

Commonwealth Environmental Impact Statement

Attachment II – Consultation
report



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EIS / EES consultation requirements

No.	Requirement	Details	Where to reference in this report
1.	EES Scoping Requirements	Develop and implement a Consultation Plan to <ul style="list-style-type: none"> • identify stakeholders • characterise public and stakeholders' interests, concerns and consultation needs, local knowledge and inputs • describe consultation methods and schedule • outline how public and stakeholder inputs will be recorded, considered and/or addressed in the preparation of the EES. 	Section 3
2.	Regulator request	Consultation Plan - update to reflect current situation	Section 3
3.	EES Scoping Requirements	Deliver on commitments made in Consultation Plan	Section 6
4.	EES Scoping Requirements	EES must document the process and results of the consultation undertaken by the proponent during preparation of the EES, including the issues raised by stakeholders or the public and the proponent's responses to these issues in the context of the EES studies and the associated consideration of mitigation measures.	Section 8
5.	EES Scoping Requirements	EES must include an outline of a program for community consultation, stakeholder engagement and communications proposed for implementation during the construction and operation of the project, including opportunities for local stakeholders to engage with the proponent to seek responses to issues that might arise during project implementation.	Section 9
6.	EES Scoping Requirements	The EMF must outline opportunities for local stakeholders to engage with the proponent to seek responses to issues that might arise during construction or operation. EMF will set out procedures for: <ul style="list-style-type: none"> • Complaints recording and resolution; • auditing and reporting of performance including compliance with relevant statutory conditions and standards; and • review of the effectiveness of the EMF for continuous improvement. 	Section 9 APPENDIX A APPENDIX B
7.	EES Scoping Requirements	Consultation with registered Aboriginal parties and traditional owner groups to identify and characterise cultural heritage sites or a read of insensitivity and intangible cultural heritage values potentially impacted by the project.	Section 4
8.	EIS Guidelines	The EIS must include details of any consultation about the action, including <ol style="list-style-type: none"> a any consultation that has already taken place; b proposed consultation about relevant impacts of the action with persons, groups or organisations that may be directly affected by the proposed action; c proposed consultation about relevant impacts of the action with interested parties; d if there has been consultation about the proposed action, identification of any objections or claims about the proposed action and a documented response to, or result of, the consultation; e identification of affected parties, including a statement mentioning any communities that may be affected and describing their views; and f a summary of how and when stakeholders will be notified of the commencement of the key phases of the development and how any ongoing consultation after approval will be undertaken. 	Section 4 Section 6 Section 8 Section 9

No.	Requirement	Details	Where to reference in this report
9.	EIS Guidelines	The Minister must be provided with a report on the public submissions received on the draft EIS, together with proposed final drafts of the EIS, incorporating any revisions made in response to public comments.	To be provided post-public review.
10.	EIS Guidelines	The EIS must include a process for ongoing consultation with Indigenous people whose rights, claims or interests may be affected by the development. This must include: (a) an engagement plan for ongoing consultation throughout the life of the project and how this will be conducted in a culturally appropriate way; and (b) consultation on the development of mitigation measures and management of proposed additional protected areas.	Section 4
11.	EIS Guidelines	The EIS must <ul style="list-style-type: none"> g provide the names of Traditional Owners, Indigenous stakeholders or representative bodies consulted, and demonstrate that they have been consulted on all relevant issues, and h demonstration of how feedback from the Gunaikurnai, Bunurong peoples and other Indigenous stakeholders has been incorporated into project planning, implementation and rehabilitation, and the justification for not incorporating this feedback as necessary. 	Section 4
12.	EIS Guidelines	The process for consultation with Indigenous people must take into consideration Engage Early Guidance for proponents on best practice Indigenous engagement for environmental assessments under the EPBC Act, Dhawura Ngilan: A Vision for Aboriginal and Torres Strait Islander Heritage in Australia, and Best Practice Standards in Indigenous Cultural Heritage Management and Legislation.	Section 4

Abbreviations

Abbreviation	Definition
EES	Environment Effects Statement
EIA	Environmental Impact Assessment
EIS	Environmental Impact Statement
EMF	Environmental Management Framework
IAP2	International Association of Public Participation (now Engagement Institute)
RAP	Registered Aboriginal Party
TRG	Technical Reference Group

Glossary

Term	Definition
Biologically important area	Spatially defined areas where aggregations of individuals of a species are known to display a biologically important behaviour such as breeding, foraging, resting or migration.
Cetacean	A marine mammal of the order Cetacea; a whale, dolphin, or porpoise.

Term	Definition
Commonwealth waters	Any waters of the sea beyond three nautical miles (state waters) to the boundary of the exclusive economic zone (EEZ). Jurisdiction over the water column and the subjacent seabed is vested to the Commonwealth.
Cumulative impact	The resultant impact of the project, in combination with one or more other existing or proposed projects in the area, on the same environmental asset. The total impact from the contributing projects is the cumulative impact.
Environment	Consistent with the <i>Environment Protection and Biodiversity Conservation Act 1999</i> and the <i>Environment Effects Act 1978</i> , the definition of environment encompasses physical, biological, heritage, cultural, social, health, safety and economic aspects.
Impact	A positive or negative change to an environmental asset (including physical, ecological and socio-economic assets) that is caused by a project activity. For example, seabed clearing for cable construction (activity) which results in habitat loss (impact).
Mitigation measures	Actions, commitments or measures that are implemented to avoid, minimise or manage potential impacts. These include boundaries around project design parameters (including construction), as well as the implementation of actions, systems and procedures to avoid, minimise and manage impacts (including monitoring).
Monitoring	Methods used to review the environmental performance and effectiveness of mitigation measures and to determine if project activities are within defined acceptable levels of impact.
Offshore export cable corridor / area	The offshore export cable corridor / area contains the export cables which transport electricity between the offshore wind farm and the shore crossing.
Offshore project area	The maximum offshore geographical extent that would be used for the development of the project, including permanent structures and areas used for construction and operation works. This area comprises both the offshore export cable corridor and the offshore wind farm area.
Ramsar site	Wetlands of international importance, designated under the Ramsar Convention. Near to the project includes Corner Inlet and Western Port.
Scoping requirements	Define the specific matters, boundaries and investigations needed for a project to be assessed.

Attachment II – Consultation Report

1 Executive summary

Star of the South is committed to working with communities and stakeholders in a respectful and inclusive manner to develop the project, support the growth of offshore wind to meet government objectives, and respond to feedback, ideas and insights – including through the environmental impact assessment process (assessment).

This commitment is demonstrated through the proactive and principles-based approach to engagement implemented to date, which has been effective in driving project and industry progress and building broad awareness and understanding of offshore wind in Gippsland.

As Australia's first-proposed and most advanced offshore wind project, the project's scope and outcomes of have evolved since its inception in 2017, prior to and alongside the development of the offshore wind sector in Australia in that same time.

The objectives of delivering a significant, secure and reliable source of large-scale renewable electricity to meet Australia's climate targets and supporting a smooth transition from retiring coal plants have remained the same, but the design of the project has evolved in response to several factors, including:

- Site investigations undertaken over the last six years, which provided robust scientific data on the existing environment and site conditions, enabling evidence-based project refinements
- The establishment of the Commonwealth offshore regulatory framework under the *Offshore Electricity Infrastructure Act 2021* (OEI Act), under which Star of the South was awarded a Feasibility Licence (replacing the previous Exploration Licence obtained in 2019) for a larger area located three kilometres further offshore
- Victorian Government plans for a shared transmission line and grid connection near Giffard (the 'VicGrid connection hub') to service offshore wind projects in Gippsland. An approximately 30 kilometre underground transmission corridor to this connection hub has replaced the project's originally proposed 80-90 kilometre transmission corridor to the Latrobe Valley
- Advancements in wind turbine technology and availability, leading Star of the South to propose fewer but larger turbines to generate the same energy output.

The Environmental Impact Statement (EIS) and Environment Effects Statement (EES) referrals in 2020 were based on the initially proposed project scope. Since then, the project's environmental impact assessments and stakeholder engagement have expanded and adapted to reflect and incorporate scope changes and evolving government policy and regulatory requirements.

Consultation is central to the assessment process. It helps build understanding of the project and its potential effects and enables stakeholder views to be considered during project refinement, and by the government in its assessment and approval decisions.

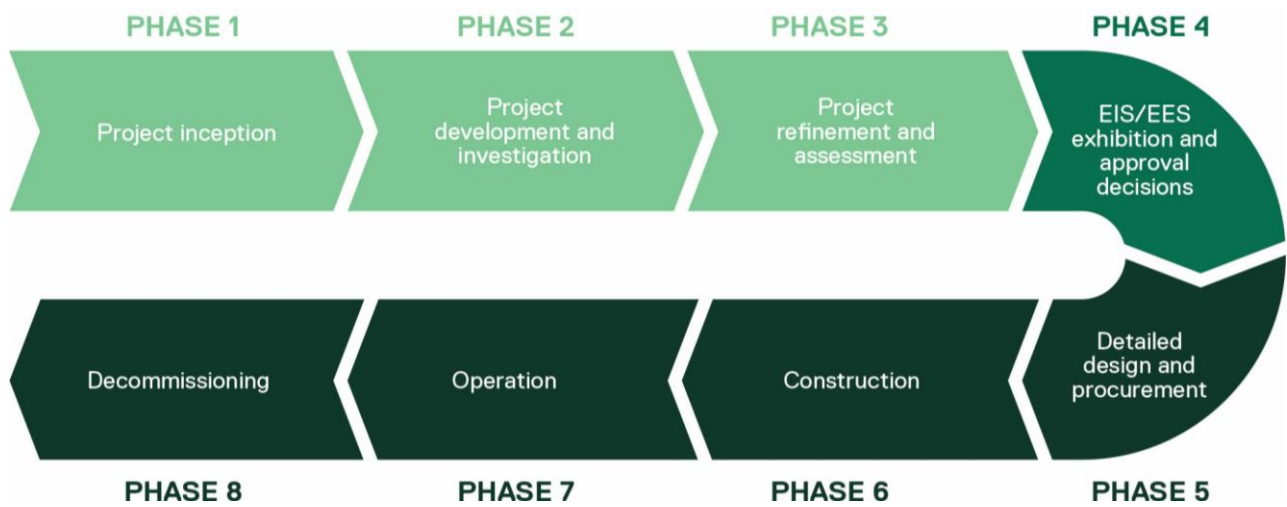
In line with the EIS assessment guidelines and EES scoping requirements, Star of the South has developed and implemented a Consultation Plan. The outcomes are outlined in this report.

Consultation has played an important role in the project's development and success to date. Star of the South has actively consulted and undertaken research to inform early planning and ensure the project addresses real needs, delivers value, acts on opportunities and resolves issues. As Australia's first offshore wind project, Star of the South has at all times sought to set a high standard for engagement to build trust in the industry and set it up for success in Australia.

1.1 A phased approach to engagement

The project's consultation has occurred in phases, with objectives linked to each stage of the project's development and assessment process. This report summarises engagement completed to date with interested and affected parties including local communities and community-based stakeholders throughout Phases 1, 2 and 3.

Figure 1-1 Consultation phases – overview



1.2 Communication and engagement methods

Recognising the diversity in communications and engagement needs and preferences, Star of the South used a wide range of communications tools and consultation methods as outlined in Figure 1-2.

Figure 1-2 Communications and engagement snapshot



1.3 Stakeholders

As a major infrastructure project that is the ‘first of its kind’ in Australia, the project has attracted broad interest, recording more than 16,000 stakeholder interactions since 2017.

Stakeholder groups engaged in project development and assessment are:

- Commonwealth Government
- Victorian Government
- Commercial fishing industry
- Recreational fishers, boaters and divers

- Local governments
- First Nations
- Landholders
- Local communities and groups
- Local and regional businesses
- Environment and climate interest groups
- Education and training providers
- Local and regional ports
- Shipping industry
- Energy industry
- Unions
- Peak bodies and associations
- Other infrastructure and licence holders

Thirty-two per cent of all stakeholder interactions have been with community members and groups, 23 per cent with landholders, 13 per cent with the supply chain (including local businesses), 12 per cent with government and six per cent with fishing stakeholders. Remaining groups represent between one to four per cent of all interactions.

1.4 Feedback

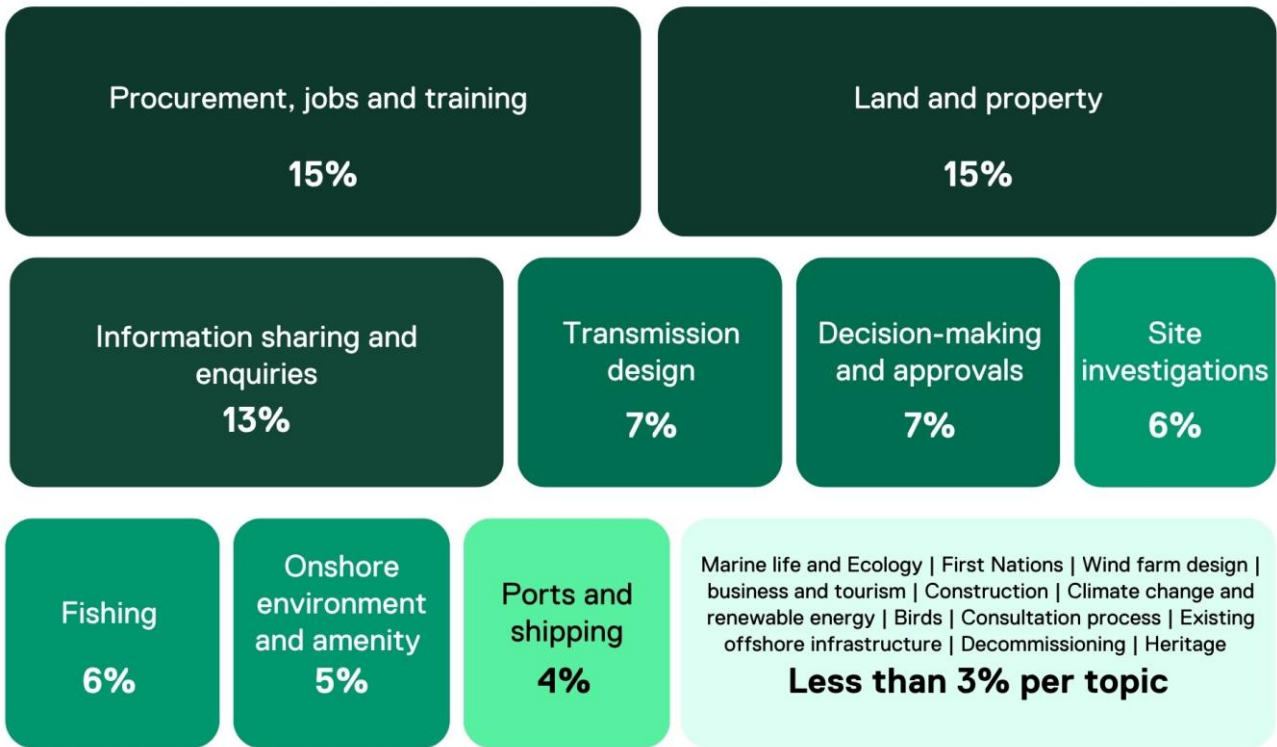
Star of the South has actively sought and considered feedback throughout the development of the project and reported back on how feedback has been used, including through direct engagement, e-newsletters and consultation reports.

This report provides an overview of feedback received throughout the project's development and includes a summary of key issues raised in relation to the EIS / EES study groups:

- Marine environment
- Onshore environment
- Heritage
- Social, economic and visual
- Transport and infrastructure.

Star of the South thanks everyone, particularly members of local Gippsland communities, for their involvement in the project's development and for contributing feedback as part of the EIA process.

Figure 1-3 Most frequently discussed topics



1.5 Next steps

Star of the South will implement a comprehensive program of engagement to support public review and ensure the assessment outcomes are accessible to local communities and stakeholders.

Project staff will be available through in-person and online channels during the public review period to provide information and encourage feedback via the formal submissions process. Star of the South will actively promote the different ways feedback can be provided during this period.

If the project is approved and proceeds to construction, Star of the South will continue to provide regular updates and proactively engage with the community and stakeholders throughout the construction, operations and decommissioning phases of the project.

2 Introduction

2.1 About the project

The project includes an offshore wind farm with up to 147 turbines, located at least 10 km off Victoria's Gippsland coast between Port Albert and Woodside Beach. Electricity from the offshore wind farm will be transmitted to the grid via a transmission system comprising offshore substations, offshore cables which cross the shore underground at Reeves Beach, and approximately 30 kilometres of onshore underground cables connecting to a VicGrid connection hub at Giffard.

With a capacity of up to 2.2 GW, the project has the potential to power 1.2 million homes, supplying up to 20 per cent of Victoria's electricity needs. It will create thousands of construction jobs and hundreds of Gippsland jobs during 30 years of operations and cut emissions from Victoria's electricity sector to support state and national emissions reduction targets.

2.2 Project development context

The project has been under development with financial partners since 2017.

As the first offshore wind project proposed in Australia, Star of the South has not only engaged communities and stakeholders on the project's development and assessment; it has also been responsible for introducing them to the concept of offshore wind energy. Interactions with Star of the South have often been the first time people hear of or engage in conversations about offshore wind energy. As such, building awareness and understanding of this new energy technology for Australia has been a priority for Star of the South from the outset; to support industry growth, build support, and enable informed participation in both project and industry development.

The project has been conceptualised, shaped and refined ahead of, alongside and in response to the establishment of legislation, policy and regulations for Australia's offshore wind industry. Star of the South has adapted and refined the project's scope and design to ensure compliance with emerging regulations, to incorporate community and stakeholder feedback, and in response to the findings of environmental and technical surveys and assessments.

2.3 Planning and approval

In 2020 the project was referred under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and the Victorian *Environment Effects Act 1978* (EE Act). A delegate of the Commonwealth Minister for the Environment issued a decision that the project is a 'controlled action' and that an EIS would be required. The Victorian Minister for Planning determined that an EES would be required to assess the effects of works proposed within Victorian jurisdiction.

Under the Commonwealth EPBC Act, the controlling provisions are:

- Ramsar wetlands
- Listed threatened species and communities
- Listed migratory species
- Commonwealth marine areas.

A Victorian EES was deemed necessary to assess possible impacts to:

- Biodiversity values, including habitat of terrestrial and aquatic listed species
- Aboriginal cultural heritage values
- Local and regional socioeconomic environment and landscape values.

Together, the EIS / EES assesses potentially significant environmental, social, economic and planning aspects of the project against the respective Commonwealth and Victorian environmental legislation and regulations to seek:

- Approval under the Commonwealth EPBC Act
- Planning approval under the Victorian *Planning and Environment Act 1987*
- Marine and coastal consent under the Victorian *Marine and Coastal Act 2018*
- An approved Cultural Heritage Management Plan under the Victorian *Aboriginal Heritage Act 2006*.

2.3.1 Coordinated assessment process

The Commonwealth Department of Climate Change, Energy, the Environment and Water and the Victorian Department of Transport and Planning agreed to coordinate, and where possible integrate, the Commonwealth and State environmental assessment processes – the EIS under the EPBC Act and the EES under the EE Act.

The coordinated process includes integrated engagement with government, stakeholders and the community to deliver consistent and clear information to reduce duplication wherever possible.

A Technical Reference Group, a requirement of the EES process, was established in 2001 and administered by the Department of Transport and Planning.

2.3.2 Consultation requirements

The Commonwealth EIS assessment guidelines and the Victorian EES scoping requirements require Star of the South to inform and consult with First Nations peoples, communities, and relevant stakeholders about the project and technical studies which inform the assessment.

Star of the South is required to develop and implement a Consultation Plan to:

- Inform communities and stakeholders about the proposed project, the assessment process and opportunities for participation
- Help people understand the project and the assessment process
- Encourage participation and seek input during preparation of the assessment, to identify issues of potential concern, obtain local insight, and gain feedback on measures to address concerns
- Use and respond to public input
- Build on previous consultation to involve communities and stakeholders in project development.

2.3.3 Technical Reference Group

The Department of Transport and Planning convened an inter-agency Technical Reference Group to advise Star of the South and the Department on the scoping and adequacy of the assessment.

The government organisations represented on the Technical Reference Group are:

- Department of Transport and Planning

- Department of Energy, Environment and Climate Action
- Department of Climate Change, Energy, the Environment and Water (Cth)
- Environment Protection Authority Victoria
- First Peoples – State Relations
- Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC)
- Heritage Victoria
- Wellington Shire Council
- West Gippsland Catchment Management Authority

Representatives are supported by internal experts on specific aspects of the technical studies.

Figure 2-1 Technical Reference Group site visit



3 Consultation plan

Star of the South prepared a Consultation Plan in consultation with the Department of Transport and Planning and Technical Reference Group which sets out Star of the South’s approach to communication and engagement during preparation of the assessment, in line with best practices and in compliance with government requirements. The overall goal is to deliver an assessment that has been informed by stakeholder and community feedback.

This plan was first published in 2021, has been updated as required and remains available on the [Victorian Government’s planning website](#).

3.1 Principles

The principles outlined in Table 3-1 guide Star of the South’s approach to consultation and engagement:

Table 3-1 Engagement principles

Principle	What this means during assessment preparation and public review
Open and transparent	<p>Star of the South listens with an open mind and is upfront about considerations, impacts and opportunities.</p> <ul style="list-style-type: none"> • Information is clear, accurate, timely and easy to find. • Decision making processes, including how feedback is used, are clearly explained. • Sufficient time is provided to consider and respond to information. • Opportunities to participate are communicated widely. • Work with Registered Aboriginal Parties and Traditional Owners to understand their aspirations for their Country and peoples, and potential economic and community contribution of the project.
Responsive	<p>Star of the South responds promptly to feedback, no matter how big or small.</p> <ul style="list-style-type: none"> • Feedback and issues are managed effectively and promptly. • Continually improve the process for responding to feedback and issues. • Appropriate resources are available to engage effectively.
Flexible and inclusive	<p>Star of the South remains flexible about how it does things so that stakeholder inputs can shape the project.</p> <ul style="list-style-type: none"> • Provide opportunities for community members to identify themselves as interested stakeholders and participate in engagement activities. • Seek to include all interested parties. • Provide different ways and times for people to participate. • Provide flexibility so that feedback can genuinely influence decisions.

Principle	What this means during assessment preparation and public review
Act with integrity	<p>Star of the South is respectful and honest in all interactions with communities and stakeholders.</p> <ul style="list-style-type: none"> • Follow through on commitments. • Respectful and honest in all interactions. • Follow legal and legislative requirements. • Rights-based engagement with First Nations peoples, taking guidance from Registered Aboriginal Parties and Traditional Owners on consultation approaches. • Consult and cooperate with Registered Aboriginal Parties and Traditional Owners in 'good faith' to obtain 'free, prior and informed consent.'
Accountable	<p>Star of the South takes ownership of issues and provides access to leadership and decision makers.</p> <ul style="list-style-type: none"> • Take ownership for issues that may arise, particularly those affecting local communities or stakeholders. • Senior and specialist team members are accessible to all stakeholders.

