

Prairie Solar Farm

Planning Application

Appendix 3 – Approach to consultation and engagement, and sustainability

June 2018

Our Community Engagement Approach

Prairie Solar Farm

15 June 2018

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1. **Community Engagement Approach**

Pacific Hydro is committed to high quality, ongoing and authentic engagement with the community in our work. The methods and process we will use for this project are detailed in our **Community Engagement Plan**.

1.1 **Our Goal**

Harmonious relationships with our local communities are essential – and just as critical to our success as technical or financial factors.

As a leading renewable energy company, being a good neighbour is central to everything we do. We seek to work in partnership with the communities that host our projects; understand the community's perspective; and share positive, lasting benefits in the course of our work. From development, to construction, through operations, and into end of life management, this relationship must endure over a time scale of decades.

It is important to us that the community supports the project; that we keep all stakeholders informed and updated; and that our neighbours and stakeholders have a genuine opportunity to participate at all stages of a project's life.

We want to foster positive and productive relationships, seek to build trust, and involve and empower local people to tell us how we should engage with and support their community.

1.2 **Our Plan**

Our Community Engagement Plan goes beyond simply providing updates or information for a short period during development or construction. We have worked hard to understand the context and story of the local area; its opportunities and challenges; to introduce ourselves to local people; and find meaningful opportunities for the community to be involved at every stage – even in the design of key aspects - such as managing construction impacts and the structure of our benefits sharing program.

Our Plan is a living document which will be updated regularly throughout the development of the project, to ensure its currency and accuracy. It has been specifically tailored to this location, and details how Pacific Hydro expects to engage and collaborate with the local community across the life of the project.

1.3 **Our Approach**

Pacific Hydro's approach to engagement is significantly influenced by the International Association of Public Participation (IAP2) methodology and principles; along with our values and culture statements. Together, these help shape how the plan is applied.

1.4 Pacific Hydro's Values and Culture Statements



1.5 Our Engagement Principles

Drawing on the IAP2 methodology, the principles upon which this plan and our engagement activities are based are:

- A commitment to clear, open and honest communication with all stakeholders;
- A tailored approach for each community we work with, to ensure that our plan responds to their needs, and is relevant, innovative and contemporary;
- A desire to understand both values and risk from a community perspective, through use of leading engagement techniques and methods;
- Using everything we learn in our work to inform continual improvement, and
- Building a community-aware culture within our business - so that our staff, contractors, and stakeholders clearly understand our engagement approach, contemporary expectations, and consider the community in every aspect of our work.

Community expectation has changed significantly in recent years, particularly in relation to large infrastructure projects. This may lead to challenges in engaging effectively with neighbours and other stakeholders, who may retain some scepticism about whether the project will proceed to construction, or if the promised benefits-sharing will be delivered.

2. Context

2.1 Geography

The Prairie Solar Project is located near the rural village of Mitiamo, on a single landholder property (Terrick West) which spans part of Mitiamo and the locality of Prairie. The parcels of land on which the proposed project would be constructed are wholly within Mitiamo.

Located in the northern reaches of the traditional lands of the Dja Dja Wurrung people, there is evidence of Indigenous occupation and presence in the local area dating back many thousands of years. Preliminary cultural heritage surveys have also found significant evidence of Indigenous land use and activity.

Mitiamo is the gateway to the Terrick Terrick National Park, an important remnant of native box-ironbark forests and northern grass plains. The site is also proximate to Kow Swamp; the site of a major palaeontological find that provided insight into the origins of indigenous Australians.

2.2 History

Mitiamo was first surveyed in 1874, with the surrounding district subdivided into large flat allotments of alluvial soils suitable for farming. A school opened in 1875, the railway line from Bendigo was extended to Mitiamo in 1883, and various denominations constructed churches between 1884 and 1893. At its peak, census data indicates a population of 333 residents in the locality in 1933.

