GOLDEN PLAINS WIND FARM – COMPLAINTS REGISTER – MAY 2026

Complaint ID*	Method	Project Stage	Stakeholder	Priority	Status	Subject	Nature of Complaint	Action	Date Opened	Date Due	Date Closed
CPT74	In Person	GPWF-E	[redacted]	**Medium**	**Open**	Noise Complaint	**Noise**	Resident advised of noise disturbance. Additional information regarding the times / types of noise were sought and provided by the resident to assist with initial investigation of the turbines. The resident has been notified that a post construction noise assessment (PCNA) will be undertaken to determine compliance and the results of this will be shared with the resident. This complaint is still open and ongoing.	27/11/2025 12:50:00 PM	11/12/2025 12:50:00 PM	
CPT73	Email	GPWF-E	[redacted]	**Medium**	**Open**	Noise Complaint	**Noise**	Resident advised of noise disturbance. Additional information regarding the times / types of noise were sought and distance of the residence from the project was noted. The resident has been notified that a post construction noise assessment (PCNA) will be undertaken to determine compliance and the results of this will be shared with the resident. This complaint is still open and ongoing.	18/11/2025 09:15:00 AM	02/12/2025 09:15:00 AM	
CPT72	Email	GPWF-E	[redacted]	**Medium**	**Open**	Shadow Flicker	**Shadow Flicker**	Resident has advised and provided details surrounding shadow flicker at their property. Investigation is currently ongoing and the complaint remains open. Continued communication with the resident is occurring.	16/10/2025 09:15:00 AM	30/10/2025 09:15:00 AM	
CPT71	Email	GPWF-E	[redacted]	**High**	**Closed**	Removal of turbine blades	**Contamination**	Resident advised of concerns regarding the removal of turbine blades. Questioned the method of disposal and raised concerns blades were 'buried'. Thorough investigation into this issue, determined that the blades were removed from the project site in a controlled manner and under strict guidelines and protocols. This complaint has been closed.	13/10/2025 11:30:00 AM	27/10/2025 11:30:00 AM	13/10/2025 20:44:00 PM
CPT70	Email	GPWF-E	[redacted]	**High**	**Closed**	Potential contamination	**Contamination**	Resident advised of concerns regarding the removal of turbine blades. Questioned the timing and method of this process.. Thorough investigation into this issue, determined that the blades were removed from the project site in a controlled manner and under strict guidelines and protocols. This complaint has been closed.	09/10/2025 12:58:00 PM	23/10/2025 20:29:00 PM	16/10/2025 09:28:00 AM
CPT69	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Exclusion Zones	**Public Safety**	A complaint was received identifying a known issue regarding turbine blades after an extreme weather event. The relevant stakeholders were communicated with and exclusion zones during the investigation were implemented and constant / daily communication delivered to relevant stakeholders and community.	11/09/2025 09:43:00 AM	25/09/2025 09:43:00 AM	18/09/2025 09:22:00 AM

