

Aurora Green Offshore Wind Project

Stakeholder Engagement Strategy

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Acknowledgement of Country

We would like to acknowledge the Gunaikurnai people as the Traditional Custodians of the land and sea on which the proposed Aurora Green Offshore Wind Project is located, and recognise their continuing connection to land, sea, culture and community.

We pay respect to Elders past and present.

Acronyms

Aurora Green	Aurora Green Offshore Wind Project (the Project)
DCCEEW	Department of Climate Change, Energy, the Environment and Water (Cth)
DEECA	Department of Energy, Environment and Climate Action (Vic)
EE Act	<i>Environment Effects Act 1978 (Vic)</i>
EES	Environment Effects Statement
EIS	Environmental Impact Statement
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999 (Cth)</i>
GLaWAC	Gunaikurnai Land and Waters Aboriginal Corporation
MNES	Matters of National Environmental Significance
MW	Megawatt
NEM	National Electricity Market
NOPSEMA	National Offshore Petroleum Safety and Environmental Management Authority
O&M	Operations and Maintenance
OEI Act	<i>Offshore Electricity Infrastructure Act 2021 (Cth)</i>
OG-12	Refers to the 12 offshore wind feasibility licences granted in Australia's Gippsland region
OWEV	Offshore Wind Energy Victoria (division of DEECA in Victoria)
REX	Regional Engagement Exchange (REX)
SES	Stakeholder Engagement Strategy
SETFIA	South East Trawl Fishing Industry Association
SIV	Seafood Industry Victoria
SSIA	Southern Shark Industry Alliance

01.

Introduction

Iberdrola Australia

Iberdrola Australia has a twenty-year history of pioneering the renewable energy transition in Australia. Our strategy is to combine our large and growing fleet of wind and solar renewable energy generation with a portfolio of fast start firming assets, enabling us to provide customers with electricity supplies that are at once reliable, affordable, and green. With over 2 GW of capacity in operation or construction providing renewable energy to over 200 commercial and industrial customers, we are one of the largest renewable utilities in the country.

For more detailed information on our community and environmental initiatives and outcomes, national goals and targets, our Annual Sustainability Report can be accessed here:

[Our Sustainability Priorities | Iberdrola Australia](#)

About Iberdrola S.A.

Iberdrola Australia is part of the Iberdrola Group, one of the world's largest electricity businesses by market capitalisation. Iberdrola S.A. has global expertise in onshore renewables, offshore renewables, transmission networks, distribution networks, smart solutions, green hydrogen, and customer solutions. Iberdrola has over 4 GW of operational or under construction offshore wind capacity in the UK, USA, France and Germany.

More information is available at: www.iberdrola.com

1. Project Overview

Iberdrola Australia proposes to construct and operate the Aurora Green Offshore Wind Project (Aurora Green, or the Project), a renewable energy development to be located 25 km+ off the Gippsland coast of Victoria, Australia. Aurora Green will provide up to 3 GW of offshore wind power generating capacity, involving installing wind turbines in Bass Strait, accessing strong and consistent offshore winds to generate electricity.

The electricity will be transmitted to a connection point onshore, via a transmission system of cables and substations, and will connect into the National Electricity Market to deliver electricity to homes and businesses. The Project will be developed in stages to align with the development of the industry and its supporting infrastructure.

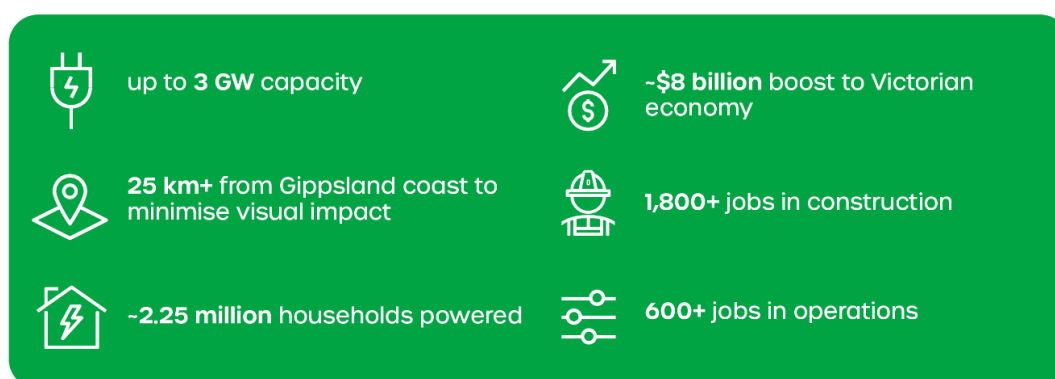


Figure 1-1 Aurora Green potential outcomes

The Project comprises both offshore and onshore components, including:

- Offshore wind farm, in Commonwealth waters, 25km+ offshore between the towns of Woodside Beach and Seaspray/The Honeysuckles, covering an area of 700 km², in water depths ranging approximately 40 m to 60 m. The Project will comprise up to 150 wind turbines, inter array cables, and offshore (transformer) substation(s), with a generating capacity of approximately 20 MW each.
- Export cable corridor, spanning across both Commonwealth waters and State waters, comprising export cables connecting the turbines to a shore crossing via an underground cable transition joint bay.
- Onshore connection point, located on State land, comprising shore crossings, an onshore substation, and underground export cables connecting to the VicGrid Connection Hub located at Giffard.

Once operational, it is anticipated the Project will generate up to 3 GW of renewable energy, enough to power more than two million homes. Iberdrola Australia intends to build the Project in three stages, each of approximately 1 GW in capacity.

