



Nhill Renewable Energy Facility – Complaints Investigation and Response Plan

October 2022



Nhill Renewable Energy Facility – CIRP

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1. INTRODUCTION

THE PLAN

In accordance with Clause 20 and 22 of Planning Permit PA1900722-1, the Complaints, Investigation and Response Plan must:

- a) Respond to all aspects of the construction and operation of the solar energy facility.
- b) Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 - Guidelines for complaint management in organisations.
- c) Include a process to investigate and resolve complaints (different processes may be required for different types of complaints)

Before development starts, the following information must be made publicly available and readily accessible from the solar energy facility project website, or another publicly available resource to the satisfaction of the responsible authority:

- a) A copy of the endorsed Complaints Investigation and Response Plan.
- b) A toll-free telephone number and email contact for complaints and queries to the solar energy facility operator.

This procedure applies when:

- Issues, incidents and operations occur throughout the construction and operation periods that impact stakeholders.
- Any community stakeholder submits an enquiry or complaint
- Toll Free Phone: 1800 114 794
- Website contact form: www.NhillSolarFarm.com.au
- Email: contact@vibeenergy.com.ai

This procedure applies to all personnel engaged at the Nhill Solar Farm, including employees, contractors and all people visiting the site, irrespective of their reason for visiting or their employer.

This procedure defines the project teams approach to complaints and enquiries resulting from construction and operation of the Nhill Solar Farm. The procedure aims to ensure that statutory reporting requirements are upheld, as well as demonstrate best practice for community engagement.

In addition, adherence to this procedure will ensure that Vibe Energy actively maintains good relationships with stakeholders and neighbours and can assist in the gathering of information for the purpose of continuous improvement.

Community enquiries and complaints received throughout the construction and operation periods will be into the Complaints Register included in Appendix A and the process outlined below.

THE FACILITY

The purpose of the Nhill Renewable Energy Facility (Facility) is to supply electricity to the National Electricity Market (NEM) through generation of electricity using solar photovoltaic (PV) panels. The Facility will connect to the NEM via the adjacent Nhill Substation at 22kV which is subject to a connection offer from Powercor.

The generation capacity of the Facility will be a maximum 4.95MW AC and will produce approximately 10,000MWh of 100% clean and renewable electricity per year, supplying clean energy to power the equivalent of 1,500 average Victorian homes per year, offsetting approximately 11,000tonnes of CO2 annually, making a significant contribution to the Hindmarsh Council area overall emissions profile.

The Project site area for the solar farm is small (27 acres as opposed to other solar farms with areas 500acres+) and considered to be a sustainable size for townships such as Nhill.

Other than the clean energy benefits of the proposal, the Facility will generate employment and contribute to economic growth in the Hindmarsh Council area, providing diversification of land use and diversification of energy generation in the region.

