

GOLDEN PLAINS WIND FARM – COMPLAINTS REGISTER – DECEMBER 2023

Complaint ID	Method	Stakeholder	Priority	Status	Subject	Nature of Complaint	Action	Date Opened	Date Due	Date Closed
CPT38	Call	[REDACTED]	Medium	Closed	Driving incident	Public Road Safety	<p>A complaint was received regarding an incident involving a truck that tailgated the complainant. The incident was recounted in detail including the date time and location of the incident. Unfortunately details of the truck involved could not be gathered due to their proximity in the situation.</p> <p>The complaint was investigated, and the following information was provided.</p> <ul style="list-style-type: none"> We have been able to identify the vehicle involved It has been identified that the driving behaviour of this vehicle was unsatisfactory and as such, the driver has been requested not to return to the project We are continuing to monitor the driving behaviours of all vehicles on the project, and have a standing agenda item at pre-start meetings addressing the importance of safety on the roads <p>This complaint is now resolved.</p>	22/11/2023 1:08:00 PM	6/12/2023 1:08:00 PM	27/11/2023 3:13:00 PM
CPT37	Call	[REDACTED]	Medium	Closed	Driving incident	Public Road Safety	<p>A complaint was received regarding the dangerous driving of a pilot vehicle on Hamilton Highway. Dash cam footage was provided to accompany the complaint.</p> <p>The complainant also expressed further concerns regarding road closure times when waiting for oversized vehicles to arrive from the Hamilton Highway.</p> <p>The complaint was investigated, and the following information was provided:</p> <ul style="list-style-type: none"> This incident has been raised and investigated with the pilot company We can confirm that the pilot vehicle was involved with the project and was piloting a trailer that was 4.2m wide. The pilot vehicle was out in front as legally required and saw a vehicle that wasn't slowing down (as per the speed reading on the dashcam footage), therefore requiring it to be more forceful with his own vehicle positioning to avoid any potential collision. <p>These are extremely large vehicles and loads, and the safety of all involved is paramount. There are also recommendations from the National Heavy Vehicle Regulator (NVHR) (https://www.nhvr.gov.au/weallneedspace) which suggest slowing down and moving over to ensure everyone's safety.</p> <p>This complaint is now resolved.</p>	21/11/2023 1:21:00 PM	5/12/2023 1:21:00 PM	27/11/2023 3:18:00 PM
CPT36	Text	[REDACTED]	Medium	Open	Driving incident	Public Road Safety	<p>A complaint was received about an unmarked vehicle running the complainant off Gumley road. It was noted that the driver of the vehicle was wearing high vis and was checking their phone.</p> <p>This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.</p>	16/11/2023 4:54:00 PM	30/11/2023 4:54:00 PM	N/A
CPT35	Text	[REDACTED]	Medium	Open	Change to business hours	Public Road Safety	<p>A complaint was received regarding changes to the complainants business hours. It was noted they feel unsafe to move livestock along the road and must do this outside of traditional business hours to avoid project vehicles.</p>	14/11/2023 6:03:00PM	28/11/2023 6:03:00PM	N/A

							This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.			
