# Community engagement

Western Renewables Link

Delivered by AusNet

An important part of the Western Renewables Link is our ongoing engagement with the community. Community input is critical to all major projects to ensure that all issues are considered in the planning, approvals and design phases.

Community and landholder input is collated and provided to the technical specialists working on the impact assessments for the Environment Effects Statement (EES), the proposed route, and design of the transmission line and associated infrastructure.

The project team also considers all feedback provided to improve our communication and stakeholder engagement activities. This has resulted in our improved online interactive map with cadastral layers, and production of fact sheets on issues pertinent to the community like bushfire.

Have your say and stay informed

Provide feedback on the proposed project or register for project eUpdates by submitting the feedback form.

We appreciate you taking the time to share your feedback with us.

# Community engagement events

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Engaging with the community to ensure local voices and concerns are considered in the planning, approvals, and design phases is critical.

In addition to direct correspondence, our project website and virtual engagement room, eUpdates and advertising, our project team endeavours to inform and engage with communities, landholders and stakeholders through face-to-face events and webinars.

You can find upcoming events in the **Events** section on our website and previous webinar recordings can be found on our **Resources** page.

# Fast facts - January 2021 to February 2024

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## Community information sessions:

Across 2021, we held 15 in-person information sessions with **636** people attending

**40** one-on-one online meetings in October in 2021

In Aug/Sept 2022 we held **11** community information events with **120** people attending

Throughout 2023 we held **12** community information events with **377** people attending

## Community Consultation Group:

**20** meetings of the Community Consultation Group

## Webinars and online map:

Over **1,700** map pins dropped into the online map in March 2021

We held 10 webinars in 2021 with over **370** dial-ins

In November 2021, we added an interactive map to the project website

We held **4** webinars in 2022 with over **110** dial-ins

We held **2** webinars in 2023 with over **47** dial-ins

## Field days:

Across 2023 and 2024 we hosted stands at the Elmore and Wimmera field days with over **794** people visiting our sites

## Emails, phone calls and eUpdates:

Over **2,370** emails to the project inbox

Over **433** phone calls

Over **50** eUpdates

Over **122,754** website visits

# Community support services

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AusNet Services acknowledges the uncertainty and concern around the Western Renewables Link, particularly for potentially affected landowners and communities.

We encourage anyone struggling with challenges to their own, a friend or a family member's mental health and wellbeing, to contact one of the independent support providers listed below for free and confidential advice.

| Support Service | Website | Telephone |
|---|---|---|
| RFCS Victoria West | wswrcs.com.au | 1300 735 578 |
| Ballarat Community Health | bchc.org.au | (03) 5338 4500 |
| Head to Health | headtohealthvic.org.au | 1800 595 212 |
| Beyond Blue | beyondblue.org.au | 1300 22 4636 |
| LifeLine | lifeline.org.au | 13 11 14 |
| TELUS Health | telushealth.com | 1300 360 364 |

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## Contact us

www.westernrenewableslink.com.au
1300 360 795
info@westernrenewableslink.com.au

PO Box 638, Ballarat VIC 3353

## Have your say and stay informed

Provide feedback on the proposed project or register for project eUpdates by submitting the feedback form.

We appreciate you taking the time to share your feedback with us.

## Complaints

If you have a query, a compliment or a complaint, you can let us know by using the online enquiry form on www.westernrenewableslink.com.au.

Or you can let us know by:

1300 360 795
info@westernrenewableslink.com.au
PO Box 638, Ballarat VIC 3353

## Other sources of information

**Australian Energy Infrastructure Commissioner**
www.aeic.gov.au including information about how to make a complaint, best industry practice and resources for landholders.

**Australian Energy Market Operator**
www.aemo.com.au including information on the Regulatory Investment Test for Transmission (RIT-T) process for this project.

**Environment Effects Statement Process in Victoria**
www.planning.vic.gov.au/environmental-assessments/environmental-assessment-guides/ministerial-guidelines-for-assessment-of-environmental-effects/understanding-the-ees-process including information about the environment assessment process managed by DELWP.

**Energy Safe Victoria**
www.esv.vic.gov.au including information about the safe design and operation of high voltage transmission networks in Victoria.

**Essential Services Commission**
www.esc.vic.gov.au including information about the regulation of transmission licenses in Victoria.