3.2 Objectives

Communication and engagement objectives are to:

- Inform communities and stakeholders about the project, the assessment process and opportunities to participate
- Actively involve communities and stakeholders in the project's development and planning to improve outcomes
- Encourage participation and seek input during the preparation of the assessment to identify issues of potential concern, obtain local insight and gain feedback on measures to address concerns
- Help people understand the project and participate in its development by ensuring communication materials are clear and accessible
- Demonstrate how community and stakeholder feedback and issues are being captured and used to inform the project's development and assessment.

3.3 Relevant legislation and best practice

Star of the South's approach to consultation has been underpinned by awareness and consideration of the following legislative requirements and best practice guidance:

- Engagement Institute (formerly IAP2) Core Values and Public Participation Spectrum
- *Environment Effects Act 1978* (Vic)

- *Environment Protection and Biodiversity Conservation Act 1999* (Cth) and associated regulations
- *Offshore Electricity Infrastructure Act 2021* (OEI Act) (Cth) and associated regulations
- *Marine and Coastal Act 2018* (Vic)
- *Equal Opportunity Act 2010* (Vic)
- *Charter of Human Rights and Responsibilities Act 2000* (Vic)
- *Privacy Act 1988* (Cth)
- Victorian Auditor General's Office – Public Participation Better Practice Guide 2015
- Victorian Government Public Engagement Framework (2021)
- Australian Energy Infrastructure Commissioner Considerations for Offshore Wind Industry on Community Engagement
- Ministerial Guidelines for Assessment of Environmental Effects (DTP, 2023) and associated advisory note on Preparing an EES Consultation Plan, Department of Transport and Planning
- Community engagement associated with renewable energy infrastructure review (2023), Department of Climate Change, Energy, the Environment and Water)
- Community Engagement Guidelines for the Australian Wind Industry, 2018, Clean Energy Council.

4 Stakeholder identification

As a major infrastructure project that is the 'first of its kind' in Australia, the project has attracted broad stakeholder interest, recording more than 16,000 stakeholder interactions since 2017.

Stakeholder groups engaged in project development and assessment are:

- First Nations
- Commonwealth Government
- Victorian Government
- Local governments
- Landholders
- Local communities and groups
- Local and regional businesses
- Environment and climate interest groups
- Education and training providers
- Commercial fishing industry
- Recreational fishers, boaters and divers
- Local and regional ports
- Shipping industry
- Energy industry
- Unions
- Peak bodies and associations
- Other infrastructure and licence holders

A list of identified stakeholders and a summary of their interests / issues is provided in Table 4-1.

Table 4-1 Stakeholder analysis

Category	Description		Overview of interests / issues
First Nations	Registered Aboriginal Parties	<ul style="list-style-type: none"> • Gunaikurnai Land and Waters Aboriginal Corporation • Bunurong Land Council Aboriginal Corporation 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Native Title • Avoiding or minimising impacts to cultural heritage and the environment and culturally significant species • Cultural Heritage Management Plan • Access to and caring for Country • Opportunities to be involved in the project • Economic / employment opportunities for indigenous businesses and job seekers
	Aboriginal Community Controlled Organisations	<ul style="list-style-type: none"> • Gippsland and East Gippsland Aboriginal Cooperative • Lakes Entrance Aboriginal Health Association • Moogii Aboriginal Council • Ramahyuk District Aboriginal Corporation 	
	First Nations businesses	<ul style="list-style-type: none"> • Kinaway Chamber of Commerce • Supply Nation • Local First Nations businesses 	
	First Nations peoples	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander people 	
Commonwealth Government	Ministers and Members of Parliament	<ul style="list-style-type: none"> • Prime Minister • Minister for Climate Change and Energy • Minister for the Environment and Water • Minister for Industry • Member for Gippsland • Member for Monash • Victorian Senators 	<ul style="list-style-type: none"> • Energy security and prices • Local jobs and investment • Climate and renewable energy targets • Environmental assessment and avoiding or minimising impacts • Avoiding conflicts with other users such as fishers and other licence holders • Safety and protecting assets • Compliance with existing laws, policies and regulations • Community sentiment • Consultation process • Project timeframes
	Departments	<ul style="list-style-type: none"> • Department of Prime Minister and Cabinet • Department of Climate Change, Energy, the Environment and Water • Department of Industry, Science and Resources • Department of Defence • Department of Infrastructure, Transport, Regional Development, Communications and the Arts 	

Category	Description		Overview of interests / issues
	Statutory bodies / regulators	<ul style="list-style-type: none"> • Australian Energy Infrastructure Commissioner • Australian Fisheries Management Authority • Australian Hydrographic Office • Australian Maritime Safety Authority • Bureau of Meteorology • CarbonNet • Commonwealth Scientific and Industrial Research Organisation (CSIRO) Australian Antarctic Division • Civil Aviation Safety Authority • Fisheries Research and Development Corporation • Geoscience Australia • National Offshore Petroleum Safety and Environmental Management Authority • Offshore Infrastructure Regulator • Offshore Infrastructure Registrar • Regional Development Australia Committee 	
Victorian Government	Ministers and Members of Parliament	<ul style="list-style-type: none"> • Premier of Victoria • Minister for Energy, Resources and Climate Action • Minister for Environment • Minister for Planning • Minister for Ports and Freight • Minister for Boating and Fishing • Member for South Gippsland • Member for Morwell • Member for East Gippsland • Member for Hastings • Members for Eastern Victoria 	<ul style="list-style-type: none"> • Value for money • Latrobe Valley transition • Supporting infrastructure (ports, transmission) • Energy security and prices • Local jobs and investment • Climate and renewable energy targets • Environmental assessment and avoiding or minimising impacts • Safety and protecting assets • Compliance with existing laws, policies and regulations

Category	Description		Overview of interests / issues
	Departments	<ul style="list-style-type: none"> • Department of Energy, Environment and Climate Action • Department of Education and Training • Department of Jobs, Skills, Industry and Regions • Department of Premier and Cabinet • Department of Transport and Planning • Department of Treasury and Finance 	<ul style="list-style-type: none"> • Community sentiment • Consultation process • Project timeframes

Category	Description	Overview of interests / issues
	<p>Statutory bodies / regulators</p> <ul style="list-style-type: none"> • Country Fire Authority • Environment Protection Authority Victoria • Earth Resources Victoria • Emergency Management Victoria • Energy Safe Victoria • First People State Relations • Freight Victoria • Gippsland Ports Authority • Gippsland Water • Heritage Victoria • Invest Victoria • Latrobe Valley Authority • Offshore Wind Energy Victoria • Parks Victoria • Port of Hastings Development Authority • Regional Development Victoria • South Gippsland Catchment Management Authority • State Emergency Service • Transport Safety Victoria – Maritime • Transport Victoria • VicGrid • Victorian Fisheries Authority • Victoria Police (water police) • Victorian Skills Authority • Visit Victoria • West Gippsland Catchment Management Authority 	

Category	Description		Overview of interests / issues
Local Government	Councils / Councillors	<ul style="list-style-type: none"> Wellington Shire Council Latrobe City Council South Gippsland Shire Council East Gippsland Shire Council One Gippsland 	<ul style="list-style-type: none"> Understanding project rationale and benefits Understanding and avoiding / minimising adverse impacts on council land and assets, the local environment and for local residents and businesses Opportunities to provide input to project planning and delivery Opportunities to regenerate or transition local industries, businesses and the economy Local benefits Community consultation process
Energy industry	Licence holders and asset owners and operators	<ul style="list-style-type: none"> AusNet services AGL (Loy Yang A Power Station) Alinta (Loy Yang B Power Station) APA (Basslink) EnergyAustralia (Yallourn Power Station) Gippsland offshore wind developers Marinus Link Mining tenement holders Oil and gas operators in eastern Bass Strait – ExxonMobil, Beach Energy, GB Energy Petroleum / gas tenement holders 	<ul style="list-style-type: none"> Transmission route and technology Offshore wind farm area and cable export area Understanding potential impacts from project construction and operation on land, licence and/or asset Involvement in decisions which may affect land, licence and/or asset Minimising impacts on land, licence and/or asset during construction and operation Co-existing
	Energy market operators and regulators	<ul style="list-style-type: none"> Australian Energy Market Commission Australian Energy Market Operator Clean Energy Regulator Energy Security Board Energy Safe Victoria 	<ul style="list-style-type: none"> Understanding project scope, capacity and operations Grid connection Safety National Electricity Market operations

Category	Description		Overview of interests / issues
Landowners	Landholders and occupiers on transmission route	<ul style="list-style-type: none"> • Crown land managers • Hancock Victorian Plantations (HVP) • Private landholders on / along the transmission route 	<ul style="list-style-type: none"> • Transmission route and technology • Understanding potential impacts from project on their use of and operations on their land • Involvement in decisions which may affect their land • Compensation (if applicable)
Community	Local communities	<ul style="list-style-type: none"> • Alberton • Darriman • Giffard • Manns Beach • McLoughlins Beach • Port Albert • Port Welshpool • Robertsons Beach • Seaspray • Toora • Woodside • Yarram 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project construction and operation in the local area <ul style="list-style-type: none"> – Construction noise – Roads and transport – Worker accommodation – Visual amenity • Understanding of cumulative impacts • Ability to provide local knowledge to enhance the project and delivery and to help avoid/minimise impacts • Opportunities to provide input to the project • Clear information and updates about the project • Maximising local benefits from the project • Opportunities for local businesses and job seekers
	Broader Gippsland communities	<ul style="list-style-type: none"> • Wellington Shire Local Government Area • Latrobe City Local Government Area • South Gippsland Shire Local Government Area 	
	General public	<ul style="list-style-type: none"> • Victorian community • Electricity consumers 	
			<ul style="list-style-type: none"> • Understanding project rationale, benefits and impacts • Ability to access clear project information • Effects on electricity prices and supply

Category	Description		Overview of interests / issues
Community groups	Local community-based groups	<ul style="list-style-type: none"> • Better Transmission Gippsland • Coast Guards • Foster Chamber of Commerce • Golden Beach Community Development Fund Association • Guardians of Nooramunga • McLoughlins Beach Residents and Ratepayers Association • Metung Science Forum • Morwell Historical Society • Port Albert Progress Association • Port Albert Maritime Museum • Responsible Renewables • Rosedale Historical Society • Rotary clubs • Seaspray Ratepayers' Association • Seaspray Surf Life Saving Club • Sporting clubs • Traralgon Historical Society • Voices of the Valley • Woodside Beach Surf Life Saving Club • Yarram & District Progress Association • Yarram & District Historical Society 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project construction and operation in the local area • Opportunities to provide input to the project • Clear information and updates about the project • Maximising local benefits from the project • Opportunities for local businesses and job seekers

Category	Description		Overview of interests / issues
Environment and clean energy groups	Local environmental groups	<ul style="list-style-type: none"> • Bass Coast Climate Action • Birdlife East Gippsland • Just Transition South Gippsland • Friends of the Prom • Gippsland Climate Change Network • Phillip Island Nature Park • Prom Area Climate Action Group • Victorian Waders Study Group • Yarram Yarram Landcare 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project to climate and conservation goals • Ability to provide specialists knowledge to enhance the project and to help avoid/minimise impacts • Identify research and partnership opportunities • Nature positive development
	Environmental Non-Government Organisations and research institutes	<ul style="list-style-type: none"> • Australian Conservation Foundation • Australian Marine Conservation Society • Australian Youth Climate Alliance • Birdlife Australia • Blue Whale Study • Deakin Blue Carbon Lab • Dolphin Research Institute • Environment Victoria • Friends of the Earth • Greenpeace Australia • Humane World for Animals • Marine Mammal Foundation • Ocean Decade Australia • Sea Shepherd Australia • Victorian National Parks Association • World Wildlife Fund 	

Category	Description		Overview of interests / issues
	Energy transition groups	<ul style="list-style-type: none"> • Beyond Zero Emissions • Clean Energy Council • RE-Alliance • First Nations Clean Energy Group Victoria Energy Policy Centre	<ul style="list-style-type: none"> • Understanding how offshore wind and the project contributes to the energy transition • Understanding energy capacity generation and timing • Ensuring energy security and smooth transition • Regulations, emissions reduction and revenue support mechanisms • Economic development opportunities for local markets and supply chains • Opportunities for First Nations people to benefit
Peak bodies / associations and unions	Local and general peak bodies and associations	<ul style="list-style-type: none"> • Central Gippsland Essential Industries Group • Committee for Gippsland • Committee for Wellington • Destination Gippsland • Victorian Farmers Federation 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts and opportunities from construction and operation for their members • Local content and economic development opportunities • Project procurement strategy and partnering opportunities

Category	Description	Overview of interests / issues
	<p>Fishing peak bodies and associations</p> <p>Commercial:</p> <ul style="list-style-type: none"> • Abalone Victoria • Australian Southern Bluefin Tuna Industry Association • Bass Strait Scallop Fishermen’s Association • Commonwealth Fisheries Association • Corner Inlet Fisheries Habitat Association Inc. • Fisheries Research and Development Corporation • Lakes Entrance Fishermen’s Cooperative • Port Franklin Fishermen’s Association • Seafood Industry Australia • Seafood Industry Victoria • Small Pelagic Fishery Industry Association • South East Trawl Fishing Industry Association • Southern Shark Industry Alliance • Sustainable Shark Fishing Association • Tuna Australia • Vic Fish Pty Ltd • Victorian Bays and Inlets Fisheries Association <p>Recreational:</p> <ul style="list-style-type: none"> • Australian Anglers Association (Victoria) • Australian National Sportfishing Association • Australian Recreational Fishing Foundation • Australian Sailing • Boating Industry Association of Victoria • Future Fish Foundation • Game Fishing Association of Victoria • VR Fish 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project construction and operation on recreational fishing and boating, landside facilities and the local environment • Access to the project site, co-existing and/or compensation (if applicable) • Opportunities to improve fishing

Category	Description		Overview of interests / issues
	Unions, representative bodies and local organisers	<ul style="list-style-type: none"> • Australian Manufacturing Workers Union • Australian Workers Union • Construction, Forestry, Maritime, Mining and Energy Union • Electrical Trades Union • Gippsland Trade and Labour Council • Maritime Union of Australia • Victorian Trades Hall Council 	<ul style="list-style-type: none"> • Opportunities to regenerate or transition local industries, businesses and the economy • Opportunities for local businesses and job seekers • Procurement strategy and contractors
Supply chain / local business	Suppliers, potential suppliers, industrial leaders and networks	<ul style="list-style-type: none"> • Australian Steel Institute • Australian Tier 1 supply chain, small and medium-sized enterprises • Industry Capability Network • Offshore wind global supply chain • Gippsland industrial leaders • Local supply chain • Tourism and accommodation providers located along the Gippsland Coast 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Clear information and updates about the project • Opportunities for local businesses and job seekers • Local content and economic development opportunities • Project procurement strategy and partnering opportunities
Fishing	Licenced commercial fishers	<ul style="list-style-type: none"> • 21 commercial fisheries, comprising: <ul style="list-style-type: none"> – Commonwealth-managed fisheries or fishery sectors – Victorian-managed fisheries or fishing permits 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project construction and operation on fisheries and the local environment • Access to the project site, co-existing and/or compensation (if applicable)
	Recreational fishing and boating	<ul style="list-style-type: none"> • Fishing charter operators • Individual recreational fishing and boat licence holders • Local fishing clubs, including: <ul style="list-style-type: none"> – McLoughlin's Beach Fishing Club – Manns Beach Fishing Club – Port Albert Fishing Club – South Gippsland Game Fishing Club • Port Albert Yacht Club 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding potential impacts from project construction and operation on recreational fishing and boating, landside facilities and the local environment • Access to the project site, co-existing • Opportunities to improve fishing

Category	Description		Overview of interests / issues
Ports and shipping	Ports owners and operators, shipping companies, mariners and representative bodies	<ul style="list-style-type: none"> • Port of Hastings • Geelong Port Pty Ltd • Gippsland Ports Authority • Maritime Industry Australia • Melbourne Maritime Heritage Network • Offshore Specialist Ships Australia • Port Anthony • Port of Melbourne • Port of Newcastle • QUBE Barry Beach Marine Terminal • Shipping Australia • Tas Ports • The Company of Master Mariners of Australia • Victorian Ports Corporation • Port of Bell Bay 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Understanding project's port requirements and strategy • Maximising port procurement opportunities • Maritime safety and vessel traffic • Reinvigorating Australia's maritime capabilities and capacity
Education and training	Schools, tertiary institutions, training providers, education networks and skills advocates	<ul style="list-style-type: none"> • Broadening Horizons Gippsland • Clean Energy Council Skills and Training Directorate • Federation University • Local secondary and primary schools • Local independent training organisations • Local Learning and Employment Networks (LLEN) • Jobs Expos • Other Victorian and Australian tertiary institutions • Career expos and job summits • TAFE Gippsland • U3A 	<ul style="list-style-type: none"> • Understanding project rationale and benefits • Opportunities for youth engagement • Promotion of careers in offshore wind and STEM • Industry partnerships and support to careers / jobs expos • Skills and workforce development

Category	Description		Overview of interests / issues
Media	Local, state and national media outlets	<ul style="list-style-type: none"> • Gippsland • Victorian • National and Financial • Industry 	<ul style="list-style-type: none"> • Understanding project progress, timing, benefits and impacts • Clear information and updates about the project • Involvement in key milestone media opportunities

5 First Nations engagement

Star of the South is committed to delivering a responsible project in partnership with Gippsland's Traditional Owners and other First Nations peoples, with a focus on minimising impacts to Country and creating opportunities.

A First Nations engagement advisor was embedded in the project team during early project development to lead respectful and culturally appropriate engagement with First Nations people and groups, including ensuring cultural safety, building trust, engaging early and regularly, providing time to consider and respond to the project, and providing information in requested formats.

The Traditional Owners of the project area are the Gunaikurnai people, represented by GLaWAC. The project may also be of interest to other First Nations people outside the immediate project area. Star of the South is committed to open and meaningful engagement with individuals and Registered Aboriginal Parties across Australia whose communities have an interest.

Figure 5-1 Engagement with GLaWAC



5.1 Gunaikurnai Land and Waters Aboriginal Corporation

The Gunaikurnai people are the Traditional Owners and hold native title over parts of the proposed project area. GLaWAC is the Registered Aboriginal Party responsible for evaluating the project's Cultural Heritage Management Plan and represents the interests of Gunaikurnai people.

Star of the South understands that providing accurate and timely information to Gunaikurnai people is a necessary and important responsibility of the project.

Star of the South first met with GLaWAC in 2017 and has since engaged with its representatives on a range of topics. GLaWAC involvement to date has included:

- Executing an Engagement Agreement – a commitment to broader agreement-making to ensure intergenerational benefits for Gunaikurnai people, aligned to GLaWAC's strategic goals
- Representation on the Star of the South Community Advisory Group
- Representation on the Technical Reference Group
- Discussions to identify and explore economic opportunities for GLaWAC businesses and partners, including involvement in developing the Offshore Wind Supplier Showcase which features Victorian Aboriginal business, and the Offshore Wind Jobs Guide
- A lead advisory role for cultural heritage surveys, including identifying and characterising cultural heritage sites
- A lead role in the development of a cultural values assessment which documents intangible cultural values
- Fieldwork for cultural heritage surveys and geotechnical investigations
- The provision of cultural services, including regular cultural education for project personnel and a smoking ceremony to officially open the project's Gippsland office.

GLaWAC's advice has provided valued learnings and deepened Star of the South's understanding of the Gunaikurnai people's culture, Country, ambitions and aspirations.

Targeted engagement to support Star of the South's assessment has involved the sharing of knowledge for a cultural values assessment and participation in cultural heritage surveys. Refer to *Technical Report K – Aboriginal Cultural Heritage* and *Technical Report Z – Submerged Aboriginal Cultural Heritage* for further information on Aboriginal cultural heritage and values.

5.2 Bunurong Land Council Aboriginal Corporation

The Bunurong Land Council Aboriginal Corporation (BLCAC) is a Traditional Owner organisation that represents the Bunurong people of the South-Eastern Kulin Nation. BLCAC is the Registered Aboriginal Party for the Mornington Peninsula, Westernport and a portion of south-west Gippsland.

Recognising the proximity of the project to Bunurong Country, Star of the South has provided briefings to BLCAC representatives and shared updates as appropriate. Further engagement with BLCAC will be undertaken according to their preferences.

5.3 Kinaway Chamber of Commerce Victoria

Kinaway Chamber of Commerce Victoria creates opportunities for Aboriginal and Torres Strait Islander businesses across Victoria. Star of the South is a corporate member and participates in Kinaway events to share current and future opportunities on the project and in the offshore wind industry more broadly. These have included:

- First Nations Business Expo - Lakes Entrance, May 2023
- Black Coffee – Traralgon, March 2023
- Sistas in Business – Melbourne, February 2023
- Deadly in Gippsland Business Expo – Moe, October 2024.

5.4 Ongoing First Nations consultation

Star of the South is committed to respectful and effective ongoing consultation with First Nations peoples.

A specialist First Nations advisor, Indigenous Energy Australia, is supporting the project to plan and deliver best-practice engagement focused on the needs and interests of First Nations people through the project's next stages, including public review of the draft EIS and EES, finalisation of the EIS, development of management plans and mitigations, and (if approved) project delivery and operation.

Recognising that First Nations peoples and communities are best placed to advise on appropriate protocols for respectful and effective engagement, Star of the South will work closely with GLaWAC under its formalised Engagement Agreement to co-design an ongoing consultation process and seek advice from other First Nations groups as appropriate. Engagement will be tailored to meet the requirements of communities involved in consultation based on the advice of their representatives and Indigenous Energy Australia.

Forward planning and engagement activities will build on the project's legacy of proactive consultation and existing relationships, ensure the culturally safe inclusion of First Nations stakeholders, and will adhere to and demonstrate Free, Prior, and Informed Consent, a respect for Indigenous Cultural Intellectual Property, and align with government guidelines.

Star of the South will also seek feedback from First Peoples State Relations and other Registered Aboriginal Parties whose communities may have rights claims or be affected by the project, in the development of mitigation measures and management of proposed additional protected areas.

5.5 Relevant guidelines

First Nations engagement is guided by:

- GLaWAC *Pathways to Partnership*
- GLaWAC *Draft Renewable Energy Strategy*
- First Nations Clean Energy Network Best practice guidance
- DCCEEW *Interim Engaging with First Nations People and Communities on Assessments and Approvals under EPBC Act 1999* (interim guidance)
- DCCEEW *First Nations Engagement: Free, prior and Informed Consent Guideline*
- National Offshore Petroleum Safety and Environmental Management Authority *Consultation in the course of preparing an environment plan guideline*
- Department of Energy, Environment and Climate Action *Traditional Owner and Aboriginal Community Engagement Framework*
- *Native Title Act 1993* (Cth)
- *Aboriginal Heritage Act 2006* (Vic)
- United Nations *Declaration on the Rights of Indigenous Peoples – Article 31 – ICIP protections*
- Australian Institute of Aboriginal and Torres Strait Islander Studies *Principles for engagement*

6 Delivering the Consultation Plan

Consultation activities and methods are tailored to suit the matters being discussed and to align with stakeholder preferences. Activities and methods regularly evolve to ensure ongoing relevance and in response to feedback.