APPROVAL AUTHORITY

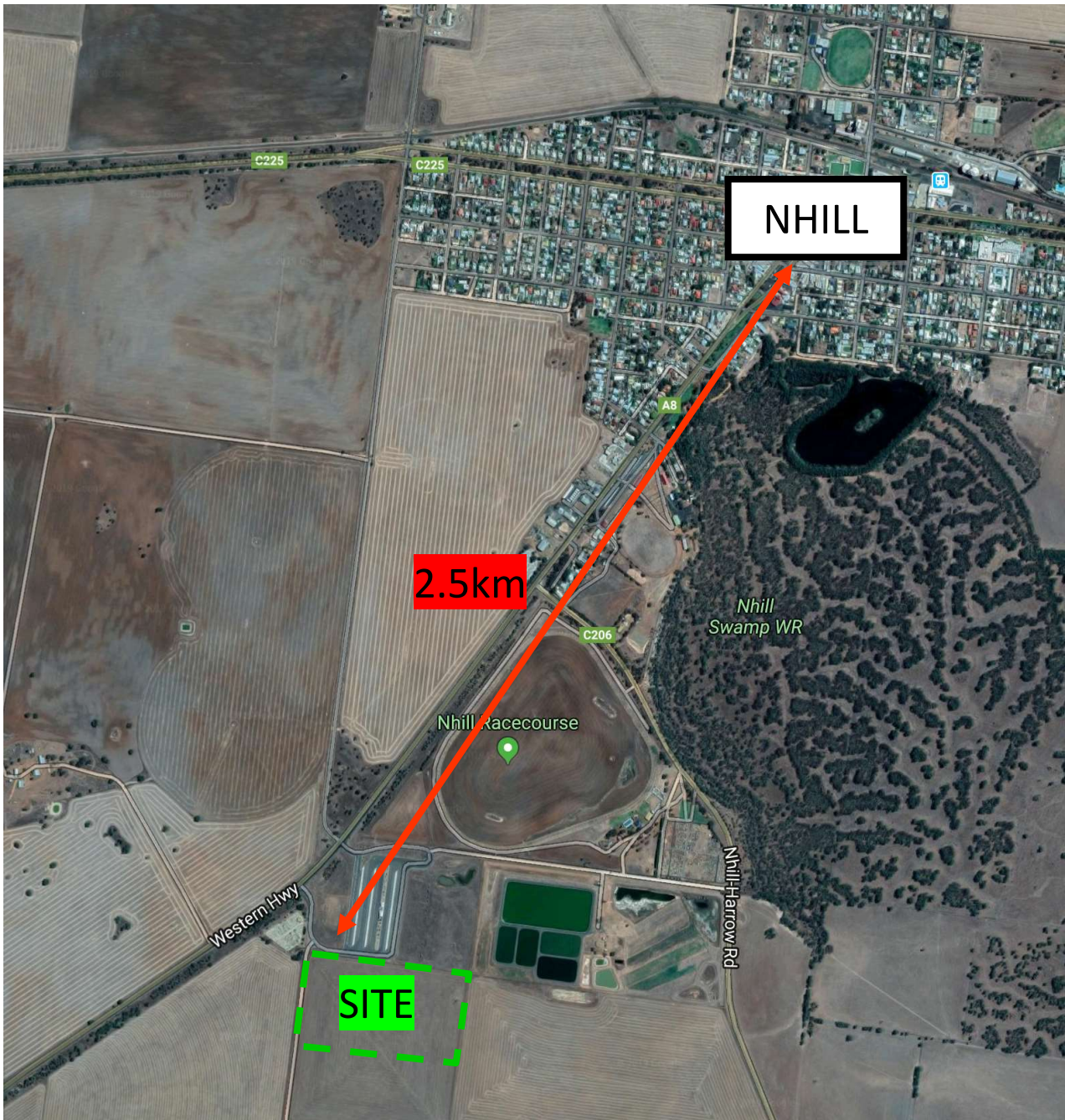
The responsible authority for solar energy facility planning permit applications is the Minister for Planning. In accordance with Clause 21 of Planning Permit PA1900722-1, the CIRP must be submitted to, approved and endorsed by the responsible authority. When endorsed, the plan will form part of this permit.

2. SITE ANALYSIS

The Site, which encompasses the solar farm and connecting infrastructure described in Chapter 3, is part of a 27 Acre site located at 35 Ervins Road, Nhill subdivided from a larger landholding known as Gum Park.

LOCALITY

The Site is located approximately 2.5kms from the Nhill town centre along South-West along the Western Highway.



Local nearby accommodation, Hospital and Nhill Country Fire Association (CFA) fire station is available within the Nhill town Area.

The Site is separated from the town by the Nhill Swamp, the Nhill Racecourse and the Nhill Trailer Exchange.

3. COMPLAINTS PROCEDURE

STANDARDS

This plan is prepared in accordance with, and must be read in conjunction with, Australian/New Zealand Standard AS/NZS 10002:2014- Guidelines for complaint management in organisations.

Implementation of the guidance set out in this Standard will:

- provide a complainant with access to an open and responsive complaints process;
- enhance an organization's ability to manage complaints in a consistent, systematic and responsive manner;
- enhance an organization's ability to identify trends and eliminate causes of complaints and improve the organization's operational effectiveness;
- encourage and support staff to improve their skills in complaint management;
- provide a basis for the ongoing review and analysis of the complaint management system, resolution of complaints, and process improvements made; and
- reduce the likelihood of complaints developing into ongoing disputes.

RESPONSIBILITIES

All personnel covered by this procedure are required to:

- Understand what constitutes an enquiry or complaint
- Ensure all enquiries and complaints are immediately directed to the Vibe Energy Director or delegate.
- Assist with investigations where required.

In the instance of a complaint or enquiry, the relevant personnel must:

- Record all complaints in the Complaints and Incident Register template included in Appendix A.
- Provide regular timely feedback on progress and results of relevant personnel.
- Implement learnings to improve what we do.

LODGING AN ENQUIRY OR COMPLAINT

At the time of an enquiry/complaint being received, the person responding to the community member must advise:

- That the solar farm has a Complaints Investigation and Response (this Procedure)
- The likely timeframe for an initial response
- The likely timeframe for investigation and resolution of their enquiry
- That details provided will be covered by the Commonwealth Privacy Act 1988

If appropriate, the person responding can also request the community member provide a follow up request in writing, so a copy of the enquiry or complaint is available in the community member's own words.

Vibe Energy will report notifiable safety and environmental events and all complaint events to the Vibe Energy Director as soon as practically possible, but not later than the shift on which the event occurred unless otherwise contractually required. This report may be by voice, email or text.