The local climate is prone to long dry spells. The two prominent local watercourses in the area are the Bullock Creek and the Bendigo Creek, which form part of the greater Murray catchment (draining to the north) but only infrequently hold water. A number of irrigation channels and canals have also been constructed over time, with many of these still in use to support grain and livestock farming.

Mitiamo has served as a large grain shipment centre for many years; and currently hosts a large receiving, storage, and transshipment facility operated by GrainCorp with excellent road and rail access.

As with many other small rural villages, Mitiamo and the surrounding area have seen a significant decline in population since the mid-20th century. This has been driven in part by the increased mechanisation of farming activities leading to lower labour requirements; the stagnation of local economies reducing non-agricultural employment; and the growth of nearby urban centres (Echuca and Bendigo).

The government school closed in 1993, while the pub and police station were closed in the early 2000s; council amalgamations in 1995 saw the merger of East Loddon Shire with the Loddon River district of Marong Shire and surrounding areas, and Korong and Gordon Shires. Today the composite municipality is called Loddon Shire Council, seated in Wedderburn (60km SE).

The Mitiamo Football and Netball Club was established in 1889 and has been a key part of town life ever since, now providing a range of sporting and recreational services and events to the town after the closure of other local institutions.

Vast areas of the locality were inundated by the major Victorian floods of 2011, which significantly impacted agricultural activities, caused significant losses, and damaged roads and infrastructure for several months.

2.3 Present Day

Mitiamo is similar to many other small regional towns in Victoria and Australia, with a declining population, an ageing agricultural workforce, and ever increasing amalgamation of farmland into fewer holdings, with mechanisation and automation of farming activities further reducing job opportunities and population anchors.

There are a number of farmhouses and homesteads in the area within about 5km of the town; some have been abandoned or are not currently occupied, with the attached farmland leased or acquired by neighbouring properties or new owners.

The local school is a composite (East Loddon P-12 College) located due west of Prairie settlement that has an extensive catchment zone which includes many nearby settlements and villages. Other community facilities (health, recreation, and community facilities) are shared between nearby settlements (one has the school, another the health centre, etc.).

Community facilities and groups in the area include the Mitiamo Football and Netball Club, the East Loddon Historical Society, Mitiamo Golf Club, Dingee Bush Nursing Centre, and several community progress associations.

2.4 Future

It is not known if other large energy projects have been proposed nearby; none were identified through the stakeholder engagement or social analysis. Mining exploration activities are occurring near to the project site, undertaken by a joint venture between Gold Exploration Victoria and Catalyst Minerals (Four Eagles Project).

Should Pacific Hydro's project and any other major projects or activities proceed in the local area, Pacific Hydro will endeavour to engage with other proponents to minimise construction impacts where possible and practicable.

3. Social Analysis

What we did

To properly understand the local social context and shape our response to/interaction with it, we did a “deep dive” into the local community to build a narrative based on context, local history, the present day situation, key challenges, local sentiment, and future potential.

We did this through an initial desktop exercise with the help of social media, ABS Census data for the region, digital resources, face to face engagement, and by reaching out to the local council and key local stakeholders we had identified (the community news, the local school, community groups, and businesses).

We also used geographic information systems to determine potential nearby dwellings that may belong to potential project neighbours, and verified these by field visit.

From this work, we determined the number and location of potential project neighbours within 2- and 5km of the project and began to note the potential ways to engage with these near neighbours to understand their concerns, inform our planning application, and introduce ourselves. From this exercise we were also able to better define the community, and the stakeholders most relevant to the local area.

With the help of the local council community development representative, we were able to test, verify, and update our initial findings with face to face meetings and discussions with key local stakeholders.

We were able to build a clear picture of:

- who our project neighbours are
- which community groups are active in the vicinity
- other stakeholders who may have an interest (in both the project and the local community)
- individuals and groups who may be most interested in helping to shape our benefit sharing methods in the community
- the social, economic, and geographic context proximate to the project.