Figure 6-1 Communications tools and engagement methods by stakeholder

Stakeholder category	Engagement methods																		
	Newsletter / e-news	Social media posts	Project information materials	Topic-specific information guides	Project visual aids	Project website	Briefings, meetings and presentations	Workshops and working groups	Site visits	Gippsland project office	Information sessions and pop ups	Webinars and Facebook live events	Youth engagement	Online consultation hub	Emails, phone calls and online enquiries	Community / social research	Surveys and feedback forms	Community Advisory Group	Technical Reference Group
First Nations	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Commonwealth Government							✓	✓	✓						✓				✓
Victorian Government							✓	✓	✓						✓				✓
Local Government	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Energy industry	✓		✓		✓	✓	✓	✓	✓	✓	✓		✓	✓			✓		
Landowners	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓		
Community	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Community groups	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		
Environment and clean energy groups	✓	✓	✓	✓		✓	✓		✓	✓	✓		✓	✓			✓		
Peak bodies / associations and unions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓			✓		
Supply chain / local business	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Fishing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Ports and shipping			✓		✓	✓	✓	✓											
Education and training	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		
Media	✓	✓	✓	✓	✓	✓		✓	✓	✓				✓					

6.1 Communications tools and methods

Star of the South uses a broad range of communications tools and methods to support engagement across all phases with a focus on providing clear information accessible to a range of stakeholders in different online and hard copy formats.

Table 6-1 Communications tools

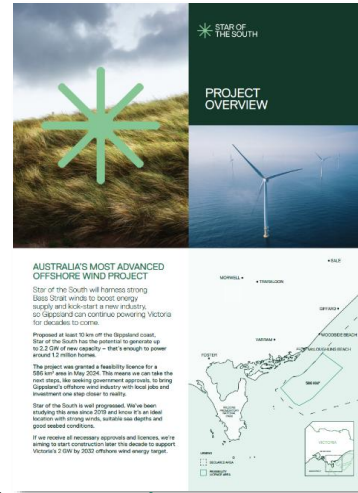
<h3>Advertising and media</h3> <p>Advertisements, news coverage and interviews in local newspapers, radio and TV and on digital news and social media channels are used to reach broad audiences across the Gippsland region and Victoria.</p> <p>Print ads are placed in all local newspapers (Gippsland Times / The Bridge / Latrobe Valley Express / The Mirror / South Gippsland Sentinel / Prom Coast News / Lakes Post).</p> <p>Local radio campaigns are used to share information on information sessions across the region.</p>	<p>133 print advertisements</p>
<h3>E-news bulletins and newsletters</h3> <p>E-newsletters are distributed monthly to subscribers to provide project updates and information about how to share feedback. Annual hard copy newsletters are distributed to around 55,000 households and made available from Sta of the South's Gippsland office in Yarram and displayed in local shops, libraries and other public spaces.</p> <p>6 newsletters and 100 e-news</p>	<h3>Display boards</h3> <p>Display boards are placed in local communities and used at community information sessions to share information about key topics with a local audience.</p> <p>26 boards</p>

Fact sheets

Fact sheets are regularly developed and made available on the project website and in hard copy at events, information sessions and Star of the South's Gippsland office.

Fact sheets have been updated and republished to reflect new information and have also been produced in coordination with offshore wind developers to provide consolidated information to the community about topics, such as fishing.

- Environmental assessment
- Environment and planning
- Commercial fishing FAQ
- Commercial fishing fact sheet (developed jointly with other developers)
- Fishing FAQs (developed jointly with other developers)
- Landholder information suite:
- Becoming a landholder partner
- Cultural heritage surveys
- Ecology surveys
- Ecology survey FAQ
- Easement layout and use
- Landholder FAQ
- Measuring wind and waves
- Project approvals
- Project overview
- Recreational fishing FAQ
- Seabed investigations
- Site investigations
- Supplying offshore wind
- Ports
- Technical studies
- Transmission
- Visualising the wind farm
- Working in offshore wind
- Kids - offshore wind energy for kids
- Kids – offshore wind colouring sheet



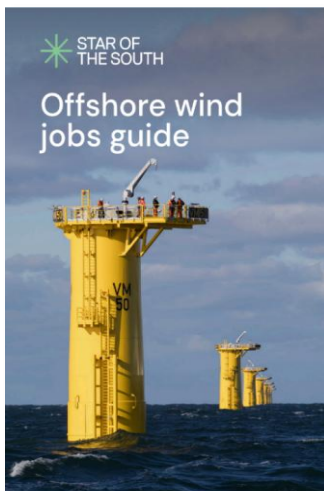
26 fact sheets

Information guides

In partnership with industry, Traditional Owners and government, Star of the South developed three comprehensive guides to support workers and suppliers to prepare for and be involved in the emerging offshore wind industry.

Offshore wind jobs guide

A 72-page guide highlighting typical jobs in the offshore wind sector and training courses was released in 2022.



Supplier showcase

A 100-page book to promote local manufacturing and supply capabilities and opportunities in offshore wind was published in 2023.



Making the move to offshore wind

A 16-page book for workers interested in moving from traditional energy generation roles to offshore wind was



3 information guides

Maps and visual aids

Maps and other visual aids such as diagrams, photographs and illustrations are used to show the project location, components, appearance and processes.

20 maps and visual aids

WHAT'S INVOLVED?
Star of the South will need a range of approvals before it can proceed to construction. Here's a snapshot of what would be involved in constructing and operating the project.

BRINGING CABLES TO SHORE
Cables are connected to land by pulling them underground through a duct, protecting the beach and dunes.

INSTALLING THE TURBINES
The foundation and transition piece are installed first, providing a solid base. The turbine tower, nacelle and blades are then placed on top.

OPERATIONS AND MAINTENANCE
Workers travel from an operations port to undertake maintenance and keep the wind farm running.

CONSTRUCTION Around 4 years*
OPERATIONS Around 30 years*
*depending on project size

Social media

Facebook and LinkedIn are used to communicate project information and updates, promote discussion and respond to enquiries. Key dates and activities, such as information sessions, were advertised on social media channels. Most social media interactions originate from Melbourne and Gippsland.

LinkedIn 531 posts / 18,000 followers
Facebook 762 posts / 4000 followers

Star of the South
Working with leading scientists and research agencies from Australia and around the world, we completed one of the biggest marine environment survey programs in East Gippsland between 2007-2014.
State released a new guiding the planning and design of the Star of the South, which also builds scientific understanding of the title-abled East Star marine environment.
Learn more <https://linkd.in/vjg4Dw>
#OffshoreWind #Renewable #StaroftheSouth #AusEnergy #Australia

Star of the South
We often asked how Star of the South could look from the coast.
In response, we created Australia's first 3D digital model of an offshore wind farm with Spatial Media - interactive visual engagement, to help people who live or visit the Gippsland coast to visualise the project's scale and distance.
We've just released a full update, reflecting refinements to the project's location and scope as it has evolved over the past few years.
Check out the online version here <https://linkd.in/gMPG5TV>
Locals can also visit our Gippsland office for a more immersive experience, using a touch-screen look and speaking with our team about what they're seeing.

Star of the South Project
Published by Amy Gilman · 3 February · 18
Get Star of the South news delivered straight to your inbox!
Every month we share project and offshore wind news with over 3,700 subscribers.
What you'll find inside:
• Project updates
• Where to find us out and about
• Job opportunities
• Industry news
• Offshore wind facts
Subscribe now www.starofthesouth.com.au/contact-us
Check out our previous editions <https://www.starofthesouth.com.au/news-project-updates>

Star of the South Project
Published by Amy Gilman · 18 February · 18
The top (white) sections of an offshore wind turbine - the tower, nacelle and nacelle - can all be installed within a 24-hour window if the conditions at sea are right.
It takes years of planning to ensure this work runs smoothly and safely.
See how it all comes together at www.youtube.com/watch?v=FT_KHjKtKw

JOIN OUR MAILING LIST
News from Australia's most advanced offshore wind project

DID YOU KNOW?
A turbine can be installed in as little as 24 HOURS

Videos

Star of the South regularly develops simple and accessible videos. These cover topics including installation of offshore wind turbines, interviews with project team members and specialists and footage taken during the project's marine ecology survey program.

Videos are published on YouTube and the project website, promoted on social media and shared at community information sessions, meetings and presentations.

26 videos created



A Clippisland project update

Website

Star of the South's website is a central location for information and updates - starofthesouth.com.au.

It includes an online engagement hub and resource library. Most popular (visited) webpages have included *Project Overview*, *Work with Us*, and *Working in Offshore Wind*.



SURVEYS

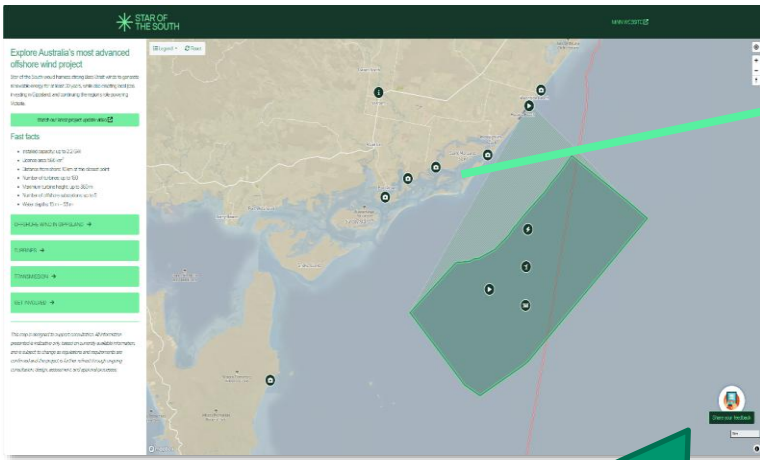


181,713 unique visits

3D model and online interactive map

A 3D model of the offshore wind farm area illustrates what the project could look like from different locations and under a range of weather conditions. A large touch-screen kiosk enables users to:

- navigate around the wind farm
- view the wind farm from key locations, identified as important places through community consultation
- see views in fine, cloudy, rainy and foggy weather and at different times of the day and year
- access videos and other project information
- share feedback.



Over 13,000 online views



6.2 Engagement tools and methods

Star of the South provides multiple channels and tools for engagement, including online options which ensured consultation continued safely during the Covid-19 pandemic.

Figure 6-2 illustrates the range of interaction types each year between 2017 and 2025. The significant increase in enquiries from 2019 reflects Star of the South’s increased proactive presence in Gippsland communities, and the extensive consultation being undertaken with landholders, fishers, communities and stakeholders to inform the baseline technical studies and decision-making around the transmission corridor.

Figure 6-2 Interaction type by year

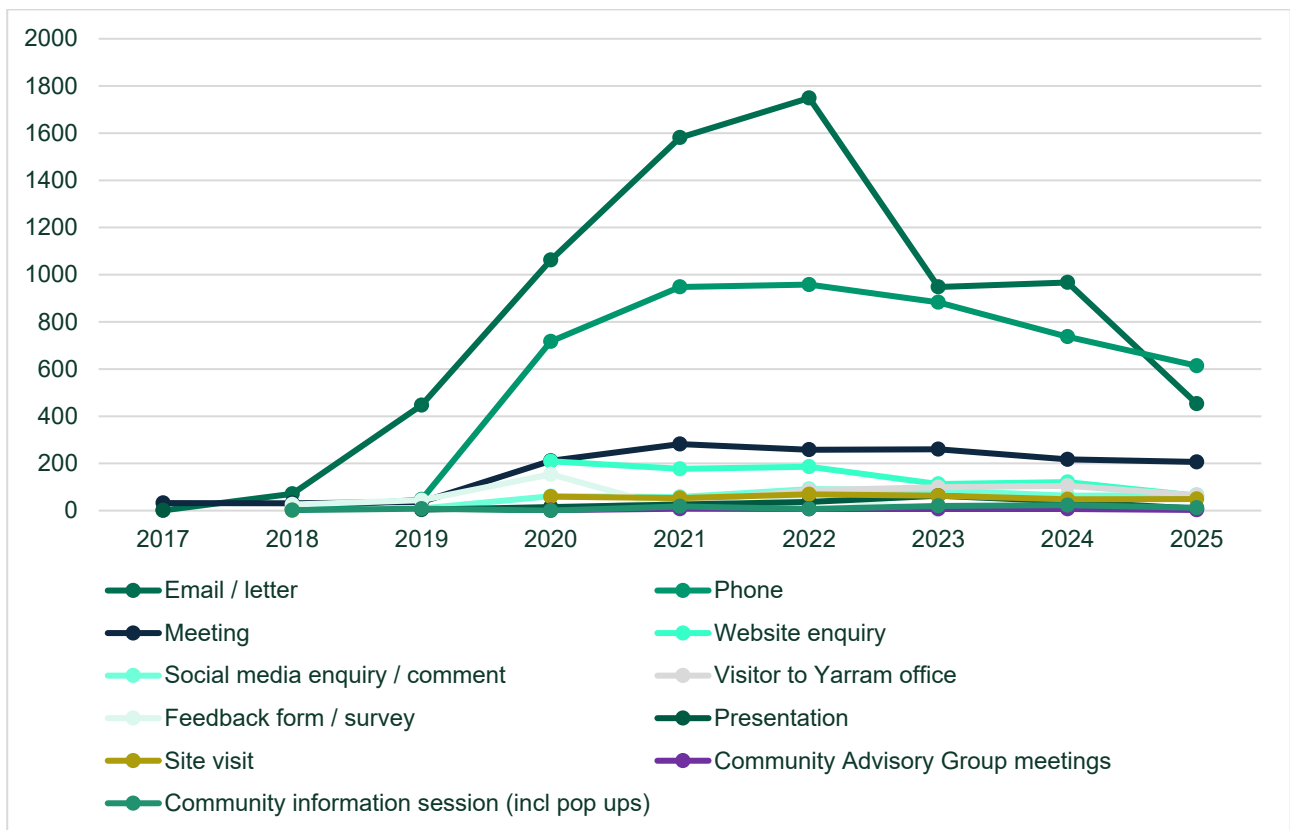


Table 6-2 Engagement methods

Briefings, meetings and workshops

Briefings are undertaken to provide information about the project and updates at milestones. Meetings and workshops are held and attended to address and seek input on specific matters from individuals, groups and organisations with local or specialist knowledge.

1482 briefings, meetings and workshops held



Community Advisory Group

Comprising local community members from different locations, members of special interest groups, Council representatives and project team members, this group facilitates two-way communication and provides local advice to the project team, including on issues that form part of the assessment.

Meetings are hybrid – in person with an option to join via video conference. Community Advisory Group meetings commenced in October 2020 and will continue throughout planning of the project.

35 meetings held to date

Community and industry presentations

Presentations are given to community groups with an interest in the project to share information and promote opportunities to get involved. Community presentations are held in person or via video conference and cover a range of topics – from the role of offshore wind in the energy transition to project updates and more specific topics such as marine ecology.

193 presentations



Gippsland office

The project's Gippsland office in Yarram was opened to the public in October 2020 and provides a place where people can drop in to find information, ask questions and provide feedback.

Staffed by a local team, the office is a space to display information and hold community meetings, events and presentations.

More than 400 visitors

Community information sessions and pop ups

Information sessions and pop ups are held in local areas to share project information, explain the assessment and consultation process, provide access to the project team and technical specialists, and accept feedback from communities and stakeholders.

Star of the South holds pop up stands at a local shopping centres and events to engage informally and share information to raise awareness of the project, the assessment process and opportunities to participate.

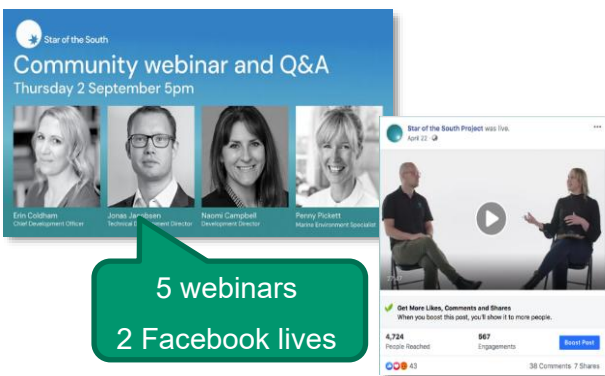
At information sessions, community members are able to view display boards, read fact sheets, watch videos, use the project's interactive map and ask questions of the team.

Information sessions and pop ups are promoted extensively to local communities, including through advertisements, letterbox drops, radio campaigns, social media posts and posters.

At the public review stage, information sessions will be held to display and discuss the assessment findings and opportunities to make a submission.



31 information sessions



5 webinars
2 Facebook lives

Webinars

Star of the South supplements its in-person engagement activities with online consultation involving webinars and Facebook live / online Q&A sessions with project leaders and specialists.

This approach enabled consultation to continue effectively during restrictions in place during the COVID-19 pandemic.

Youth engagement

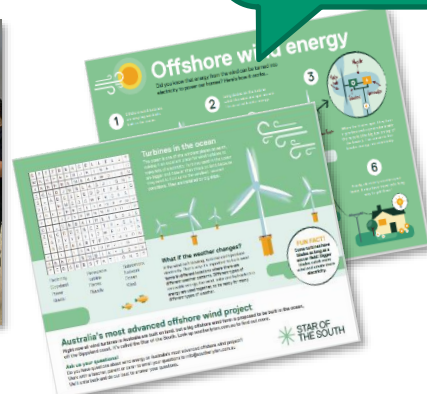
Star of the South seeks to create opportunities for young people to be involved in discussions about the project and Victoria's energy future.

Schools' engagement is undertaken both in person and online and involves in-classroom presentations and discussions or school group visits to the project's Gippsland office.

A range of materials are prepared for younger students to help them learn about offshore wind.

Star of the South also showcases job opportunities available to young people in offshore wind by participating in a wide range of youth training and employment exhibitions facilitated by local tertiary institutions and education networks.

48 presentations and visits with local schools and education institutions



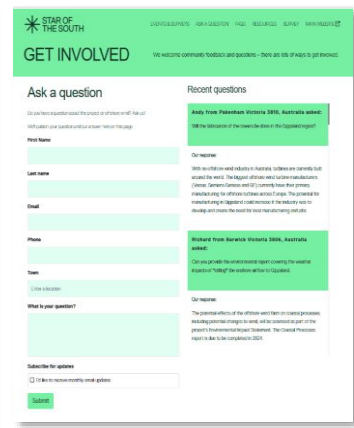
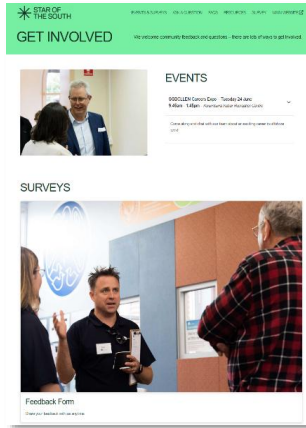
‘Get involved’ online consultation hub

Star of the South has a dedicated online consultation hub at starofthesouth.com.au/getinvolved

Online feedback includes surveys, public Q&As, interactive maps, quick polls and an ideas board.

Community members can subscribe to receive e-news bulletins and other project updates.

3400 visits / surveys / quick polls



-  1800 340 340
-  info@southerlyten.com.au
-  Facebook and LinkedIn
-  310 Commercial Road
Yarram

Correspondence and enquiries management

Star of the South provides a range of ways for community members to make enquiries (phone, email, website enquiry or social media comment / post).

Star of the South’s open and transparent approach to social media interactions has led to many discussions and questions from community members curious about the project and offshore wind.

1639 phone calls
8598 emails
434 social media queries

Surveys and feedback forms

Surveys and forms are used to collect data and feedback at information sessions, the project’s community hub and online.

A general feedback form – available online and in person – provides a way for community members to share feedback about the project at any time.

Specific boat ramp surveys are also undertaken at locations across the coast to understand how people fish in the area. This form is also available online via Get Involved and was promoted via e-newsletters, social media and at in-person events.



Community research

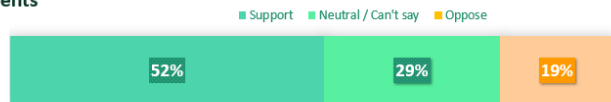
Community research is undertaken regularly to measure community awareness, views and communication preferences, to complement consultation activities.

Each round of research involves surveys with 200 residents within coastal communities, along with 200 residents across Gippsland.

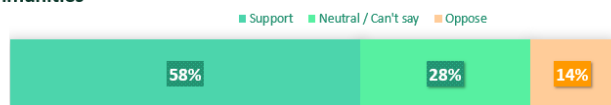
Community research findings inform Star of the South’s approach to communicating and engaging with local communities.

Community support for the project (November 2024)

All respondents



Coastal communities



6.3 Stakeholder interactions data

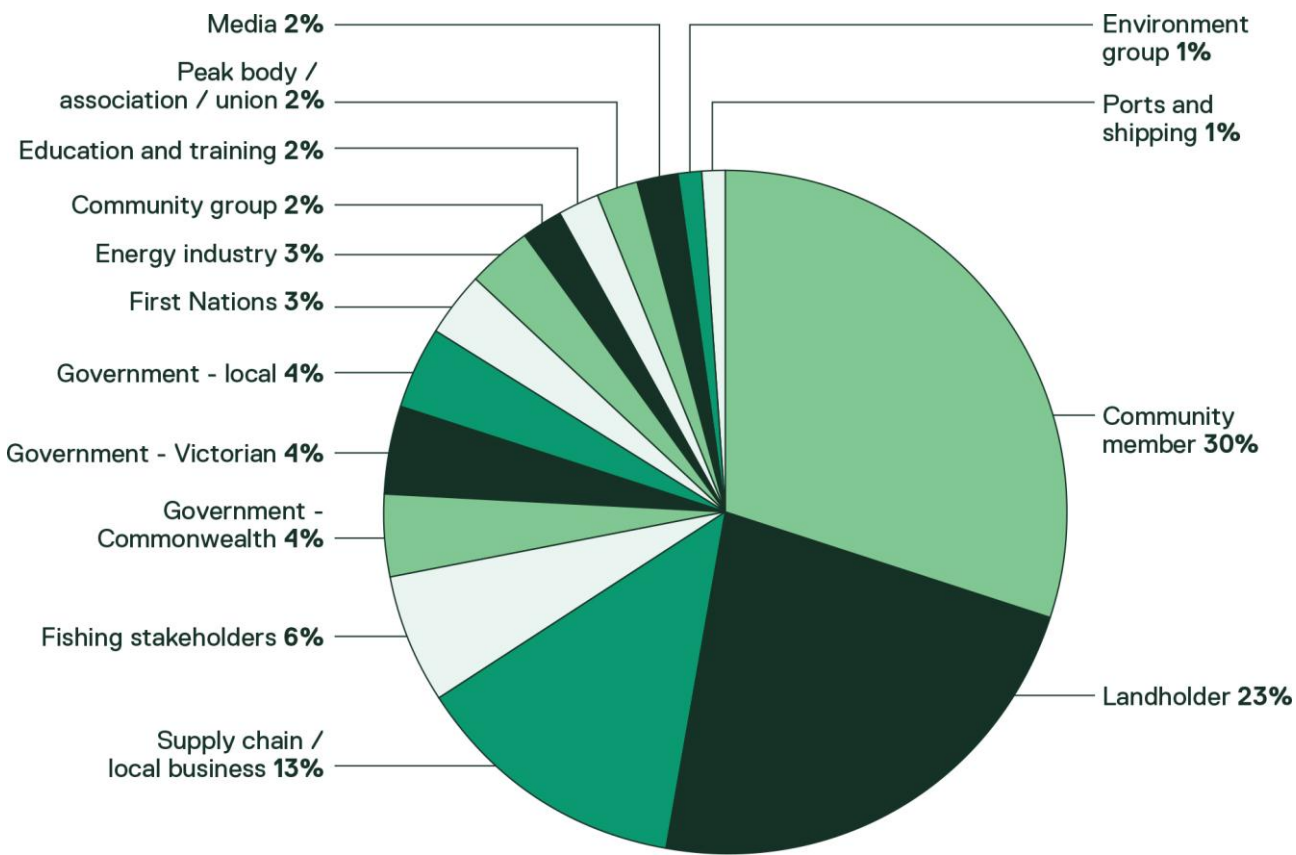
Local communities and stakeholders have shown significant interest in the development of the project and willingness to engage. Star of the South has recorded more than 16,317 interactions (inclusive of phone calls, emails, meetings, briefings and visits) across all stakeholder categories, as detailed in Table 6-3.

