

Wooreen Energy Storage System

Project Complaints Investigation Response Plan

December 2024



**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

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Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan



ENERGY PROJECTS
WOOREEN Energy Storage System Project
Complaints Investigation Response Plan (CIRP)

Wooreen Energy Storage System Project					
Doc. No.	WESS-EA-10110-ABD040-0010				
Title	Complaints Investigation Response Plan (CIRP)				
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Revision History

Rev.	Date	Changes
1	02/12/2024	Version 1 – Approved
1.1	10/02/2025	Updated plan in accordance with DTP comments

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PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 2 of 12


Signed:  for
MINISTER FOR PLANNING
Date: 19/02/2025

Table of Contents

1. Definitions and Abbreviations	4
2. Introduction	5
2.1 Project Context.....	5
2.2 Scope.....	6
3. Roles and responsibilities.....	7
4. Process	9
4.1 Receiving Complaints	9
4.2 Recording Public Complaints	9
4.3 Investigating and resolving a public complaint	10
4.4 Types of complaints.....	10
5. External Requirements.....	11
Appendix A - Complaints Register Template for EA Website.....	12

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 3 of 12

Signed:  for
MINISTER FOR PLANNING

Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd
Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan

1. Definitions and Abbreviations

Term	Definition
Complainant	Person, organisation, or their representative making a complaint
Complaint	Expression of dissatisfaction to or about an organisation, related to the construction and or operation of works being undertaken at the site that will result in a response and or resolution by the company.
Dispute(s)	A disagreement relating to a topic
Feedback	Information or a statement provided about an opinion.
Inquiry	The process of asking a question to gain further information on a topic.
Integrum	EnergyAustralia management system used to log incidents and track stakeholder engagements such as community complaints.
Investigation	The action of looking into a complaint to better understand the root cause of the incident.
WESS	Wooreen Energy Storage System
EA	EnergyAustralia
BOP	Balance of Plant – Works Contractor
DTP	Department of Transport and Planning
Contractors	Workers undertaking the construction and supply of the BESS

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 4 of 12

Signed:  **for**
MINISTER FOR PLANNING

Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd
Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan

2. Introduction

2.1 Project Context

EnergyAustralia (EA) will be constructing the Wooreen Battery Energy Storage System (WESS) at the Jeeralang Power Station located at 30 Bonds Lane, Hazelwood North.

Large scale batteries store electricity, such as excess renewable energy. When demand for power is higher and there is less energy available, such as at night, the stored energy is available for use. Battery storage can also help reduce the potential for blackouts and any need for load shedding when there is a supply imbalance. The WESS is a four-hour utility scale battery of 350 MW capacity that will help secure Victoria's energy supply, enable more renewable energy to enter the electricity network and carry on the Latrobe Valley's proud history of powering industry and communities.

The Project has received approval under the *Planning and Environment Act 1987* (P&E) and a Ministerial Planning Permit was issued on 9 February 2023 and was amended under section 71(1) of the P&E Act on the 8 March 2023 (PA2201792).

The planning permit (PA2201792) requires condition specific management plans to be developed and submitted to the Department of Transport and Planning (DTP) for final endorsement and will form part of the permit for the project.

The Complaints Investigation and Response Plan (CIRP) describes the process for receiving, investigating and responding to construction and operational complaints. This plan has been developed in accordance with the Australian Standard 10002:2022 – Guidelines for Complaint Management in Organisations.


**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 5 of 12

Signed:  for
MINISTER FOR PLANNING
Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd
**Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan**



Figure 1 Conceptual layout of the WESS

2.2 Scope

This document will provide guidance to EA and the contractors (The Project Team) on the complaint management process that will be applied to the project during the construction phase and ongoing operation of the WESS. The CIRP has been developed to enable the Project Team to respond promptly to members of the public that have raised a concern, inquiry and or complaint about aspects of construction or operation.

EA will report all complaints for the project into the Integrum Incident Management System to centrally manage complaints and will be herein referred to in this document as the "Complaints Register". A template that will be uploaded in accordance with condition 19 to the website is outlined in Appendix A.