								Repairs were made to blades requiring it, inspections were conducted of all turbines and exclusion zones and signage removed once deemed safe.			
CPT68	Email	GPWF-E	[redacted]	**High**	**Closed**	Exclusion Zones	**Public Safety**	A complaint was received identifying a known issue regarding turbine blades after an extreme weather event. The relevant stakeholders were communicated with and exclusion zones during the investigation were implemented and constant / daily communication delivered to relevant stakeholders and community. Repairs were made to blades requiring it, inspections were conducted of all turbines and exclusion zones and signage removed once deemed safe.	08/09/2025 13:00:00 PM	22/09/2025 13:00:00 AM	19/09/2025 15:28:00 PM
CPT67	Email	GPWF-E	[redacted]	**High**	**Closed**	Noise Complaint	**Noise**	Resident advised of noise disturbance. Additional information regarding the times / types of noise were sought however, no response has yet to be recorded. However, the noise investigation process has been undertaken anyway and is currently monitoring noise levels. Resident was provided a copy of the independent review which concludes no further monitoring is required at this stage. This complaint is closed.	11/08/2025 08:55:00 AM	25/10/2025 08:55:00 AM	31/10/2025 10:59:00 AM
CPT66	Email	GPWF-E	[redacted]	**High**	**Closed**	Noise Complaint	**Noise**	Resident advised of noise disturbance being at a level that had woken them. Additional information regarding the times / types of noise were sought and recorded. The noise investigation process has been undertaken and is currently monitoring noise levels. Resident was provided a copy of the independent review which concludes no further monitoring is required at this stage. This complaint is closed.	06/08/2025 08:22:00 AM	20/10/2025 08:55:00 AM	31/10/2025 10:59:00 AM
CPT65	Email	GPWF-E	[redacted]	**Low**	**Closed**	Mobile Phone Signal	**EMI**	Resident advised of deteriorating mobile phone signal over the past two years. Investigation into this, included discussion with Telstra to determine if any impact from the erection of the wind turbines would be the cause. This was deemed, by Telstra, to not be the case. Noted that Rokewood has poor signal service. Advised resident of this and also advised of a collaborative project between Federal Government, Local Government, Telstra and the GPWF regarding a new mobile phone tower for Rokewood. This complaint is closed.	29/07/2025 08:56:00 AM	07/08/2025 08:56:00 AM	18/08/2025 14:50:00 PM
CPT64	Email	GPWF-W	[redacted]	**Medium**	**Closed**	Wind Farm Traffic	**Public Road Safety / Community**	Resident advised there had been project vehicles using non-designated roads. This was raised with all project staff at pre-start meetings and the contractors were reminded of the designated routes that needed to be adhered to. Advised resident and closed complaint.	01/07/2025 12:52:00 PM	14/07/2025 12:52:00 PM	03/07/2025 12:15:00 PM
CPT63	Email	GPWF-E	[redacted]	**Medium**	**Open**	Noise Complaint	**Noise**	Resident advised that there had been increased operational noise from the turbines over the past few weeks. They noted an unpleasant roar which was annoying and distracting.	25/03/2025 10:42:00 AM	01/04/2025 10:42:00 AM	

								A faulty gearbox has been identified on one of the turbines in close proximity to the location mentioned in the complaint. This has been replaced, and further investigation into this complaint is currently ongoing.			
CPT62	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic on non-designated roads	**Public Road Safety / Community**	Community member advised that there had been a significant number of project related vehicles using roads that are signed 'non-designated'. The project addressed all contractors at a toolbox meeting and advised that the various sections of road that were non-designated were not to be used. Additionally, other vehicles associated with the project were also advised not to use these roads. This complaint was resolved.	21/02/2025 08:27:00 AM	07/03/2025 08:27:00 AM	27/02/2025 14:56:00 PM
CPT61	Email	GPWF-E	[redacted]	**High**	**Closed**	Dangerous Driving	**Public Road Safety / Community**	A complaint was received regarding a dangerous driving situation which had occurred in the community on a public road. This incident was captured by CCTV footage which was provided to the Police and the project. Upon review by both the Police and the project, the vehicle could not be determined to be related to the GPWF project. However, driver behaviour and safety were raised with the project team with the staff and contractors. The project also liaised with local police to commence additional supervision of the roads and issue infringement notices accordingly.	13/02/2025 10:14:00 AM	27/02/2025 10:14:00 AM	27/02/2025 11:09:00 AM
CPT60	Email	GPWF-E	[redacted]	**High**	**Closed**	Ongoing Safety Risk	**Community**	A complaint was received identifying a known issue regarding turbine blades after an extreme weather event. The relevant stakeholders were communicated with and exclusion zones during the investigation were implemented and constant / daily communication delivered to relevant stakeholders and community. Repairs were made to blades requiring it, inspections were conducted of all turbines and exclusion zones removed once deemed safe.	11/02/2025 10:04:00 AM	25/02/2025 10:04:00 AM	27/02/2025 12:00:00 PM
CPT59	Email	GPWF-E	[redacted]	**Medium**	**Closed**	TV Signal Interference	**EMI**	Resident advised that they are experiencing issues with their television reception. Noted that internet TV is also affected, and several channels are experiencing issues. Equipment testing was conducted, and issue appears to be with the signal strength and service. Noted a variety of systems regarding VAST and Satellite internet. Investigation into these services showed that the turbines and GPWF construction was not the cause of the signal issues, and suggested that the resident speak with the service providers of these to improve their delivery into the home. Upcoming meeting with Telstra to obtain further information regarding signal / service.	07/01/2025 15:57:00 PM	21/01/2025 09:18:00 AM	
CPT58	Email	GPWF-W	[redacted]	**Medium**	**Closed**	Near miss with project truck	**Public Road Safety / Community**	Resident advised a truck was flashing its lights and forcing the driver of her vehicle to slow down and give way at a culvert on Two Bridges Road, near Gillets Road. The resident believes they were at the location first and should have had right of way. Signage was reviewed at this particular 'pinch point' to avoid similar issues in the future. The project team were also briefed about coexisting with members of the public when using / driving on public roads.	29/01/2025 12:04:00 PM	12/02/2025 09::00 AM	12/02/2025 17:32:00 PM