Table 6-3 Number of interactions by stakeholder group

Stakeholder group	Number of interactions
Community members	4930
Landholders	3739
Supply chain / local business	2100
Fishing stakeholders	1019
Government – Commonwealth	670
Government - Victorian	660
Government – local	620
First Nations	573
Energy industry	486
Education and training	295
Community group	293
Media	271
Peak body / association / union	270
Environment group	205
Ports and shipping	186
Total	16,317

This data, presented as percentages in Figure 6-3, shows that interactions with community members and groups make up 32 per cent of all interactions, landholder interactions make up 23 per cent and supply chain interactions make up 13 per cent. Interactions with Commonwealth, Victorian and local government stakeholders collectively make up 12 per cent. The balance of interactions is split, to varying degrees (one to six per cent), among the other stakeholder groups.

Figure 6-3 Stakeholder group interactions (by percentage)



6.4 Communication and engagement program

Engagement is carried out in phases linked to project development and assessment milestones. This approach involves people at each stage of the project development process and ensures that the right feedback is obtained at the right times to inform project decisions and assessments. This section outlines the communication and engagement program completed to date, across phases one to three:

- Phase 1 – Project inception
- Phase 2 – Project development and investigation
- Phase 3 – Project refinement and assessment

Future phases are discussed Section 9.

Table 6-4 Phase 1 communication and engagement

Phase 1 – Project inception	
Timeframe: 2017-2019	
Engagement purpose: Build awareness and understand what’s important	
Project milestones	<ul style="list-style-type: none"> • Desktop feasibility studies • Wind farm site identification • Obtained exploration licence • Transmission corridor options identification
Key topics for discussion and feedback	<ul style="list-style-type: none"> • Introduction to offshore wind – a new renewable energy technology for Australia • Introduction to Star of the South and the first steps to investigating feasibility of an offshore wind project in Gippsland • Local values, feedback, ideas and engagement preferences
Communication materials & engagement tools	<ul style="list-style-type: none"> • Advertisements – local newspaper (x 2) • Community research • Display boards (x 7) • Fact sheets (x 4) • Video (x 1) <ul style="list-style-type: none"> – Offshore wind
Consultation activities	<ul style="list-style-type: none"> • Community information sessions (x 2) <ul style="list-style-type: none"> – Yarram – Morwell • Meetings with fishing peak bodies and associations • Mailout to Seafood Industry Victoria database • Direct engagement with GLaWAC • Stakeholder meetings including with councils, government and energy industry

Figure 6-4 Examples of phase 1 communication and consultation

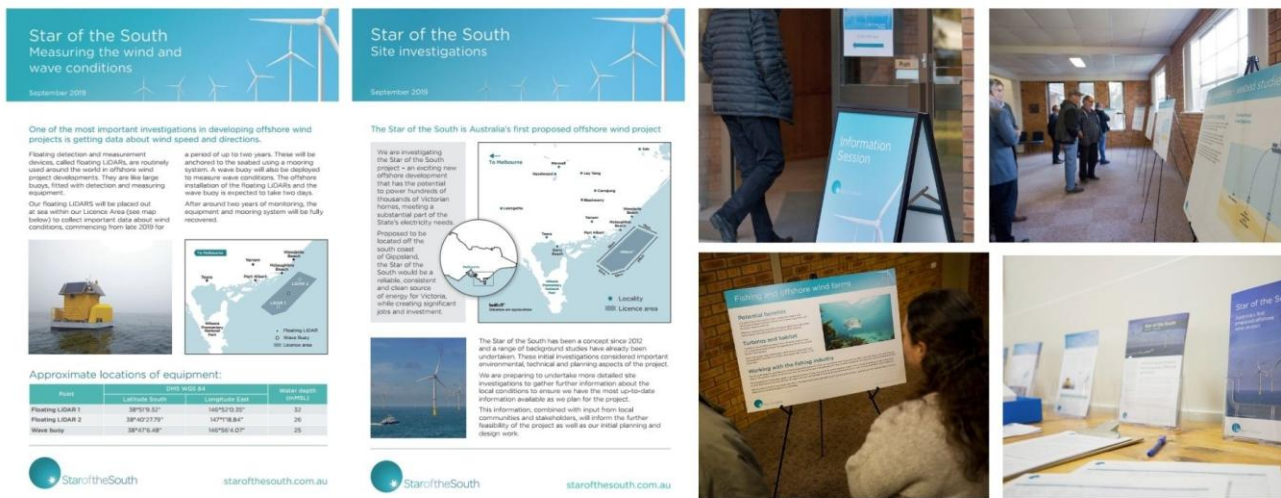


Table 6-5 Phase 2 communication and engagement

Phase 2 – Project development and investigation	
Timeframe: 2019-2022	
Engagement purpose: Seek feedback to inform project investigation, development and baseline surveys	
2019	
Project milestones	<ul style="list-style-type: none"> • Obtained Exploration Licence • Commenced metocean campaign • Transmission route options analysis
Main topics for discussion and feedback	<ul style="list-style-type: none"> • Introduction to offshore wind technology • Introduction to Star of the South • Local values, feedback, ideas and engagement preferences • GLaWAC relationship • Site investigations and what to expect • Co-existence with fishing • Project location and rationale • Transmission technology • Jobs and training opportunities
Key communication tools	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – Local radio ads (x 130 spots) – Local newspaper ads (x 14) • Community research • Digital / online tools <ul style="list-style-type: none"> – Project website established – Social media channels established <ul style="list-style-type: none"> - Facebook posts (x 15) - LinkedIn posts (x 10) • Fact sheets (x 4) <ul style="list-style-type: none"> – Environmental assessments – Measuring the wind and waves

	<ul style="list-style-type: none"> – Project overview – Site investigations • Maps of the project area • Newsletters <ul style="list-style-type: none"> – e-news bulletins (x 2) – newsletter distributed to 55,000 households (x 1) • Videos (x 1) <ul style="list-style-type: none"> – Site investigations
Key engagement activities	<ul style="list-style-type: none"> • Information sessions (x 6) <ul style="list-style-type: none"> – Morwell – Lakes Entrance – Yarram – Woodside – Leongatha – Port Franklin • Pop ups (x 2) <ul style="list-style-type: none"> – Melbourne Energy Students Association with Melbourne University – Seafood Directions Conference • Consultation by technical specialists designing the project's marine survey program • Commercial fishing SMS to advise of site investigations • Ongoing direct engagement with GLaWAC • Ongoing direct engagement with key stakeholders • Appointment of a dedicated lands team to undertake direct engagement with landholders.
2020	
Project milestones	<ul style="list-style-type: none"> • Project referred under EPBC Act and EE Act • EIS assessment guidelines and EES scoping requirements confirmed • Metocean campaign • Geophysical campaign • Baseline environmental surveys commenced onshore and offshore • Transmission route options analysis
Key topics for discussion and feedback	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • GLaWAC relationship and involvement project development • Site investigations and updates on activities • Transmission corridor options • Ongoing discussions about co-existence with fishing • EIS / EES referral and scoping • Continuing to understand local values, feedback, ideas and communications and engagement preferences
Summary of communication and engagement tools	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – Local radio ads (x 130 spots) – Local newspaper ads (x 24) • Community research • Digital / online tools <ul style="list-style-type: none"> – 'Get involved' online hub established – Social media <ul style="list-style-type: none"> - Facebook posts (x 118)

	<ul style="list-style-type: none"> - LinkedIn posts (x 82) • Fact sheets (x 9) <ul style="list-style-type: none"> - Landholder information pack: <ul style="list-style-type: none"> - Landholder FAQ - Easement layout and use - Ecology survey FAQ - Becoming a landholder partner - Updated / re-release of existing fact sheets: <ul style="list-style-type: none"> - Environmental assessments - Project overview - Site investigations - Transmission - Offshore wind energy for kids • Newsletters <ul style="list-style-type: none"> - E-news bulletins (x 18) - Newsletter distributed to 55,000 households (x 1) • Videos (x 4) <ul style="list-style-type: none"> - Geophysical surveys - Wind and wave monitoring - Seabed studies – tour of the Silver Star vessel - Webinar recording - transmission, fishing and site investigations
<p>Summary of consultation activities</p>	<p><i>Due to the COVID-19 pandemic consultation activities were staged remotely (online, postal, telephone) or through outdoor events.</i></p> <p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group established <ul style="list-style-type: none"> - Appointed a chairperson and members - First two meetings held, topics discussed: <ul style="list-style-type: none"> - Project overview - Transmission corridor options • Webinar discussing transmission, fishing and site investigations • Facebook Live sessions (x 2) <ul style="list-style-type: none"> - Two live Q&A sessions were held on Facebook to provide the opportunity to learn about the project and ask questions • Gippsland office opened with locally employed Community Liaison Officer • Schools / education engagement (x 3) <ul style="list-style-type: none"> - Broadening Horizons program - Ocean Graduate School (University of WA) - Gippsland Community Leadership Program <p>Fishing</p> <ul style="list-style-type: none"> • Phone calls, emails and meetings with commercial fishers and representatives • Commercial fishing SMS to advise of site investigations • Established vessel register to prioritise the use of local vessels for project survey activities <p>GLaWAC</p> <ul style="list-style-type: none"> • Ongoing direct engagement with GLaWAC <p>Key stakeholders</p> <ul style="list-style-type: none"> • Ongoing direct engagement with key stakeholders <p>Landholders</p> <ul style="list-style-type: none"> • Letters sent to 600 landholders within transmission corridor options • Meetings with 86 landholders whose property may be suitable to host transmission infrastructure to understand views on corridor options and interest in hosting

2021	
Project milestones	<ul style="list-style-type: none"> • Baseline environmental surveys onshore and offshore • Onshore transmission route selection • Technical reference group convened • Energy Innovation Fund awarded
Key topics for discussion and feedback	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • GLaWAC relationship and involvement in development of the project • Local industry engagement/local jobs and manufacturing/supply opportunities • Site investigations and updates on activities and findings • Onshore transmission site investigations • Fishing-specific engagement • EES/EIS studies - seeking local knowledge and inputs
Summary of communication and engagement tools	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – 27 local newspaper ads • Community research • Digital / online <ul style="list-style-type: none"> – New project website launched – Social media <ul style="list-style-type: none"> - Facebook posts (x 157) - LinkedIn posts (x 109) • Display boards (x 8) <ul style="list-style-type: none"> – Fish studies – Jobs – Onshore studies – Ports – Recreational fishing – Seabed investigations – Studying the marine environment – Supplying offshore wind • Fact sheets (x 5) <ul style="list-style-type: none"> – Recreational fishing FAQ – Technical studies – Transmission – Turbines – Kids colouring sheet – Updated / re-release of existing fact sheets: <ul style="list-style-type: none"> - Project overview • Newsletters <ul style="list-style-type: none"> – e-news bulletins (x 24) – newsletter distributed to 55,000 households (x 1) • Videos (x 5) <ul style="list-style-type: none"> – Fish surveys – Webinar technical studies – Webinar transmission and site investigations – Project studies – Project update

Summary of consultation activities	<p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group – 8 meetings held with key topics discussed including: <ul style="list-style-type: none"> – Marine Ecology Survey Program and Environmental assessments – Transmission route selection – Turbines – Consultation for EIA – EIA technical studies – Aboriginal cultural heritage – Designing a wind farm • Community information sessions (x 5) <ul style="list-style-type: none"> – Woodside Beach – Yarram – Morwell – Lakes Entrance – Port Albert • Community visits to the project’s Gippsland office • Pop ups (x 13) with locations including: <ul style="list-style-type: none"> – Circular Economy Event Yarram – Discover Boating Show – Heesco Town Festival – Foster Market – Port Albert – Port Welshpool – Prom Country Market – Traralgon Farmers Market x 2 – Woodside Beach Twilight Market – Gippsland office ‘drop in’ events • Schools / education engagement <ul style="list-style-type: none"> – Broadening Horizons Program – Ocean Graduate School (University of WA) – Science Week with Gippsland Tech – University of Tasmania – World Wind Day with local primary schools • Webinars (x 4) <p>Fishing</p> <ul style="list-style-type: none"> • Appointment of a dedicated Fishing Liaison Officer • Meetings, briefings and phone calls with fishers • Dedicated consultation sessions with fishers in Lakes Entrance and Port Franklin (also live streamed for stakeholders unable to attend in person) • Pop up at South Gippsland Game Fishing Club Snapper and Gummy Challenge Club fishing competition • SIV mailout and survey • SMS to advise of site investigations <p>GLaWAC</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, phone calls and emails) with GLaWAC <p>Key stakeholders</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, briefings and workshops) with government and energy industry stakeholders, community and environmental groups • Technical Reference Group established <p>Landholders</p> <ul style="list-style-type: none"> • Direct engagement with landholders along the proposed transmission route
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2022	
Project milestones	<ul style="list-style-type: none"> • Baseline environmental surveys onshore and offshore • Energy Innovation Fund additional site studies • EIS / EES preparation
Key topics for discussion and feedback	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • GLaWAC relationship and involvement in development of the project • Local industry engagement/local jobs and manufacturing/supply opportunities • Site investigations and updates on activities and findings • Onshore transmission site investigations • Fishing-specific engagement • EES / EIS studies - seeking local knowledge and inputs • Visualising the offshore wind farm
Summary of communication and engagement tools	<ul style="list-style-type: none"> • Advertising <ul style="list-style-type: none"> – 29 local newspaper ads • Community research • Digital / online <ul style="list-style-type: none"> – 3D model launched – 'Get involved' online engagement hub – Online interactive map published – Project website – Social media <ul style="list-style-type: none"> - Facebook posts (x 144) - LinkedIn posts (x 93) • Display boards (x 8) <ul style="list-style-type: none"> – Fish studies – Jobs – Onshore studies – Ports – Recreational fishing – Seabed investigations – Studying the marine environment – Supplying offshore wind • Fact sheets (x 3) <ul style="list-style-type: none"> – Working in offshore wind – Cultural heritage surveys – Visualising the wind farm – Updated / re-release of existing fact sheets <ul style="list-style-type: none"> - Project overview fact sheet - Recreational fishing FAQ - Environmental assessments • Information booklets <ul style="list-style-type: none"> – Offshore Wind Jobs Guide • Maps <ul style="list-style-type: none"> – Draft layout options – Benthic (seabed) map – Onshore map • Newsletters <ul style="list-style-type: none"> – E-news bulletins (x 19)

	<ul style="list-style-type: none"> - Newsletter distributed to 55,000 households (x 1) • Videos (x 7) <ul style="list-style-type: none"> - Bird surveys aerial - Bird surveys boat - Community Advisory Group site visit - How offshore wind works - Project overview - Virtual tour and visualisations - Webinar
<p>Summary of consultation activities</p>	<p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group – 7 meetings held: <ul style="list-style-type: none"> - Industry and fishing consultation - Site visit - Social impact assessment workshop - Ports and marine studies - Transmission - Project timeline - Seabed studies • Community information sessions (x 7) <ul style="list-style-type: none"> - Foster - McLoughlins Beach - Port Albert - Woodside - Woodside Beach - Yarram - Morwell • Community visits to the project’s Gippsland office • Pop ups (x 5) <ul style="list-style-type: none"> - Discover Boating Show - Melbourne Knowledge Week - Sea Days Festival - Yarram Chalk Festival - Yarram Pro Am • Schools / education engagement (x 12) <ul style="list-style-type: none"> - Baw Baw Latrobe LLEN Apprenticeships Evening - Baw Baw Latrobe LLEN Career Teacher Evening - Baw Baw Latrobe LLEN Jobskills Expo - Broadening Horizons – Yarram Secondary College - Foster Secondary School Careers Fair - Federation University Gippsland Open Day - Gippsland Tech School Science Week - Guest lecture- Melbourne University - Job Skills Expo, Warragul - Master of Environment Guest lecture – Australian Maritime College - Melbourne University Energy Students Association Industry night - Yarram Secondary College presentations • Webinar (x 1) <p>Fishers</p> <ul style="list-style-type: none"> • Conversations with local fishing supply and boat retailers

- Dedicated Fishing Liaison Officer
- Fishing boat ramp surveys
- Fishing online survey
- Mail out to the Victorian Fishing Association distribution list
- Pop up at Seafood Directions industry event and Melbourne Boat Show
- Workshops with representatives from fishing peak bodies

GLaWAC

- Ongoing direct engagement (meetings, phone calls and emails) with GLaWAC

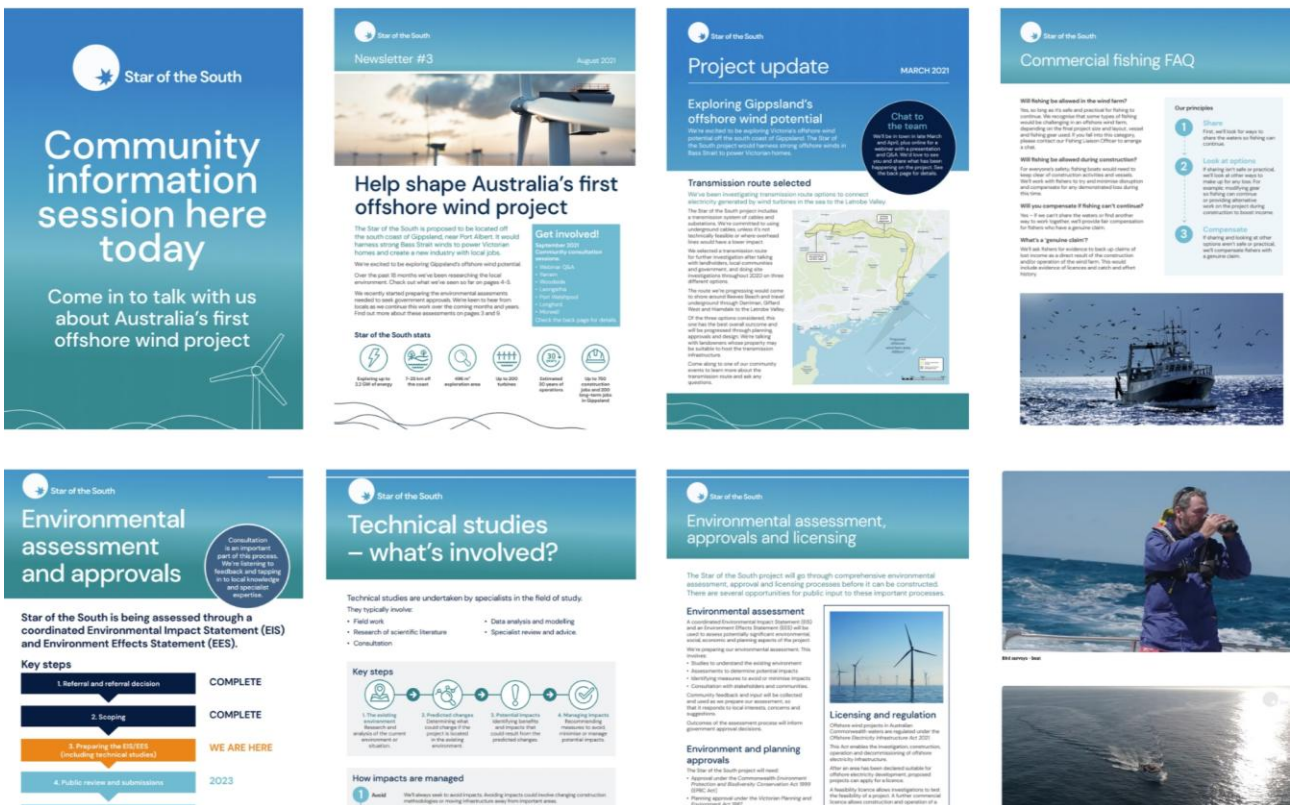
Key stakeholders

- Ongoing direct engagement (meetings, briefings and workshops) with government and energy industry stakeholders, community and environmental groups
- Technical Reference Group site visit

Landholders

- Direct engagement with landholders along the proposed transmission route

Figure 6-5 Examples of phase 2 communication and consultation



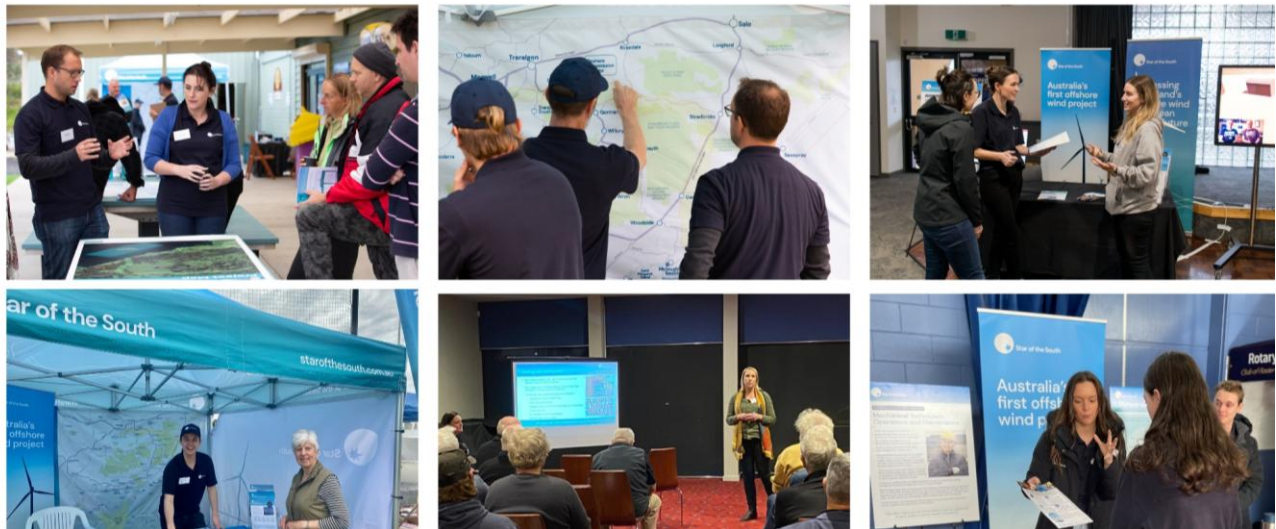


Table 6-6 Phase 3 communication and engagement

Phase 3 – Project refinement and assessment	
Timeframe: 2023-mid 2025	
Engagement purpose: Seek feedback to inform project refinement and the completion of technical studies	
2023	
Project milestones	<ul style="list-style-type: none"> • Additional marine environment surveys • Offshore geotechnical campaign • EIS / EES preparation including 26 technical studies • Applied for Feasibility Licence
Main topics for discussion and feedback	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • Local industry engagement/local jobs and manufacturing/supply opportunities • Site investigations and updates on activities / findings • Onshore transmission • Fishing-specific engagement • Community benefit sharing • Ports – announcement of preferred ports • EES / EIS studies - seeking local knowledge and inputs • GLaWAC relationship and involvement in project development
Key communication tools	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – 12 local newspaper ads • Community research • Digital / online <ul style="list-style-type: none"> – 'Get involved' online engagement hub – Project website – Social media <ul style="list-style-type: none"> - Facebook posts (x 142) - LinkedIn posts (x 109) • Display boards (x 1) <ul style="list-style-type: none"> – Supply opportunities • Fact sheets (x 4)

