Wollar Solar Farm

Complaints Register: Updated 30 September 2024



ID	Method of Contact	Complaint Date	Complaint Time	Nature of Complaint	Team Member Receiving Complaint	Details of Complaint	Action taken by Wollar Solar Developments	Is Complaint considered closed	Sign off for closure
WSF-95	Phone	17/4/2024	4.44pm	Traffic	Elizabeth Picker	Resident concern of driving behaviour related to subcontractor employee buses travelling through Wollar township.	The importance of road safety is an ongoing focus for the WSF project team, with ongoing initiatives and strategies being implemented to encourage safe driving for all workers on site. In response to this complaint, the project team has conducted a series of pre-start talks with the contractor teams to highlight traffic and road safety when travelling to and from Wollar Solar Farm, including reiterating this to all individuals who drive the shuttle buses that transport workers to nearby towns, and also reminded contractors about the importance of driving to the conditions on local roads, and to ensure that suitable main thoroughfares are utilised to reduce the impact on residents in Wollar village. WSF also contacted local police to ask for their assistance in monitoring traffic in the local area. Resident was encouraged to share further information regarding any dangerous driving in the community so that further action can be taken.	YES	SM
WSF-94	Phone	6/3/2024	7:42am	Traffic	Elizabeth Picker	Resident concerned about dangerous driver	The project team has enforced the following; conducted a series of pre-start	YES	SM

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companies. Both WSD and some Suppliers								,		
have commenced undertaking								· · · · · · · · · · · · · · · · · · ·		
surveillance at random on roads around								_		
Wollar Solar Farm as an additional control										
to review driver behaviour. In addition,										
the daily 'prestart' meetings on site will								-		
include reinforcement to all site workers								, ,		
throughout the duration of the project on										
the importance of driving to the										
conditions of the road.										

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WSF-86	Phone	24/3/2023	4:23 pm	Traffic	Elizabeth	A near-miss traffic	Contractor notified. Complaint discussed	YES	SM
					Picker	incident on Barigan	in pre-start meeting and further warnings		
						Road was reported	about looking out for signs and slowing		
						between a ute and	down for livestock. The person making		
						livestock. A second	the compliant has been provided with		
						vehicle then had to	project managers phone number and will		
						break suddenly to avoid	communicate future livestock movements		
						colliding with the first	that may impact traffic, then the project		
						stopped vehicle. The	manager will disseminate this information		
						person reporting the	to workers on site.		
						incident indicated that			
						all the required road			
						side warning signs for			
						the movement of cattle			
						were in place.			