3.1.1 Early Engagement

Neighbours and community members were identified through a range of methods, including doorknocking in the local vicinity, analysis of local media, and drawing on local knowledge of residents. We also connected with the local community newsletter, which produces a regular bulletin and directory of local residents and businesses.

These channels and contacts were also leveraged to raise awareness of a community information session hosted in April 2018 at Mitiamo Football Club.

The information session aimed to introduce Pacific Hydro and learn about the community, its citizens, values and priorities – particularly as they relate to the proposed project – and to gauge the interest of the community in being involved in the project.

Pacific Hydro has actively sought and welcomed the opportunity to meet more members of the community, respond to questions, and introduce some of the ways they might be involved.

One to one engagement has also featured highly in the process and further helped Pacific Hydro to understand local sentiments and risk from a community perspective.

Early in the process, a dedicated web page was established on [Pacific Hydro's Australian Website](#) to provide high-level information about the project and to encourage visitors to the site to enquire further through our main contact channels.

3.2 Results

Broadly our desktop analysis was quite accurate and verified by our engagement, discussions, and research activities in the field. It also enabled us to have fruitful conversations with key local stakeholders and build up connections that will further enable engagement and involvement.

The feedback received from the community was positive and supportive; with many expressing their enthusiasm for a project with great potential for local economic and community benefits.

3.2.1 Common sentiments

A common sentiment expressed by local residents and stakeholders was that the former East Loddon Shire around Mitiamo was a “forgotten area” after many decades of population decline, council amalgamation, and the closure of services (schools, Police, etc.).

Residents felt that their local area had an uncertain future; and while some investment had occurred in flood remediation works after 2011, they perceived a reluctance on the part of the relevant authorities to undertake any other civic improvement works in the area (upgrades to community/public infrastructure, year-round opening of the local swimming pool, etc.).

A common aspiration was that locals would like to see Mitiamo ‘put back on the map’ and saw potential for this project to do this.

Local residents also identified the age profile of the agricultural workforce and the challenges of retaining younger demographics in the community with such limited opportunities; and were interested to know more about job and training opportunities that might arise from the project.

Attracting new investment and economic activity to the town were identified as key priorities; and all stakeholders we spoke to were keen to know more about the number of jobs that would be created during construction and into operations; and where these positions would be housed and based.

Drought, water use, allocations, and the agricultural potential of the project site were also mentioned as key concerns; with early analysis we were able to provide information on these aspects and how we are working to minimise/mitigate any potential impacts.

The impact of nearby mining and gold exploration was regularly mentioned. However, this local development was viewed with some scepticism, as there has been exploration in the area regularly over the last two decades without any major mining developments commencing.

3.2.2 Key Stakeholders

There is one landholder group hosting this project. All of the proposed development will occur on their land. The landholder group comprises multiple members of the same family.

For the purpose of this plan, the project’s **neighbours** are considered to be

- landholders with property immediately adjacent to the project site
- users of local roads and infrastructure near/adjacent to the project site
- any other stakeholders living, working, or who are regularly within 5km of the project.

The **community** is defined as any person, group, or business who lives/is based within, or has a connection to the geographic area surrounding the proposed project site, within an approximate radius of 25km.

Following the early engagement process and detailed analysis, this geographic area is defined as the region known as East Loddon, in the eastern part of Loddon Shire and the western part of Campaspe Shire. Pacific Hydro’s focus is on engagement with the whole community, with importance placed on both one-to-one and group settings to undertake this.

4. Ongoing Activities

4.1 Community Engagement

Pacific Hydro has a dedicated engagement team which draws on its experience and business intelligence gained from both the comprehensive early analysis/engagement and from other projects, and uses this to engage with stakeholders in ways that are meaningful to them.

