

PLANNING AND ENVIRONMENT ACT 1987
PLANNING SCHEME NOYNE
PERMIT NO. 2006/0220/B
ENDORSED PLAN
SHEET 1 OF 16
SIGNED _____ FOR _____
MINISTER FOR PLANNING
DATE: 18/10/19

Noise Complaint Investigation and Response Plan

Woolsthorpe Wind Farm

ENDORSED TO COMPLY
WITH CONDITION
20-22
OF PLANNING PERMIT
2006/0220/B

Noise Complaint Investigation and Response Plan

Woolsthorpe Wind Farm

Client: Woolsthorpe Asset Pty Ltd as trustee for Woolsthorpe Asset Trust

ABN: 71 924 934 608

Prepared by

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Quality Information

Document Noise Complaint Investigation and Response Plan

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Date 05-Sep-2019

Prepared by Gary La

Reviewed by Kirk Veitch

Revision History





Rev	Revision Date	Details	Authorised	
			Name/Position	Signature
A	1-Feb-2019	Draft	Don Webb Associate Director - Power	
B	04-Apr-2019	Draft	Don Webb Associate Director - Power	
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1.0 Introduction

This document presents a Noise Complaint Investigation and Response Plan (**Plan**) to handle noise related complaints received from the community and wind farm neighbours in relation to Woolsthorpe Wind Farm (**WWF**). This Plan was completed in accordance with Conditions 23 through to 28 of the Planning Permit.

1.1 Key Parties

Wind Farm Owner:

Woolsthorpe Asset Pty Ltd as trustee for Woolsthorpe Asset Trust (ABN: 71 924 934 608)
Level 25, Governor Macquarie Tower, 1 Farrer Place, Sydney NSW 2000

Wind Farm Operator:

Enerfin Energy Services Pty. Ltd. (CAN: 630 606 478)
Level 19 90 Collins Street, Melbourne VIC 3000

1.2 Referenced Documents

The following documents are referenced throughout this plan:

- [1] Woolsthorpe Wind Farm General Complaint Investigation and Response Plan;
- [2] Woolsthorpe Wind Farm Blade Shadow Flicker Complaint Investigation and Response Plan;
- [3] Woolsthorpe Wind Farm Planning Permit (2006/0220/A) is referred to as the *Planning Permit*. It includes the permit and, documents required to be submitted and approved under this permit;
- [4] New Zealand Standard 6808:2010, Acoustics – Wind Farm Noise is referred to as *The Standard*; and
- [5] AS/NZS 10002:2014 Australia/New Zealand Standard, Guidelines for Complaint Management in Organisations.

1.3 Scope

The Wind Farm Owner will implement and comply with this Plan during construction and operation of WWF. They will do so by delegating the Plan responsibilities to the Wind Farm Operator or the Wind Farm Constructor as applicable, noting ultimately the Wind Farm Owner remains responsible for complying with the conditions of the Planning Permit. The endorsed copy of this Plan will be made publicly available on their website (<https://www.woolsthorpewindfarm.net/>). The Complaints Incident Register (**CIR**) compiled in relation to this Plan shall be submitted to the responsible authority annually as well as on request (condition 26). Modifications to this Plan will also be submitted for approval if required.

1.4 Planning Permit Conditions

The following table below presents the relevant Planning Permit conditions and the Sections of the Plan that address the condition.