CPT34	Call	████████	Medium	Open	Rocks on road	Public Road Safety	<p>A complaint was received regarding a large number of rocks along the side of the road. A video recording was sent through to accompany the complaint and highlight visually the impact of the rocks mentioned.</p> <p>The complainant has also expressed concerns of the potential fire hazard this creates as the mower blades make contact with the rocks.</p> <p>This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.</p>	10/11/2023 12:05:00 PM	24/11/2023 12:05:00 PM	N/A
CPT33	Email	████████	Medium	Closed	Noise	Construction	<p>A complaint was received regarding the construction noise that can be heard from a local resident during hours of operation. A video was provided alongside the complainant's recount of the situation to provide indication of the level of noise being experienced.</p> <p>The complaint was investigated, and the following information was provided. There were no GPWF project works being conducted nearby W28-a receptor during the time and date of the recording. However, the noise captured by your video could be due to separate works (rock clearing including use of rock hammers) being conducted by the Golden Plains Quarry on a neighbouring property. This complaint is now resolved.</p>	13/11/2023 3:05:00 PM	27/11/2023 3:05:00 PM	20/11/2023 4:09:00 PM
CPT32	Website	████████	Medium	Closed	Traffic Management	Traffic	<p>A complaint was received regarding speeding drivers on Gumley Rd. The complainant noted that although all traffic is not from the wind farm, it has increased since the start of construction and the same vehicles have been reported consistently speeding.</p> <p>The complaint was investigated, and the following information was provided.</p> <ul style="list-style-type: none"> Compliance with traffic regulations and driving to conditions was addressed at the pre-start meeting with contractors and staff and will continue to be a standing agenda item and reiterated at future pre-start meetings Reinforcement on the importance of appropriate driver behaviour has been and will continue to be undertaken regularly across the project <p>This complaint is now resolved.</p>	6/11/2023 1:10:00 PM	21/11/2023 1:10:00 PM	20/11/2023 4:42:00 PM
CPT31	Email	████████	High	Closed	Driving incident	Public Road Safety	<p>A complaint was received regarding a near collision between a local road user and the wind farm sit vehicles. The complainant provided a detailed recount of an incident involving 2 cement mixers obscuring the view of their vehicle which resulted in a near collision and them having to swerve onto the wrong side of the road. Additional concern was expressed regarding the traffic management plan for site vehicles.</p> <p>The complaint was investigated, and the following information was provided.</p> <ul style="list-style-type: none"> There was an investigation into the concrete truck, however by the time it was able to be identified, the dashcam footage was overridden. There has been and will continue to be ongoing toolbox talks to all drivers from all batch plants regarding safe driving. Temporary pothole repairs will be properly repaired in the coming period. <p>We also advise that there should be fewer concrete deliveries remaining on Rokewood-Shelford Road and internal wind farm tracks will be used going forward, however they are likely ongoing quarry truck movements as per the Traffic Management Plan due to the commercial quarry. This complaint has been resolved.</p>	31/10/2023 1:01:00 PM	14/11/2023 12:00:00 AM	20/11/2023 4:25:00 PM

CPT30	Email	████████	Medium	Closed	Traffic Management	Traffic	<p>A complaint was received about the quantity of site vehicles registered interstate and note in Victoria.</p> <p>The complaint was investigated, and the following information was provided. There is no requirement for vehicles to be registered in Victoria for this project. As these are fleet cars, and the head office locations for these vehicles are interstate, they are registered where they are predominantly stationed. This complaint is now resolved</p>	31/10/2023 1:00:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:22:00 PM
CPT29	Email	████████	Medium	Closed	Traffic Management – Road signs	Traffic	<p>A complaint was received regarding the buntings located along Bells Road. ██████ expressed concerns that this implicates the ability to efficiently mow the strip. Concerns were also expressed regarding the major fire risk this imposes on the complainant’s business and family.</p> <p>This complaint was investigated by Golden Plains Wind Farm and the following information has been provided.</p> <p>The Project and its contractors have reviewed the current flagging which is in place to protect native vegetation. This is a requirement of the Projects approved management plans and cannot be removed. Where appropriate, minor adjustments have been made to flagging that was no longer needed (due to works finishing in that area) or being blown/moved by weather. The Project will continually monitor all flagging and operate in accordance with the requirements under our approvals.</p> <p>Additionally, the Project suggest contact is made with Golden Plains Shire Council as local road management falls under their responsibility. This complaint is now resolved</p>	31/10/2023 12:59:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:20:00 PM