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- | | |
|--|--|
| | <ul style="list-style-type: none">- Supplying offshore wind- Ports- Seabed investigations- Commercial fishing FAQ- Updated / re-release of existing fact sheets:<ul style="list-style-type: none">- Project overview fact sheet- Technical studies• Information booklets (x 2)<ul style="list-style-type: none">- Making the Move to Offshore Wind- Supplier Showcase• Newsletters<ul style="list-style-type: none">- e-news bulletins (x 12)• Videos (x 3)<ul style="list-style-type: none">- Community Advisory Group local port visit- Marine geotechnical investigations- Environmental assessments |
|--|--|
-

Key engagement activities	<p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group – 7 meetings held with key topics discussed: <ul style="list-style-type: none"> – Policy and regulatory developments – Recreational fishing and transmission – Commercial fishing – Project timeline – Supply chain and ports – Site visit to a local port – Approvals update • Community visits to the project’s Gippsland office • Pop ups (x 20) <ul style="list-style-type: none"> – First Nations Business Expo – Gippsland Electric Vehicle Expo and Community Renewables Market – Gippsland Careers Network Industry Dinner Series – Gippsland Jobs Expo – Gippsland Centre, Sale – GWEC APAC Offshore Wind and Hydrogen Summit – Jobs of the Future dinner series – Job Skills Expo, Warragul – Latrobe City Jobs Expo – Leongatha Jobs Expo – Middle of Everywhere Christmas Parade – MidValley Shopping Centre, Sale – Sea Days Festival – South Gippsland Bass Coast Career Expo – TAFE Gippsland Student Job and Skills Expo – Tarwin District Community Lifestyle and Automotive Festival – Toora Triathlon Family Day – Trades & Tech Fit Expo – Transform Renewable Energy Community and Jobs Expo – Yarram Agricultural Show • Schools / education engagements (x 14) <ul style="list-style-type: none"> – Broadening Horizons Program – Championing Industry within Schools – Federation University Open Day – Gippsland Grammar School – Gippsland Tech – National Science Week and presentation – Gippy Youth Summit – Lavalla Catholic College – Mount St Joseph Girl’s College Altona – Officer Secondary College – Science Week with Gippsland Tech – South Gippsland Bass Coast Careers Expo – TAFE Gippsland – University of Melbourne guest lecture – Yarram Secondary College <p>Fishing</p> <ul style="list-style-type: none"> • Attendance at fishing industry events <ul style="list-style-type: none"> – VFA Fishing Expo – Melbourne Boat Show
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	<ul style="list-style-type: none"> – South Gippsland Snapper and Gummy Competition • Conversations with local fishing supply and boat retailers • Dedicated Fishing Liaison Officer <p>GLaWAC</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, phone calls and emails) with GLaWAC <p>Key stakeholders</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, briefings and workshops) with government and energy industry stakeholders, community and environmental groups • Attendance at ocean industry events (Ocean Leaders Summit and Innocean by Ocean Impact Organisation) • Technical Reference Group <p>Landholders</p> <ul style="list-style-type: none"> • Direct engagement with landholders along the proposed transmission route
2024	
Project milestones	<ul style="list-style-type: none"> • Feasibility Licence awarded • VicGrid confirmed shared transmission corridor study area • EIS / EES preparation including 26 technical studies • Preparation for Victorian Government offshore wind auction • Design refinements made and final project scope for EIS / EES confirmed
Key topics for discussion and feedback	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • GLaWAC relationship • Updates to the project area following the Feasibility Licence award • Local industry engagement/local jobs and manufacturing/supply opportunities • Fishing-specific engagement • Community benefit sharing • Transmission route connection options • EES / EIS studies - seeking local knowledge and inputs
Summary of communication and engagement tools	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – Local newspaper ads (x 19) • Community research • Digital / online <ul style="list-style-type: none"> – Social media <ul style="list-style-type: none"> - Facebook posts (x 126) - LinkedIn posts (x 88) • Display boards (x 1) <ul style="list-style-type: none"> – Project overview and map • Fact sheets (x 1) <ul style="list-style-type: none"> – Project approvals – Updated / re-release of existing fact sheets: <ul style="list-style-type: none"> - Project overview fact sheet - Working in offshore wind - Turbines - Recreational fishing FAQ - Commercial fishing FAQ - Site investigations • Newsletters <ul style="list-style-type: none"> – e-news bulletins (x 14)

	<ul style="list-style-type: none"> - newsletter distributed to 55,000 households • Videos (x 5) <ul style="list-style-type: none"> - Gippsland project update - Meet our Gippsland team - How turbines are installed - Shore crossing • Webinar
<p>Summary of consultation activities</p>	<p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group – 7 meetings held, key topics discussed: <ul style="list-style-type: none"> - Ports - Transmission - Timeline - EIA update - Visit to an onshore substation - South Gippsland Shire Council's Renewable Energy Impact and Readiness Study - Community sponsorship • Community information sessions (x 4) <ul style="list-style-type: none"> - Seaspray - Traralgon - Foster - Yarram • Community visits to the project's Gippsland office in Yarram • Pop ups (x 19) <ul style="list-style-type: none"> - Boat ramp pop ups (x 4) at Port Welshpool and Port Albert - Community event – screening of Planet Wind at Yarram - Foster Show - Gippsland Job Expo (Traralgon) - Gippy Youth New Energy Job Summit - ICN Victoria: Renewable Energy Mixer - Inspiring Young People Luncheon - Job Skills Expo, Warragul - Sea Days Festival - South Gippsland Bass Coast Careers Expo - Tarra Easter Festival Monday Market - Tarwin Lower Lifestyle Expo - Toora Triathlon - Trade & Tech Fit Career Expo - Wonthaggi Jobs Fair - Yallourn Power Station Training and Careers Fair • Schools / education engagement (x 10) <ul style="list-style-type: none"> - Broadening Horizons Program - Careers Expo at Catholic College Sale - Federation University Open Day - Gippy Youth Summit - Hillbrook Anglican School QLD - Maffra Secondary College presentation - Maffra Secondary College Careers Expo - Science Week with Gippsland Tech - Yarram Primary School - Youth Careers Expo, Bairnsdale

	<p>Fishing</p> <ul style="list-style-type: none"> • Conversations with local fishing supply and boat retailers • Establishment of an offshore wind developer coordinated 'Fishing Co-existence Subgroup' • Dedicated Fishing Liaison Officer • Meetings, phone calls and emails with fishers and fishing peak bodies and associations • Pop ups (x 4) at Port Welshpool boat ramp and Port Albert boat ramp • Stall and presentation at Seafood Directions conference <p>GLaWAC</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, phone calls and emails) with GLaWAC <p>Key stakeholders</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, briefings and workshops) with government and energy industry stakeholders, community and environmental groups • Technical Reference Group <p>Landholders</p> <ul style="list-style-type: none"> • Direct engagement with landholders along the proposed transmission route
2025	
<p>Project milestones</p>	<ul style="list-style-type: none"> • Completion of EIS / EES and submission to government for authorisation • Preparation for public review of the EIS / EES • VicGrid releases refined transmission route and connection hub location
<p>Key topics for discussion and feedback</p>	<ul style="list-style-type: none"> • Ongoing education about offshore wind • Ongoing introduction to the project • Local industry engagement/local jobs and manufacturing/supply opportunities • Fishing-specific engagement • Community benefit sharing • Transmission route connection options • EES / EIS studies – sharing information, mitigations and next steps • GLaWAC partnership agreement
<p>Summary of communication and engagement tools</p>	<ul style="list-style-type: none"> • Advertisements <ul style="list-style-type: none"> – Local newspaper ads (x 6) • Community research • Digital / online <ul style="list-style-type: none"> – 'Get involved' online hub engagement – Project website – Social media <ul style="list-style-type: none"> - 60 Facebook posts - 40 LinkedIn posts • Display boards (x 1) <ul style="list-style-type: none"> – Project planning • Fact sheets <ul style="list-style-type: none"> – Commercial fishing – Fishing FAQs • Newsletters <ul style="list-style-type: none"> – E-news bulletins (x 6)

Summary of consultation activities	<p>Community</p> <ul style="list-style-type: none"> • Community Advisory Group, 3 meetings held with key topics discussed including: <ul style="list-style-type: none"> – Transmission – Environmental approvals update – Onshore transmission update • Community information sessions (x 7) <ul style="list-style-type: none"> – Port Albert – Golden Beach – Leongatha – Loch Sport – Toora – Woodside – Yarram • Pop ups (x 5) <ul style="list-style-type: none"> – Pearl Park Music Festival – Sea Days Festival – South Gippsland Bass Coast Careers Expo – Toora Triathlon – Trade & Tech Fit Career Expo • Schools / education (x 4) <ul style="list-style-type: none"> – Catholic College Sale – Gippsland Grammar – Lavalla Catholic College – Yarram Primary School <p>Fishers and ocean users</p> <ul style="list-style-type: none"> • Direct engagement with fishers and fishing bodies <p>GLaWAC</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, phone calls and emails) with GLaWAC <p>Key stakeholders</p> <ul style="list-style-type: none"> • Ongoing direct engagement (meetings, briefings and workshops) with government and energy industry stakeholders, community and environmental groups • Technical Reference Group <p>Landholders</p> <ul style="list-style-type: none"> • Direct engagement with landholders along the proposed transmission route
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Figure 6-6 Examples of phase 3 communication and consultation



6.5 Dedicated landholder engagement

A dedicated Gippsland-based lands engagement team was established in 2020 to provide a consistent point of contact for landholders whose property may be suitable to host project transmission infrastructure.

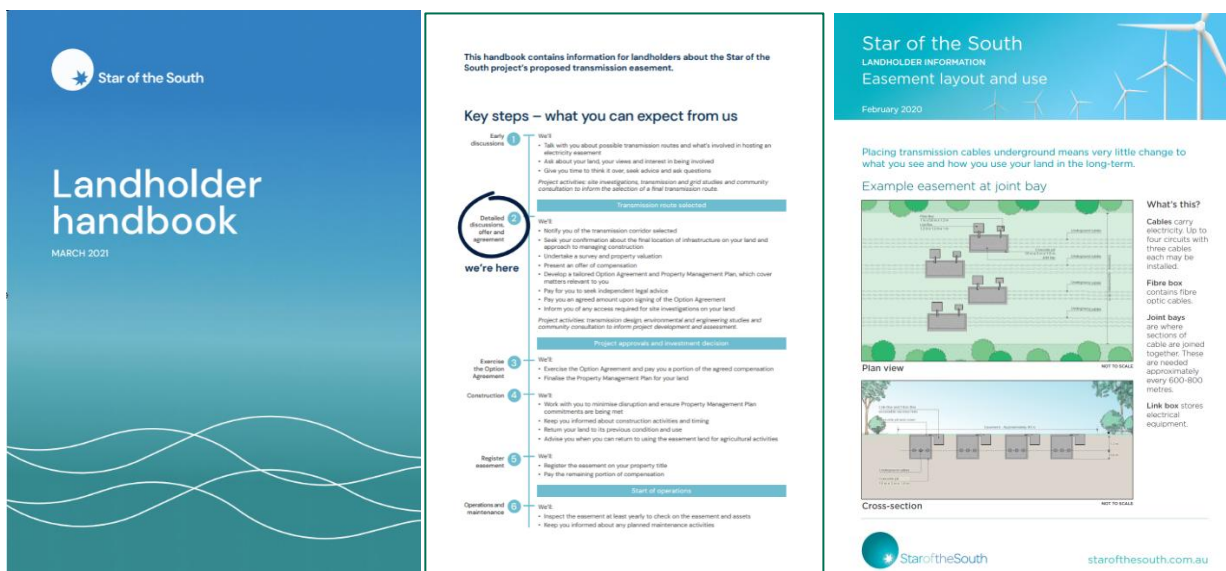
Star of the South started landholder engagement in 2020 to obtain feedback on three onshore cable corridor options being considered. This involved sending hundreds of letters, making phone calls, follow up emails and text messages, and holding 70 meetings and site visits.

Once a preferred corridor was announced in 2021, all landholders were updated and engagement with landholders within the preferred corridor continued. Engagement supported land access for site investigations, technical assessments, and refinement of the corridor to avoid and minimise impacts to property, land uses, and existing infrastructure wherever possible.

Tailored landholder information materials provide detailed information relevant to their interests and questions at every stage.

Over seven years, 3739 interactions were recorded with landholders, including through email, phone calls, SMS, meetings and site visits.

Figure 6-7 Example landholder information materials



6.6 Dedicated fishing engagement

The *Offshore Electricity Infrastructure (OEI) Act* framework operates under the principle of shared use of the offshore marine environment, recognising all users and balancing competing interests.

Star of the South started engaging with commercial and recreational fishers in 2018. Recognising the importance of working with the fishing sector, Star of the South appointed a dedicated Fishing Liaison Officer in 2021 to provide a knowledgeable, consistent point of contact and lead proactive engagement with a focus on safe coexistence.

Star of the South has engaged directly with individual commercial fishers, individual recreational fishers, industry representatives, fishing clubs, fishing regulators and research agencies. This has been done through individual meetings, information sessions, workshops, participation in seafood industry events, boat ramp surveys, and a Seafood Industry Victoria member survey.

Engagement with fishers has been undertaken to:

- Provide information about the project and project activities through a range of channels
- Collect data and feedback to understand fishing activities that occur in project area
- Identify and proactively consult with commercial fishing concession holders currently operating in the project area
- Consult on site investigations timing, methods and locations
- Consult on baseline environment survey methods, EIS / EES scope and assessments
- Identify opportunities for local vessels and crews to work on the project
- Discuss key considerations for fishing in wind farm design, construction and operation
- Discuss potential opportunities for collaboration.

In addition to focused engagement with fishers and boaters, the project's Gippsland-based community engagement team works with the broader local communities, including residents, visitors, holidaymakers and regional stakeholders with an interest in the project. Fishing is a topic that is often raised in this context.

Figure 6-8 Engagement with commercial and recreational fishing stakeholders

The collage consists of several informational graphics and documents from Star of the South:

- Project overview:** A graphic titled "Project overview" with the sub-header "Harnessing Australia's offshore wind". It includes a "Sign up for project updates" button and a "What's involved?" section.
- Commercial fishing & offshore wind in Gippsland:** A document titled "Commercial fishing & offshore wind in Gippsland" with the sub-header "Offshore wind has recently joined commercial fishing as an ocean industry operating in Boss Strait, off the Gippsland coast." It includes a "Working together" section and logos for Southern Ten, RWE, and others.
- Technical studies:** A document titled "Technical studies" with the sub-header "We're working on a comprehensive Environmental Impact Statement (EIS) and Environmental Effects Statement (EES). These are the most detailed assessments that a project can get through in Australia." It includes a "What's involved?" section and a "Key steps in the environmental assessment process" diagram.
- PROJECT PLANNING:** A document titled "PROJECT PLANNING" with the sub-header "GET INVOLVED". It includes a "What's involved?" section and a "Key steps in the environmental assessment process" diagram.
- ABORIGINAL CULTURAL HERITAGE SURVEYS:** A document titled "ABORIGINAL CULTURAL HERITAGE SURVEYS" with the sub-header "We are undertaking Aboriginal cultural heritage surveys for the Boss Strait Offshore Wind Farm." It includes a "WHAT ARE THE SURVEYS FOR?" section and a "WHAT IS A CULTURAL HERITAGE MANAGEMENT PLAN?" section.
- NEWSLETTER OCTOBER 2024:** A document titled "NEWSLETTER OCTOBER 2024" with the sub-header "CREATING THE ENERGY OF TOMORROW". It includes a "GET INVOLVED" section.
- Marine geotechnical investigations:** A document titled "Marine geotechnical investigations" with the sub-header "STAR OF THE SOUTH". It includes a "SHORE CROSSING" section.
- LICENSING & REGULATION:** A document titled "LICENSING & REGULATION" with the sub-header "Offshore wind projects in Australia require an approval from the Commonwealth and State governments." It includes a "WHAT ARE THE SURVEYS FOR?" section.
- ENVIRONMENT & PLANNING APPROVALS:** A document titled "ENVIRONMENT & PLANNING APPROVALS" with the sub-header "Star of the South is going through a rigorous, coordinated Commonwealth and State environmental impact assessment process." It includes a "WHAT ARE THE SURVEYS FOR?" section.



Table 6-7 Summary of key fishing engagement activities

Year	Activity	Description
2018	Industry engagement	First meetings with SETFIA, SSIA and SIV.
	SIV mailout	First mailout to SIV mailing list to share project information with relevant fishers.
2019	Consultation sessions	Events in commercial fishing ports of Lakes Entrance and Port Franklin to consult on upcoming site investigations and share project information.
	Seafood Directions, Melbourne	Information stand and sponsorship of peak seafood industry event.
	Phone calls, emails and meetings	Direct engagement to introduce and discuss the project with individual fishers and representatives.
	Consultation on fish surveys	Technical specialist designing fish survey consulted key fishers operating in the project area for advice and feedback on fish ecology survey methodology and timing.
	SMS	SMS used to share information about site investigations.
2020	Community Advisory Group	Established Advisory Group with 20 local community and stakeholder representatives, including a commercial fisher from Lakes Entrance.
	Webinar	Project updates shared via webinar (COVID-19).
	Email and phone updates	To keep individual fishers and representatives informed about project activities and developments.
	Meetings	Meetings with individual fishers highly interested in the project.
	SMS	SMS used to share updates.
	Vessel register	Established vessel register to prioritise the use of local vessels for project survey activities.
2021	Consultation sessions	Events in commercial fishing ports of Lakes Entrance and Port Franklin to share project update including a discussion of site layout considerations and what to expect during each phase of the project. Communicated the project's commitment to co-existence and compensation as required.
	Meetings and briefings	Meetings with individual fishers highly interested in the project. Briefed industry bodies on draft site layout and approach to sharing the waters, including a commitment to compensation if required.
	SIV mailout and survey	Mailout to Victorian fishers via industry body SIV to increase awareness and seek feedback from fishers.
	Email and phone updates	To keep individual fisheries and industry bodies informed.
	Key contact	Dedicated Fishing Liaison Officer commenced, introductions to all key stakeholders.
	SMS	SMS used to share information about site investigations.
2022	Workshop	Workshop with representatives from SIV, SETFIA, AFMA and VFA to share preliminary fish and fishery impact assessment findings and obtain input to EIS / EES technical report.
	Seafood Directions, Brisbane	Information stand and sponsorship of peak seafood industry event, participation in panel discussion on co-existence.
	Meetings and phone calls	Separate meetings and/or discussions with individual concession holders.
	VFA mailout	Inviting Victorian concession holders to contact the Fishing Liaison Officer to discuss the Project.
	SETFIA and SSIA mailout	Inviting Commonwealth fishers to contact the Fishing Liaison Officer to discuss the Project.

Year	Activity	Description
	Catch data	Sourced actual catch data from 7 commercial fishers that operate within the project area to test assumptions around catch and value and to test a draft compensation framework.
	Vessel services EOI	Invited Expressions of Interest from local vessel owners to obtain detailed information about vessels and capabilities, for upcoming fish survey and to bolster existing Vessel Register.
2023	Meetings and phone calls	Separate meetings and/or discussions with individual concession holders. Engagement with industry and other representatives: <ul style="list-style-type: none"> • New CEO, SIV • SETFIA / SSA • WAFIC – development of coexistence strategy • Blue Economy CRC.
	Offshore geotechnical investigations	Engaged with octopus fishers to identify locations of octopus pot longlines in relation to offshore geotechnical investigations sampling locations.
	Supplier Showcase	Identified a number of fishing businesses for listing and profiling in Gippsland's Supplier Showcase for offshore wind.
2024	Meetings and phone calls	Separate meetings and/or discussions with individual concession holders and family fishing businesses. Engagement with industry and other representatives: <ul style="list-style-type: none"> • SETFIA / SSIA • SIV • LEFCOL • Blue Economy CRC Futures of Seafood Project (Vic Jurisdictional Committee member) • Victorian Seafood Industry Awards night • Email updates • Field visit to octopus fishing operation.
	Seafood Directions, Hobart	Information stand, workshop participation and presentations in plenary and panel sessions.
	Community Advisory Group	Presented findings and learnings from US study tour
	OG12 Fishing Coexistence Subgroup	Alignment on co-existence and engagement with the fishing industry.
2025	Meetings and phone calls	Meetings and/or discussions with individual concession holders and family fishing businesses. Engagement with industry and other representatives.

Refer to *Chapter 15 – Commercial and Recreational Fisheries and Technical Report N – Commercial and Recreational Fisheries* for further information.

6.7 Dedicated community engagement

Throughout the project's development, Star of the South has worked closely and directly with local communities in Gippsland and built productive working relationships founded on a shared aspiration for positive outcomes for Gippsland.

Communities with an interest in the project are diverse and unique. Star of the South has a strong focus on working with coastal communities in proximity to the project area and those from across the broader Gippsland region. Other Victorians and Australians have also been involved.

Engagement and communication are tailored to community needs and interests to encourage and support participation in the project's development and assessment. An early and consistent focus on consultation has provided the time, sufficient information, and required expertise needed to support informed community participation.

Star of the South has a strong local presence with a Gippsland office and dedicated Gippsland-based community engagement team who lead all local consultation, including community information sessions, pop ups, community presentations, and stakeholder meetings and briefings. The project's local team in Yarram has created a trusted presence owing to its accessibility, availability and proactive efforts to involve the community in the development of the project.

Community engagement has helped Star of the South to understand what is important to consider in the project's development and assessment, to draw on local knowledge, and identify issues and opportunities early so they can be addressed.

Figure 6-9 Engagement with Gippsland communities



Figure 6-10 Star of the South's Gippsland team leading community and fishing engagement



6.7.1 Community Advisory Group

Star of the South established a Community Advisory Group in October 2020 to provide a forum for two-way communication with local communities and organisations, and to seek local advice on the project's development, assessment and engagement activities. The group is overseen by an independent chairperson in accordance with agreed terms of reference. For transparency, meeting agendas, minutes and presentations are available on the project's website.

Thirty-five meetings have been held, including site visits and workshops to obtain advice on subjects such as the project's social impact assessment and Consultation Plan.