Table 1 Planning Permit Conditions for WWF relevant for the Plan

Planning Permit Condition No.	Condition Wording	Section of this plan
23	Before the development starts, the permit holder must prepare a Complaint Investigation and Response plan to the satisfaction of the responsible authority. When approved, the plans will be endorsed by the responsible authority and will then form part of this permit. The complaint investigation and response plan will be designed to respond to all aspects of the wind farm including (but not limited to): operation noise, construction noise, construction impacts, traffic, shadow flicker.	This Plan; Documents Referenced under Section 1.2

Planning Permit Condition No.	Condition Wording	Section of this plan
24	The endorsed complaints investigation and response plan must be publicly available on the wind farm operator's website.	2.1
25	The plan must be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for complaint management in organisations and shall include: <ul style="list-style-type: none"> a) a process of investigation to resolve a complaint b) a requirement that all complaints will be recorded in an incidents register c) how contact details will be communicated to the public d) a toll-free telephone number and email contact for complaints and queries e) details of the appropriate council contact telephone number and email address (where available) f) a table outlining complaint information for each complaint received, including: <ul style="list-style-type: none"> i. the complainant's name ii. any applicable property reference number if connected to a noise background testing location iii. the complainant's address iv. a receipt number for each complaint which is to be communicated to the complainant v. the time, prevailing conditions and description of the complainant's concerns including the potential incidence of special audible characteristics (for a noise complaint) vi. the processes of investigation to resolve the complaint. 	2.0, 3.0 and Appendix B
26	A report including a reference map of complaint locations, and outlining complaints, investigation and remediation actions is to be provided on an annual basis to the satisfaction of the responsible authority.	3.0
27	The register and complaints response process shall continue for the duration of the operation of the wind energy facility and must be made available to the responsible authority on request.	1.3
28	The owner of the wind energy facility must implement and comply with the approved Complaint, Investigation and Response Plan for the duration of the operation of the wind energy facility.	1.3

2.0 Complaint Structure and Process

2.1 Wind Farm Representative

The Wind Farm Representative, a representative of the Wind Farm Owner, in conjunction with the Project Manager (Construction) and Site Manager (Operations), is accountable for ensuring all complaints are managed in accordance with this Plan. Any complaint in relation to the operation of WWF can be directed to the Wind Farm Representative using the contact details below.

Scott De Keizer

Director

Enerfin Energy Services Pty. Ltd.

Email: sdekeizer@elecnor.com

Phone (toll-free): 1800 966 095

The contact details of the Wind Farm Representative will be communicated to the public via:

- a. Signage in surrounding communities that will be established and maintained for the term of the Operations and Maintenance Agreement;
- b. Community notice boards;
- c. A letterbox flyer to be distributed throughout the surrounding community; and
- d. The Wind Farm Operator's website (<https://www.woolsthorpewindfarm.net/>).

Furthermore, an automatic answering service for the receipt of after-hours complaints will be provided.

- e. All calls recorded in the answering service must be returned within the next business day. If the returned call is unsuccessful, the time of the call must be recorded;
- f. In the case that the complainant does not have an automatic answering service, calls must be made on each subsequent business day until successful.

2.2 Moyne Shire Council Contact

Moyne Shire Council contact details are listed below.

Vicki Askew-Thornton

Email: vaskewthornton@moyne.vic.gov.au

Phone: (03) 5568 0555

2.3 Investigative Party

The Investigative Party may be an independent engineer, specialist and/or the Wind Farm Representative depending on the conditions of the Planning Permit. The Investigative Party is required if additional assessment or monitoring is required to evaluate and mitigate a potential compliance breach in relation to Construction Activity Controls (Construction Traffic, Environmental and Safety Management Plans) or Operational Performance Requirements (Planning Permit Conditions).

If non-compliance is identified, the Investigative Party will submit a remediation plan to the satisfaction of the responsible authority (Federal, state or local departments) outlining, the investigation process, complainant communications, actions and timelines to resolve the complaint/breach.

2.4 Complaint Process Flowchart

Appendix A outlines the general complaints management process, from receipt of the complaint through to close.

2.5 Noise Incident Register Form

A template Noise Incident Register Form (**Form**) to be completed by the Wind Farm Representative is located in Appendix B. This Form addresses Condition 25 of the Planning Permit. All complaint details must be registered in an electronic database, also known as the Complaints Incident Register. The CIR will be maintained by the Wind Farm Representative throughout the duration of the operation of WWF.