CPT28	Email	████████	Medium	Closed	Traffic Management – Road signs	Traffic	<p>A complaint was received regarding buntings and signage located along Bells Rd. The complainant expressed dissatisfaction with the signage and expressed concerns of implication on business operations (moving sheep along the road).</p> <p>The complaint was investigated, and the following response was provided. The Project and its contractors have reviewed the current flagging which is in place to protect native vegetation. This is a requirement of the Projects approved management plans and cannot be removed. Where appropriate, minor adjustments have been made to flagging that was no longer needed (due to works finishing in that area) or being blown/moved by weather. The Project will continually monitor all flagging and operate in accordance with the requirements under our approvals. This complaint is now resolved.</p>	31/10/2023 12:58:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:16:00 PM
CPT27	Email	████████	Medium	Closed	Traffic Management	Traffic	<p>A complaint was received about wind farm vehicles using their flashing lights off site and unnecessarily. It was noted that local businesses who use flashing lights on their farming vehicles feel as though local traffic has become complacent with safe driving practices.</p> <p>This complaint was investigated, and the following details were provided. Flashing lights are a requirement under the projects Work Health and Safety Management plan and must be used while on the Project site. Given the ongoing works on Geggies and Bells Road (regular maintenance, access track creation, component transport etc) workers are also required to use flashing lights when operating on these roads. This is for the safety of all road users and in line with normal construction practise. The Principal Contractor has reminded workers again that flashing lights should be turned off while driving along Rokewood-Shelford and Cressy-Shelford Rd, where no works are occurring. This complaint is now resolved.</p>	31/10/2023 12:56:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:14:00 PM
CPT26	Email	████████	Medium	Closed	Traffic Management – Road signs	Traffic	<p>A complaint was received regarding speed restriction signs implemented by the wind farm on public roads. The complainant expressed dissatisfaction with the blanket rules being enforced for local traffic. It was suggested that these speed enforcements should only apply to traffic during the hours of operations of the wind farm.</p> <p>The complaint was investigated, and the following information was provided. All speed changes (permanent or temporary) have been communicated and approved by Golden Plains Shire Council or Department of Transport & Planning and have done so for the safety of all road</p>	31/10/2023 12:55:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:08:00 PM

							users. Where signs are 40km/h on Bells Rd, they are advisory signs due to proximity of ongoing construction traffic. This complaint has been resolved.			
CPT25	Email	██████████	Medium	Closed	Community Energy Program	Benefit Programs	<p>A complaint was received about official initiation of the Energy Program incentive. ██████████ expressed dissatisfaction about how long the program is taking to commence. The complainant also expressed dissatisfaction that they would have to change their current provider to access the benefits of the program.</p> <p>The complaint was investigated, and the following information provided to the complainant.</p> <p>To administer the program effectively and efficiently, a collective agreement was required to provide the energy program to the hundreds of households eligible. Delivery through a sole retail provider was the best process. We can sign up any eligible property now by completing the form online https://energylocals.com.au/golden-plains-wind-farm. I will check all three houses to ensure they fit the criteria. Once approved your energy will be provided by Energy Locals and you will be entitled to the savings of up to \$1,600 per year paid in monthly credits to your bill (approx. \$133 per month). This complaint has been resolved.</p>	31/10/2023 12:53:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:05:00 PM