The group has 20 members, comprising representatives from:

- Wellington Shire Council
- South Gippsland Shire Council
- Latrobe City Council
- GLaWAC
- Gippsland Climate Change Network
- Voices of the Valley
- Port Albert
- Yarram
- McLoughlins Beach
- Woodside Beach
- Giffard / Darriman
- Toora / Agnes

- Committee for Gippsland
- Gippsland Trades and Labour Council
- Birdlife
- Foster
- Sale
- Lakes Entrance

Figure 6-11 Community Advisory Group



Community Advisory Group meeting discussion topics have included:

- Aboriginal cultural heritage
- Commercial fishing
- Community sponsorship
- Designing a wind farm
- EIA consultation
- EIA process
- EIA technical studies
- General project updates
- Industry and fishing consultation
- Marine Ecology Survey Program
- Policy and regulatory developments
- Ports and marine studies
- Recreational fishing
- Seabed studies
- Social impact assessment workshop
- South Gippsland Shire Council's Renewable Energy Impact and Readiness Study
- Supplier showcase and ports update
- Transmission route options and selection
- Turbines

6.7.2 Hard to reach and vulnerable groups

Star of the South works with local government and other service providers to identify relevant individuals, groups and those who support them. The best approach for reaching hard to reach and vulnerable groups is determined on a case-by-case basis and includes:

- Hand delivering hard copy e-news / newsletters to those who don't receive mail
- Sending a hard copy newsletter to 55,000 Gippsland households for those who don't have the internet / access to e-news or consume media
- Use of radio and newspapers to engage with those who don't have the internet / use social media
- Offering a range of channels for enquiries – a free call phone number, email address, webform and social media channels, and local office – to suit different preferences
- Sharing information with Community Advisory Group members to on-share with members of their community who don't often see project information
- Engaging with GLaWAC to share information relevant to their community
- Providing project information at free community events including music festivals, sustainability festivals, art and craft markets
- Staffing information stalls at careers and jobs expos targeting unemployed community members and secondary school students seeking career advice
- Presenting to school students across the Gippsland region (see Section 7.1.8 for further details)
- Providing project information and careers information to coordinators from the Gippsland Skills and Jobs Centre network.

6.7.3 Youth and schools' engagement

Star of the South creates opportunities for young people to be involved in discussions about the project and Gippsland's future. Engagement with youth and schools to date has included:

- Participation in school-based inquiry programs such as Broadening Horizons with Yarram Secondary College and science week with Gippsland Tech School
- Delivering 48 presentations to primary, secondary and tertiary students
- Participation in jobs and careers fairs

- Supporting tertiary students to participate in energy industry events
- Hosting school, cub and scout, and student club visits to the project's Gippsland office.

Figure 6-12 Schools engagement



6.7.4 Supporters

Community engagement has revealed a strong appetite for new, large-scale energy projects to continue Gippsland's history of powering Victoria, provide continuity of energy jobs and economic opportunities in the region, and transition to clean electricity generation to help abate the effects of climate change.

Since 2020, around 1,200 people have signed up as a supporter of the project, demonstrating their belief in the opportunities the project will bring for Gippsland, Victoria and Australia. Recognising the genuine support for the project, the project has sought to involve supporters in project development and in celebrating key milestones.

Figure 6-13 Star of the South supporter get-togethers in Yarram



6.7.5 Community research

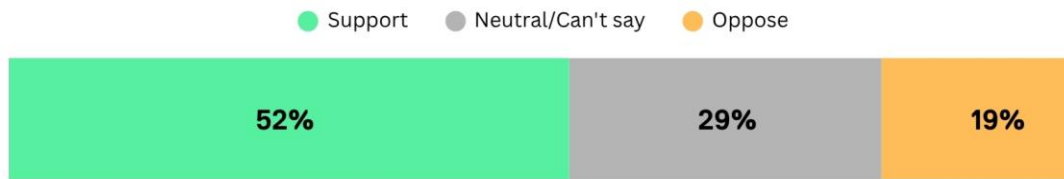
Star of the South has undertaken community research over the life of the project to understand and track community sentiment and awareness. The latest round, in November 2024, surveyed 400 residents in Wellington Shire, South Gippsland Shire and Latrobe City areas – 200 in coastal areas close to the project location and 200 across a broader area of Gippsland.

Findings show that there is high awareness and strong support for the project.

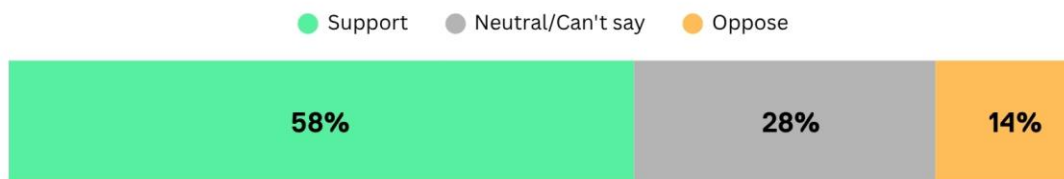
Overall, 81 per cent of respondents said they either support or are neutral towards the project. This number increases when focusing in on coastal communities close to the project, where 86 per cent are either supportive or neutral.

Figure 6-14 Community sentiment towards the project (November 2024)

All respondents



Coastal communities



Key reasons driving support are the need for more renewable energy to replace fossil fuels, offshore wind being seen as less intrusive than onshore infrastructure and local job creation.

Key concerns raised through the research were potential impacts to the marine environment and potential changes to recreational fishing. Visual impact was ranked amongst respondents' lowest concerns.

Unprompted, 64 per cent of respondents were aware of the project. This number was higher amongst coastal communities (81 per cent) and in Wellington Shire (74 per cent). When prompted, this increased to 82 per cent awareness.

7 Recording, responding and reporting

7.1 How feedback is used

At each phase, Star of the South has sought to be clear about which aspects of project development and assessment can be shaped by community feedback, and how feedback received will be used.

Following consultation, Star of the South shares a summary of feedback themes and explains how feedback has (or has not) influenced project decisions and why. In instances where feedback received relates to future project phases and decisions, it is recorded in a database for consideration at an appropriate time.

Table 7-1 outlines ways feedback has been used to inform project development and assessment to date.

Table 7-1 How feedback is used

Principle	What this means during EIS / EES preparation and public review
Design	<ul style="list-style-type: none"> • Informs options development and assessment • Considered in project scope refinement • Considered in locating infrastructure
Planning and environmental assessment	<ul style="list-style-type: none"> • Enhances our understanding of the local environment, potential issues and opportunities • Considered in preparing impact assessments • Considered in developing measures to avoid or minimise potential impacts • Informs communication and consultation approach • Informs performance requirements for construction, operation and decommissioning
Construction and operations	<ul style="list-style-type: none"> • Considered in construction methodology, timing and impact mitigation • Informs communication and consultation approach.

7.1.1 Mitigation and monitoring requirements

Community and stakeholder feedback has been used to inform the project's mitigation and monitoring requirements that Star of the South, including all contractors and sub-contractors will be required to meet to reduce impacts during construction and operation.

The successful contractor will be encouraged to achieve these measures through innovation, design or construction management processes. Mitigations may require:

- The creation of specific management plans (i.e. noise, vegetation, traffic) which detail how the contractor will minimise and manage impacts.
- Regular monitoring to ensure the project isn't exceeding recommended guidelines for things like air quality or noise.
- Regular consultation with the community, including notification prior to works.

Specific mitigations and monitoring measures will be included within each of the assessment's relevant chapters and technical reports, and all are fully detailed for the EIS within *Chapter 23 – Commonwealth Environmental Management Framework*.

7.2 Recording and reporting

Star of the South uses Consultation Manager, a secure stakeholder management database, to log all stakeholder interactions in accordance with the applicable privacy and data management requirements, and to support analysis and reporting on communication and engagement.

All stakeholder interactions are recorded, including contact details, date, time and record of interaction, feedback shared and how this feedback has been responded to or considered in developing the EIS / EES.

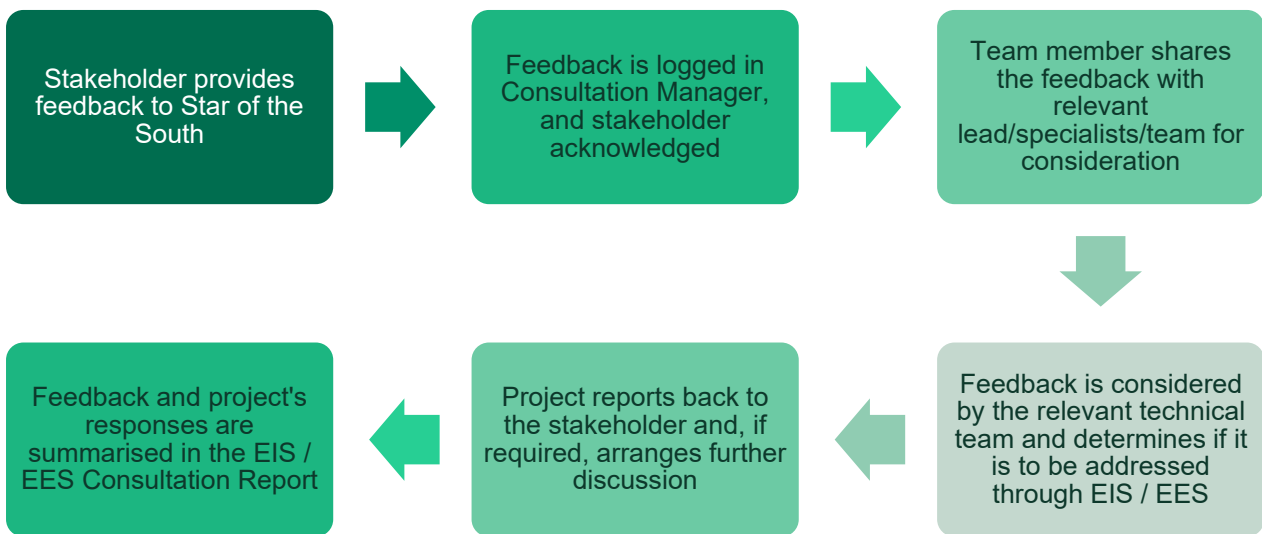
All required project team members and technical specialists have access to Consultation Manager to ensure efficient recording of stakeholder interactions and to access stakeholder feedback and insights that inform the assessment.

7.3 Considering and assessing stakeholder feedback

The following process flow outlines the approach to considering and assessing feedback provided by stakeholders for the purposes of incorporation and consideration in the assessment.

All feedback as it is received is logged in Consultation Manager. A weekly report is provided to all project leads to ensure feedback is shared across the team for awareness, assessment and actioning.

Figure 7-1 Process flow for considering / assessing stakeholder feedback



7.4 Closing the loop with stakeholders

Star of the South acknowledges stakeholder feedback as it is received throughout the entire consultation period. Following internal consideration and assessment of stakeholder feedback, Star of the South responds directly to the relevant stakeholders to ensure they understand the outcome and rationale (i.e. if a change has or has not been made to the project and why).

As committed in the Consultation Plan, this Consultation Report summarises consultation activities, key feedback and project response.

8 Feedback and project responses

8.1 Overview of feedback

Star of the South’s engagement with key stakeholders and local communities has identified feedback relating to a broad range of issues and topics. To enable effective consideration of and response to feedback, Star of the South categorised topics discussed with stakeholders into 22 categories.

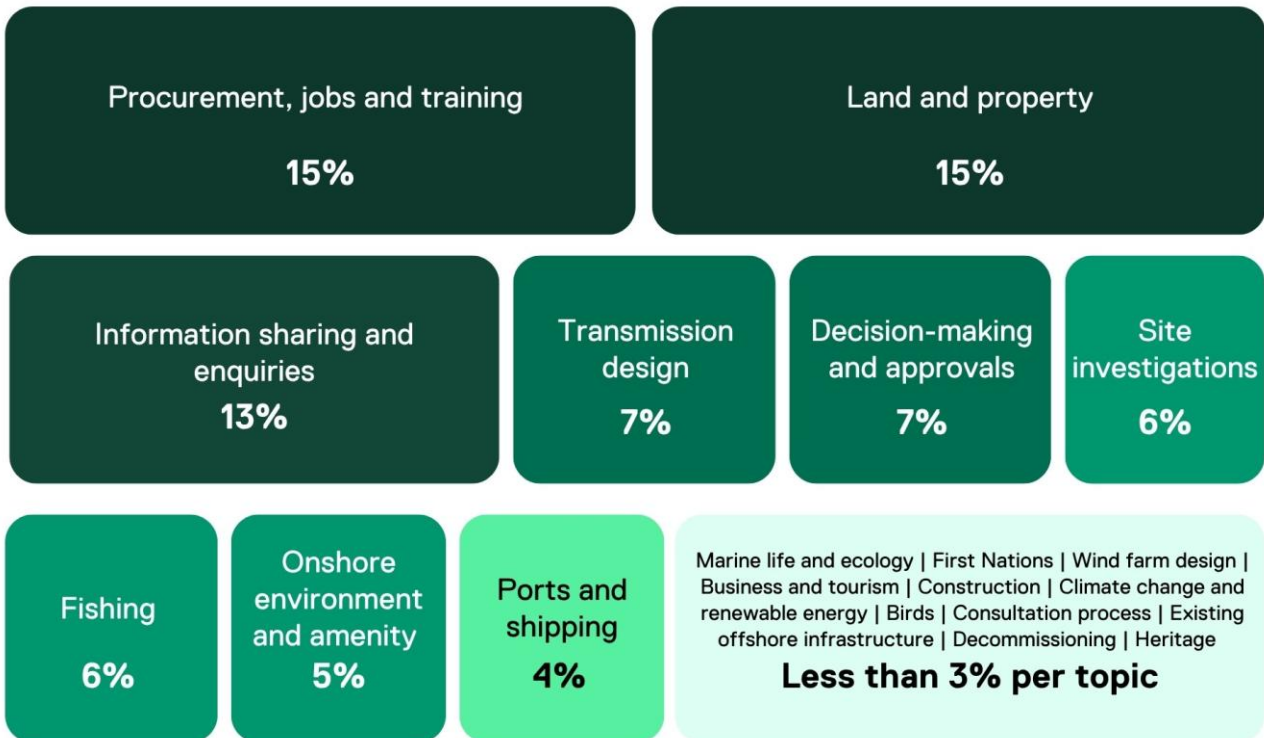
Table 8-1 Feedback categories

Feedback category	Sub-categories
Birds	Seabirds, shorebirds, bats, migratory birds, collision risk
Business and tourism	Local business, local supply chain, tourism
Climate change	Circular economy, energy transition, renewable energy, role of offshore wind
Construction	Construction methods, dredging, drilling, exclusion zones, safety
Consultation process	Community Advisory Group, consultation activities, how to get involved
Decision making and approvals	Approvals and approval decision makers, assessment process, government policy
Decommissioning	Bond, cost, early planning, recycling turbines
Existing infrastructure	Aviation, cables and pipelines, transport routes
First Nations	Aboriginal cultural heritage, cultural awareness, cultural heritage, indigenous engagement, indigenous supply chain
Fishing	Commercial fishing, co-existence, compensation, opportunities, recreational fishing
Heritage	Historic heritage, maritime / underwater heritage
Information sharing and enquiries	Communications materials, presentation request, request for information, sponsorship request
Land and property	Easement, land access, land ownership and caveats, property management, property values, proximity to residence
Marine life and ecology	Coastal processes, electromagnetic fields, marine mammals, underwater noise
Onshore environment and amenity	Flora and fauna, general environmental impacts, health, recreational use, visual amenity
Ports and shipping	Ports, shipping, navigation, vessels
Procurement, jobs and training	Careers development, industry development, manufacturing, schools and education, skills development, supplier enquiry
Project general information	Funding, need, ownership, scope, status, timing
Site investigations	Cultural heritage surveys, environment surveys, geophysical investigations, geotechnical investigations, wind and wave monitoring
Transmission design	Cable route, grid connection, substations, VicGrid interface
Visual amenity	Visual impact, seascape, lighting
Wind farm design	Cable array, site selection and location, substations, sustainability, turbines

8.2 Key topics of interest

The topics most frequently discussed during engagement with communities and stakeholders across the project’s development to date are presented in Figure 8-1 and described below.

Figure 8-1 Key topics of interest



Procurement, jobs and training

There is a high degree of interest in potential job and supply opportunities on the project and in the offshore wind industry more broadly. This category covers engagement with schools and training providers, workers, and the local supply chain.

Land and property

Extensive landholder engagement to support the selection and refinement of an onshore cable corridor generated almost 3,800 interactions in which a range of matters were discussed, including land access, easement requirements, property management, ownership and caveats, and proximity of infrastructure dwellings.

Information requests and general enquiries

This category takes in information requests and general project enquiries on topics such as timing, funding, scope and benefits. Enquiries about project timing are particularly common, often linked to interest in employment during construction and operation, or to a desire to understand when the project can be ready to offset the loss of retiring coal power stations in the Latrobe Valley.

Transmission design

There is strong interest in the location, technology and infrastructure associated with the project's transmission system, both onshore and offshore. Early feedback and enquiries related to the use of underground vs overhead infrastructure, cable routes, aspects of the electrical design and the burial of subsea cables. More recently, discussions have focused on updates to the project's transmission plans to align with VicGrid's Gippsland Offshore Wind Transmission 2 GW project.

Decision making and approvals

Questions about the policies and regulations relevant to offshore wind projects are sometimes raised by community members and stakeholders. In some cases, these questions relate to the assessment and approvals process, including a desire to understand the key steps who is responsible for granting approvals.

Site investigations

Star of the South has carried out a range of site investigations and widely consulted with and informed communities and stakeholders about these activities. Accordingly, this topic has attracted a significant number of enquiries, such as interest in what was found, and feedback, such as advice on the timing or location for surveys.

Onshore environment and visual features

Feedback relating to management of onshore environmental impacts (including ecology, vegetation removal, and changes to local parks) made up five per cent of all feedback provided. This feedback also included changes to the visual seascape and landscape character of the local coastline communities.

Ports and shipping

The topics of ports and shipping contributed four per cent of all feedback raised with Star of the South. This feedback was primarily raised by ports, water and shipping-based stakeholders with an interest in how the project would interface with their operations.

Other topics

A range of special-interest topics contributed between 0.2 and three per cent of all feedback raised with Star of the South. This is likely due to the very specific or localised nature of the topic and included marine life and ecology, First Nations (heritage and engagement), wind farm design (turbines and foundations), business and tourism, construction, climate change and renewable energy, birds, the project's consultation process, existing offshore infrastructure (oil and gas), decommissioning and heritage.

8.3 Feedback as it relates to the assessment

8.3.1 Overview of key issues

Community and stakeholder feedback has informed various aspects of the preparation of the EIS / EES and the 26 technical reports, outlined in Figure 8-2.

These key items are discussed in further detail in the relevant technical report, including the stakeholder who raised the feedback, the nature of the feedback and how the feedback was considered as part of the assessment. In the context of all feedback raised with Star of the South over the life of the project, potential environmental impacts and risks of the project have been raised significantly less frequently than other topics including jobs and procurement, land and property and general project information.

Figure 8-2 EIS / EES technical studies

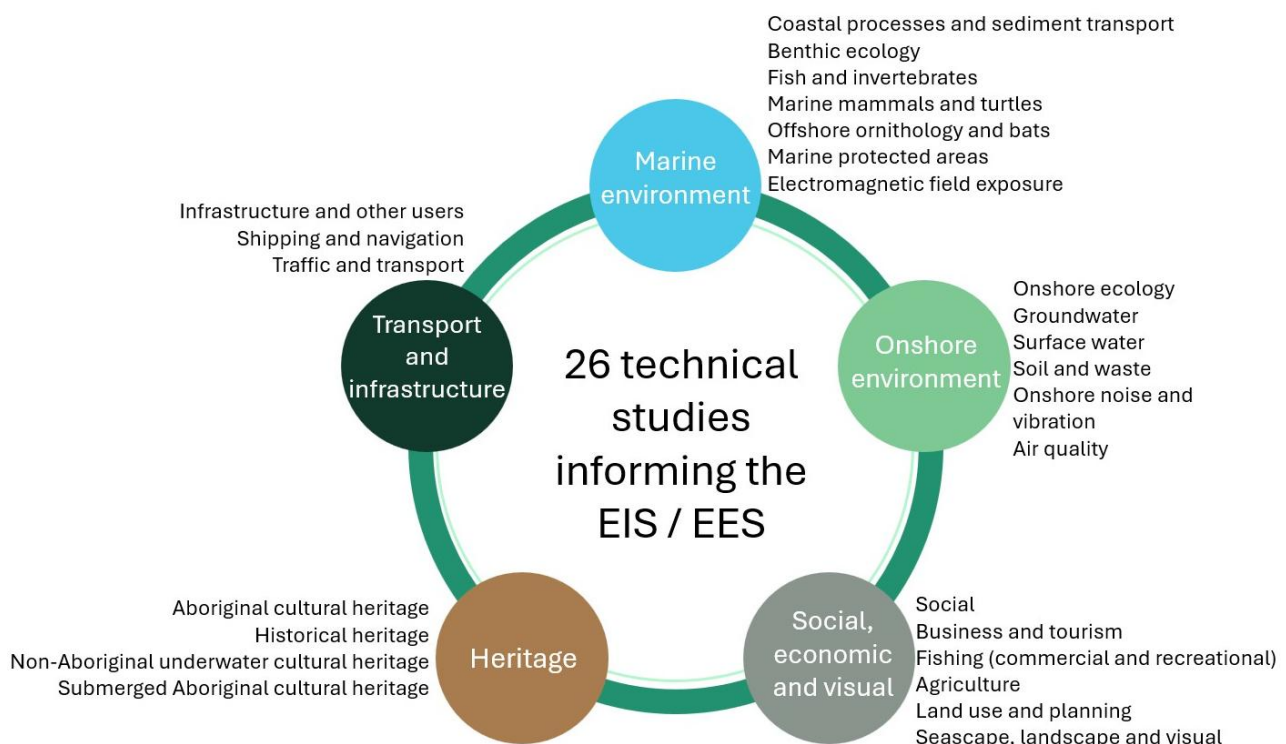
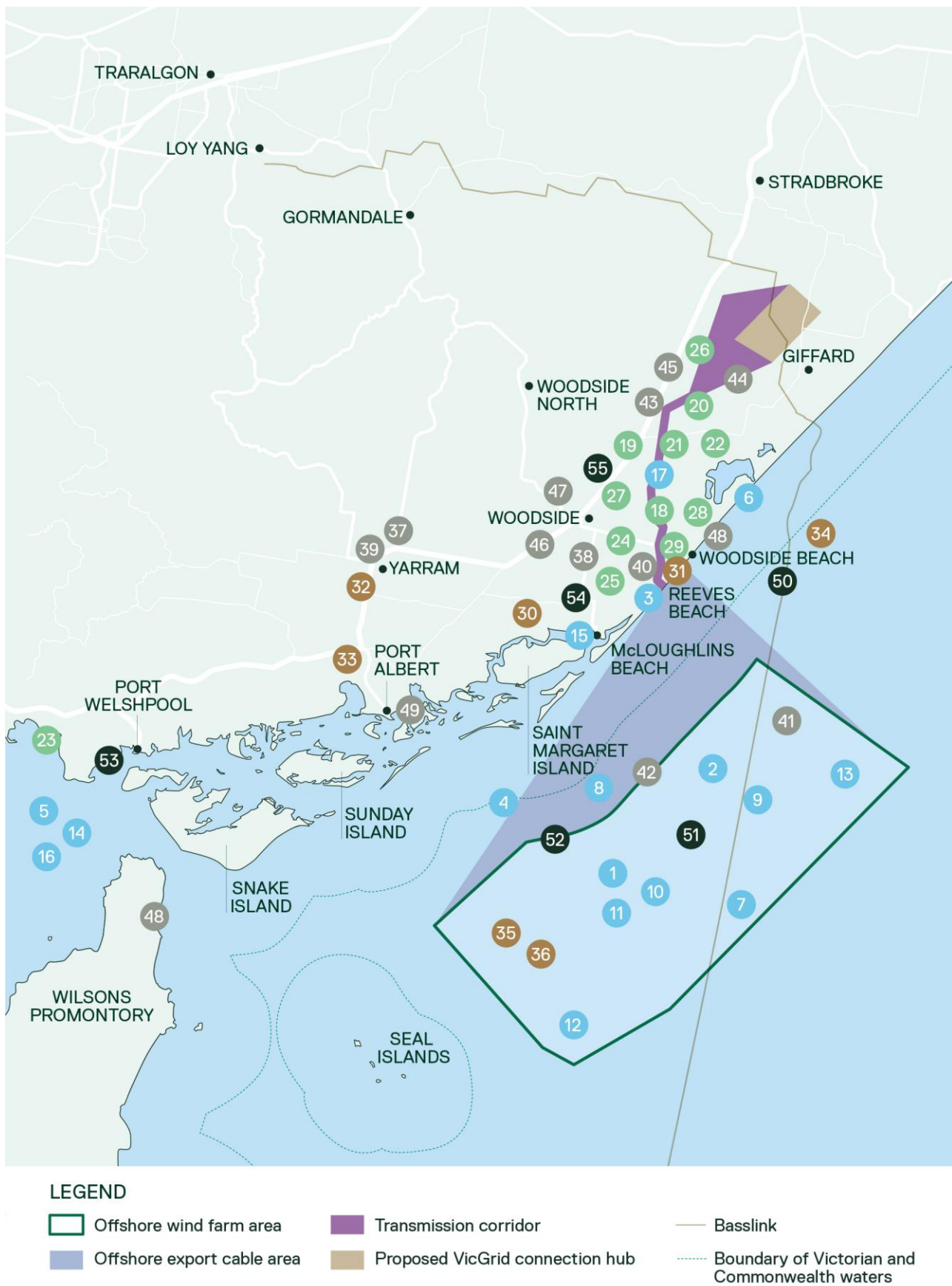


