> <li>Supports Interface Manager with Council stakeholders</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>Oversees day to day delivery of community-based stakeholder engagement team project deliverables and responsibilities</li> <li>Responding to issues and crisis management</li> <li>Escalation point for landholder issues and lead for coordination/ resolution of denied access matters</li> <li>Represent the project at community events, meetings, and briefings including community and stakeholder information forums</li> <li>Reporting and compliance.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Community and Stakeholder Engagement Place Manager – Community Focused | <ul style="list-style-type: none"> <li>Working closely with the Landowner and Community 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>Support 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> <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>Ensuring PMPs/PAS documents are complied with and requirements are understood by project team</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> |
| Community Administrator                                                | <ul style="list-style-type: none"> <li>Support the Landholders and Community Manager and Place Managers in all aspects of the Community Relations and Stakeholder functions of the Project</li> <li>Managing aspects of impacted landholder engagement including: <ul style="list-style-type: none"> <li>Arrange site access and out-of-hours permits</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>Ensuring specific community needs are considered, including accessibility requirements, cultural and linguistic diversity, and other cultural sensitivities</li> <li>Coordinate schedules between crews and landholders</li> <li>Track compliance and maintain records</li> </ul> </li> <li>Administration for enquiries and complaints management and response</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Role                         | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"> <li>Manage project community email inbox.</li> <li>Support day to day community and stakeholder engagement team project deliverables and responsibilities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Interface Manager            | <ul style="list-style-type: none"> <li>Primary Project Lead for Councils and other third party stakeholders including Forestry Corporation of NSW and Transport for NSW</li> <li>Represent the project at council and third party meetings.</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 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
- HumeLink East Community information email address: [community@humelinkeast.com](mailto:community@humelinkeast.com) to provide opportunity for landholders, community to make complaints or enquiries
- Pre-construction condition surveys (where applicable)
- One-on one meetings and briefings
- Notifications – provide general information about upcoming enabling work and targeted information for directly impacted stakeholders, landholders and community.
- Electronic direct messages including emails and text 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 and sensitive noise receivers
- Meetings with groups- i.e., councils, business chambers, community groups, emergency services
- Individual Property Management Plans (PMP's)
- Property access agreements
- Community information sessions
- Fact Sheets – information about construction work
- Transgrid website and email: [humelink@transgrid.com.au](mailto:humelink@transgrid.com.au)
- Traffic and pedestrian signage i.e. VMS, electronic signage, static signage

Two project email addresses are being used to deliver communications materials:

| Email address                                                              | Managed by | Used for                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="mailto:humelink@transgrid.com.au">humelink@transgrid.com.au</a>   | Transgrid  | <ul style="list-style-type: none"> <li>• Primary email advertised on all collateral</li> <li>• Monitored by Transgrid team</li> <li>• Used to distribute information about HumeLink (both East and West) to community and stakeholders</li> <li>• HumeLink East matters forwarded to HumeLink East email below for AGJV action.</li> </ul> |
| <a href="mailto:community@humelinkeast.com">community@humelinkeast.com</a> | AGJV       | <ul style="list-style-type: none"> <li>• Distributing HumeLink East specific communications material</li> <li>• Primary contact email for HumeLink East landowners</li> <li>• Monitored daily (M-F) by AGJV team.</li> </ul>                                                                                                               |

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<br>Timeframe prior<br>to Activity                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Notifications (Major and Minor Works): <ul style="list-style-type: none"> <li>• Start of work at new location</li> <li>• Start of new activities with new/different impacts (B&amp;W locations, helicopter stringing etc)</li> <li>• Changes to traffic routes</li> <li>• Blasting</li> <li>• Helicopter stringing</li> </ul> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | As required | Minimum 7 days prior to work<br><br>(500m radius for residents and businesses)<br><br>Minimum 14 days prior to blasting and stringing activities. |
| Out of Hours Work                                                                                                                                                                                                                                                                                                             | 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: <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> The OOHW protocol will not apply to the operation of the worker accommodation facilities. | As Required | Minimum 7 days prior to work<br><br>(500m radius for residents and businesses)                                                                    |