CPT24	Email	██████████	Medium	Closed	Off-site Landscaping Program	Benefit Programs	<p>Golden Plains Wind Farm received a complaint regarding the progress of visual landscaping remedy on the complainant's property.</p> <p>The complaint was investigated by Golden Plains Wind Farm and a detailed response was provided to the complainant. The project is in the process of appointing a contractor at which time visual assessments will take place on participating properties. Residents who have expressed interest will be contacted individually to discuss details and next steps. This complaint has been resolved.</p>	31/10/2023 12:51:00 PM	14/11/2023 12:00:00 AM	14/11/2023 8:57:00 PM
CPT23	Email	██████████	Medium	Closed	Traffic management	Traffic	<p>A complaint was received via email regarding the current wind farm traffic operations. The complainant expressed concerns that large trucks are using public and community roads in place of internally constructed roads which is causing disruption to businesses.</p> <p>Golden Plains Wind Farm undertook an investigation of the complaint and provided the following details.</p> <p>The endorsed Traffic Management Plan (TMP) allows the use of the surrounding roads to the project area and the Project is operating in compliance with the TMP. The Project has utilised and continues to utilise internal access roads to transport vehicles to various parts of the site. A large portion of gravel trucks from the Golden Plains Quarry have exited, and continue to exit, where appropriate, via a rear entrance, directly into the wind farm boundary.</p> <p>As work fronts have now commenced on the Western Side of Geggies Road, it is not feasible to only use internal access roads for deliveries. We also note that track work east of Geggies Road is nearing completion so quarry truck movements will be reduced in the coming weeks / months. GPWF-E will continue to review the use of local roads and, where possible, utilise internal access tracks to minimise impacts to the community.</p>	31/10/2023 12:48:00 PM	14/11/2023 12:00:00 AM	14/11/2023 8:51:00 PM
CPT22	Email	██████████	Medium	Open	Disruption to business	Public Road Safety	<p>A complaint was received regarding the disruption project vehicles on local roads pose on the complainant's farming business. The complainant has expressed concerns relating directly to general safety of operating their business near and on local roads.</p> <p>The complainant noted that discussions have taken place throughout the duration of the project, and they are still yet to hear of a satisfactory response.</p> <p>This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.</p>	31/10/2023 12:44:00 PM	14/11/2023 12:44:00 PM	N/A
CPT21	Phone	██████████	Medium	Closed	Driving incident	Public Road Safety	<p>██████████ called in complaining about two close call encounters that occurred with Boral trucks. On both occasions the truck drivers were noted as appearing distracted and not paying attention. Detailed recounts of each incident were provided to better understand who was involved and when the incidents occurred.</p>	27/10/2023 1:50:00 PM	10/11/2023 1:50:00 PM	14/11/2023 11:26:00 AM

							Golden Plains Wind Farm investigated the incident. A safety stand-down to communicate the incident took place. Reinforcement on the importance of appropriate driver behaviour and situational awareness has been and will continue to be undertaken regularly across the project.			
CPT20	Email	██████████	Medium	Closed	Rocks on road	Public Road Safety	<p>A complaint was received regarding a large rock picked up on the road 100m east of the quarry entrance.</p> <p>The complaint was investigated, and the following details were provided. These comprehensive mitigating measures were implemented and approved by WorkSafe and are still in place:</p> <ul style="list-style-type: none"> • Checks of drawbars and other areas where rocks may be sitting after loading. • Checks between dual tyres to ensure that rocks are not taken onto the roadway. • Checks of the tarped trailers to ensure they are closed and free of loose rocks. • Checks to ensure that the tailgates are fully closed and secured. <p>Contractors continue to complete check sheets and doing rounds as well as logging any rocks found. This is still being conducted on all traffic and roads with ongoing maintenance taking place.</p>	17/10/2023 10:38:00 AM	31/10/2023 10:38:00 AM	24/10/2023 1:58:00 PM
CPT 19	Email	██████████	Medium	Closed	Rocks on road	Public Road Safety	<p>A complaint was received via email noting a large rock found on the road. Images were attached showing the size and location of the rock and concerns were expressed regarding the safety of driving on public roads.</p> <p>The complaint was investigated, and the following mitigating measures were implemented and remain in place:</p> <ul style="list-style-type: none"> • Checks of drawbars and other areas where rocks may be sitting after loading. • Checks between dual tyres to ensure that rocks are not taken onto the roadway. • Checks of the tarped trailers to ensure they are closed and free of loose rocks. • Checks to ensure that the tailgates are fully closed and secured. <p>Contractors are also completing sheet checks while doing rounds and keeping logs on any rocks. After thorough investigation, the complaint has now been resolved.</p>	5/10/2023 10:14:00 AM	19/10/2023 10:14:00 AM	12/10/2023 12:15:00 PM