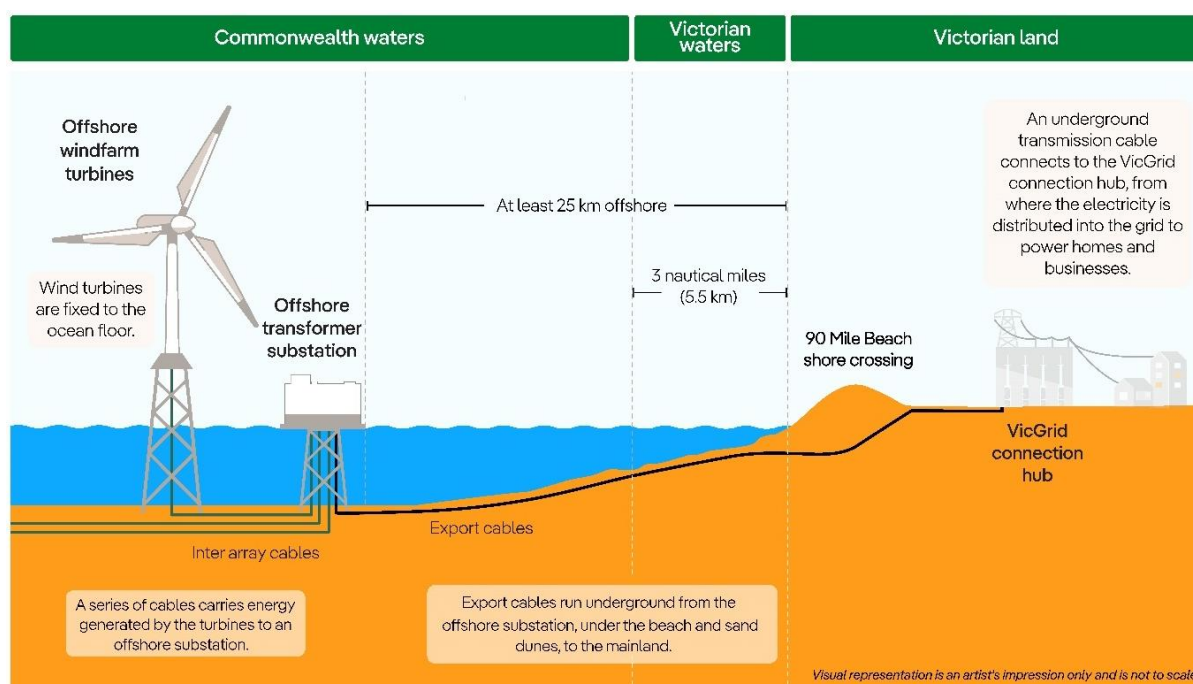


Figure 1-2 Aurora Green components

In July 2024, Iberdrola Australia was awarded a feasibility licence (FL-012) under Section 33 of the *Offshore Electricity Infrastructure Act 2021* (OEI Act) to investigate the development of the proposed Project. This commenced the feasibility phase of the Project, which entails extensive technical, environmental and social studies to prove the Project is feasible and can progress to an application for a Commercial Licence. The Commercial Licence then allows for the construction and operations of the Aurora Green Offshore Wind Project.

1.1. Purpose of this Stakeholder Engagement Strategy

This Stakeholder Engagement Strategy (SES) details our approach to stakeholder and community engagement, including consultation and communications, for the feasibility phase of the Project. The feasibility phase is expected to take place from 2024 until 2027, and this SES ensures communities and stakeholders have opportunities to meaningfully engage in the planning and development of the Project.

This SES will be first published in an early stage of the Project's development, and therefore engagement activities, feedback and consultation may influence decisions made and delivery methodology of engagement in future stages. Accordingly, this strategy will be updated as further information is known, and Project decisions and milestones are achieved.

1.2. Project Location

The wind turbines, inter array cables and offshore substation will be located in Commonwealth waters, with the subsea export cable located in both Commonwealth and Victorian coastal waters. The Project site is approximately 700 km² in area and 25 kms+ from the coastline, in depths ranging from 40 m to 60 m (see Figure 1-3)



Figure 1-3 Aurora Green location

Iberdrola Australia purposefully selected this site due to several advantages, including:

- Feedback received from local community engagement indicates visual impact is a primary element of concern. In response, Iberdrola Australia selected in their bid submission to locate Aurora Green at least 25 kms from shore at its closest point, to minimise visual impact.
- The site is in close proximity to the proposed onshore VicGrid Connection Point, which will optimise the Project capital cost and reduce complexity of the transmission cable construction and installation. The Aurora Green concept design maximises efficient use of the licence area by optimising the layout against known constraints.

1.3. Approvals Process and Indicative Project Timeline

Aurora Green will require key approvals under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and the *Offshore Electricity Infrastructure Act 2021* (OEI Act) and the Victorian *Planning and Environment Act 1987*, *Marine and Coastal Act 2018* and *Aboriginal Heritage Act 2006*. Further assessments are expected under the Victorian *Environment Effects Act 1978*. Other statutory approvals may also be required.

The indicative timeline shown below in Figure 1-4 shows key Project milestones, where ongoing stakeholder and community engagement will continue throughout the approvals process.

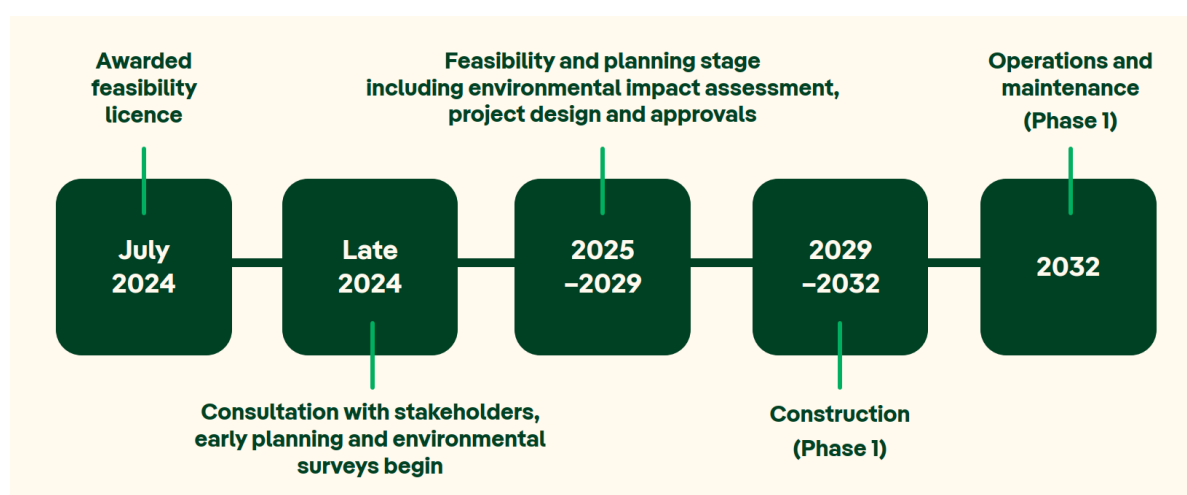


Figure 1-4 Indicative Project Timeline (Q3 2026)

02.