Figure 8-3 What we heard – EIS / EES



Marine environment	
Benthic ecology	1 Minimise potential impact to fish habitat, reefs and seagrass from location of turbines /cables or construction process
	2 Potential opportunity for habitat restoration / creation (leading to increased fish species)
Coastal processes and sediment transport	3 Protection of Reeves Beach during construction of the shore crossing
	4 Effects on tides and currents from the project's construction or operations
	5 Sediment transport impacts to Corner Inlet, key fish species fished and seagrass restoration projects
Fish and invertebrates	6 Contribution to coastal erosion
	7 Underwater noise during construction could cause decline or displacement of fish
	8 Potential impacts from electromagnetic fields and vibration to threatened species
Marine mammals and turtles	9 Potential opportunity for increased fish species around wind turbines
	10 Underwater noise from construction and vessel operations could affect marine mammals, fish and turtles (including migration and breeding patterns)
	11 Wind turbine foundation selection
Ornithology and bats	12 Increase in vessel movements and potential for strikes / collisions with marine mammals and turtles
	13 Collision risk to birds, particularly Australian seabirds of which there is limited to no data available on their behaviours around offshore wind farms
	14 Potential impacts to Corner Inlet Ramsar site and the habitat it provides for migratory birds
Marine protected areas	15 Potential impact to shorebird habitat
	16 Potential impact to Corner Inlet Ramsar Site and Beagle Australian Marine Park areas
Electromagnetic field exposure	17 Potential impacts from transmission cabling and electrical circuits on human or livestock health

Onshore environment	
Onshore ecology	18 Clearing of vegetation and associated impacts to habitat and biodiversity
	19 Impacts to native fauna, such as Gang Gang Cockatoo, Southern Toadlet and 'Strezlecki' koala
Ground water	20 Reinstate any disturbed private or public areas to existing conditions
	21 Contamination or biohazards to waterways from construction materials and disposal of waste
	22 Installed infrastructure could impede groundwater flow
Surface water	23 Potential construction impacts to waterways and wetlands, including Corner Inlet
	24 Potential impacts of flooding or changed flood characteristics
Soil and waste	25 Management and removal of construction waste
	26 Concern over potential contamination impacting private land
Air quality	27 Management of dust during construction
Onshore noise	28 Potential for disruptive noise from offshore construction activities
	29 Impact of onshore construction noise, particularly around Reeves Beach
Heritage	
Aboriginal cultural heritage	30 Potential harm to Aboriginal archaeological sites
	31 Potential impact to the Reeves Beach dune system, which is a place of Aboriginal cultural significance
Historical heritage	32 Potential impacts of the project development on historic character of Gippsland towns
	33 Potential impacts of the project on local heritage places with the region
Non-Aboriginal underwater cultural heritage	34 Interest in whether the shipwreck 'Glenelg' is located in the project area
Submerged Aboriginal cultural heritage	35 Potential harm to Aboriginal archaeological sites
	36 Intangible submerged Aboriginal cultural heritage values may be affected by the project

Social, economic and visual		Transport and infrastructure			
Social	37	Pressure on housing supply in the region to accommodate construction workers and forcing up rent / property prices for locals	Infrastructure and other users	50	Construction disruption to other offshore infrastructure and operations (such as offshore oil and gas)
	38	Use of and impacts to local road network for project construction traffic		51	Potential impact of / interference from, the location of offshore infrastructure to critical government operations and services
Business and tourism	39	Impact to local businesses and tourism in the region during the construction period	Shipping and navigation	52	Safe coordination and management of vessel traffic and concentration of vessels transiting the project area, particularly during construction
	40	Potential impacts on recreational and camping destinations such as Reeves Beach, Seaspray and Wilsons Promontory		53	Inclusion of search and rescue and emergency aids on the offshore infrastructure
Fishing (commercial and recreational)	41	Potential loss of commercial fishing grounds, potential reduction of available fish stocks and temporary or permanent access restrictions	Traffic and transport	54	Increased truck traffic on local roads during the construction period
	42	Potential exclusion for recreational fishers and boaters from the offshore wind farm area		55	Damage or impact to local roads by construction traffic
Agriculture	43	Potential impact of transmission easement on private agricultural land and livestock safety			
	44	Easements and infrastructure co-existence with forestry operations			
	45	Biosecurity impacts including weeds, pests, pathogens or diseases on farming production			
Land use and planning	46	Pressure on housing supply in the region to accommodate construction workers and forcing up rent / property prices for locals			
	47	Use of and potential impacts to local road network, Reeves Beach campground or private land			
Seascape, landscape and visual	48	Visibility of the turbines, and change to the natural landscape			
	49	Difficulty in understanding potential change to the seascape and natural character of the coastline			

8.3.2 Feedback by area of study

This section provides an overview the key feedback relating to the EIS / EES technical studies, how Star of the South has responded and where further information can be found in the relevant chapters and technical reports.

This section provides an overview of key feedback as it relates to each of the 26 EIS / EES technical studies as outlined in Figure 8-2. Where issues were mentioned frequently or across different stakeholder groups, they have been included in the summary tables in section 8.3.1. Further information and detailed feedback are contained within the detailed engagement summaries included with each technical report.

As presented in Figure 8-2, the 26 EIS / EES technical studies were of greater or less interest to stakeholders and communities throughout the project's consultation activities.

8.3.2.1 Marine environment – summary of key issues

The marine environmental studies include coastal processes and sediment transport, benthic ecology, fish and invertebrates, marine mammals and turtles, offshore ornithology and bats, marine protected areas and electromagnetic field exposure.

Table 8-2 Marine environment studies

Study	What we heard	Star of the South response	References
Benthic ecology	Minimise potential impacts to fish habitat, reefs and seagrass from location of turbines /cables or construction process	Star of the South has surveyed, sampled and filmed the seabed to understand what it is made of and what lives there. The project area has a mostly sandy and gravelly bottom, with some areas of reef habitat. Turbines will be positioned to avoid high profile reefs.	<i>Technical Report B – Benthic Ecology, Section 8 To 13</i>
	Potential opportunity for habitat restoration / creation (leading to increased fish species)	Underwater structures and scour protection can create new habitat for fish and may lead to increased fish species around project infrastructure.	<i>Technical Report B – Benthic Ecology, Section 10</i>
Coastal processes and sediment transport	Protection of Reeves Beach during construction of the shore crossing	Cables from the offshore wind farm would come to shore at Reeves Beach. Star of the South will use a no-trench construction method to pull the cables in underground, to protect the beach and dune system above.	<i>Technical Report A – Coastal Processes and Sediment Transport, Sections 8 To 10</i>
	Effects on tides and currents from the project's construction or operations	Coastal processes modelling has confirmed no significant impacts.	<i>Technical Report A – Coastal Processes and Sediment Transport, Sections 5.52 And Section 10</i>
	Sediment transport impacts to Corner Inlet, key fish species fished and seagrass restoration projects	Coastal processes modelling has confirmed no significant impacts.	<i>Technical Report A – Coastal Processes and Sediment Transport, Sections 5.52 And Section 10</i> <i>Technical Report F – Marine Protected Areas</i>

Study	What we heard	Star of the South response	References
	Contribution to coastal erosion	Coastal processes modelling has confirmed no significant impacts.	<i>Technical Report A – Coastal Processes and Sediment Transport, Section 10.2 And 10.4</i>
Fish and invertebrates	Underwater noise during construction could cause decline or displacement of fish	Star of the South identified around 160 different fish species in and around the project area during the three-year marine ecology survey program. During construction, noise might cause some fish to leave the area. Once turbines are installed, fish are expected to come back, and potentially in increased numbers once new ecosystems are formed.	<i>Technical Report C – Fish and Invertebrates, Sections 8 To 12</i>
	Potential impacts from electromagnetic fields and vibration to threatened species	Undersea export cables would be buried up to 1 m under the seabed. Where they can't be buried, they will be protected by a rock 'mattress.' This provides a protecting distance between the electromagnetic field source and fish in the area.	<i>Technical Report C – Fish and Invertebrates, Sections 8 To 12</i>
	Potential opportunity for increased fish species around wind turbines	Underwater structures and scour protection can create new habitat for fish and may lead to increased fish species around project infrastructure.	<i>Technical Report C – Fish and Invertebrates, Section 10.4</i> <i>Technical Report B – Benthic Ecology, Section 10</i>
Marine mammals and turtles	Underwater noise from construction and vessel operations could affect marine mammals, fish and turtles (including migration and breeding patterns)	Star of the South studied the marine environment for three years, collecting more than 50,000 data points on species that move through the project area. Using this data, Star of the South assessed potential risks and ways to avoid or reduce them, adopting successful methods used overseas. This includes the wind turbine foundation selection, the construction methodology and the use of sound attenuation systems such as double bubble curtains which reduce noise.	<i>Technical Report D – Marine Mammals and Turtles, Sections 8 To 13</i>
	Wind turbine foundation selection	Star of the South has selected fixed-bottom monopile foundations. This is the most commonly used foundation type worldwide, with nearly 80 per cent of offshore wind turbines installed on monopiles. The project site has optimal water depths suitable for monopile foundations. The project's EIA has evaluated pile driving and vibropiling installation methods, along with different sound attenuation systems to reduce underwater noise during construction.	<i>Technical Report D – Marine Mammals and Turtles</i>

Study	What we heard	Star of the South response	References
	Increase in vessel movements and potential for strikes / collisions with marine mammals and turtles	Star of the South's construction methodology will prioritise using as few vessel movements as practical. A vessel management plan will be in place to guide the safe navigation and management of construction and operational vessel movements.	<i>Technical Report D – Marine Mammals and Turtles</i>
Offshore ornithology and bats	Collision risk to birds, particularly Australian seabirds of which there is limited to no data available on their behaviours around offshore wind farms	Working with leading scientists, Star of the South collected three years of data on seabirds and shorebirds to understand their behaviours, populations, migration patterns and flight heights. Using this data, Star of the South carried out early modelling and identified that by increasing the 'air gap' between the ocean and the wind turbine blades by 10 m (from 25 m to 35 m), the risk of collision was significantly reduced. This mitigation measure has been adopted and incorporated into the wind turbine design.	<i>Technical Report D – Offshore Ornithology and Bats</i>
	Potential impacts to Corner Inlet Ramsar site and the habitat it provides for migratory birds	Star of the South carried out surveys within Corner Inlet to understand bird species presence, movements and behaviours. These surveys confirmed that migratory birds accessing Corner Inlet travelled in a westerly to south-westerly direction, and all flights were contained within the inlet. This data demonstrates there is a very low likelihood of migratory shorebirds interacting with the offshore wind farm which is located further north-east from Corner Inlet.	<i>Technical Report D – Offshore Ornithology and Bats, Sections 8 To 11</i>
	Potential impact to shorebird habitat	Cables from the offshore wind farm would come to shore at Reeves Beach. Star of the South's bird surveys identified this location as having fewer and lower-value habitat for shorebirds. A no-trench construction method will be used to pull the cables in underground, to protect the beach, dune system above and shorebird habitat above.	<i>Technical Report D – Offshore Ornithology and Bats, Sections 8 To 11</i>
Marine protected areas	Potential impact to Corner Inlet Ramsar Site and Beagle Australian Marine Park	Project vessels will pass through Commonwealth marine protected areas when transiting to and from port facilities but no construction activities will occur in these areas.	<i>Technical Report F - Marine Protected Areas</i>
Electromagnetic field exposure	Potential impacts from transmission cabling and electrical circuits on human or livestock health.	Star of the South's underground transmission cabling will be buried to an extent that it will not have any impact on the health of humans or livestock in the project area.	<i>Technical Report V – Electromagnetic Field Exposure</i>

8.3.2.2 Onshore environment studies – summary of key issues

Onshore environment studies include onshore ecology ground water, surface water, soil and waste and onshore noise and vibration and air quality.

Table 8-3 Onshore environment studies

Study	What we heard	Star of the South response	References
Onshore ecology	Clearing of vegetation and associated impacts to habitat and biodiversity.	The project’s underground route is now shorter – around 30 km from the Reeves Beach shore crossing to the shared transmission hub near Giffard. This reduces the amount of vegetation that could be impacted by the project. Where possible, Star of the South will design the transmission corridor to avoid significant areas of native vegetation. Any loss of native vegetation will be offset once construction has finished.	<i>Technical Report G – Onshore Ecology, Sections 7 And 8.</i>
	Impacts to native fauna, such as Gang Gang Cockatoo, Southern Toadlet and ‘Strezlecki’ koala.	Star of the South’s flora and fauna studies have identified where key fauna habitats occur. Star of the South has prioritised avoidance and mitigation to reduce impacts to native fauna.	<i>Technical Report G – Onshore Ecology, Sections 8, 10, 11 And 12.</i>
Ground water	Reinstate any disturbed private or public areas to existing conditions	Once construction is complete, all modified areas will be returned to pre-construction conditions in consultation with the landholders and in line with an approved Construction Environment Management Plan.	<i>Technical Report H – Groundwater, Section 9.</i>
	Contamination or biohazards to waterways from construction materials and disposal of waste	Any contaminated soils, including potential or actual Acid Sulfate Soils will be managed in line with best practice guidelines, and located away from waterways and flood plains.	<i>Technical Report H – Groundwater, Section 9.</i>
	Installed infrastructure could impede groundwater flow.	Star of the South undertook significant onshore geotechnical investigations in 2022, including measuring groundwater depth along the proposed transmission route. Transmission infrastructure will be installed above the groundwater table and will not influence flow under the surface.	<i>Technical Report H – Groundwater</i>
Surface water	Potential construction impacts to waterways and wetlands, including Corner Inlet	Any contaminated soils, including potential or actual Acid Sulfate Soils will be managed in line with best practice guidelines. Planned spoil locations will be determined prior to construction and will avoid known flood plain areas or other areas of concern. All potentially polluting materials and equipment will be also stored outside of the floodplain. These measures will be detailed in the project’s Construction Environment Management Plan.	<i>Technical Report I – Surface Water</i>

Study	What we heard	Star of the South response	References
	Potential impacts of flooding or changed flood characteristics	Project infrastructure, construction compounds, material storage and other construction materials will be located outside areas that are subject to flooding and. These measures will be detailed in the project's Construction Environment Management Plan.	<i>Technical Report I – Surface Water</i>
Soil and waste	Management and removal of construction waste	Construction waste will be removed in line with best practice guidelines. This will be detailed in the project's Construction Environment Management Plan.	<i>Technical Report O – Soil and Waste, Section 9.22</i>
	Concern over potential contamination impacting private land	Any identified contaminated soils, including Acid Sulfate Soils will be disposed of in line with EPA best practice guidelines. Property will be returned to existing conditions once construction is complete. These measures will be detailed in the project's Construction Environment Management Plan.	<i>Technical Report O – Soil and Waste, Section 9.22</i>
Air quality	Management of dust during construction	Star of the South will use best practice dust suppression measures during the construction period. This will be specified in a Construction Environment Management Plan, and could include mitigations such as use of water carts, covering loads on trucks and dust monitors.	<i>Technical Report Y – Air Quality</i>
Onshore noise and vibration	Potential for disruptive noise from offshore construction activities	Depending on highly variable factors such as weather and time of day, low levels of noise from offshore construction activities may be heard onshore. Given the offshore wind turbines will be installed more than 10 km from the shoreline, this noise is not expected to be frequent or disruptive for beach users or nearby neighbours.	<i>Technical Report W – Onshore Noise</i>
	Impact of onshore construction noise, particularly around Reeves Beach	There will be construction noise associated with the shore crossing at Reeves Beach. Star of the South will work closely with Parks Victoria around management of Reeves Beach campground during the construction period.	<i>Technical Report W – Onshore Noise</i>

8.3.2.3 Heritage studies – summary of key issues

Heritage studies include Aboriginal cultural heritage, historic heritage, non-Aboriginal underwater cultural heritage and submerged Aboriginal cultural heritage.

Table 8-4 Heritage studies

Study	What we heard	Star of the South response	References
Aboriginal cultural heritage	Potential harm to Aboriginal archaeological sites	Star of the South is preparing a Cultural Heritage Management Plan (CHMP) in consultation with GLaWAC. The CHMP is a primary approval under the <i>Aboriginal Heritage Act 2006</i> for the project. The CHMP will set out the conditions and arrangements for the management of any Aboriginal cultural heritage that might be affected. Star of the South will prioritise construction methodologies that avoid or minimise impacts to Aboriginal cultural heritage.	<i>Technical Report K – Aboriginal Cultural Heritage</i>
	Potential impact to the Reeves Beach dune system, which is a place of Aboriginal cultural significance	Recognising the cultural significance of the dune system at Reeves Beach, Star of the South will use an underground trenching method to bring the cables under the beach and dune system protecting the dune system above.	<i>Technical Report K – Aboriginal Cultural Heritage</i>
Historical heritage	Potential impacts of the project development on historic character of Gippsland towns	The project area does not intersect with townships in Gippsland and accordingly does not have any impact to township character.	<i>Technical Report L – Historical Heritage, Section 6.0</i>
	Potential impacts of the project on local heritage places with the region	With measures such a heritage awareness training and management plans in place, the potential impacts to heritage places in Gippsland were assessed as negligible.	<i>Technical Report L – Historical Heritage, Section 7.2</i>
Non-Aboriginal underwater cultural heritage	Interest in whether the shipwreck ‘Glenelg’ is located in the project area	A registered dive site, the shipwreck SS Glenelg is located outside of the project area.	<i>Technical Report M – Non-Aboriginal Underwater Cultural Heritage</i>

Study	What we heard	Star of the South response	References
Submerged Aboriginal cultural heritage	Potential harm to Aboriginal archaeological sites	<p>Star of the South is preparing a CHMP in consultation with GLaWAC. The CHMP is a primary approval under the <i>Aboriginal Heritage Act 2006</i> for the project. The CHMP will set out the conditions and arrangements for the management of any Aboriginal cultural heritage that might be affected.</p> <p>Star of the South will prioritise construction methodologies that avoid or minimise impacts to Aboriginal cultural heritage.</p>	<i>Technical Report Z - Submerged Aboriginal Cultural Heritage</i>
	Intangible submerged Aboriginal cultural heritage values may be affected by the project	Star of the South engaged Dr Seumas Spark (ALA, Historian) to document intangible heritage values that may be affected by the project.	<i>Technical Report Z - Submerged Aboriginal Cultural Heritage, Section 7.4</i>

8.3.2.4 Social, economic and visual studies – summary of key issues

Social, economic and visual studies include social, business and tourism, commercial and recreational fisheries, agriculture, land use planning and seascape, landscape and visual.