CPT57	Email	GPWF-W	[redacted]	**High**	**Closed**	Water damage to property	**Community**	Resident owns property in Rokewood and has been inconvenienced and had damage done to the property through the collection of water at the standpipe. Investigation was conducted into the filling practices, and it was determined that a vehicle had accidentally travelled over the private property, doing damage to the grassed area. Topsoil was brought in and the necessary landscaping done to rectify the issue. The practices of water collection from this stand pipe also identified areas to improve and these have been implemented.	27/12/2024 09:57:00 AM	13/01/2025 09:57:00 AM	16/01/2025 10:46:00 AM
CPT56	Email	GPWF-E	[redacted]	**High**	**Closed**	Noise Complaint	**Noise**	Resident advised of droning noise experienced during the evening. Initial investigation identified no mechanical faults or issues with the turbine operations. Working with resident to have noise monitoring infrastructure deployed at location. Investigation currently ongoing.	28/12/2024 12:06:00 PM	12/01/2024 12:06:00 PM	24/06/2025 08:46:00 AM
CPT55	Email	GPWF-E	[redacted]	**High**	**Closed**	Noise Complaint	**Noise**	Resident advised they had experienced loud noise being emitted by the turbines during the evening. Initial investigation identified no mechanical faults or issues with the turbine operations. Noise monitoring has been put in place at this location. Investigation currently ongoing.	26/12/2024 12:03:00 PM	10/01/2024 12:03:00 PM	24/06/2025 08:46:00 AM
CPT54	Email	GPWF-W	[redacted]	**High**	**Closed**	Project Traffic	**Public Road Safety**	Resident was involved in a 'near miss' situation on a public road with a project vehicle. Location and time of incident was provided and investigated. Driver behaviour and safety was addressed with the entire project team, discussing the responsibility of drivers and awareness. Monitoring devices are now being fitted to vehicles to assist with any future incident investigation.	28/11/2024 09:55:00 AM	12/12/2024 09:55:00 AM	06/12/2024 12:12:00 PM
CPT53	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Component Transport Noise	**Community**	Resident complained regarding the ongoing noise of the component transport in the early hours of the morning. Identified a period of time that this was more prevalent and shared footage of the noise. Investigation conducted and determined some different operational timings for the convoy. Regulations deem the time frame needs to remain consistent, however altering the order of the convoy and some timings, enabled the convoy to keep moving and not 'sit' for long periods of time. Non-required equipment to be shut off during sitting / waiting periods to limit noise.	14/10/2024 12:14:00 PM	22/10/2024 12:14:00 PM	15/10/2024 17:03:00 PM
CPT49	Email	GPWF-E	[redacted]	**High**	**Closed**	Turbine Blade serrations	**Community**	A complaint was received identifying a known issue regarding turbine blades after an extreme weather event. The relevant stakeholders were communicated with, and an RCA underway. Exclusion zones during the investigation were implemented and constant / daily communication delivered to relevant stakeholders and community.	12/09/2024 15:39:00 PM	26/09/2024 15:39:00 PM	20/09/2024 15:14:00 PM