Engagement Framework

2. Engagement Framework

2.1. Engagement Objectives

2.1.1. Commitment to Engagement

As a developer and an owner-operator, Iberdrola Australia is committed to the Gippsland region for the long-term. Working with the community and local stakeholders is of a high importance to Iberdrola Australia to ensure the Project delivers positive long-lasting community legacy.

Iberdrola Australia will approach engagement aligning with best practice principles outlined by the International Association of Public Participation (IAP2), and the Clean Energy Council's Best [Practice Charter for Renewable Energy Projects](#).

2.1.2. Iberdrola Australia's Stakeholder Engagement Policy

Iberdrola Australia's [Community and Stakeholder Engagement Policy](#) articulates the principles that guide our community engagement approach and defines how we consider our community.

The Core Principles of the Policy are detailed below in Figure 2-1:



Figure 2-1 Iberdrola Australia Core Principles

2.1.3. Aurora Green Engagement Objectives

The objectives of our SES are:

- Identify and engage with the local community and stakeholders.
- Undertake detailed consultation to ensure connection with all relevant stakeholders and their interests.
- Inclusive engagement through utilising multiple communication tools to broaden outreach.
- Provide a dedicated point of contact (Aurora Green's Senior Manager Stakeholder Engagement).

- Establish a Community Consultative Committee (CCC) as a knowledge sharing and feedback forum.
- Engage and attend local community events to provide information on Aurora Green and Iberdrola Australia.
- Implement our robust Complaints Handling Policy to manage any complaints or issues that may arise, in alignment with Iberdrola Australia's corporate policies, ensuring accurate, transparent and timely response.
- Uphold the Clean Energy Council Charter.

2.2. Relevant Legislation, Planning Requirements and Guidelines

Engagement and consultation during the feasibility stage is guided by a range of approval pathways and requirements, many of which require specific consultation activities, including:

- [Offshore Electricity Infrastructure Act 2021](#)
- [Offshore Electricity Infrastructure Regulations 2024](#)
- [Offshore Electricity Infrastructure \(Declared Area OEI-01-2022\) Declaration 2022](#)
- [Environment Protection and Biodiversity Conservation Act 1999](#)
- [Environment Effects Act 1978](#)
- [Aboriginal Heritage Regulations 2018](#)
- [Aboriginal Heritage Act 2006](#)
- [Marine and Coastal Act 2018](#)
- [Planning and Environment Act 1987](#)
- [International Association for Public Participation \(IAP2\) Australasia: Quality Assurance Standard in Community and Stakeholder Engagement \(2015\)](#)
- [Australian Energy Infrastructure Commissioner: Considerations for Offshore Wind Industry on Community Engagement \(2023\)](#)
- [Clean Energy Council: Leading Practice Principles: First Nations and Renewable Energy Projects \(KPMG and Clean Energy Charter 2024\)](#)
- [Community Engagement and Benefit Sharing in Renewable Energy Development in Victoria: A guide for renewable energy developers \(DEECA\)](#)

2.3. Stakeholder Mapping

Iberdrola Australia uses a structured approach to map individuals, organisations, communities and groups for Project consultation and wider engagement. This is an iterative framework, continually expanded and updated to reflect progress of the feasibility phase consultation and engagement.

Aligning with legislative and regulatory requirements and best practice engagement methodology, a process of early stakeholder mapping was undertaken.

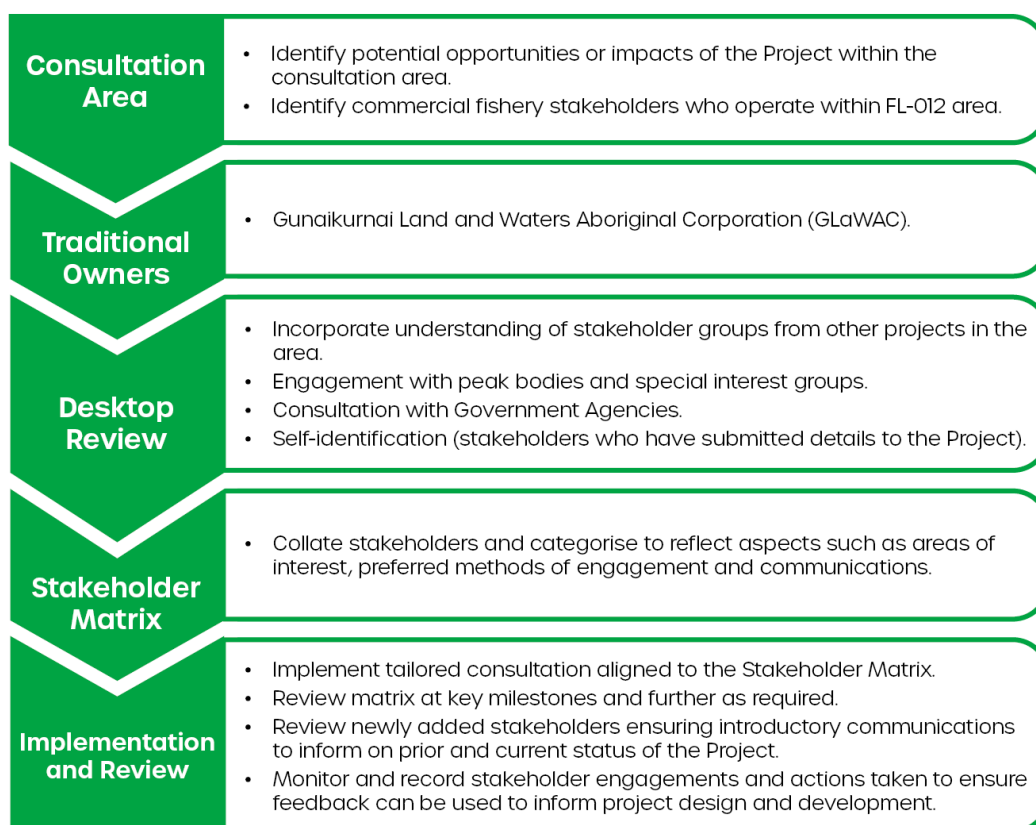


Figure 2-2 Stakeholder Mapping Process

The Stakeholder Matrix will be updated throughout all phases of the Project to determine preferred levels of engagement and communications expected by stakeholders from the Project team.