These local relationships with key stakeholders will be reinforced by continued direct 1:1 consultation, and the deployment of individual staff to this particular project, to ensure continuity of contact. We have found this to be a highly effective method of building productive relationships with community members based on trust.

Pacific Hydro is committed to working with communities above and beyond compliance obligations. We manage community expectations by listening carefully and identifying potential issues before they arise. We work with Pacific Hydro's Development and Delivery teams to provide input and advice to mitigate any concerns, where possible.

The outcomes we seek are ones that consider the diverse needs of all community members, and lead to the greatest benefit for the whole community.

4.2 Involvement and Empowerment

Pacific Hydro will offer clear, transparent communications about who the decision makers are on specific aspects of the project; and use contemporary engagement methods to identify areas where decision-making may be placed in the hands of the community.

Some aspects that the community may potentially be empowered as decision-makers for include

- The project's name
- The design of benefit-sharing mechanism(s), such as a community fund, sponsorships, etc.
- Development of solutions to manage construction impacts using local knowledge

4.3 Complaints, Enquiries and Feedback

Pacific Hydro prides itself on its responsive mechanisms for handling of complaints, enquiries and feedback across all of our projects at all stages. We work to ensure that our channels cater to a variety of needs, may be accessed free of charge; and that enquiries, complaints and feedback are responded to and, where possible, closed out in a timely manner. Our established feedback channels and processes will be used for this project, and are now accessible to all stakeholders, including:

- A freecall hotline (1800 730 734)
- Email (enquiries@pacifichydro.com.au)
- Via the Pacific Hydro website (www.pacifichydro.com.au)
- Face to face
- By letter (Pacific Hydro L13 700 Collins Street, Docklands VIC 3008)

A copy of Pacific Hydro's Complaints, Enquiries and Feedback Procedure is available on our website.

Through our engagement practices, we seek to proactively identify potential areas of concern in order to help mitigate them before they arise.

Pacific Hydro maintains a secure database to record – where appropriate - details of complaints, enquiries and feedback in a way that responds to current privacy legislation and the person/organisations choosing to bring matters to our attention.

Pacific Hydro is committed to responding to enquiries, complaints and feedback in a timely manner. We make every effort to offer a responsive service that is consistent and provides the person/organisations registering their concerns with clear time frames about specific courses of action.

Pacific Hydro's established systems for recording complaints, enquiries and feedback allow it to report, analyse and recognise trends.

4.4 Project Information and Updates

Pacific Hydro will provide regular updates to the community, key stakeholders, and the general public about the progress of the project's development, construction, and operation using a range of traditional and contemporary methods; including face to face engagement, letters, telephone calls, social media, and local media.

Community Investment Program

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1. Giving back to communities

As a leading renewable energy developer, Pacific Hydro is committed to supporting the communities that host our clean energy projects with positive and lasting social, environmental and economic benefits.

The Community Investment Program **(the Program)** is Pacific Hydro's community investment and support strategy.

At its core, the Program aims to empower local communities to identify their priorities, and decide on the initiatives and projects that Pacific Hydro should support in their area. A range of methods are used to meet this aim, tailored to the specific needs of each locality.

1.1 Program Aims and Objectives

The Community Investment Program aims to:

- Give back to the communities that host our clean energy projects
- Support and build stronger, cohesive, and more resilient communities
- Collaborate with and empower communities to identify their priorities
- Encourage and support innovative solutions and approaches to local issues
- Encourage organisations to work together and form partnerships to deliver community-based services
- Promote positive, long-term local outcomes and capabilities
- Promote local awareness of, and commitment to, the sustainable community ideal.

1.2 Empowering the community

The Program seeks to empower the community, giving them the opportunity to decide how support is provided.

This may include

- A community partnerships group - convened to decide on the method Pacific Hydro should use to provide benefits to their area, and what sorts of projects and initiatives should be supported
- Fund allocation panels or committees – if an annual fund is the method used in a community, local people are invited to have their say in the assessment and selection of projects
- Other stakeholder and community consultation

1.3 Types of projects supported

The Program aims to support projects, initiatives, and organisations that provide lasting benefit to local communities and address community need in at least one of these five key areas.