Table 8-5 Social, economic and visual studies

Study	What we heard	Star of the South response	References
Social	Pressure on housing supply in the region to accommodate construction workers and forcing up rent / property prices for locals.	The construction workforce is likely to include a mix of locals and people who travel for work. Crews typically work and stay offshore for set periods of time. The project has developed a Worker Accommodation Strategy in consultation with stakeholders to identify how workers will be accommodated when they're onshore, without putting pressure on local housing and accommodation.	<i>Technical Report R – Social Impact Assessment</i>
	Use of and impacts to local road network for project construction traffic	Star of the South is working with Wellington Shire Council and the Department of Transport and Planning to choose the right roads and safety measures for heavy vehicles going to and from the construction areas. A Traffic Management Plan will be developed and implemented to ensure road accessibility and safety.	<i>Technical Report T – Land Use Planning</i>
Business and tourism	Impact to local businesses and tourism in the region during the construction period	The project would contribute around \$8 billion to the Australian economy, including \$3 billion in Gippsland, over its lifetime. Hundreds of Gippsland businesses that could supply goods and services that offshore wind projects will need has been identified by the project. The project has developed a 100-page Supplier Showcase booklet as a critical resource for the offshore wind sector to engage and involve local suppliers and businesses.	<i>Technical Report Q – Business and Tourism</i>
	Potential impacts on recreational and camping destinations such as Reeves Beach, Seaspray and Wilsons Promontory	There is the potential for visitor numbers to decrease during the construction of the project, but this would be short-term and would likely return to normal once the project is up and running. Star of the South will work closely with Parks Victoria on the management of Reeves Beach Campground prior to and during the construction period.	<i>Technical Report Q – Business and Tourism</i>

Study	What we heard	Star of the South response	References
Fishing (commercial and recreational)	Potential loss of commercial fishing grounds, potential reduction of available fish stocks and temporary or permanent access restrictions	<p>Star of the South is committed to co-existence, sharing the waters with fishers and avoiding access restrictions.</p> <p>Many types of fishing can continue in an offshore wind farm. During construction temporary safety zones will be in place around the work sites and fishers will need to avoid these areas until safe to access. Some activities, like anchoring, are typically avoided around cable routes.</p> <p>Where there is a valid claim of impact, fair compensation will be available to commercial fishers.</p>	<i>Technical Report N – Commercial and Recreational Fisheries</i>
	Potential exclusion for recreational fishers and boaters from the offshore wind farm area	<p>Star of the South is committed to co-existence, sharing the waters with fishers and avoiding access restrictions for recreational fishers. Some temporary safety zones will be in place around the works sites during construction.</p> <p>Fishers will be notified of all offshore works via direct communication channels, project website and Notice to Mariners.</p>	<i>Technical Report N – Commercial and Recreational Fisheries</i>
Agriculture	Potential impact of transmission easement on private agricultural land and livestock safety	The transmission route crosses farmland which is typically used for grazing, cropping and forestry. Star of the South is working directly with individual landholders to understand farming activities and design a route that reduces disruption. During operations, most farming activities can continue above the transmission easement.	<i>Technical Report S - Agriculture</i>
	Easements and infrastructure co-existence with forestry operations	The project's designs have prioritised avoidance and mitigation to forest plantations as much as possible. Given the scale of plantation forestry in the region, the project's impact is less than 0.01 per cent of the value of plantation forestry for Victoria.	<i>Technical Report S - Agriculture</i>
	Biosecurity impacts including weeds, pests, pathogens or diseases on farming production	<p>A Biosecurity Management Plan will be prepared for the construction phase of the project, in line with industry standards and in consultation with agricultural specialists, landowners and/or the Department of Agriculture.</p> <p>Mitigations could include vehicle washdowns, cleaning and inspection of equipment, minimising of vehicles movements through wet soil and use of formed tracks wherever possible.</p>	<i>Technical Report S - Agriculture</i>
Land use and planning	Pressure on housing supply in the region to accommodate construction workers and forcing up rent / property prices for locals.	Star of the South proposes a Workforce Accommodation Strategy which details a Workforce Accommodation Mitigations Framework developed to minimise the potential impacts of the increased workforce and worker accommodation on the local community associated with construction, operation and maintenance of the Project.	<i>Technical Report T - Land Use and Planning</i>

Study	What we heard	Star of the South response	References
	Use of and potential impacts to local road network, Reeves Beach campground or private land	Construction of the onshore transmission system is anticipated to occur over two to three years and where possible will be staged and sequential, limiting the duration of local construction works, land use and planning impacts to other land uses.	<i>Technical Report T - Land Use and Planning</i>
Seascape, landscape and visual	Visibility of the turbines, and change to the natural landscape	The project has been relocated a further 3 km from the shore with the closest turbines 10 km at the nearest point. At this distance, the turbines would be visible from some locations along the coast, including Port Albert, McLoughlins Beach and Woodside Beach.	<i>Technical Report U – Seascape, Landscape and Visual</i>
	Difficulty in understanding potential change to the seascape and natural character of the coastline	To help people visualise the turbines, Star of the South has produced a 3D interactive model which provides different perspectives of the turbines along the coastline and the ability to change weather conditions and time of day.	<i>Technical Report U – Seascape, Landscape and Visual</i>

8.3.2.5 Transport and infrastructure studies – summary of key issues

The transport and infrastructure studies included infrastructure and co-existence with other users, shipping and navigation and traffic and transport.

Table 8-6 Transport and infrastructure studies

Study	What we heard	Star of the South response	References
Infrastructure and other users	Construction disruption to other offshore infrastructure and operations (such as offshore oil and gas).	Star of the South has identified and engaged with other offshore licence holders and operators on future co-existence agreements and, where applicable, exclusion zones.	<i>Technical Report O – Infrastructure Co-existence With Other Users</i>
	Potential impact of / interference from, the location of offshore infrastructure to critical government operations and services	Star of the South will continue to work closely with government stakeholders through the detailed design phase when the final wind farm layout is determined.	<i>Technical Report O – Infrastructure Co-existence With Other Users</i>
Shipping and navigation	Safe coordination and management of vessel traffic and concentration of vessels transiting the project area, particularly during construction	The project area avoids major shipping lanes. Turbines would be charted, lit, numbered and positioned at least 1 km apart, providing plenty of space for smaller local boats to navigate through safely.	<i>Technical report P – Shipping and Navigation</i>
	Inclusion of search and rescue and emergency aids on the offshore infrastructure	Offshore infrastructure would be charted, lit and numbered in accordance with internationally recognised ocean safety and navigational regulations (IALA and COLREGs).	<i>Technical Report P – Shipping and Navigation</i>
Traffic and transport	Increased truck traffic on local roads during the construction period	Star of the South will prepare and implement a Traffic Management Plan in consultation with relevant road authorities, including emergency services. Traffic modelling and studies will be completed closer to construction commencing to help the project identify how to avoid and manage impacts to local traffic.	<i>Technical Report X – Transport</i>
	Damage or impact to local roads by construction traffic	Star of the South will complete pre-condition (dilapidation surveys) prior to using any local roads as construction routes. Any damage or impact will be rectified by the project, with roads to be reinstated to existing (or better) conditions.	<i>Technical Report X – Transport</i>

9 Future engagement

Information gathered to date through consultation and engagement activities for the project has helped shape project planning, design and the preparation of the assessment for public review.

Feedback provided valuable insights and will continue to be used to shape future engagement expectations and needs.

Consultation and engagement will continue throughout the life of the project, with key activities and processes aligned to project phases and milestones.

A summary of future consultation including engagement focus areas, tools and activities for subsequent stages (phases 4 – 9) is outlined in Table 9-1.

Table 9-1 Future engagement phases

Phase 4 – EIS / EES public review and approval decisions Late 2025-2027	
Project milestones	<ul style="list-style-type: none"> • Finalise and submit EIS / EES • Public review of the EIS / EES • Public submissions • Independent inquiry to review submissions and make recommendations to government (Vic) • Ministers’ assessment / decisions.
Key topics for discussion	<ul style="list-style-type: none"> • Continue to promote the coordinated process and involvement in EIS / EES process and formal consultation • Present and explain EIS / EES findings and proposed mitigations • Provide information about how to make a submission on draft EIS / EES and next steps • Explain how feedback helped inform the impact assessments and proposed mitigations • Respond to submissions as required • Report back on approval outcomes • Specifically: <ul style="list-style-type: none"> • Report back on assessment outcomes and approvals • Explain next steps
Communication materials & engagement tools	<ul style="list-style-type: none"> • Advertising and social media posts, e-news bulletins and annual newsletter to promote awareness of the EIS / EES public review • Suite of information materials – fact sheets, explainers, videos and maps to explain the EIS / EES • Newsletters, including e-news • Website and social media • Media and advertising • Information materials

<p>Consultation activities</p>	<ul style="list-style-type: none"> • Community Advisory Group meetings • EIS / EES displayed in public venues and online • EIS / EES information sessions, webinars and 'open days' at the project's Gippsland office • EIS / EES briefings on special interest topics to community and environmental groups • Technical specialists and team leaders available for engagement activities • Formal EIS / EES submission process (managed by government) • Stakeholder briefings and meetings • Community presentations • Gippsland office • Attendance at local events • Emails and phone calls
<p>Phase 5 – Detailed design and procurement From 2027</p>	
<p>Project milestones</p>	<ul style="list-style-type: none"> • Detailed geophysical and geotechnical campaign • Secondary approvals and development of management plans • Commercial licence application • Project financing • Procurement of major contracts and local supply chain activation • Detailed design and construction planning • Grid connection application • Third-party agreements.
<p>Key topics for discussion</p>	<ul style="list-style-type: none"> • Continue building on working relationships with Traditional Owners, key stakeholders and landholders • Share information about the steps involved in taking the project to a future construction phase • Build awareness of benefit sharing during delivery of the project (ie. job creation) and consult on opportunities for local participation.
<p>Communication materials & engagement tools</p>	<ul style="list-style-type: none"> • Develop construction management plan requirements in accordance with environmental management framework and approval conditions, which includes procedures for: <ul style="list-style-type: none"> – complaints recording and resolution – auditing and reporting of performance including compliance with relevant statutory conditions and standards; and – review of the effectiveness of the EMF for continuous improvement • Newsletters hard-copy and electronic • Local newspaper advertising • Media announcements • Social media and videos • Information materials

Consultation activities	<ul style="list-style-type: none"> • Continue engaging with directly affected stakeholders • Continue working with Traditional Owners on cultural heritage management planning, collaboration opportunities and benefit sharing • Finalise commercial fishing cooperation agreements • Work with communities, contractors and other relevant stakeholders on construction planning to minimise disruption and impacts to inform management plans • Develop a Stakeholder Engagement Plan • Develop Benefit Sharing Program and governance arrangements • Introduce contractors involved in project construction • Regular stakeholder briefings • Targeted consultation with directly affected stakeholders • Broad local consultation and information sessions • Website with online consultation and resources • Information sharing at community events and festivals • Project's Gippsland office • Community Advisory Group/s • First Nations and Traditional Owner consultation • Meetings, workshops and emails
Phase 6 – Construction From late 2020s	
Project milestones	<ul style="list-style-type: none"> • Contractors engaged • Supply chain activated • Delivery management plans in place
Key topics for discussion	<ul style="list-style-type: none"> • Construction program and methodologies • Jobs and training opportunities • Management of impacts
Communication materials & engagement tools	<ul style="list-style-type: none"> • Works notifications including Notice to Mariners • Targeted communication for fishers and other marine users • Safety communications and campaigns (as needed) • Regular stakeholder briefings • Targeted consultation with directly affected stakeholders • Broad local consultation and information sessions • Website with online consultation and resources • Information sharing at community events and festivals • Project's Gippsland office • Community Advisory Group/s • First Nations and Traditional Owner consultation • Meetings, workshops and emails • Newsletters hard-copy and electronic • Letterbox drops • Local newspaper advertising • Media announcements • Works notifications • Social media and videos • Information materials

Consultation activities	<ul style="list-style-type: none"> • Deliver Stakeholder Engagement Plan (SC03) to guide communication with impacted communities during the construction period. • Deliver Benefit Sharing Program (construction phase) • Regular engagement with Traditional Owners, including involvement in cultural heritage management and delivery of construction-phase opportunities and benefits • Regular community updates • Manage and address enquiries and complaints • Liaison with other users to maintain safety and shared use, including delivery of commercial fishing cooperation agreements • Develop Operations and Maintenance Stakeholder Engagement Plan.
Phase 7 – Operation	
Throughout the project’s operational life	
Project milestones	<ul style="list-style-type: none"> • Commercial Operations Date (COD) • Operations strategy activated • Delivery management plans in place.
Objectives	<ul style="list-style-type: none"> • Community benefit sharing • Jobs and training opportunities • Updates on operations activities • Updates on maintenance activities • Communication around any associated disruption to other users
Communication materials & engagement tools	<ul style="list-style-type: none"> • Works notifications including Notice to Mariners • Targeted communication for fishers and other marine users • Safety communications and campaigns (as needed) • Marine coordination centre • Newsletters hard-copy and electronic • Local newspaper advertising • Media announcements • Works notifications • Social media and videos
Consultation activities	<ul style="list-style-type: none"> • Deliver Operations and Maintenance Stakeholder Engagement Plan. • Deliver Benefit Sharing Program (operations phase) • Regular engagement with Traditional Owners, including involvement in cultural heritage management and delivery of operational-phase opportunities and benefits • Regular community updates • Manage and address enquiries and complaints • Liaison with other users to maintain safety and shared use, including delivery of commercial fishing cooperation agreements
Phase 7 – Decommissioning	
At the conclusion of the project’s operational life	
Project milestones	<ul style="list-style-type: none"> • Removal of installed infrastructure
Objectives	<ul style="list-style-type: none"> • Jobs and training opportunities • Consultation decommissioning approach, potential impacts and risks • Updates on decommissioning activities • Communication around any associated disruption to other users

Communication materials & engagement tools	<ul style="list-style-type: none"> • Works notifications • Targeted communication for fishers and other users • Safety communications and campaigns (as needed) • Stakeholder briefings • Targeted consultation with directly affected stakeholders • Broad local consultation and information sessions • Website with online consultation and resources
Consultation activities	<ul style="list-style-type: none"> • Deliver Decommissioning Communications and Consultation Plan • Regular engagement with Traditional Owners, including involvement in cultural heritage management and close out of opportunities and benefits • Liaison with other users to maintain safety and shared use, including delivery of commercial fishing cooperation agreements • Regular community updates • Manage and address enquiries and complaints

APPENDIX A

Construction notifications procedure

Star of the South is committed to minimising construction impacts. As part of this commitment, the community, ocean users, licence holders and key stakeholders will be kept informed of project activities that may impact them.

Star of the South and its future contractors will ensure:

- Potentially impacted stakeholders are consulted as part of preparing construction methodologies
- Stakeholders are informed of construction activities in advance
- A consistent approach to the preparation and distribution of information.

Consultation as part of developing construction methodologies

As part of preparing for construction, Star of the South will identify and engage with potentially affected stakeholders (ocean users and licence holders) to understand and discuss how the project activities might impact their function or operations, and if any potential modifications or mitigations are to be implemented.

This engagement would be led by the project's technical specialists and relevant contractors, who will directly engage with these stakeholders via phone, email and in-person meetings and supported by the communications and engagement team.

Communication of planned activities

Star of the South will inform the community, ocean users, licence holders and key stakeholders of construction activities in advance.

The primary mechanism for keeping these groups informed are:

- Ocean users – Notice to Mariners and SMS service via South East Trawl Fishing Industry Association (SETFIA) and direct engagement with licence holders
- Licence holders – direct engagement (phone call, email, in person meetings)

- Stakeholders – direct engagement (phone call, email, in person meetings)
- Community - distribution of notification letters (via letterbox drop or email) and community SMS. Where appropriate, additional communication tools posters / signage, variable message signs (VMS), newspaper and radio advertising, or community noticeboards may also be used.

Identifying and preparing information to be communicated

In preparing information to communicate and distribute, the project team will:

- Work with technical specialists to identify all relevant aspects of the activities that may affect ocean users, stakeholders or community members
- Liaise directly with licence holders if activities have potential for overlap with their operations (low risk) and determine if the project's methodology is adjusted
- Communicate details of activities to potentially impacted community members in advance. Information will include:
 - A description of the activities (including current and upcoming)
 - The location of the activities (and any changed conditions in place)
 - A description of any impact mitigation measures employed
 - The timing and dates for the duration of the activities
 - Clearly marked and easy to understand maps, including location of the works activities
 - Contact details for enquiries

Notifications to ocean users

9.1.1.1 Notice to Mariners (NtMs)

The Australian Hydrographic Office (AHO) publishes Notices to Mariners (NtMs), which include safety-critical information and updates to charts and nautical publications. The AHO publishes NtMs via an e-Notice subscription service on a fortnightly basis and this enables mariners to update their charts and nautical publications to incorporate NtMs.

Types of safety-critical information that may be issued as an NtM or NtM block to update a paper chart or nautical publication include but are not restricted to:

- Reports of new dangers significant to surface navigation, for example shoals, obstructions and wrecks
- Changes in general charted depths
- Changes in vertical clearances of bridges
- Changes in cables and pipelines both overhead and on the sea floor
- Significant changes to navigational marks and lights
- Changes in prohibited/restricted areas, anchorages etc
- Additions and deletions of conspicuous landmarks
- Changes to port infrastructure, for example changes to wharves, reclaimed areas, available depths, works in progress and new port developments
- Changes in pilotage areas.

Star of the South will inform the AHO of works activities for NtMs to be issued accordingly. Information will be provided to the AHO ahead of the preceding fortnightly NtM publication.

Commercial fishers

The South East Trawl Fishing Industry Association (SETFIA) facilitates SMS updates to all fishing vessels. Star of the South will inform SETFIA, who will draft the text message for the project's approval and distribute on the project's behalf to their East SMS distribution list.

Notifications for road impacts / detours

Any impacts to roads will be managed and communicated in accordance with Traffic Management Plans to be agreed with local authorities. This may include advertising and signage in addition to letters, emails and SMS.

Notifications to community members

Community notifications

Written notifications will be prepared on an approved template, and a map will be used to identify distribution area for letterbox drop or AusPost mail out.

Copies of all written notifications will be emailed to the stakeholder distribution list and uploaded to the project website.

All community notifications will be provided to key stakeholders so they can share and forward on within their networks. This includes:

- GLaWAC
- Councils

Community SMS notifications

In addition to written notifications, SMS messages will be used to:

- Remind residents about the imminent start of high-impact or out-of-hours survey or construction activities (which have previously been notified through written communication)
- Rapidly communicate emergency activities which are likely to be highly impactful or will occur out of hours.

Star of the South will generate a list of stakeholders who subscribe for SMS updates and will use an external platform to manage distribution of SMS. Stakeholders can unsubscribe to SMS at any time.

Community signage – corflute, posters and VMS

Where survey activities may impact public access areas, including roads, the project may utilise signage to communicate the details of the impact and any proposed detours. These signs may include posters on local community notice boards, corflute signage attached to fencing near survey locations and Variable Messaging Signs (VMS) on roads.

Community notification timeframes

The amount of notice to be provided to the community depends on the level of impact expected. The table below outlines the minimum notification periods for a variety of impacts. Works activities may not proceed if sufficient notice to the community cannot be provided.

Table 10-1 Community notification timeframes

Timing	Type of activities	Community notice period	Type of notification
Standard hours Monday to Friday 7am-6pm Saturday 7am-1pm	Non-impactful survey activities	5 business days	Notification letter / email
	Activities which may impact roads, paths or public access areas, access to private property	10 business days	Notification letter / email Signage Advertisement
Out of hours Saturday 3pm-10pm Sunday / public holidays 7am- 6pm	All survey activities	10 business days	Notification letter / email
Same day	Unforeseen events and emergency works	Same day	SMS VMS Notification letter / email

Distribution

Notifications will be distributed to impacted community members and stakeholders. This typically includes people frontline or within a specific proximity to the works, and any other community-based stakeholder who may be affected by the survey activities to the extent they may have questions or need to make alternative arrangements.

A copy of all community notification letters in will be emailed to the project's stakeholder distribution list and uploaded to the project's website. Community distribution maps for each notification area will be used to determine affected stakeholders.

Record keeping

A record of all notifications (and distribution map if relevant) will be saved in the relevant location in the project's Sharepoint document filing system.

APPENDIX B

Enquiries and complaints procedure

A complaint is defined as an expression of dissatisfaction made to an organisation related to its product, service, business or the complaints handling process itself where a response or resolution is explicitly or implicitly expected. Star of the South will manage enquiries and complaints in a timely and responsive manner, in accordance with Australian standards and guidelines.

Enquiries and complaints can be received through several channels, including:

- Directly to the project via dedicated community phone number, website, email, social media channels or to a member of the team at an event or Gippsland office.
- Via a third-party stakeholder, for example local council or another prospective offshore wind proponent.

Star of the South's enquiries and complaints procedure aims to:

- Maintain productive community relationships and positive perception of the project
- Understand how the project may be impacting community members
- Build community and stakeholder confidence in the project's interface with the community
- Maintain a consistent approach in dealing with community issues or complaints
- Contribute to the project's continuous evaluation and improvement.

Service standard principles

- All enquiries and complaints will be handled fairly and professionally, and with no pre-judgement
- All enquiries and complaints will be taken seriously and given appropriate acknowledgement
- Being proactive in communications can help to reduce later complaints and escalations
- Interpreters or translators will be available when dealing with stakeholders or community members from culturally and linguistically diverse groups
- Personal information will be managed in accordance with the Privacy and Data Protection Act 2014.

Receiving the enquiry or complaint

Star of the South has established a community “hotline” and email which is shared via the project website, collateral and notifications and is expected to be the most used channel for people to make enquiries or complaints about the project during the construction period. The project website includes a dedicated Complaints page and form for community members to find out more about the complaints process and how to share details of the complaint with the project.

Star of the South’s communications and engagement team will be the first point of contact for enquiries and complaints and will endeavour to respond as soon as possible, in consultation with the relevant technical specialists to respond appropriately. The interaction will be recorded in the Consultation Manager database.

Steps to be taken

Upon receipt of an enquiry or complaint, the project will record details of the enquiry or complaint in Consultation Manager including:

- Stakeholder details (if the stakeholder wishes to remain anonymous, the matter will still be investigated, though the formal feedback process may not be fully implemented)
- Time and date enquiry or complaint received
- Nature of enquiry or complaint
- Requested remedy (if stated)
- Method (verbal, email, online form, letter)
- Action taken, response time and outcome

For email complaints, the project will send a response to acknowledge receipt of the complaint.

The team will then investigate the nature and matter of the complaint with relevant team members to ascertain facts and agree upon a response or further engagement with the enquirer to close out.

In the instance of a complaint from a First Nations person regarding a cultural matter, the project may seek advice from GLaWAC in how the matter is handled.

Timeframes for response

All enquiries and complaints will be assessed by level of priority, which will guide the timeframes for acknowledgement and resolution.

Table 11-1 Response timeframes

Enquiry/Complaint	Acknowledgement time	Response time
Phone call during business hours	At time of call	Same day, or within 48 hours where possible. More complex issues may take longer. Agree with caller on deadline for resolution and provide complainant with regular updates (at least every 7 days) until the complaint is resolved. If the complaint will take longer than 14 days to resolve, Star of the South will set a new deadline for response.
After hours phone call No project activities taking place Mon-Fri (6pm to 7am) Sat-Sun all day	Within 2 hours of returning to the office	Within 48 hours of returning to the office where possible. For more complex issues, agree with caller on deadline for resolution. The complainant should be provided with regular updates (at least every 7 days) until the complaint is resolved. If the complaint will take longer than 14 days to resolve, the project will set a new deadline for response.
After hours phone call Project activities taking place Weekend/evening/night works Mon-Fri (6pm to 7am) Sat-Sun all day	Within 2 hours	At the time of the call, if possible, as complaint is likely regarding work activities occurring at the time, or within 48 hours where possible. For more complex issues, agree with caller on deadline for resolution. The complainant should be provided with regular updates (at least every 7 days) until the complaint is resolved. If the complaint will take longer than 14 days to resolve, Star of the South will set a new deadline for response.
Email	Within 2 hours – automatic response email can acknowledge enquiries	Same day where possible or within 48 hours. For more complex issues, agree with caller on deadline for resolution. The complainant should be provided with regular updates (at least every 7 days) until the complaint is resolved. If the complaint will take longer than 14 days to resolve, Star of the South will set a new deadline for response.
Letter	n/a	Up to 10 business days

Out of hours enquiries and complaints

“Out of hours” is defined as between 6 pm and 7 am Monday to Friday and after 1 pm on a Saturday. If any works are occurring out of hours, the project will manage enquiries and complaints in accordance with Table 11-1. If there are no works occurring out of hours – calls to the project hotline will be diverted to a message bank and responded to during standard working hours.

Escalation of complaints

Should a community member remain unsatisfied about resolution of an issue, the communications and engagement team will implement an escalated internal review process. This review process will assess if the construction methodology, mitigations and engagement approach are acceptable.

Key discipline leads may be involved in this review process, including the technical specialists.

It is expected any changes to methodology and mitigations would be discussed and agreed by the relevant technical disciplines, and any changes to communications and engagement approach would be discussed and agreed by the communications and engagement team.

Star of the South's communications and engagement team will remain the key interface with the complainant but may consider involving or escalating to a different project team member to liaise with the resident if this would assist in resolving the issue. This may occur for particularly complex or technical issues requiring a multi-disciplinary review and resolution.