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 6 of 12

Signed:  for
MINISTER FOR PLANNING


Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd

Environmental Management System

COMPLAINTS INVESTIGATION AND RESPONSE Plan

3. Roles and responsibilities

Responsibility	Role
Project Director shall be responsible for: <ul style="list-style-type: none"> Ensuring that all public and environmental complaints are managed in accordance with the requirements of this procedure. Ensuring that all parties responsible for the management, implementation and execution of this plan are aware of their responsibilities detailed within this plan. 	Project Director
Project Manager/Site Manager shall be responsible for: <ul style="list-style-type: none"> Reporting the complaint to EnergyAustralia Initiating initial corrective and, if possible, preventative action to address the complaint. Advising Project Director, HSSE Team and Communications and Community Lead as soon as practicable of the public complaint, via e-mail. 	Project Manager
Site HSSE Team shall be responsible for: <ul style="list-style-type: none"> Providing advice and support to the Construction Lead in responding to a public environmental complaint, including incident investigation and corrective / preventative action; Ensuring that the Environmental complaint is entered into the Complaints register and closed out once the public complaint has been addressed; Providing summary information regarding the public complaint(s) to Monthly HSSE Meetings; Collating annual report for submission to the responsible authority; Reporting details of the complaint(s) and follow up corrective and preventative action taken; 	Health & Safety Lead/Environmental Specialist <div style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p style="text-align: center;">PLANNING and ENVIRONMENT ACT LATROBE PLANNING SCHEME</p> <p style="text-align: center;">PERMIT NO. PA2201792 CONDITION 14 ENDORSED PLAN Sheet 7 of 12</p> <p style="text-align: center;">Signed:  for MINISTER FOR PLANNING Date: 19/02/2025</p> </div>
Communications and Community Lead shall be responsible for: <ul style="list-style-type: none"> Liaising with the complainant(s) Ensuring EnergyAustralia's project page and contact information is maintained. Ensuring the endorsed version of the complaints investigation and response procedure has been uploaded to the project website. 	Communications and Community Relations Lead

**Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan**

Head of Community Relations shall be responsible for: <ul style="list-style-type: none">Assisting with escalations such as when a complainant is unhappy with how the complaints process is being undertaken.	Head of Community Relations
Contractors/Workers shall be responsible for: <ul style="list-style-type: none">Reporting any complaints they have been received to EnergyAustralia immediately to enable action	BOP/Supply/Sub contractor

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 8 of 12

Signed:  for
MINISTER FOR PLANNING

Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd
Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan

4. Process

During the construction and operational phase, the process in which EnergyAustralia and contractors will follow is outlined below.

4.1 Receiving Complaints

For the life of the project and operational phase, community complaints can be reported via the following avenues:

- A telephone number, which is resourced 24/7 in which complaints about construction and operational activities may be registered: 1800 574 947
- An email address to which electronic complaints may be transmitted:
community.wooreen@energyaustralia.com.au
- A postal address to which written complaints may be sent to is 228 Commercial Road, Morwell 3840

This information will also be outlined on EnergyAustralia's website [Wooreen Energy Storage System | EnergyAustralia](#). The page contains information on the project, the Community Relations Team's contact details, media releases and approvals documents.

4.2 Recording Public Complaints

4.2.1 Project Complaints Register

A complaints register has been established and will be maintained by the Communications and Community Relations Lead, in which we will receive, log, track and respond to complaints within specified timeframes.


As a minimum the following details must be recorded in the register:

- Date and time in which the complaint was received
- Method in which the complaint was received
- Contact details of the Complainant (name, number, address)
- A description of the complainant's concerns
- When the issue had been observed by the complainant
- Activities onsite that may have contributed to the complaint
- Action that was taken to resolve the complaint
- Date in which the complaint was resolved
- Integrum incident number and a receipt number to be provided to the complainant.

In the event contractors receive a complaint directly they will immediately report it to the EA Project Director, HSSE Team and Community Relations leader as part of regular reporting requirements. It is the responsibility of the Project Team to ensure that all complaints are addressed appropriately, in accordance with this procedure and adequately closed out.