Area	Definition
Health and Welfare	Projects that enhance, support, and promote the health and welfare of community members; including relief of poverty, sickness, or distress.
Education and training	Projects that broaden access to and enhance the quality of education and training in the local region.
Environment	Projects and initiatives that support the conservation and rehabilitation of the environment in the local area; and/or help to reduce emissions, waste, and promote environmentally sustainable practices.
Sport or Recreational	Projects that enhance, support, and promote healthy and active sport and recreational activities in the local community.
Cultural and Arts	Events, festivals, programs, and initiatives that foster, support, and promote a vibrant cultural, artistic, and community life.

1.4 Dimensions of support

While a significant part of our community investment is financial, there are several dimensions to the support provided by the program that go beyond this. We aim to support communities and organisations to both complete their projects and build their capabilities; helping to ensure their long-term sustainability and ability to serve their communities.

Pacific Hydro also leverages its considerable capabilities to provide in-kind support; including marketing, communications, donated technology, and information.

We are also able to refer applicant organisations to other services, networking, and opportunities, such as NFP support organisations, further grant/funding opportunities, training, and professional development.

1.5 Program methods

The way we provide support under the Program is tailored to the specific needs of each area, determined in consultation with the community. Broadly there are two methods used:

- **Direct support** – where Pacific Hydro directly helps to deliver projects and initiatives identified by the community as a priority, often over multiple years
- **Dynamic support** – where Pacific Hydro provides money through an annual process, such as a community fund, that is open to eligible applications (from not-for-profit groups, organisations, and initiatives that operate in the local community), with the community involved in the assessment of applications and allocation of funds

1.5.1 Finding the best method

Overall, Pacific Hydro seeks to involve and empower members of the local community to help us find the best method for their area.

Based on these considerations, to meet specific local needs the method used in each community area may be different.

1.5.2 Methods currently used

Area	Method	Communities Served
Ararat	Sustainable Communities Fund	Ararat Rural City
Clements Gap	Sustainable Communities Fund	Clements Gap, Crystal Brook, Red Hill, Port Broughton, Mundoora, Wandearah
Great South West	Sustainable Communities Fund	Codrington, Yambuk, Port Fairy, Koroit, Kirkstall, Orford, Portland, Cape Bridgewater, Cape Nelson South, Narrawong, Tyrendarra, Gorae, Heywood
Taralga	Community Enhancement Fund	Within 20km of the Taralga Wind Farm in the Upper Lachlan Local Government Area.
Yaloak South	Community Fund	Mount Wallace, Beremboke, Ballan, Glenmore, Fiskville

A map of areas specifically covered by the Program can be requested via enquiries@pacifichydro.com.au

Organisations and projects do not necessarily need to be based in these areas, but the proposed projects must serve and benefit these communities to be eligible. There may be additional requirements in each area.

2. Eligibility

2.1 Project eligibility

To be eligible, any proposed project or initiative must:

- Directly benefit the local community (in at least one of the Program areas)
- not be for the private gain of particular individuals
- Have the support of the community (shown by endorsement from prominent members of the community, either in the form of letters or other communication supporting the project)
- Meet the Community Investment Program's aims and objectives

Additional eligibility criteria may apply in each area.

2.2 Organisations that can apply

In line with the Program's aims, Pacific Hydro can either directly support an initiative; or offer a dynamic method, such as an annual Fund, with members of the local community involved in how the Fund is allocated.

2.2.1 Direct model

In the Direct Model, members of the community may be consulted and empowered to help Pacific Hydro identify local priorities and needs. Pacific Hydro may then commit to funding solutions to these over one or more years by

- engaging contractors or suppliers to deliver the solutions directly
- making annual donations to local groups or community organisations (as identified by the community) to support their work

2.2.2 Community Fund model

In the Community Fund model, Pacific Hydro will facilitate an annual grants program that local projects, initiatives, and organisations can apply to.