Complaints shall be registered, tracked and responded to in accordance with the following:

- Advise Vibe Energy of all complaints received during construction and operation of the facility
- Complaint entered into the Complaints and Incident Register template included in Appendix A
- Initial response provided to the complainant within 24 hours indicating the matter is being addressed
- Detailed response including details of the complaint and the action taken / further action planned to alleviate the problem provided to Vibe Energy Directors within ten working days
- Vibe Energy Directors will make the determination to notify the relevant authority. The relevant site personnel shall work with the Vibe Energy Directors as required during incident investigation activities.

Minimum details to be recorded are:

- Issue, complaint or query summary
- Time and date of enquiry/complaint
- Details of community member making enquiry/complaint and their relationship to Vibe Energy Solar Farm

Preferred means and time for contacting community member

Place, location (if applicable) of issue/s raised

Additional, brief description of enquiry/complaint

Any other parties that this enquiry/complaint has been raised with

Any actions taken to date to respond to issue/complaint, either by the community member involved or site personnel

Whether this is the first time the community member has raised this issue and if not, who was it was raised last time

Expectations of community member involved on how to issue/complaint should be handled

Details of personnel recording the enquiry/complaint.

All enquiries or complaints:

a) Received from:

- Members of the public
- Neighbours
- Landholders
- Members of Parliament

- Council representatives
- Community Liaison Group members outside of usual forum
- And other community groups

b) By the asset employees or contractors, and

c) That are either:

- Verbal, in person
- Written
- Emailed
- Referred by a third party
- By phone

Are to be recorded in Lucidity Enquiries & Complaints Register.:

INVESTIGATION

Upon receipt of an enquiry or complaint, Vibe Energy will:

- Determine if relevant authorities need to be notified or involved
- Determine scope of investigations to resolve complaints and action
- If the enquiry/complaint relates to a specific person, notify this person and provide them with adequate means to respond and reply
- Provide regular, timely feedback to the community member, relevant site personnel and others throughout the investigation
- Ideally, conclude the investigation and report to all parties within 4 weeks (recognising that a longer time may be required to properly conclude the matter)

To be of benefit investigations should:

- Be systematic and consistent
- Carried out with regard to the relevant guidelines and legislation only
- In reference to the Planning Permit approval and associated management plans
- Accurately describe the sequence of events leading to the issue
- Identify and describe the basic causes that are directly or indirectly contributing to the issue
- Identify any deficiencies in any of the asset Systems and/or Procedures
- Recommend any corrective action and/or opportunities for improvement.

RESPONSE

Investigations once completed should be summarised and communicated to the community member involved by Vibe Energy or relevant personnel within 4 weeks (if possible).

An option for the relevant personnel to provide further, verbal explanation of the information provided, conclusions made, and actions taken should be also be offered to the community member making the enquiry or complaint.

ESCALATION

Community members can request that their enquiry or complaint is escalated to another, more senior representative if they are unsatisfied with the outcome of the initial investigation and response.

Escalations:

- Must be made in writing
- Will be acknowledged and further investigations commenced within 1 week
- Will be completed by the Vibe Energy Director
- Ideally, will be completed and a response provided within 4 weeks

Where appropriate, Vibe Energy will invite external agencies to provide further input to and review of escalated enquiries and complaints.

Outcomes of escalated enquiries and complaints are intended to provide a final resolution to the original community members' enquiry or complaint.

OUTCOME

Feedback from community members can be valuable in helping Vibe Energy recognise opportunities for improvement – both operationally and in how the solar farm manages relationships with the community.

All enquiries and complaints are managed to provide a source of information as to the specific issues that need to be addressed, managed and mitigated.

On a weekly basis, summaries of all community enquiries and complaints are provided to the Vibe Energy Management for consideration and action if required.

A copy of the CIRP will be made available on the Nhill Solar Farm website www.NhillSolarFarm.com.au.

4. ABOUT VIBE ENERGY

Established in 2009, Vibe Energy has been operating for over 10 years with the mission to reduce grid demand through the integration of **new and existing technologies**. We provide network support services for grid systems and distributed generation in South Australia through embedded generation plant both behind, and in front of the meter. Vibe Energy holds an ESCOSA Generation License in SA for peaking diesel generation and Solar PV.

Currently, we are contracted to provide a multi-year network support service to SA Power Networks for 4MW's of network support in Bordertown on the South East line in SA. The support is provided with a 5.2MW diesel fueled powerstation connected to SAPN's 11kV feeder. Vibe Energy's personnel managed the approvals, design and engineering, construction and commissioning. The control system was integrated using Vibe Energy's technical expertise.

5. CONTACTS AND KEY PERSONNEL

Dean Panos

Director (Commercial) - Vibe Energy

Ph: 0410 449 053

Email: dean@vibeenergy.com.au



Stephen Bussenschutt

Director (Technical) - Vibe Energy

Ph: 0417 828 675

Email: stephen@vibeenergy.com.au



APPENDIX A – COMPLAINTS REGISTER

Register Of Complaints for Environmental Issues									
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