								Repairs were made to blades requiring it, inspections were conducted of all turbines and exclusion zones removed once deemed safe.			
CPT48	Phone	GPWF-E	[redacted]	**Medium**	**Closed**	Truck Driver running red light	**Public Road Safety**	A complaint was received from a community member who has witnessed a light green Volvo truck that is used for transporting wind farm infrastructure, run a red light at the intersection of Church Street & Pakington Street. He advised there was also a white 'Colorado' with the truck that went through as well. This occurred today at 1.05pm – 1.10pm. The same gentleman has also witnessed a similar incident at this intersection late last month but didn't have enough detail to report. He really wants this to help avoid any potential accidents at this location. The route in question was identified as not being used by the project. Additionally, all traffic violations are a police matter and should be reported directly. The complaint is now closed.	13/5/2024 5:49:00 PM	27/5/2024 5:49:00 PM	27/5/2024 1:10:00 PM
CPT47	Phone	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Control & Community Benefits	**Public Road Safety Community**	[redacted] contacted the Gisborne office to voice their dissatisfaction/complaint with the traffic control. They also mentioned the road conditions and damage the double B trucks are doing to the bitumen. 1- Trucks driving past property. [redacted] confirmed this has ceased and has not noted another occasion. I reminded [redacted] they can reach out to me anytime if this is seen to be occurring again. 2- Corrugated seal on Meadows Rd from the padfoot roller. I let [redacted] know that the section of road that the Project uses is audited each month. Any items deemed as a hazard are noted and addressed. Most of the damage from the roller has not met the criteria for intervention, although I did note to [redacted] that once construction is complete, the Project is required to hand the road back to [redacted] in like for like, or better condition - as compared against a pre-construction audit. This will be a discussion with[redacted] following construction. [redacted] to continue discussion with [redacted] No immediate hazard. [redacted] has spoken to[redacted] about grading the remainder of Meadows Road and section of Two Bridges Road that is not in use by Project HV's. I said I was happy to mention it to GPSC when I was chatting with them. This complaint is now closed.	10/5/2024 10:48:00 AM	24/5/2024 10:48:00 AM	22/5/2024 10:00:00 AM
CPT46	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Road complaint	**Public Road Safety**	A complaint was received regarding the use of local roads by project traffic. I'd like to make a complaint about some of your works/contractors using Trendes lane, Geggies road, Boyle's road and Ross road as short cuts both morning and afternoon, when they are clearly signed saying not to be used. After investigation, the following actions were taken: • Compliance with traffic regulations and driving to conditions was addressed at the pre-start meeting with contractors and staff and will	29/4/2024 9:00:00 AM	13/5/2024 9:00:00 AM	13/5/2024 12:47:00 PM

								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 • We stationed personnel at these locations on two separate occasions, recording vehicle movements and registration details. We cross-referenced this with our vehicle database and found only one vehicle linked to the project during this time • The responsible driver has been instructed to avoid using these roads in future. This complaint is now closed.			
CPT45	Email	GPWF-E	[redacted]	**High**	**Closed**	Rokewood-Shelford Road - dangerous condition	**Public Road Safety**	A complaint was received regarding the condition of the driving surface of Rokewood-Shelford Road. Since the commencement of the windfarm project this road has become a danger to residents and road users alike. I can confirm that Golden Plains Wind Farm have investigated your concerns and can provide the following detail: • We have spoken at length with the relevant stakeholders and organisations involved in the maintenance of these roads and continue to do so. • We have advocated strongly for additional measures and action to be taken, noting your concerns and the additional traffic. • We have committed additional funds and works outside our scope to conduct additional maintenance and repair of some areas of concern in the interest of safety for all road users. After thorough investigation we consider this incident to be resolved, however we maintain our commitment to the safety of all roads users and continue to have regular and open dialogue with relevant stakeholders such as Golden Plains Shire Council, Department of Transport etc. This complaint has been resolved.	9/4/2024 10:29:00 AM	23/4/2024 10:29:00 AM	13/5/2024 9:25:00 AM
CPT43	Text	GPWF-E	[redacted]	**Medium**	**Closed**	Speeding Drivers on Gumley Road	**Public Road Safety**	A complaint was received regarding a vehicle travelling more than the speed limit on Gumley Road. I acknowledge the incident that involved a speeding vehicle, the details and licence plate which you provided. I also thank you for your follow up and clarifying these details so we could investigate the incident. As mentioned to you via SMS, we have been able to identify the vehicle and the driver. There has been further action taken by the project team and contractor / employer regarding this incident and we now consider this concern closed. We will continue to address all reports of dangerous / speeding driving with the severity that is warranted to keep all road users safe. This complaint is now closed.	20/2/2024 5:02:00 PM	5/3/2024 5:02:00 PM	23/2/2024 10:47:00 AM