In most cases, only not-for-profit (NFP) organisations are eligible to apply for funding. For reference, *"A not for profit organisation is an organisation that is not operating for the profit or gain (either direct or indirect) of its individual members"*.

Not for profit organisations eligible to apply to Community Funds include

- Incorporated Associations
- Committees of Management
- Unincorporated (Voluntary) Associations with an ABN and a formal constitution
- Co-operatives (that are defined as not-for-profit in their charter or constitution)
- Companies Limited by Guarantee

Organisations that do not yet have an ABN are eligible, but additional paperwork may be required if their proposed project is successful.

2.2.3 Auspicing

If an organisation would not be considered eligible but wishes to apply for a grant, one way is to establish a relationship with an organisation that meets the NFP criteria (such as a local community group or service organisation) and work in partnership to deliver the project. This type of arrangement is known as **auspicing**, where the project is delivered under the auspices of that organisation.

Groups that may benefit from such an arrangement include newly formed or small initiatives.

To 'auspice' means to provide support, sponsorship or guidance. When using an auspice arrangement, the relationship is often described as one where the **auspicee** will be carrying out the project 'under the auspices of' the incorporated organisation – the **auspicator**. The **auspicator** applies for and receives the funding for the auspice and helps to deliver the project; and may cover the project under its Volunteer and Public Liability Insurance policies.

The **auspicator** must submit the application for funding; be the signatory to the terms of the funding agreement; and take responsibility for ensuring the project is delivered as agreed.

Use of an auspicing arrangement should be clearly identified in the application form.

2.2.4 Government-related Bodies, Agencies, or Organisations

Projects and initiatives that are the sole responsibility of Federal, State or Local Government cannot be supported through the Program.

Specifically, projects that seek to deliver or replace core government department services – such as the delivery of school building upgrades or core school services – are not eligible.

An exception exists where entities are individually incorporated, but serve as part of a broader government service (such as local volunteer fire brigade or SES units).

2.2.5 Kindergartens, schools, and Vocational Training Organisations

The Program will not support projects that seek to

- Deliver or support educational or training services that are a core government responsibility
- Deliver works and upgrades that would normally be funded by Government or from a School Building Fund (using the Australian Taxation Office's definition of a "School Building").

Core government responsibilities include the delivery of education and development services to children, young people and adults.

For example: an application that seeks funding to complete part of a classroom or building at a state school, or the replacement of chairs and desks would not be eligible to apply, as these expenses are considered the responsibility of government.

Facilities or resources that are shared with the community may be eligible to apply.

2.2.6 Local Fire Brigades and State Emergency Services

Entities that are individually incorporated, but work as part of a broader government service – such as volunteer SES or rural Fire Brigades – are eligible to apply for funding under the Program.

2.2.7 Committees of Management

Some local and state government owned reserves and facilities are managed by voluntary Committees of Management.

These bodies provide a management function on behalf of the relevant government department; and have responsibility to manage and maintain these facilities.

Committees of Management can apply to the fund for projects which are not considered core government responsibilities. For example: a Committee of Management for a council hall could apply for new chairs, furniture, or appliances; but not for a major extension or essential repair work to the building, which would be the responsibility of council.

3. Selection criteria

Projects and initiatives considered for funding under the Community Investment Program will be assessed against the following criteria – those that best meet these will have the greatest chance of success.

Additional criteria may apply in each individual area.

Pacific Hydro reserves the right to request further information in considering applications or proposals.