All details received from the complainant will be recorded in the Form to capture detailed information, including:

- a. The name, address and contact details of the person who made the complaint.
- b. The date and time of the complaint.
- c. The receipt number of the complaint.
- d. The date and time of the noise incident.
- e. The location of the noise incident and address of complainant's property.
- f. The property reference number (if applicable).
- g. Any other information relating to the matter.
- h. Investigation and response details.

Note that each complaint received must be assigned a receipt number to be provided to the complainant at the time of registering the noise complaint. Sufficient details will be sought regarding the specific nature of the complaint to enable it to be clearly recorded, and to enable subsequent assessment and action. Where relevant and available, the weather conditions, the time and a description of the noise will also be captured.

2.6 Climate/Operational Conditions Data Recording

It is a requirement, for the duration of the operation of WWF, the Wind Farm Owner record and store all required weather and wind turbine operation conditions. This will be used to address complaints and for use in an acoustic investigation if required. The minimum requirements for the weather data are listed below:

- a. Date and Time
- b. Ground height wind speed (m/s)
- c. Hub height wind speed (m/s)
- d. Wind direction
- e. Temperature (°C)
- f. Air Pressure (kPa)
- g. % Humidity

Note that all weather data should be monitored and averaged over 10-minute, synchronised time intervals to allow for correlation with any corresponding noise data, as per The Standard.

The following wind turbine operational data must be recorded and stored for the duration of WWF operation:

- a. Pitch position of the blades (°)
- b. Tip speed (m/s)
- c. Bearing temperatures, lubrication, condition (°C)

d. Status of units operating

All operating conditions should be monitored and averaged (where applicable) over synchronised time intervals to allow for correlation with applicable noise and weather data.

2.7 Investigation and Response

The Wind Farm Representative in conjunction with the Site Manager (Construction) or Project Manager (Operations), is responsible for ensuring all complaints are processed in a timely manner. The Wind Farm Representative will attempt to resolve all complaints within 5 working days of receiving the original complaint. However, when this is not possible (for example if further investigations are required or are on-going), the Wind Farm Representative will notify the complainant that further time is required.

Complaints will be acknowledged by the Wind Farm Representative within 48 hours, and communication with the complainant will be maintained throughout the investigation process.

2.8 Complaints during construction

Complaints received during the construction phase will be directed and / or reported within 24 hours to the Project Manager from the Wind Farm Representative. This will include any complaints relating to noise during the construction process, either on or off-site. The Project Manager will review the activity for which the complaint is related to, and if it is not occurring in accordance with the required control measures, prepare an incident report, record the incident in the incident log and implement a plan to rectify the issue.

2.9 Complaints during operation

The following steps will be followed when investigating complaints during WWF operation:

- a. Determine if the noise complaint is due to a maintenance issue or repairs, mechanical defect or out of the ordinary operation of the WWF. If the reason is due to maintenance, a defect or unusual operating conditions, the issue will be fixed. The complainant will then be provided with a summary of the investigative process and outcome.
- b. In all other situations, Wind Farm Representative will refer to the modelled pre-construction noise level data at the noise complaint's house or nearby location. Wind Farm Representative will also refer to the results of the post-construction noise monitoring program where such monitoring has been completed in accordance with the Noise Compliance Assessment.
- c. The complainant will be advised of the finding of this investigation. If the investigation concludes with a high level of certainty that the noise level at the noise complainant's house are likely to comply with the noise limits set out in Planning Permit, no further action will be taken.
- d. If the investigation does not provide an adequate indication of noise compliance being achieved at the complainant's house, then noise monitoring may be undertaken.
- e. If the Wind Farm Representative and the noise complainant agree to undertake noise monitoring, that noise monitoring will be undertaken generally in accordance with The Standard and Conditions 21 and 22 of the Planning Permit.
- f. If available, baseline or pre-construction noise data for the complainant's house will be used to compare the monitoring data against, with reference to the limits set out in Condition 18 in the Planning Permit.
- g. If there is no baseline or pre-construction data for that property to compare the monitoring data against, baseline data from the nearest available location with the most similarity of noise conditions will be used. The complainant will be advised of the uncertainty associated with reliance on that nearby location's data as pre-construction comparison.
- h. Information will be provided to the complainant about the noise monitoring program and Wind Farm Representative will provide and discuss the results.
- i. If it becomes apparent that WWF is not compliant with Condition 18 in the Planning Permit, the circumstances will be further investigated by an Investigative Party and if required, Wind Farm