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

**PERMIT NO. PA2201792
CONDITION 14
ENDORSED PLAN
Sheet 9 of 12**

Signed:  **for**
MINISTER FOR PLANNING
Date: 19/02/2025

EnergyAustralia Wooreen Pty Ltd

Environmental Management System COMPLAINTS INVESTIGATION AND RESPONSE Plan

4.3 Investigating and resolving a public complaint

- The Project Team endeavour to resolve all complaints at the first point of contact.
- However, there are some instances where this is not possible and further investigation may be required. In these instances, we will aim to acknowledge receipt of a complaint within 48 hours.
- Within seven (7 days) of receiving a complaint, the HSSE Lead and/or the Communications and Community Relations Lead will investigate and respond with an appropriate resolution.
- Should we be unable to meet these timeframes, we will advise the complainant of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding the matter.
- EnergyAustralia will always endeavour to resolve disputes with neighbours and members of the local community without the need for third party intervention.
- The resolution of the issue will be documented in the complaints register and will be communicated to the complainant. As a minimum the following information will be recorded:
 - Steps taken to address the complaint
 - The outcome of the complaint investigation; and
 - Any corrective actions logged as completed.

A complaint will be considered resolved and/or closed out due to the following reasons:

- The offered resolution has been accepted and resolved
- The information received addresses questions/issues raised by the complainants
- The complainant no longer wishes to pursue the complaint;
- The complainant cannot be contacted or do not respond to the requests for further information; and
- In the unlikely event unreasonable behaviour from the complainant raises health and safety concerns for the project team they may choose to stop engaging with that person.

If the complainant is unhappy with the way a complaint is being dealt with or the proposed resolution, the complaint will then be escalated to EA's Head of Community Relations for review.

4.4 Types of complaints

Different types of complaints received by the Project may require a different process and/or timeframe for the investigation.


An environmental complaint may include a more detailed investigation to better understand contributing factors and the root cause of the issue. An environmental complaint may include

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA 220792

**CONDITION 14
ENDORSED PLAN**

Sheet 10 of 12

Signed:  **for
MINISTER FOR PLANNING**
Date: 19/02/2025

**Environmental Management System
COMPLAINTS INVESTIGATION AND RESPONSE Plan**

emissions associated from construction works or operations such as noise, mud on road, dust and visual impacts.

Where further information and data may be required to be reviewed the investigation may take a little longer, but as outlined into section 4.3 the Project Team will endeavour to resolve the issue within 7 days of receiving the complaint. The complainant will be advised further should additional time be required to find a resolution.

5. External Requirements

To comply with the planning permit (PA2201792) the following must be undertaken once the CIRP has been approved and endorsed by the responsible authority:

- An approved and endorsed version of the Complaint Investigation and Response Plan must be made publicly available on the Wooreen Project website.
- Any complaints received will be recorded in a project Complaints Register. The register will be updated monthly and be made available publicly on the project website.
- A copy of the complaints register must be provided, along with a reference map of the complainant locations, to the responsible authority each year on the 9th of February or when requested by the authority.

**PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME**

PERMIT NO. PA2201792

CONDITION 14

ENDORSED PLAN

Sheet 11 of 12

Signed:  for
MINISTER FOR PLANNING

Date: 19/02/2025

Appendix A - Complaints Register Template for EA Website



Wooreen Energy Storage System Project: Complaints register

Receipt Number	Date and time complaint was made	Method of complaint	Name of complainant	Contact details (Phone)	Contact Details (Address)	Description of the complaint	When the complaint was observed (date and time)	Activities that may have contributed to the complaint	Action that was taken to resolve the complaint	Date when the complaint was resolved	Entered in EnergyAustralia internal systems? Y/N	Comments	Key

PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME

PERMIT NO. PA2201792
CONDITION 14
ENDORSED PLAN
Sheet 12 of 12

Signed:  for
MINISTER FOR PLANNING
Date: 19/02/2025