| Item                                               | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Frequency          | Distribution<br>Timeframe prior<br>to Activity                                                                  |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------|
| 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 channels, frequency of communication and response measures in relaying information to the community and stakeholders.</p> | As Required        | <p>7 days</p> <p>(500m radius for residents and businesses)</p>                                                 |
| Fact sheets and Frequently Asked Question Sheets   | Issued (with notifications and quarterly newsletters) to provide more detailed information on specific topics of interest to the community. Also available online.                                                                                                                                                                                                                                                                                                                                                                                                                      | As required        | With other notifications and quarterly newsletters (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        | 48 hours + 4 hours prior to blast sent to residents within 1km of blast zone                                    |
| 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   | <p>Print and radio advertisements to advise of major impacts from construction work, traffic changes and Project opening will include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Commencement of new works</li> <li>• Construction activities</li> <li>• Traffic changes.</li> </ul>                                                                                                                                                                                                                                                                           | As required        | 5 days prior to changes, activity, impact, or event                                                             |
| Newsletters                                        | <p>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.</p> <p>Community will be able to register to be included on a distribution list via the website, mail out or feedback form.</p>                                                                                                                                                                                                                                                                                | Quarterly          | As approved                                                                                                     |
| Face to face meetings                              | Face to face meeting will take place to discuss construction activities with landowners and community members, resolve issues                                                                                                                                                                                                                                                                                                                                                                                                                                                           | As required        | Meetings offered to residents within 500m of blast zone at least fourteen (14) days prior to blast, and 14 days |

| Item                                                                                                                                                                                                                                         | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                            | Frequency   | Distribution<br>Timeframe prior<br>to Activity |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------|
|                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                    |             | prior to helicopter stringing                  |
| <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> <li>Attendance at existing stakeholder meetings</li> </ul> | <p>AGJV will seek to engage with the community in a range of forums as appropriate throughout the Project.</p> <p>These forums could include street meetings, information sessions, virtual community information rooms, mobile displays or attendance at existing community or stakeholder meetings or forums</p> <p>The forums provide a mechanism by which feedback from the community can be provided to the Project Team.</p> | As required | 1 month                                        |
| Project signage and Hoarding                                                                                                                                                                                                                 | Surrounds site compounds. Provides project contact details (telephone and email).                                                                                                                                                                                                                                                                                                                                                  | Maintained  | Not Applicable                                 |
| 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 CONSTRUCTION WORKS

The HLE CSE team will work in coordination with the Transgrid CSE team to ensure notifications for construction works are accurate and up to date throughout the delivery stage of the project. Following Transgrid approval, 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 in writing
- HLE CSE team will further notify the landholders at least seven days prior to the commencement of new activities with new/different impacts.

HLE CSE team will notify landholders and stakeholders of these works through notifications, email updates, phone calls, or drop-in sessions. 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 ([community@humelinkeast.com](mailto:community@humelinkeast.com)) 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 construction 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 following the communication and engagement objectives outlined in section 4.3.

This approach will ensure effective collaboration, minimise 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 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 and approved by Property owner.</li> <li>Property Pre-Condition Surveys will be completed prior to construction 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>Three 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 Construction Works                                                                                                  | <ul style="list-style-type: none"> <li>HLE Place Manager to provide updates on activities including on B&amp;W locations, blasting, helicopter stringing etc</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) (only relevant to 2 remaining properties to be handed over) | <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>                                                                                                             | <p>Ideally seventy-two business hours before letter is to be sent via email</p> | <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)<br><br>HLE Place Manager (if property has been handed over) |
| Start of construction work on individual properties                | <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<br><br>24 Hours before start of work<br><br>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                                                                                                           |
| Tailored notification for communication specific activity          | Details of blasting or helicopter stringing activities                                                                                                                                                                                                                                                                                            | Minimum 14 days prior to start of blasting or stringing activity.<br><br>48 hours + 4 hours prior to blast sent to residents within 1km of blast zone. | Email/letter, SMS, phone call<br><br>All communication added to 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 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 tree or vegetation clearing or removal works via email or phone call regarding any. 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 Environmental Management Strategy and management plans required under the Infrastructure Approval (including 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 Environmental Management Strategy 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 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 all 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, CEMP 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. Mark up maps and get agreement from landholders on location of access tracks.</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.</p>                                                                                                                                                                                                                                                                                                                   |
| Noise and Vibration                                                                                     | <p>Adhere to approved operating hours of work and minimise out of hours and nightwork wherever possible.</p> <p>Early notification and implementation of the respite process where required.</p> <p>Noise and vibration monitoring.</p>                                                                                                                                                                                                                                                                                                                     |
| Site compounds and accommodation camps                                                                  | <p>Notifying the landholders, key stakeholders and near neighbours (within a 500m radius) of site compounds and accommodation camps via letterbox and email 7 days prior to any new works at the compounds and accommodation camps.</p>                                                                                                                                                                                                                                                                                                                     |
| Laydown areas                                                                                           | <p>Temporary storage areas will be discussed with impacted landholders and options and opportunities for alternate areas within project boundary and consistent with project approvals may be considered following consultation.</p>                                                                                                                                                                                                                                                                                                                        |
| Out of Hours Work                                                                                       | <p>Notify impacted receivers at least 7 days prior to out of hours work.</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 will be assessed and undertaken in accordance with the Out of Hours Work Protocol (refer to the CEMP and Noise and Vibration Management Plan).</p>                                                                                                                                                                 |
| Near neighbours                                                                                         | <p>Consultation with all landholders that have the potential to be impacted by 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 including (but not limited to) OOH, blasting or helicopter stringing.</p>                                                                                                                                                              |
| Impacts to utilities                                                                                    | <p>Notify landholders, key stakeholders, or the community on any potential disruptions to utilities during construction.</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 CEMP 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>                                                                                                                                                                                                                                                                                     |
| Blasting                                                                                                | <p>Notifications will include scheduled dates, locations, indicative hours and a description of the proposed blast activity.</p> <p>Specific landholder/near neighbour notification (within 500m of blast zone) to be sent 14 days prior to work. A face to face meeting will also offered to landholder/near neighbour within 500m of blast zone.</p> <p>Landholder/near neighbours within 1km of blast zone to be contacted by phone call/text message 48 hours prior and 4 hours prior to blast.</p>                                                     |
| Helicopter stringing                                                                                    | <p>Management measures will be implemented to minimise aircraft noise at sensitive receivers where practicable and appropriate.</p> <p>Consultation with landholders, near neighbours and wider community to notify nearby sensitive receivers of upcoming work involving aircraft. This will include scheduled use of helipads within construction compounds and combined worker accommodation facilities and construction compounds, flight paths outside of the project footprint and stringing or other work within the transmission line corridor.</p> |