Representative will prepare a noise management plan outlining how it will rectify a demonstrated non-compliance.

- j. If it is confirmed breaches of The Standard have occurred, Wind Farm Representative will rectify the breach (e.g. through the implementation of a noise reduction strategy for WWF).
- k. All actions taken are to be recorded in the Form and CIR.

2.10 Resolution and Closure

The Wind Farm Representative will communicate the outcome of the complaint using the most appropriate method. The Wind Farm Representative will advise:

- a. What actions were undertaken in response to the complaint.
- b. The outcome.
- c. The reasons decisions have been made.
- d. Any remedy or resolutions that have been offered.
- e. Information about other remedies that may be available to the complainant.

All investigative actions and response plans are recorded in the CIR. The Wind Farm Representative will close out the complaint if the complainant accepts the resolution. However, if the complaint cannot be resolved by the Wind Farm Representative to the satisfaction of the complainant, the complaint may be escalated to the Office of the National Wind Farm Commissioner for further review and investigation.

3.0 Reporting and Review

A report including a reference map of complaint locations, details, investigations and remediation actions will be provided on an annual basis to the Minister for Planning according to Condition 26 in the Planning Permit.

A review of the Plan will be conducted every 12 months. The review will evaluate the performance of the complaint management process, ensure it aligns with any changes in legislation and regulatory requirements, as well as continually improve the effectiveness and efficiency of the system. Modifications will be reported to the Minister for Planning.

The report will include a summary of:

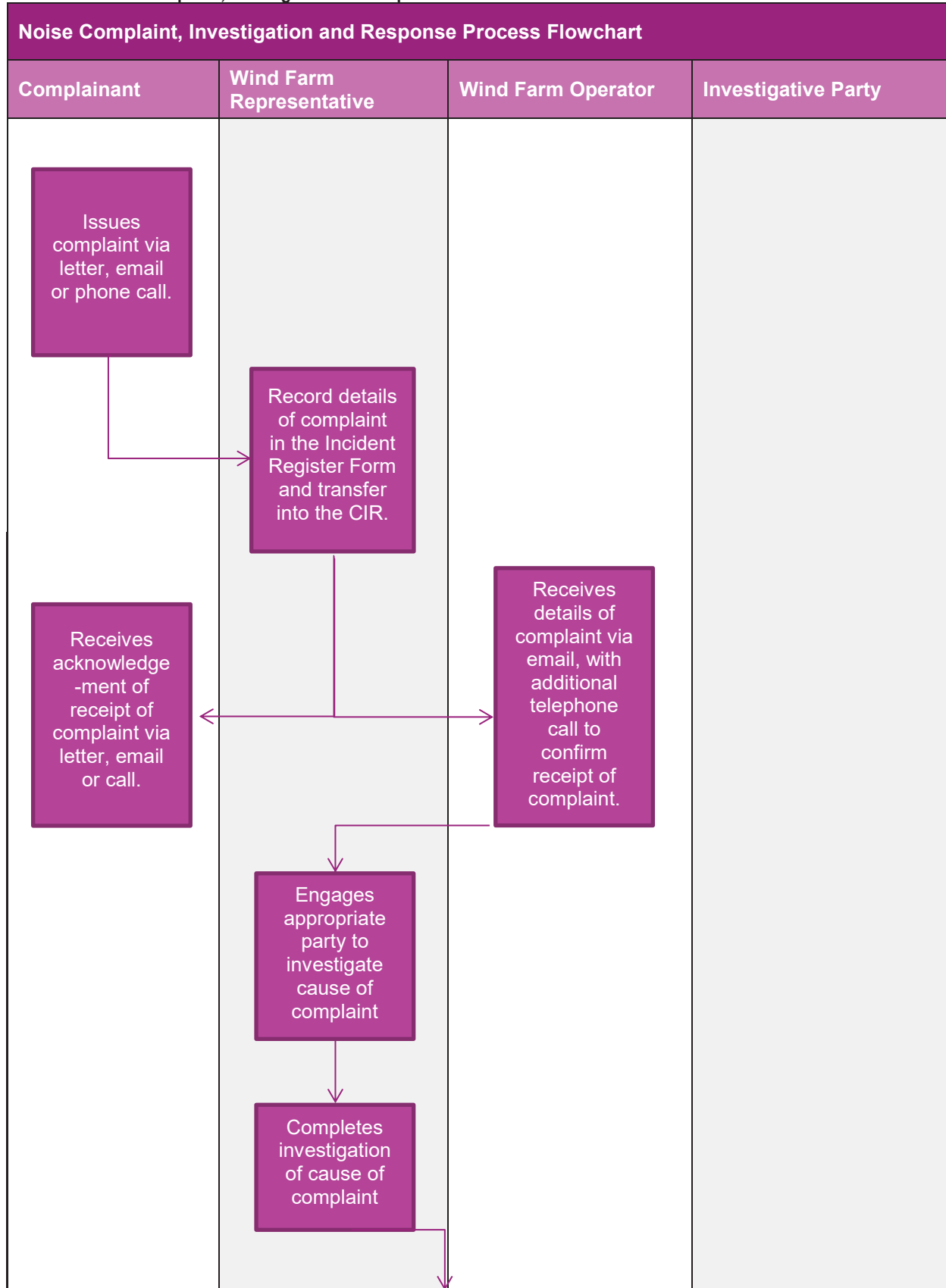
- a. Complaints received in the preceding 12 month period.
- b. Complaint locations outlined on a map.
- c. Investigative actions undertaken to resolve the noise complaints.
- d. The remediating actions undertaken in response to demonstrated non-compliance.
- e. If required, any modifications to the Plan.
 - 1. Suitability to achieve complaint management objectives.
 - 2. Conformity to complaint management conditions in the Planning Permit.