CPT42	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Golden Plains Quarry - rocks	**Public Road Safety**	A complaint was received regarding rocks falling from trucks. Please find attached photos taken by one of our staff today whilst along the road. Again, it is only a matter of time before someone is seriously injured or worse from either being hit by a rock or hitting a rock. Golden Plains Wind Farm (GPWF1) has again re-affirmed with the independent supplier Golden Plains Quarry (GPQ) that the following mitigations procedures are in place: • All loads covered. • Tailgates secured. • Visual inspection of vehicles for loose debris. • Vehicles drive over a rumble strip prior to entering the public road. Your suggestion to use internal road for quarry deliveries was considered but for various reasons has not been agreed to. Unfortunately, your latest rock complaints are repeats of previous complaints which have been adequately answered. Although GPWF1 values your contribution to GPWF1 construction safety it is not possible timewise to entertain repeated discussions on a topic that has been addressed, unless new information is offered. In future should this occur, GPWF will simply refer you to the previous response. It would be in the interest of all parties to find alternative ways to work together and hope that you will agree to face to face discussions to advance this. This complaint is now resolved.	30/1/2024 4:50:00 PM	12/2/2024 4:50:00 PM	27/2/2024 3:49:00 PM
CPT41	Text	GPWF-E	[redacted]	**Medium**	**Closed**	Road Closures	**Public Road Safety**	A complaint was raised regarding access to Bells Road. Noted that this public road was within an exclusion zone and therefore required traffic management for safety. Additional measures of providing the complainant with an avenue for additional information and more up to date traffic notifications. This is not standard practice, however implemented as a courtesy to road user. The complaint has been resolved.	25/01/2024 2:11:00 PM	8/2/2024 2:11:00 PM	31/1/2024 8:20:00 AM
CPT40	Email	GPWF-E	[redacted]	**High**	**Closed**	Deteriorating road conditions	**Public Road Safety**	A complaint was raised regarding the condition of the Wingeel Road where trucks are arriving to the windfarm from the Cressy - Shelford Road. There were concerns regarding the impact of the construction traffic on rural roads and a review requested. We identified that a number of these concerns had been picked up through regular audits and that there were steps working in conjunction with the Golden Plains Shire Council to help resolve this. The complaint is now resolved.	23/01/2024 12:50:00 PM	6/2/2024 12:50:00 PM	5/3/2024 5:00:00 PM
CPT39	Call	GPWF-E	[redacted]	**Medium**	**Closed**	Internet disruption	**Connectivity**	A complaint was made regarding internet connectivity, stating that since the Wind Farm has been in construction the internet has been affected.	17/01/2024 3:07:00 PM	1/2/2024 3:07:00 PM	30/01/2024 12:09:00 PM

								Internet is extremely slow or not connecting. They have observed that during the Christmas period, on the weekends and after hours the internet works perfectly. They stated the issues are contributed by equipment being used on site and would like us to call them to discuss. We advised that the construction site office is on satellite internet and a standalone link to Colac will be installed for ongoing use during operations. We followed up with Telstra and sought permission to pass on the complainants details to the Telstra team who resolved the connectivity concerns. The complaint is now resolved.			
CPT38	Call	GPWF-E	[redacted]	**Medium**	**Closed**	Driving incident	**Public Road Safety**	A complaint was received regarding and 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. The complaint was investigated, and the following information was provided. • 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 This complaint is now resolved.	22/11/2023 1:08:00 PM	6/12/2023 1:08:00 PM	27/11/2023 3:13:00 PM
CPT37	Call	GPWF-E	[redacted]	**Medium**	**Closed**	Driving incident	**Public Road Safety**	A complaint was received regarding the dangerous driving of a pilot vehicle on Hamilton Highway. Dash cam footage was provided to accompany the complaint. The complainant also expressed further concerns regarding road closure times when waiting for oversized vehicles to arrive from the Hamilton Highway. The complaint was investigated, and the following information was provided: • 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. 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. This complaint is now resolved.	21/11/2023 1:21:00 PM	5/12/2023 1:21:00 PM	27/11/2023 3:18:00 PM