2.3.1. Project Stakeholders

The identification of relevant individuals, organisations, communities and groups that may be affected by the Project is informed by various factors, including but not limited to:

- Consideration of the nature and scale of the Project
- Consideration of the proximity of consultees to the Project
- Understanding the potential for interaction based on the timing and location of the Project
- Representative individuals or a body that may reasonably be regarded as representing the interests of consultees

- Review of Iberdrola Australia’s existing stakeholder list, which is informed by Iberdrola Australia’s consultation process.
- Consideration of previous Iberdrola Australia engagement activities
- Review of relevant databases including the Native Title Vision database, Aboriginal Heritage Inquiry System and the DCCEE Register of Environmental Organisations.
- Input from stakeholders as to other potentially interested individuals, organisations, communities and groups as appropriate.

Key categories of stakeholders for the Project include those shown in Figure 2-3.



Figure 2-3 Aurora Green Key Stakeholder Categories

The SES Stakeholder List is shown in Appendix A and lists the stakeholders identified as part of the Stakeholder Mapping process. The Stakeholder List sits as a live appendix within this SES, and the list will be continuously reviewed to ensure that any new relevant stakeholders are added.

2.3.2. Traditional Owners

Iberdrola Australia acknowledges the Gunaikurnai people as the Traditional Owners to the Country and Sea surrounding the Project.

In March 2025, Iberdrola Australia and Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) finalised a landmark [Engagement Agreement](#). Iberdrola Australia is proud to have been the first Gippsland offshore wind developer to achieve this outcome. The agreement ensures GLaWAC is actively involved in discussions around the feasibility of Aurora Green and guides the Project partnership.

In announcing the agreement GLaWAC CEO, Daniel Miller, said: *“This agreement sets a strong precedent for how offshore wind proponents should engage with Traditional Owners, demonstrating the value of meaningful partnerships based on respect and shared outcomes.”*

Engagement with GLaWAC will continue throughout all phases of the Project.

2.4. Engagement and Communications Program

A range of inclusive and best practice communication tools and engagement methods will be utilised to inform, consult, involve or collaborate with different stakeholders, to share information, and support a cooperative approach to the development of the Project.

Consistent with the IAP2 Public Participation Spectrum, identified stakeholders have been assigned a preliminary grouping according to their current level of involvement and interest in the Project.

2.4.1. Communications Toolkit

The following communication tools will be utilised by the Project to share information with stakeholders and the public during the feasibility phase.

Table 2-1 Communications Toolkit

Tool	Description
Project website	www.iberdrola.com.au/our-assets/aurora-green will be used throughout the Feasibility and Commercial Licences of the Project, to inform on the most recent Project updates, consultation details, Project timeline, document library (where this SES will be published), and Project contact details including our Project engagement email: offshorewind@iberdrola.com.au
E-newsletters	Newsletters delivered via email to update stakeholders and subscribed interested parties on key Project milestones and consultation activities
Direct email	To communicate with industry and stakeholders as required
Public notices	Information relating to consultations or commencement of activities
Printed newsletters	Printed newsletters made available at consultation events and other public spaces to provide information on key Project milestones, consultation activities and Project contact information.
Notice to mariners	During offshore activities Notice to Mariners will be issued to advise mariners of important matters affecting navigational safety, including new

hydrographic information, aids to navigation and other important information. Notice to Mariners are issued by the Australian Maritime Safety Authority (AMSA) and the Australian Hydrographic Service but can also be forwarded to relevant stakeholders by Iberdrola Australia.

Text message	A service used through the South East Trawl Fishing Industry Association (SETFIA) to notify fishing licence holders in the licence area of study activities.
Consultation summary	Consultation summaries will be published as part of our Project Updates which will sit on the Project website to communicate engagement and consultation that has been undertaken, and to transparently record feedback received and how the Project has responded.
Advertising, media and social media	Advertising and publication of media releases through local news outlets and social media will communicate Project updates, milestones and activities, to increase the Project's local outreach to those who may not be registered for updates.

2.4.2. Engagement Methods

The following engagement methods will be utilised by the Project to engage and consult with stakeholders and the public during the feasibility phase, to seek feedback on the Project.

Table 2-2 Engagement Methods

Method	Description
One-to-one meetings	Online or in-person meetings with individual stakeholders to seek specific or technical feedback
Stakeholder briefings	Online or in-person meetings that provide Project updates to multiple stakeholders, by category or topic.
Community Advisory Group	Community representatives selected to be spokespeople for local communities, to discuss key concerns, and to communicate information back to community networks.
Public consultation events	Drop-in information sessions and consultation events held in local locations to allow the public to attend to learn about the Project, ask questions, and to provide feedback.
Technical Reference Group (TRG)	Stakeholders from government agencies, regional authorities, municipal councils and registered Aboriginal parties (RAPs) that have a statutory, policy or technical interest in relation to the project.
Community surveys and feedback forms	A method to gain feedback and questions, to gain insights and local knowledge from the community, and understand sentiments towards the Project, or certain topics.
Workshops	Round table discussions for stakeholders to provide feedback and encourage discussion on different topics or design details
School/youth engagement	Engagement targeted at local students and youth to encourage discussion and education on offshore wind and renewable energy

Project contact details

Phone, email or mail details that allow enquiries through to the Project Team.

03.

Engagement Summary

3. Engagement Summary

3.1. Engagement to-date

Iberdrola Australia has been engaging and consulting with a growing number of stakeholders since early preparation in 2022 of the Feasibility Licence application. Prior to obtaining a Feasibility Licence, early engagement activities were focused on government, regulators, supply chain and key technical and statutory stakeholders. This has been followed by locally targeted engagement with Gippsland communities since the Feasibility Licence was awarded in July 2024. Iberdrola Australia has a Gippsland based engagement team who have strong knowledge of the region, well-established local relationships, and are accessible to local stakeholders. The Gippsland team is well equipped to understand the specific needs, concerns and perspectives of communities and can tailor engagement to suit local needs. Engagement with wider stakeholders will continue as the Project develops and progresses through feasibility and technical environmental studies.