CPT 18	Phone	██████████	Medium	Closed	Driving Incident	Public Road Safety	<p>A complaint was received from ██████████ who expressed concern about the driving of ██████████ trucks and utes along Colac-Ballart Road particularly at starting/finishing times regularly.</p> <p>GPWF communicated with ██████████ who followed up further actions with ██████████ to ensure safe driving practices. GPWF conducted an internal investigation and a major group meeting to discuss the incidents was held with various contractors. Driving has been added as a standing topic to pre-start meetings.</p>	19/09/2023 5:24:00 PM	3/10/2023 5:00:00 PM	29/09/2023 9:50:00 AM
CTP 17	Social media	██████████	Medium	Closed	Driving Incident	Public Road Safety	<p>A complaint was received from ██████████ about a truck that turned in front of their car on Bells Road. This required the driver to break very heavily to avoid a collision at high speed. The footage was captured on the driver's dashcam and send through as complaint to the Golden Plains Wind Farm Facebook page.</p> <p>The incident has been investigated with the driver of the truck which was identifiable through the footage provided. Additional traffic and safety messages have been added as a standard topic to pre-start meetings on site.</p>	05/09/2023 1:16:00 PM	20/09/2023 1:16:00 PM	20/10/2023 12:47:00 PM
CPT 14	Email	██████████	High	Closed	Rocks on road from trucks	Public Road Safety	<p>A complaint was received about rocks falling from trucks travelling to and from the wind farm. The complainant provided images of 74 rocks that he collected from along the road that show the variety of size and the danger they pose on public roads.</p> <p>GPWF conducted an internal investigation with ██████████ and other contractors including incident reports. Immediate action was taken to place a person at the quarry to carry out checks of drawbars, dual tyres, tarped trailers and tailgates. A discussion took place with the ██████████ ██████████ on 30 August 2023 who advised that they were aware of the incident but did not deem in necessary to become involved. ██████████ conducted their own independent</p>	29/08/2023 9:19:00 PM	12/09/2023 9:19:00 PM	12/09/2023 4:16:00 PM

							investigation on 4 September 2023. They were satisfied with the systems and procedures and concluded that the safety concerns in and around the site could not be substantiated at the time of his inspection. Following thorough investigation, the complaint has been closed.			
CPT 13	Email	██████████	High	Closed	Dangerous driving incident	Public Road Safety	A complaint was received relating to the dangerous driving from one of the truck drivers heading to GPWF. The complainant provided details of the truck and driver as well as a recollection of the events that had unfolded. The complainant also contacted the Rokewood Police to issue a complaint. ██████████ contacted GPWF to advise a complaint has been received. A warning was issued by the Rokewood Police to ensure drivers on the wind farm are following road rules and following safe practices. GPWF was advised by the Police that they are not under the opinion any road rules were broken. GPWF contacted ██████████ to advise him of the contact received by the Police and the actions taken to investigate and resolved the incident. He was advised that driving and road behaviour was introduced as an education piece into the most recent site meeting following the incident and that it will continue as a reoccurring reminder, so drivers are aware of their responsibilities. Following investigation of the complaint and the implementation of further reminders to workers on the wind farm, the complaint has been closed.	23/08/2023 9:26:00 AM	6/09/2023 9:26:00 AM	5/09/2023 10:53:00 AM
CPT 12	Email	██████████	Medium	Closed	Water pressure concerns	Water	A complaint was received about the decrease in water pressure for local residents of Rokewood, Dereel and Corindhap due to excessive demand on water for the wind farm. GPWF responded to complainant advising investigation will take place to determine where the main water demand is within the wind farm services. After confirming this, steps were taken to change the location of where the water is sourced from. This has alleviated interruption to the local water source for residents closing out the complaint.	21/08/2023 1:59:00 PM	1/09/2023 1:59:00 PM	30/08/2023 11:29:00 AM
CPT10	Via Third Party	██████████	High	Closed	Cressy-Shelford Road damaged cross over (GPWF stage 1)	Traffic	A complaint was received via a 3rd party (GPSC) relating to a damaged cross-over in which the complainant requested the cross-over to be fixed. After the GPSC investigated this through GPWF, Vestas then contacted the appropriate contractor (BILD group) who rectified the damage to then close out the complaint.	29/03/2023 5:11:00 PM	30/03/2023 5:01:00 PM	18/04/2023 2:00:00 AM