CPT36	Text	GPWF-E	[redacted]	**Medium**	**Open**	Driving incident	**Public Road Safety**	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. This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.	16/11/2023 4:54:00 PM	30/11/2023 4:54:00 PM	N/A
CPT35	Text	GPWF-E	[redacted]	**Medium**	**Open**	Change to business hours	**Public Road Safety**	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. This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.	14/11/2023 6:03:00PM	28/11/2023 6:03:00PM	N/A
CPT34	Call	GPWF-E	[redacted]	**Medium**	**Open**	Rocks on road	**Public Road Safety**	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. The complainant has also expressed concerns of the potential fire hazard this creates as the mower blades make contact with the rocks. This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.	10/11/2023 12:05:00 PM	24/11/2023 12:05:00 PM	N/A
CPT33	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Noise	**Construction**	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. 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.	13/11/2023 3:05:00 PM	27/11/2023 3:05:00 PM	20/11/2023 4:09:00 PM
CPT32	Website	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management	**Traffic**	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. The complaint was investigated, and the following information was provided. • 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 This complaint is now resolved.	6/11/2023 1:10:00 PM	21/11/2023 1:10:00 PM	20/11/2023 4:42:00 PM
CPT31	Email	GPWF-E	[redacted]	**High**	**Closed**	Driving incident	**Public Road Safety**	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. The complaint was investigated, and the following information was provided.	31/10/2023 1:01:00 PM	14/11/2023 12:00:00 AM	20/11/2023 4:25:00 PM

								• 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. 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.			
CPT30	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management	**Traffic**	A complaint was received about the quantity of site vehicles registered interstate and note in Victoria. 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	31/10/2023 1:00:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:22:00 PM
CPT29	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management – Road signs	**Traffic**	A complaint was received regarding the buntings located along Bells Road. [redacted] 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. This complaint was investigated by Golden Plains Wind Farm and the following information has been 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. 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	31/10/2023 12:59:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:20:00 PM
CPT28	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management – Road signs	**Traffic**	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). 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.	31/10/2023 12:58:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:16:00 PM
CPT27	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management	**Traffic**	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	31/10/2023 12:56:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:14:00 PM

								lights on their farming vehicles feel as though local traffic has become complacent with safe driving practices. 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.			
CPT26	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic Management – Road signs	**Traffic**	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. 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 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.	31/10/2023 12:55:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:08:00 PM
CPT25	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Community Energy Program	**Benefit Programs**	A complaint was received about official initiation of the Energy Program incentive. [redacted] 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. The complaint was investigated, and the following information provided to the complainant. 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.	31/10/2023 12:53:00 PM	14/11/2023 12:00:00 AM	14/11/2023 9:05:00 PM
CPT24	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Off-site Landscaping Program	**Benefit Programs**	Golden Plains Wind Farm received a complaint regarding the progress of visual landscaping remedy on the complainant's property. 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.	31/10/2023 12:51:00 PM	14/11/2023 12:00:00 AM	14/11/2023 8:57:00 PM
CPT23	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Traffic management	**Traffic**	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.	31/10/2023 12:48:00 PM	14/11/2023 12:00:00 AM	14/11/2023 8:51:00 PM