Engagement has been undertaken with the following stakeholders:

Table 3-1 Engagement Summary

Stakeholder Group	Summary
State and Federal Government	Iberdrola Australia has been engaging with Ministers and their respective teams in both Commonwealth and State Governments. This includes the Commonwealth's Department of Climate Change, Energy, the Environment and Water (DCCEEW) and Victoria's Department of Environment, Energy, and Climate Action (DEECA). Engagement with relevant government agencies will continue throughout all phases of the Project.
Local Government	Iberdrola Australia has well established relationships with each of the six Shires in Gippsland, among which the Wellington Shire Council, Latrobe City Council, South Gippsland Shire Council and East Gippsland Shire Council (through fishing areas) are the most directly connected to the Declared Area in Gippsland. Multiple briefings have been provided. Engagement with these Councils will continue throughout all stages of the Project.
Traditional Owners	Aurora Green is within Gunaikurnai Sea Country and in March 2025, following 18 months of collaborative partnering discussions, Iberdrola Australia and Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) finalised a landmark Engagement Agreement. Iberdrola Australia is proud to have been the first Gippsland offshore wind developer to achieve this outcome. This ensures GLaWAC and Gunaikurnai people are actively involved in discussions around the feasibility of the Aurora Green Offshore Wind Project.
Regulators	Engagement has been undertaken with the Australian Energy Market Operator (AEMO), National Offshore Petroleum Titles Administrator / Offshore Infrastructure Registrar, National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) / Offshore Infrastructure Regulator. This is in addition to the regulatory teams that sit within DCCEEW and DTP.

Supply Chain	Iberdrola Australia has engaged with supply chain stakeholders as part of the feasibility licence application and ongoing assessment of the viability of opportunities to develop local content. Iberdrola Australia has built a relationship with Industry Capability Network (ICN) Victoria and has a project page on ICN Gateway for expressions of interest. Iberdrola Australia has also engaged with several ports within Victoria and Tasmania to understand capabilities for both construction and operations and maintenance.
Fishing Industry	Iberdrola Australia undertook a commercial fisheries study in 2024 and developed a Fisheries Engagement Strategy to identify fishing stakeholders and ensure appropriate consultation is planned throughout the life of the Project. Iberdrola Australia has engaged with various fishing associations as well as individual commercial fishing operators who undertake activities within the Project Feasibility Licence area. A Recreational Fishing Report has also been produced to understand potential impacts and opportunities for anglers. Engagement with both commercial and recreational fishing stakeholders will continue throughout all stages of the Project.
Oil and Gas	Iberdrola Australia established a relationship with Exxon Mobil, as the key affected oil and gas stakeholder to the Project area (now Woodside Energy)..
Offshore Wind Developer Groups	Iberdrola Australia is a member of the following groups, which allow collaboration and information sharing between all Gippsland offshore wind licence holders and government bodies. The groups hold regular meetings. • Gippsland Licence Holder Advisory Committee (GLAC) • Offshore Gippsland Developers – OGD (formerly OG-12) • OGD Gippsland Regional Engagement Exchange (REX)/Fishing Sub-Group • OGD Planning and Approvals Sub-Group • OGD Government Relations Sub-Group
Registered Training Organisations	Ongoing discussions have been held with local education and training providers, to support higher education career pathways and vocational training in new jobs that will be created directly and indirectly from offshore wind in the Gippsland region. This includes Melbourne University, Federation University (with which it has a Collaboration Agreement), TAFE Gippsland (with which it has a Memorandum of Understanding), Gippsland Tech School and Local Learning and Employment Networks (LLENs). Iberdrola Australia also sits on the Energy Industry Advisory Group hosted by Federation University and TAFE Gippsland.
Other key industry groups and stakeholders	Discussions have been held with related industry sectors and bodies that will have flow on effects from the development of offshore wind farms in the Gippsland region, including Ports, Gippsland Climate Change Network, Food and Fibre Gippsland, Industry Capability Network Victoria and Committee for Gippsland.

Gippsland Community	Community engagement has been conducted with consideration and respect for the level of consultation fatigue in the region. Public engagements have included Gippsland New Energy Conference (GNEC), careers days with education and training organisations, ICN Victoria events, Deadly in Gippsland Expo and OGD REX meet the developer events. Face-to-face engagement has become more targeted towards specific Gippsland communities, interest groups and community groups (e.g. Seaspray Windfarm Strategy Group, Golden Beach Community Development Fund, Future of Yarram Project). Engagement with the Gippsland community will continue to play an important part of future consultations on the Project.
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3.2. Key Feedback Identified

Iberdrola Australia is committed to comprehensive and open public consultations on all developments, in a timely manner reflecting Project development phases and activities.

To this end, Iberdrola Australia has spent several years establishing and developing relationships with the local community and key stakeholders. Iberdrola Australia has undertaken qualitative and quantitative research and engagement to better understand Gippsland communities and the underlying sentiments of the broader Gippsland region as part of early engagement for the Project. Key themes from these engagement activities are summarised in Table 3-2 below.

Table 3-2: Key themes from engagement

Theme	Summary
General knowledge on offshore wind	As a new energy sector to Australia, and more recently Victoria, further information about offshore wind should be provided to local communities
Environmental impacts	- Concerns for regional wildlife, particularly sea birds and whales - Concern for marine environmental impacts and fauna and flora because of offshore wind farms in general - Decommissioning concerns, particularly in the context of historical decommissioning requirements for the region's energy industry
Local employment opportunities	- Interest in local employment opportunities and other renewable energy projects in Gippsland, with a strong preference to use the local workforce where possible - South Gippsland, Latrobe Valley, Sale and Yarram have been areas where job opportunities have been mentioned as a significant opportunity - Interest in new training and re-skilling opportunities in the region
Visual amenity	- Concern over visual impact from transmission lines and wind turbines too close to shore - Most community members have been comfortable with turbines situated 25 km+ from shore but concerned about proposed turbines that are closer

Coordinated approach to engagement	• A need for a coordinated approach to consultation in Gippsland to reduce duplication and need to streamline information • Community seeks a coordinated approach by industry on information and benefit sharing
Community Benefits	• Interest in community benefits to be pooled and allocated at a regional level to have maximum positive impact and create legacy infrastructure • Strong community sentiment for funds to be administered by community rather than levels of government
Management of land, housing and community resources	• There is a need for appropriate and considered land management and housing development planning, appropriately resourcing local governments to deal with this, and mapping service requirements • Wellington Shire Council and South Gippsland Shire Council have secured Regional Precincts and Partnerships Program (RPPP) funding to develop a plan to ensure the region is 'land and infrastructure ready'
Fishing impacts	• Further understanding of impacts to commercial fishing and compensation measures
Cumulative Impacts	• Need for offshore wind projects to be viewed individually, not as "one project" with combined impacts

While these conversations are ongoing, they have helped provide an understanding of key concerns relating not only to Aurora Green, but also to wider concerns resulting from cumulative impacts of all projects in the Declared Area in Gippsland.