3.1 Align with the Community Investment Program aims

- Clearly outlines the project's aims/objectives – what it is trying to do
- Shows how the project aligns with the Community Investment Program's aims/objectives, and helps Pacific Hydro to make an effective investment in the community
- Explains how the project contributes to the long-term social, economic and environmental sustainability of the local community

3.2 Identify community needs

- Identifies the specific community need(s) that the project aims to fulfil or address
- Presents evidence to support the need(s) identified
- Explains how the project will benefit the community
- Identifies the specific groups in the community that will benefit (e.g. seniors, youth, indigenous people, jobseekers, people with a disability)
- Provides evidence of support for the project in the community (letters from or contact details of prominent community members that support the project).

3.3 Have a clear, realistic, and feasible plan

- Explains how the project will be delivered, and achieve the desired result
- Provides a simple plan that includes:
 - A description of the project
 - Project objectives (as above)
 - A clear project timeline outlining the key milestones and time it will take to deliver each part, as well as the project overall.

3.4 Outline a budget, prices, and alternatives

- Provides a realistic budget that accurately reflects the scope and scale of the project
- Provides at least two quotes or catalogue prices which clearly demonstrate the scope of goods and/or services required to deliver and complete the project
- Provides a list of any potential or alternative funding sources for the project (IE council funding, private philanthropy, member donations, other fundraising)
- If the application is for part-funding, explains other sources of funding

3.5 Outline a management plan

- Details who will oversee and manage the delivery of the project (board or management committee, person or people in your organisation or auspicing partner responsible for delivery)
- Evaluation strategy - how the project's success and effectiveness at meeting the community need will be evaluated
- Explains how the project is financially viable and can be achieved within the agreed timeframe

3.6 Is innovative

The following criteria are not essential, but will be taken into consideration

- What makes this project innovative or an original solution to community need(s)
- Outlines how your organisation will collaborate with the wider community, including other community groups, council and/or local business(es) in both delivering this project and in the future

4. What we will not fund

4.1 Organisations that did not fulfil a prior funding agreement

We will not fund projects proposed by organisations or individuals which have previously received funding from Pacific Hydro and:

- Did not deliver the project as described in the original application or proposal;
- Did not supply a Report Back Form and adequate proof of expenditure (receipts) within the agreed timeframe as required;
- Did not return funds to Pacific Hydro where the project was not implemented as agreed (this does not apply to organisations which return funds where the actual cost of their project falls below the proposed project costs)

An organisation or individual is not eligible to apply for further funding until any previously given funds have been spent in accordance with their Community Grant Agreement; and a Report Back Form with proof of the agreed expenditure (receipts or invoices) has been returned.

4.2 Specific Projects Not To Be Funded

The Program will not support applications that seek to:

- Cover an organisation's existing debts
- Pay for one-off administrative or advertising costs (such as insurance or printing and distributing promotional material)
- Pay salaries or wages of any kind to the staff of an applicant organisation (whether ongoing or on a contractual basis); please note this does not apply to tradespeople engaged to deliver part of a project, as they are considered a cost component of a project
- Pay conference organisers or sponsor potential attendees at conferences or symposia
- Cover accommodation or travel expenses of any kind
- Conduct fundraising events (such as dinners or fun runs)
- Administration and running costs of events or festivals (including advertising, accommodation, prize money, insurance, salaries or other fees)
- Applications from religious organisations for religious purposes
- Applications from political organisations or campaigns
- Applications from individuals or that benefit an individual (including those seeking support for academic studies towards a degree, overseas travel for any purpose, raising funds on behalf of charitable or other organisations)
- Projects that are the sole responsibility of Federal, State or Local Government, including Primary and Secondary schools and organisations that are auspiced by Government
- Projects that do not align with Pacific Hydro's corporate values, including projects that, in the opinion of Pacific Hydro, are environmentally, socially or economically unsustainable or do not benefit the local community (this includes applications for airconditioning)
- Projects that are illegal
- administration costs that an organisation incurs, including bank fees, accounting costs and fundraising expenses
- An Application that is from, or seeks to benefit or be used by, organisations operating outside our identified local communities.