								Golden Plains Wind Farm undertook an investigation of the complaint and provided the following details. 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. 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.			
CPT22	Email	GPWF-E	[redacted]	**Medium**	**Open**	Disruption to business	**Public Road Safety**	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. 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. This complaint is currently under investigation and regular contact with the complainant is ongoing to issue updates.	31/10/2023 12:44:00 PM	14/11/2023 12:44:00 PM	N/A
CPT21	Phone	GPWF-E	[redacted]	**Medium**	**Closed**	Driving incident	**Public Road Safety**	[redacted] 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. 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.	27/10/2023 1:50:00 PM	10/11/2023 1:50:00 PM	14/11/2023 11:26:00 AM
CPT20	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Rocks on road	**Public Road Safety**	A complaint was received regarding a large rock picked up on the road 100m east of the quarry entrance. 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: • 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. 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.	17/10/2023 10:38:00 AM	31/10/2023 10:38:00 AM	24/10/2023 1:58:00 PM

CPT 19	Email	GPWF-E	[redacted]	**Medium**	**Closed**	Rocks on road	**Public Road Safety**	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. The complaint was investigated, and the following mitigating measures were implemented and remain in place: • 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. Contractors are also completing sheet checks while doing rounds and keeping logs on any rocks. After thorough investigation, the complaint has now been resolved.	5/10/2023 10:14:00 AM	19/10/2023 10:14:00 AM	12/10/2023 12:15:00 PM
CPT 18	Phone	GPWF-E	[redacted]	**Medium**	**Closed**	Driving Incident	**Public Road Safety**	A complaint was received from [redacted] who expressed concern about the driving of [redacted] trucks and utes along Colac-Ballart Road particularly at starting/finishing times regularly. GPWF communicated with [redacted] who followed up further actions with [redacted] 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.	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	GPWF-E	[redacted]	**Medium**	**Closed**	Driving Incident	**Public Road Safety**	A complaint was received from [redacted] 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. 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.	05/09/2023 1:16:00 PM	20/09/2023 1:16:00 PM	20/10/2023 12:47:00 PM
CPT 14	Email	GPWF-E	[redacted]	**High**	**Closed**	Rocks on road from trucks	**Public Road Safety**	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. GPWF conducted an internal investigation with [redacted] 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 [redacted] on 30 August 2023 who advised that they were aware of the incident but did not deem in necessary to become involved. [redacted] conducted their own independent 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.	29/08/2023 9:19:00 PM	12/09/2023 9:19:00 PM	12/09/2023 4:16:00 PM
CPT 13	Email	GPWF-E	[redacted]	**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.	23/08/2023 9:26:00 AM	6/09/2023 9:26:00 AM	5/09/2023 10:53:00 AM

								[redacted] 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[redacted] 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.			
CPT 12	Email	GPWF-E	[redacted]	**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	GPWF-E	[redacted]	**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	GPWF-E	[redacted]	**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	GPWF-E	[redacted]	**High**	**Closed**	Access blocked on Gumley Road	**Traffic**	GPSC wrote to [redacted] advising that Traffic Management Plan had been reviewed and that they identify no breach of the Plan. GPSC suggested the [redacted] provide advanced notice to GPWF of planned truck movements. GPWF wrote to [redacted] reiterating willingness to communicate with [redacted] and advising that the sub-contractors have been advised to not prop their vehicles in inconvenient locations. [redacted] 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	GPWF-E	[redacted]	**High**	**Closed**	Flag and bunting positioning (access for sheep movements)	**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 [redacted] 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

CPT6	Phone	GPWF-E	[redacted]	**Medium**	**Closed**	Refused access on public road and poor manner from traffic controller	**Traffic**	GPWF contacted [redacted] 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 [redacted] 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	GPWF-E	[redacted]	**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 [redacted] 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	GPWF-E	[redacted]	**High**	**Closed**	Road damage	**Public Road Damage**	GPWF contacted [redacted] 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 [redacted] 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	GPWF-E	[redacted]	**Medium**	**Closed**	Road closures on Bells and Geggies Road	**Traffic**	[redacted] 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 [redacted] 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	GPWF-E	[redacted]	**High**	**Closed**	Bridge damage on Tom Carrs Lane	**Public Road Damage**	GPWF called [redacted] to seek more information. [redacted] 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 [redacted] and advised that repairs would be undertaken as a matter of urgency, which were completed that day. GPWF thanked [redacted] 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

* *Complaint ID numbers are non-consecutive*