As the Project progresses, these key themes will guide information sharing with communities and key stakeholders, to ensure information is streamlined and can address key concerns.

04.

Continued Engagement

4. Continued Engagement

4.1. Monitoring, Evaluating and Reporting

Iberdrola Australia has committed to publishing consultation reporting in the form of Project Updates at key milestones throughout the Project, maintaining transparency with stakeholders on what and how consultation has been undertaken, what feedback was received, and how the feedback has been responded to. These will be uploaded to the Project website (www.iberdrola.com.au/our-assets/aurora-green), and stakeholders who have registered will be notified of these updates via email.

As feedback is received, and the Project continues through feasibility and environmental approvals stages, Iberdrola Australia will evaluate performance of engagement and consultation and conduct regular reviews to ensure the engagement objectives are continuing to be met throughout the Project's development. Measuring performance and sentiment will indicate successes, opportunities and challenges in this Strategy, with the approach amended accordingly, and as required.

Ongoing engagement consists of the following:

- Ongoing identification of interested persons, organisations, communities and groups.
- Engagement with new interested persons, organisations, communities or groups identified, providing overview of the activities conducted.
- Notification of interested persons, organisation communities or groups in the event of change in activities.
- Feedback and comments received from relevant stakeholders continue to be assessed and responded to, as required, throughout the life of the Project.

4.2. Complaints Management Procedure

Iberdrola Australia values all feedback received, including potential complaints and claims. Complaints are important because:

- a) they can highlight problems and errors, and may even identify cases where there is a perception about Iberdrola Australia that may not be correct
- b) a complaint provides an opportunity for Iberdrola Australia, as an organisation, to examine its procedures and processes, evaluate their effectiveness, and if necessary, refine or improve those procedures and processes; and
- c) they provide Iberdrola Australia with an opportunity to turn a negative situation into one with a positive outcome.

While Iberdrola Australia always aims to engage transparently and consistently, a complaints management process must be provided to stakeholders to ensure complaints can be managed fairly and responded to appropriately. The core objective of the complaints management process is to respond and provide feedback to all complaints in a timely and meaningful manner.

The complaints management process for the Project will be undertaken in line with Iberdrola Australia's [*Complaints Handling Standard*](#).

4.2.1. Complaints Management Process

The Aurora Green project team will receive, investigate and respond to all complaints and claims in a manner that is consistent with the outlined process shown in Figure 4-1 below:

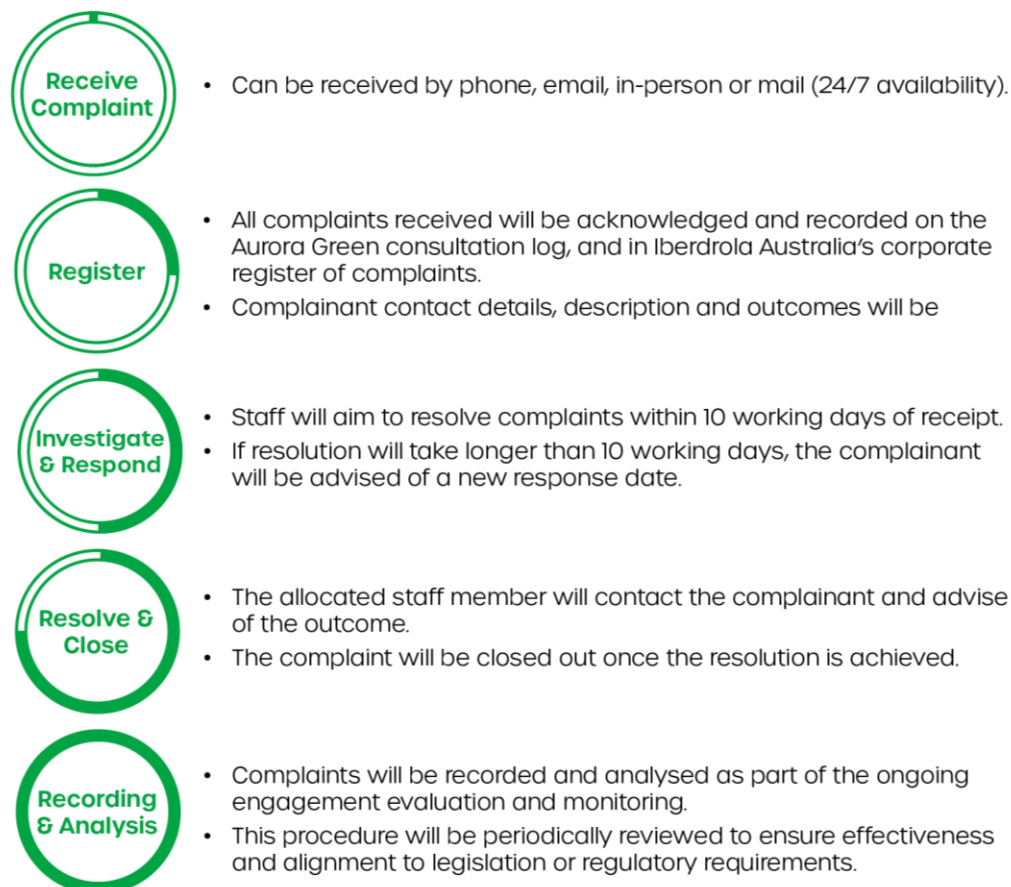


Figure 4-1 Complaints Management Process

4.2.2. Making a Complaint

Any complaint regarding the Project can be submitted by phone, email, in-person or mail, using the details in Table 4-1:

Table 4-1 Project Contact Details

Toll-free Phone	+61 1800 917 372
Email	complaints@iberdrola.com.au
Project Website	www.iberdrola.com.au/our-assets/aurora-green
In-person	Any in-person consultation events
Mail	Aurora Green Offshore Wind Project Level 22, Governor Phillip Tower 1 Farrer Place Sydney NSW 2000 Australia

4.2.3. Response protocol

As per the Complaints Management Process (Figure 4-1), all complaints will be recorded in the Project consultation log, including contact details, contact method, date/time, nature of complaint, and resolution/response. Complaints will be addressed as a priority and resolved in the timeliest manner according to the complexity of the matter.