CPT09	Via Third Party	██████████	Medium	Closed	Public road access for sheep movement (via third party)	Traffic	A complaint was received via a 3rd party (GPSC) relating to public road access for sheep movement. The complainant advised that he was not notified of road closure on Bells Road and that it was blocked off with roadworks over the first km heading south from the Rokewood Shelford Road. A meeting with the complainant on site was to be organised, with the Planning Enforcement Officer and Community Safety Coordinator, in relation to their stock movements. GPSC responded to complainant via email: "We have not found evidence of any breaches to of the permit conditions requirements in relation to road closures, and as such there is not an ongoing planning enforcement investigation for this matter"	20/02/2023 5:57:00 PM	3/03/2023 5:00:00 PM	2/03/2023 9:59:00 AM
CPT8	Via third party	██████████	High	Closed	Access blocked on Gumley Road	Traffic	GPSC wrote to ██████████ advising that Traffic Management Plan had been reviewed and that they identify no breach of the Plan. GPSC suggested the ██████████ provide advanced notice to GPWF of planned truck movements. GPWF wrote to ██████████ reiterating willingness to communicate with ██████████ and advising that the sub-contractors have been advised to not prop their vehicles in inconvenient locations. ██████████ also advised that it's ok for him in a situation like that to flag it with the workers on-site, who would gladly and promptly make room.	20/01/2023 10:56:00 AM	3/02/2023 5:00:00 PM	23/01/2023 10:50:00 AM
CPT7	Email	██████████	High	Closed	Flag and bunting positioning (access for	Traffic	GPWF assessed flag and bunting in question and identified that it is required for compliance with native vegetation protection. GPWF extended an invitation to meet with ██████████ on-site which was accepted. Meeting occurred on 14/12/22.	9/12/2022 10:33:00 AM	23/12/2022 5:00:00 PM	20/12/2022 3:03:00 PM

					sheep movements)					
CPT6	Phone	██████████	Medium	Closed	Refused access on public road and poor manner from traffic controller	Traffic	GPWF contacted ██████████ to seek further detail on what happened. Contractors were advised to reiterate to sub-contractors that the public roads remain open to local and essential service traffic under traffic management. GPWF discussed stock movements with ██████████ on the phone.	30/11/2022 9:32:00 AM	14/12/2022 12:00:00 AM	14/12/2022 9:30:00 AM
CPT5	Phone	██████████	High	Closed	Vehicular access on Bells Road	Traffic	GPWF raised the matter of signage and sub-contractor directions with the contractor. The contractor advised that the traffic controller had made a mistake. GPWF wrote to ██████████ advising him of what led to the issue and apologised for the inconvenience. GPWF has now elected to not have concurrent works take place on adjacent roads in the future.	19/08/2022 11:48:00 AM	7/09/2022 5:00:00 PM	19/08/2022 5:10:00 PM
CPT4	Phone	██████████	High	Closed	Road damage	Public Road Damage	GPWF contacted ██████████ to seek clarification on the sections of road in question. GPWF dispatched a staff member to inspect the damage. GPWF directed the contractors to attend to the road with a grader by the end of the week. GPWF contacted ██████████ to advise that the road would be attended to with a grader by the end of the week. Some heavy vehicle movements will take place in the future, when road stabilisation works are underway on Geggies Road, but we will monitor the road and tend to it as needed should future damage occur.	17/08/2022 12:47:00 PM	31/08/2022 5:00:00 PM	25/08/2022 4:03:00 PM
CPT3	Email	██████████	Medium	Closed	Road closures on Bells and Geggies Road	Traffic	██████████ was contacted to acknowledge receipt and advise of process. GPWF engaged GPSC and contractors to seek detail on the road closure plans. GPWF issued a response to ██████████ providing clarity around the arrangements for vehicle movements in the area.	12/08/2022 9:44:00 AM	24/08/2022 12:00:00 AM	12/08/2022 1:57:00 PM
CPT2	Phone	██████████	High	Closed	Bridge damage on Tom Carrs Lane	Public Road Damage	GPWF called ██████████ to seek more information. ██████████ sent some photos and a video of the damage and flagged that she wanted the bridge repaired ASAP. GPWF liaised with the contractors who confirmed the damage was done by one of their workers. GPWF provided a status update to ██████████ and advised that repairs would be undertaken as a matter of urgency, which were completed that day. GPWF thanked ██████████ by phone and advised that the complaint protocols would still play out and GPWF would formally respond.	4/08/2022 11:00:00 AM	15/08/2022 5:00:00 PM	8/08/2022 9:30:00 AM