Community Charter

Pacific Hydro aims to establish and maintain respectful and collaborative relationships with the communities in which it operates or seeks to operate in. Recognising that community support is as critical to project success as technical and financial factors, Pacific Hydro endeavours to develop, maintain and continually improve our relationships and support for our projects.

We aim to develop mutual trust and respect within our host communities through adopting appropriate levels of transparent, open engagement and communication at all stages of our projects. We are committed to delivering respectful, positive and lasting social, environmental and economic benefits to our host communities by supporting community initiatives and seeking mutually agreed solutions to potential issues.

Our Purpose, Vision, Values and Behaviours guide the interactions we have with all stakeholders, including local communities, and we recognise and respect people's rights, local laws, customs and cultures.

Pacific Hydro is committed to working with local communities in ways that are inclusive and collaborative to identify and mitigate potential impacts resulting from our activities, including social, cultural, health, safety or environmental, responding to the needs of each community.

As a member of your community, Pacific Hydro will also strive for best possible outcomes in response to enquiries, complaints and feedback from our stakeholders.



Michael Fuge

Chief Executive Officer

Version 4: Approved

Date: 7 September

Sustainability Policy

Pacific Hydro's Purpose is "Achieving investor returns by powering a cleaner world" and its Vision is "To create economic, social and environmental value by being our customers' preferred clean energy solutions provider." Achieving this purpose and vision requires us to develop, deliver and operate world-class clean energy assets in a sustainable way.

We define sustainability as the integration of innovative economic, social and environmental business practices to deliver long term value to our current and future shareholders, customers, partners, communities, employees and environment.

Our approach to sustainability supports our Purpose, Vision, Values and the achievement of our Strategic Goals and is critical in ensuring the long term success of our business.

Our aims:

- To use sustainability as a strategic principal for the Company;
- Gain a competitive advantage in our market by demonstrating exceptional, innovative and sustainable practices; and
- To embed sustainability into our everyday business activities and operations by identifying sustainability opportunities, risks and current and emerging sustainability issues.

How we will achieve this:

By developing a Sustainability Strategy and establishing a management system and culture that ensures:

Economic	Social	Environment
<ul style="list-style-type: none"> • Sustainable business practices are used to maintain ethical conduct, a culture of accountability, responsible procurement and overall governance • We comply with and respect all laws, regulations, treaties and conventions, including Pacific Hydro policies and our Code of Conduct • We achieve investor returns and create long term value for our shareholders • Customer needs are met or exceeded 	<ul style="list-style-type: none"> • We deliver long term benefits to our host communities, including Indigenous groups, through direct and indirect economic investment, capability building and other development initiatives and programs • Respect for our people in terms of health and safety, employee development and through fostering a diverse and inclusive workplace • Relationships with all stakeholders are ethical, responsive and collaborative in an effort to Create Shared Value 	<ul style="list-style-type: none"> • We minimise our impact on the environment • We use resources efficiently • We help to reduce the global reliance on fossil fuels by developing more new renewable energy projects • We help our customers address their climate change and mitigation obligations • We play an active role in environmental advocacy in areas that affect or which create and enhance positive environmental outcomes

And our sustainability performance is measured and communicated to all stakeholders in a timely, balanced and transparent way, including performance against targets and indicators.

Responsibility and Accountability under this Policy:

- Pacific Hydro's Board or its delegate, the Health, Safety, People and Sustainability Committee, has approved this Policy and is accountable for ensuring its implementation.
- The CEO and General Management Committee are ultimately responsible for ensuring the successful implementation of this policy.
- All directors, employees and contractors shall adhere to this Policy, act in a way which continuously promotes positive sustainability practices and performance and assist in delivering on targets established under the Sustainability Strategy.



Michael Fuge

Chief Executive Officer
Version 2.0 Approved
Date: 9 September 2014

Complaint Handling Process