Table 4-2 Complaints and Query Response Protocol

Acknowledgement/Receipt	Within 24 hours
Complaint/Enquiry Standard Response	Within 10 working days
Where complaint cannot be resolved in above timeframe	Response by preferred contact method, with an update providing a new timeframe for response.

4.3. Community Benefits Scheme

Communities throughout Australia are experiencing substantial change brought about by the energy transition. Creating long-term shared value is the core of Iberdrola Australia's business philosophy.

Our communities include landholders, the rural and regional communities in which we operate, and the Traditional Owners of the land. Our investments in the communities that host us, and our assets occur through a variety of channels, including the use of local goods and services; local employment; education and training support and scholarships; landowner payments (for onshore infrastructure); community benefit funds and sponsorship and support of community projects.

The Victorian Government is currently considering opportunities to coordinate benefit sharing across the various renewable energy projects currently proposed for the Gippsland region. This may include the development of a formal shared benefits fund(s) that proponents (both energy generation and transmission) would be expected to contribute to.

Currently Iberdrola Australia sponsors community projects that aim to make a positive difference. Community grants of up to \$5000 can be applied for via the Iberdrola Australia website [Community Funds and Sponsorships | Iberdrola Australia](#).

More broadly Iberdrola Australia is considering how community benefits would be shared beyond the feasibility phase. A community benefits sharing plan will be designed in partnership with community and in line with the core principles of our [Community and Stakeholder Engagement Policy](#).

Appendix

Appendix A - Stakeholder List

Last updated: 10 July 2026

Category	Identified Stakeholders
Government department, agency or authority	Australian government - Department of Defence (DoD) - Australian Hydrographic Office (AHO) - Bureau of Meteorology - Director of National Parks (DNP) - Australian Maritime Safety Authority (AMSA) - Minister for Climate Change and Energy - Department of Climate Change, Energy, the Environment and Water (DCCEEW) - Offshore Infrastructure Regulator (OIR) - National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) - National Offshore Petroleum Titles Administrator (NOPTA)
	Victorian government - Minister for Energy and Resources - Minister for Environment - Department of Energy, Environment and Climate Action (DEECA) - Offshore Wind Energy Victoria (OWEV) - VicGrid - Department of Jobs, Skills, Industry and Regions – CarbonNet - EPA Gippsland - EPA Victoria - First Peoples – State Relations - Parks Victoria - Heritage Victoria - Regional Development Victoria - Department of Transport and Planning (DTP) - Emergency Management Victoria - Safe Transport Victoria - State Emergency Services - Victoria Police (water police) - Latrobe Valley Authority (prior to closure)
	Local government - Latrobe City Council - South Gippsland Shire Council - Wellington Shire Council - East Gippsland Shire Council
	Energy Regulators - Australian Energy Market Operator (AEMO) - Australian Energy Infrastructure Commissioner - Australian Energy Regulator - Australian Energy Market Commission
	Agencies - Gippsland Water - Southern Rural Water (rural water corporation) - Regional Development Australia (RDA) Gippsland Committee
	Authorities - Gippsland Ports Authority - Victorian Fisheries Authority - Ports Victoria - West Gippsland Catchment Management Authority

	• Australian Fisheries Management Authority • Transport Victoria (formerly Regional Roads Victoria)
Aboriginal and Torres Strait Islander people or groups	• Gunaikurnai People hold native title over much of Gippsland (recognised by the Federal Court on 22 October 2010) and are the Registered Aboriginal Party. • Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) is the Prescribed Body Corporate (PBC) under the Native Title (Prescribed Bodies Corporate) Regulations 1999. • Gunaikurnai and Icon Energy ILUA (Body Corporate) • Gunaikurnai Settlement ILUA (Body Corporate) • Gunaikurnai Traditional Owner Land Management Board (GKTOLMB)
Other Licence holders under the Act	• High Sea Wind - Ocean Winds • Gippsland Skies –Mainstream Renewable Power, Reventus Power, AGL and Direct Infrastructure consortium (Prior to feasibility licence being surrendered) • Ørsted Offshore Australia (Gippsland 01) – Ørsted • Ørsted Offshore Australia (Gippsland 02) - Ørsted • Kut-Wut Brataualung - Southerly Ten • Star of the South - Southerly Ten • Gippsland Dawn - BlueFloat Energy (Prior to feasibility licence being surrendered) • Kent Offshore Wind - RWE (Prior to feasibility licence being surrendered) • Navigator North - RES Origin • Great Eastern Offshore Wind - Corio Generation • Blue Mackerel – JERA Nex Parkwind
People or organisations who carry out commercial activities	• Marinus Link • Australia Pipelines Association (APA) • Abalone Council Victoria • Bass Strait Scallop Industry Association • Commonwealth Fisheries Association (CFA) • Eastrock • Lakes Entrance Fishermen's Cooperative (LEFCOL) • San Remo Fisherman's Co-op (SRFC) • Gillnet Hook and Trap Fishers Association (GHATFA) • Bass Strait Seafood Protection Alliance (BSSPA) • Rock Lobster Resource Assessment Group (RLRAG) • South East Trawl Fishing Association (SETFIA) • Southern Shark Industry Alliance (SSIA) • Southern Squid Jig Fishery • Seafood Industry Victoria (SIV) • Victorian Rock Lobster Association (VRLA) • Port of Geelong • Port of Hastings Corporation • Port of Melbourne Corporation • Tasmania Ports / Port of Bell Bay • QUBE / Barry Beach Marine Terminal • Basslink / APA Group • Esso Australia • Exxon Mobil (now Woodside Energy) • 3D Energi • Palisade – Tasmanian Gas Pipeline
Neighbouring Projects (not under Licence Holders)	• Gippsland offshore wind transmission 2 GW project (VicGrid) • GB Energy • Victorian Renewable Energy Terminal (Port of Hastings Corporation) • 90 Mile Beach Subdivision (Wellington Shire) • Robertsons Beach Seawall Rehabilitation • Ignite Energy Resources • ECI International • CarbonNet