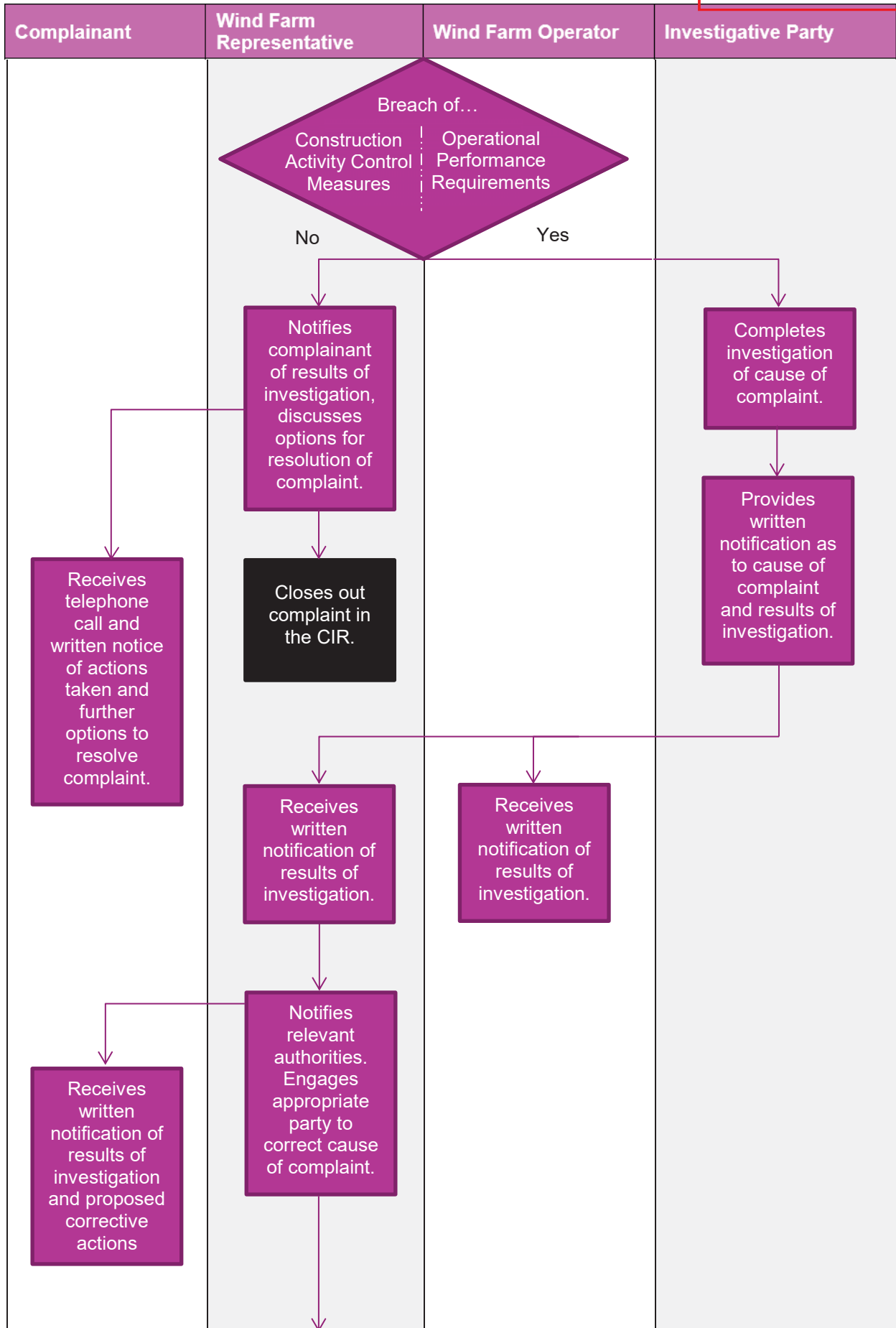
Appendix A

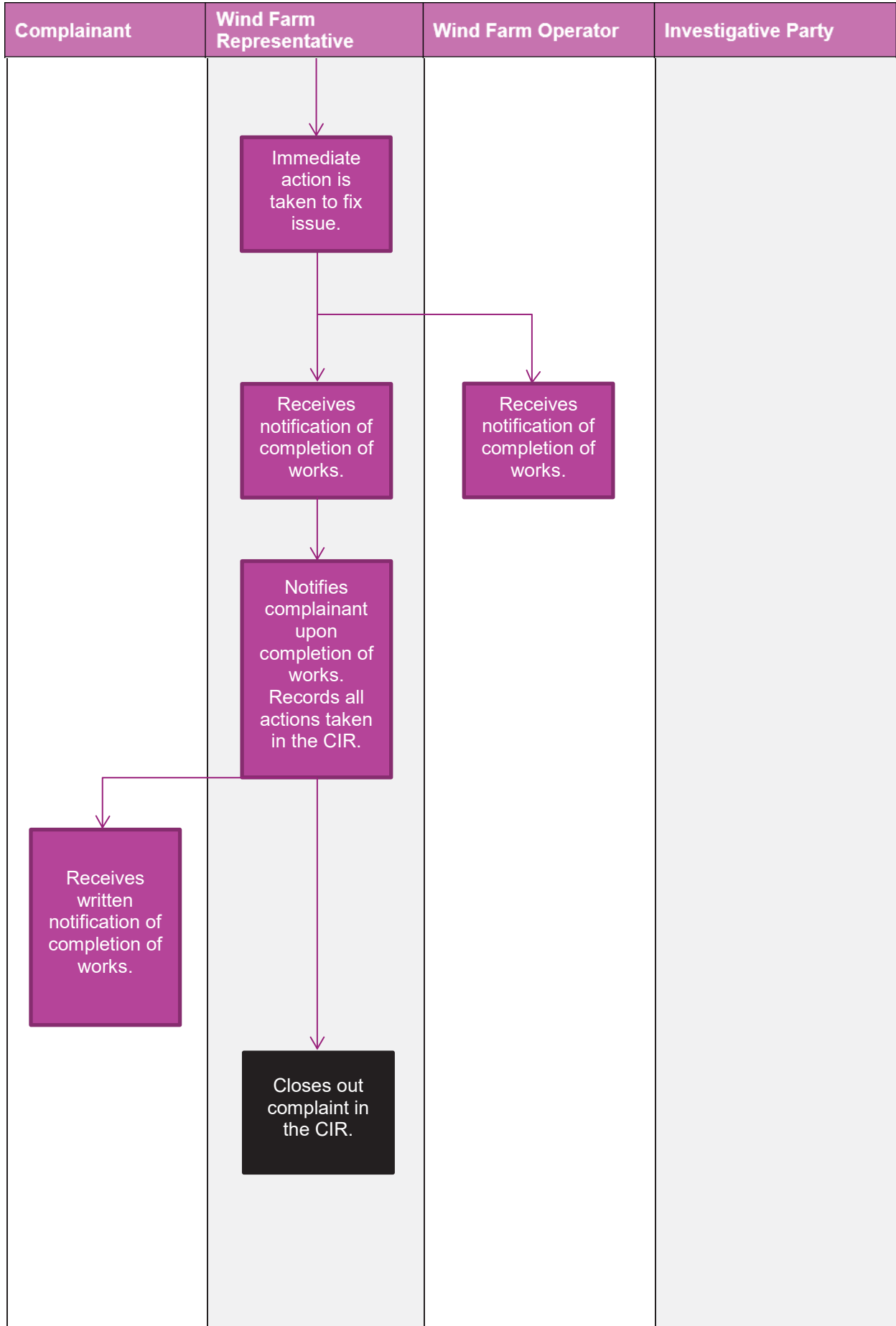
Complaint, Investigation and Response Process

Appendix A Complaint, Investigation and Response Process

Table 2 Noise Complaint, Investigation and Response Process Flowchart







Appendix B

Noise Incident Register Form

Appendix B Noise Incident Register Form

Table 3 – Noise Incident Register Form

Question	Response
Complainant Details	
Name of complainant	
Address of complainant	
Preferred Contact Number	
Date and time of complaint	
Details of Noise Incident	
Complaint Receipt Number (must be communicated to the complainant)	
Date and time of noise incident	
Location of the incident/Address of property	
Property Reference Number (if applicable)	
Detailed description of complaint	
Detailed location of noise incident a. Approximate direction of noise b. Complainant location on property at time of incident	
Weather conditions at time of incident a. Temperature b. Day/Night c. Wind d. Wind direction (if known) e. Description of cloud cover (if known)	
Approximate duration of noise incident	
Detailed description of nature of noise a. Number of sources b. Frequency c. Qualitative description of noise d. Description of how noise incident affects them	
Any other information offered by complainant	
Investigation Process	
Response Plan applicable to incident	
Log of actions taken during investigation to date	
Close of Complaint	
List of actions taken to resolve incident	
Date and Time - Complainant Notified	
Date and Time - Incident Closed	