| Issues | Management                                                                                                                                                                                                                                                                                                                               |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>Notification will include scheduled dates, locations, indicative hours and a description of the proposed work.</p> <p>Specific landholder/near neighbour notification to be sent 14 days prior to work</p> <p>Phone call/text message to be sent to landholder 24 hours prior to flight or if flight plans change due to weather.</p> |

## 6. COMMUNITY FEEDBACK

### 6.1 CHANNELS FOR COMMUNITY FEEDBACK

AGJV encourages community feedback. Five primary channels have been established to ensure community can contact the project team to provide feedback or to make a complaint:

#### 1. Direct Contact

- Direct contact with landholders and near neighbours by Place Managers
- Direct contact with members of the wider project team.

#### 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: [community@humelinkeast.com](mailto:community@humelinkeast.com)

- 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:
  - a. Ask specific questions to identify the preferred method of communication (including engagement) and identify issues that are of interest to the community
  - b. 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
  - c. 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 four (4) hours the next business day
- During business hours, provide verbal acknowledgement response to complainant within four (4) 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

### **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, Housing and Infrastructure (DPHI). DPHI may undertake its own investigations at its discretion. If DPHI receives information from a third party about a potential non-compliance, they may communicate this to Transgrid for further investigation.

### **6.3.3 COMPLAINT REPORTING**

AGJV will report on complaints:

- 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 report to Transgrid, each week day a complaint is received, providing complaint details for the previous period
- The complaints register will be provided to the Secretary upon request, within the timeframe stated in the request.
- All complaints will be recorded in Salesforce.
- Complaint trend reporting is undertaken monthly (or more frequently if high number of complaints) and included in project monthly reports.

If the complaint is received outside of normal working hours (9am-5pm), notify the Environmental Representative within the next business day.

## **6.4 MONITORING, REPORTING AND EVALUATION**

The project is committed to regular monitoring, reporting and evaluation to measure the effectiveness of our performance and identify opportunities for improvement.

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
- Community and business sentiment

Monthly communication reports will be prepared 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

Reporting will include:

- Monthly complaints register for publication on the project website
- Complaints register issued to Environmental Representative
- Upcoming monthly CSE engagement and outreach to the community
- Upcoming construction milestones and key issues for consideration including any proposed mitigation measures.

This document will be revised on a 6-monthly basis, in consultation with Transgrid and 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.

Evaluation will be undertaken by:

- Independent community sentiment research to gauge existing awareness and perceptions of the project and changes over time – research undertaken and reported on by Orima annually.
- Assessing the availability, quality, and timely distribution of information to landholders, stakeholders and the community – pulse checks to be undertaken in line with the Social Impact Management Plan (SIMP).
- Assessing accuracy and timeliness of the enquiries and complaints management system and reporting – internal trend analysis of complaints register and salesforce.
- Response times and quality of responses to enquiries and complaints
- Nature of the issues/complaints and level of responsiveness and appropriateness of action taken
- Feedback received on the value of updates and other public information.

Results of evaluations will be discussed with Transgrid and reported in the quarterly SIMP report. Information gathered will help inform future engagement and updates of this CCS.

## **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 CCS 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>Environmental Management Strategy</li> <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>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 | 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> <li>Local Business and Employment Strategy</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>Environmental Management Strategy and management plans</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>Environmental Management Strategy</li> <li>Traffic and Transport Management Plan</li> <li>Social Impact Management Plan</li> </ul>                             |