Local Services	• Woodside Fire Station • Seaspray CFA Station • VICSES Yarram Unit • VICSES Sale Unit • VICSES Rosedale Unit • Sewage Treatment Plant (Seaspray Rd, Seaspray) • Seaspray Transfer Station (Waste facility) • Yarram & District Health Service • Yarram Medical Centre
Education	• Woodside Primary School • Seaspray Primary School (currently non-operational) • Federation University, Gippsland Campus • TAFE Gippsland • Gippsland East Local Learning and Employment Network • Baw Baw Latrobe Local Learning and Employment Network • South Gippsland Bass Coast Local Learning and Employment Network • Gippsland Tech School
Offshore Developer Groups	• Gippsland Licence Holder Advisory Committee (GLAC) • Offshore Gippsland Developers (OGD) • OGD Gippsland Regional Engagement Exchange (REX)/Fishing Sub-Group • OGD Planning and Approvals Sub-Group • OGD Government Relations Sub-Group
Fishing	• Central Abalone Fishery • Rock Lobster and Giant Crab Fishery • Victorian Bass Strait Scallop Fishery • Wrasse (Ocean) Fishery • Victorian Fisheries Authority • Seafood Industry Victoria (SIV) • South East Trawl Fishing Industry Association (SETFIA) • Southern Shark Industry Alliance (SSIA) • Lakes Entrance Fisherman's Co-Op (LEFCOL) • San Remo Fisherman's Co-Op • Gillnet Hook and Trap Fishers Association (GHATFA) • Bass Strait Seafood Protection Alliance (BSSPA) • Gippsland Angling Clubs Association • Gippsland Lakes Fishing Club Inc • Lakes Entrance Game and Sport Fishing Club Inc • Loch Sport Angling Club • Loch Sport Community House Fishing Group • Loch Sport Fishing Association • McLoughlins Beach Angling Club • Port Albert Light Game & SF Club Inc • Sale Angling and Sportsfishing Club Inc • Victorian Recreational Fishing Peak Body (VRFish) • Port Welshpool
Local Businesses	• Catman Excavations and Offroad (10 Panorama Dr, Woodside Beach) • KB Air Conditional & Auto Electrical (5 Panorama Dr, Woodside Beach) • Reeves Beach free camping • Urban Evolution Design (11 Byrnes Rd, Woodside Beach) • Woodside Beach Caravan Park (1 Woodside Beach Rd, Woodside Beach) • Bonnie Mumford Photography • Evolve Equine Assisted Learning and Development • Shell Petrol Station • Summerbreeze Motel • Woodside Beach Hotel • Woodside Central Caravan Park • Woodside Cemetery

	• Woodside Ranch Luxury Farmstay • Seaspray Caravan Park • Seaspray General Store • Waves Bistro & Sand Bar, Seaspray • Casa Mangja (2389 Shoreline Dr, The Honeysuckles) • Honeysuckles Astronomy Tours (Finisterre Dr, The Honeysuckles) • Barooma Homestead • Cottonwood Grove Stables (Giffard West) • Hancock Victorian Plantations (HVP)
Communities	<i>Within 5km of shore landing</i> • The Honeysuckles (township and residential) • Seaspray (township and residential) • Woodside Beach (residential) • Giffard (rural residential) • Woodside (rural residential) • Darriman (rural residential) • Giffard West (rural residential) <i>Beyond 5km of shore landing</i> • Sale (urban centres) • Yarram (urban centres) • Port Albert (urban centres) • Morwell (urban centres) • Traralgon (urban centres) • Lakes Entrance (urban centres) • Port Welshpool (urban centres) • Leongatha (urban centres) • Foster (urban centres) • Wonthaggi (urban centres) • Korumburra (urban centres) • Golden Beach • Paradise Beach • Flamingo Beach • Glomar Beach • Tarraville • Mcloughlin's Beach • Huntersson • Mann's Beach • Robertsons Beach • Rosedale • Langsborough • Alberton • Calrossie • Wron Wron • Woodside North • Carrajung • Carrajung Lower • Carrajung South • Blackwarry • Mack's Creek • Stradbroke • Gormandale • Flynn • Dutson • Dutson Downs • Longford • Loch Sport • Pearsondale • Willung • Hiamdale

	• Toora • Agnes
Community and Special Interest Groups	• Committee for Gippsland (C4G), CEO Tony Cantwell • Gippsland Climate Change Network (GCCN), CEO Darren McCubbin • Friends of the Earth (Wendy Farmer) • Gippsland Offshore Wind Alliance (GOWA) • Woodside Surf Life Saving Club (15 Ben Rendell Dr, Woodside Beach) • Seaspray Surf Life Saving Club (1A Foreshore Rd, Seaspray) • Seaspray Public Hall • Seaspray General Store • Seaspray Windfarm Strategy Group • No Offshore Turbines (NOT) 90 Mile Beach • Merriman's Creek Recreational Fishing Platform • Seaspray Ratepayers Association • Woodside Beach Surf Life Saving Club • Woodside Community Hall • Golden Paradise Beach Ratepayers and Residents Association • Golden Paradise Beach Community Development Fund • Sale Combined Probus Club • Rotary Club of Sale • The Probus Club of Traralgon • Probus Club of Maryvale - Combined Inc • Rotary Club of Morwell • Rotary Club of Traralgon Central • Longford and Callignee Landcare Groups • Yarram and Giffard CWA • Rotary Club of Morwell • Yarram and District Progress Association • Future of Yarram project • National Heavy Vehicle Regulator (NHVR) • Kinaway Chamber of Commerce • Industry Capability Network Victoria (ICN Vic) • Better Transmission Gippsland • Food & Fibre Gippsland • Yarram Yarram Landcare Network • Environment Victoria • Committee for Frankston and Mornington Peninsula