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ESC Statement of Expectations  
Monthly Report

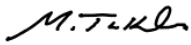
January 2023



## Schedule of revisions

Revision	Date	Status	Author	Checked	Details of change
1.0	01/02/2024	Issued for information	Project Business Analyst		Formal Submission of Report

## Approval to issue to Essential Services Commission

Date Approved	Approved By	Signed
01/02/2024	Malcolm Tinkler (General Manager, Western Renewables Link)	

## Acknowledgement of Country

AusNet respects and honours Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

The Western Renewables Link (WRL) project recognises and pays respect to the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples, represented by the Barengi Gadjin Land Council (BGLC); Dja Dja Wurrung Clans Aboriginal Corporation (Djaara); Eastern Maar Aboriginal Corporation (EMAC); Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC) and Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation (WWCHAC), the Traditional Owners of the lands on which the WRL will operate. The Project recognises the role of First Peoples - State Relations and each Registered Aboriginal Party (RAP) in the management, protection, and promotion of cultural heritage on Country, cultural awareness, and land access.

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# Acronyms and definitions

Term	Expansion of Acronym
AEMO	Australian Energy Market Operator
The Act	Electricity Industry Act 2000 (Vic)
Agency	Crown Land Authorities, Public Utilities, Statutory Authorities, and Infrastructure Authorities
Agency Land	Land Owned, Managed Administered or Controlled by an Agency
AusNet	AusNet Transmission Group Pty Ltd
BGLC	Barengi Gadjin Land Council
Djaara	Dja Dja Wurrung Clans Aboriginal Corporation
EMAC	Eastern Maar Aboriginal Corporation
ESC	Essential Services Commission
EWOV	Energy and Water Ombudsman Victoria
FP-SR	First Peoples – State Relations
Freehold Land	Titled land owned by individual or non-agency entities
HSEQ	Health, Safety, Environment and Quality
IAP2	International Association for Public Participation
JLL	Jones Lang LaSalle Incorporated. The JLL project team provides land access, land acquisition and compensation services to AusNet for WRL.
LLO	Land Liaison Officer. Each landholder is designated a Land Liaison Officer (LLO) who is their primary point of contact for the project and who will facilitate land access for surveys and the Option for Easement process. For example, the LLO will assist with gathering property specific information, arranging valuer meetings, and answering landholder questions.
Parcel	The project has allocated a unique ID for each Parcel (SPI) registered at the land title office. This corresponds to the smallest unit of land on the project.
Project	The 'Western Renewables Link'
Private Land	Freehold land: Titled land owned by individual or non-agency entities
Public Land	Agency land: Land owned, managed, administered, or controlled by an agency
RAP	Registered Aboriginal Party
Statement of Expectations (SOE)	Electricity Transmission Company Land Access Statement of Expectations
S93	Section 93 of the Electricity Industry Act 2000
SPI	Standard Parcel Identifier = Lot Number/Plan Number. A single title may have one or more SPIs.
WRL	Western Renewables Link, or 'the Project' (Formerly Western Victoria Transmission Network Project)
WTOAC	Wadawurrung Traditional Owners Aboriginal Corporation
WWWCHAC	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation

# 1. Introduction

## 1.1. Report purpose

This is a monthly report compiled by AusNet Transmission Group Pty Ltd (AusNet) and issued to the Essential Services Commission (Commission). This report provides a summary of the Western Renewable Link's (WRL's) performance against the general principles set out in the Commission's 'Electricity Transmission Company Land Access Statement of Expectations' (statement of expectations).

The Commission requires the reports to be provided on the first business day of each month unless otherwise agreed between AusNet and the Commission. Each report contains data for the preceding month. It is acknowledged that it may not be possible to include data related to land access that occurs in the final days of the reporting period. As such, each WRL report indicates the date up until which data has been included and outstanding data for the remaining days of that month will be included in the following month's report.

Each month the Commission makes a non-confidential version of the report publicly available via its website <https://www.esc.vic.gov.au>, therefore, AusNet provides the report in two formats:

- a report with confidential information, wherein the confidential information is clearly identified; and
- a report for publication which has the confidential information redacted.

## 1.2. Reporting overview

The commission has outlined the following reporting metrics for AusNet to provide each month.

### 1.2.1. Performance Summary

This section reports on key activities within the reporting period, together with parcel access statistics as follows:

The number of unique parcels (SPI) and corresponding number of landholders by landholder type and access methods, being voluntary access (land access consent or verbal agreement) and section 93 of the Electricity Industry Act 2000 (Vic).

- From June 2022 to July 2023, the number of parcels accessed were reported for each time a unique parcel was accessed for a survey date and survey type.
- From August 2023, the number of parcels accessed is reported as each unique parcel accessed during the reporting period.

### 1.2.2. Number of voluntary access agreement negotiations underway

Where temporary access to land is necessary, the majority of affected landholders have received the voluntary land access consent form to consider and discuss with their Land Liaison Officer. Ongoing conversations regarding voluntary access consents progress organically with each individual landholder as land access is sought. For this report, the total number of landholders is defined as any person/s (including an entity e.g., company or trust) entitled to hold a parcel of land within the proposed route.

**Metric reported:** Section 2, Table 1

**Definition:** Total number of private landholders minus:

- the number of landholders that have signed a voluntary land access consent form;
- the number of landholders that have declined to sign a voluntary land access consent form; and
- the number of landholders that have not yet been presented with a voluntary land access consent form.

### **1.2.3. How principles 2 – 14 have been applied to voluntary access agreement negotiations underway**

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the spreadsheet in Appendix C (confidential).

### **1.2.4. Number of voluntary access agreements entered into**

The total number of voluntary land access consent forms signed will be reported monthly. It should be noted that a landholder can withdraw their prior consent at any time for agreements signed before December 2022 therefore, this number may fluctuate.

**Metric reported:** Section 2, Table 1

**Definition:** Total number of new voluntary and access consent forms signed by both the landholder and land liaison officer, for the reporting period.

### **1.2.5. How principles 2 – 14 have been applied to voluntary access agreement entered into**

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the voluntary land access consent form.

### **1.2.6. Number of notices issued regarding access under section 93 of the Electricity Industry Act 2000 (Vic)**

AusNet provides written notice to enter land under section 93 (s93) of the Electricity Industry Act 2000 (Vic) (Act) to landholders a minimum of seven (7) days prior to the planned access date. As the notice to enter is sent in advance of planned access, the number of notices sent compared to number of the accesses to land that occurred pursuant to section 93 of the Act may not match.

**Metric reported:** Section 2, Table 1

**Definition:** Number of notices to enter under section 93 of the Act sent within the reporting period.

### **1.2.7. How principles 2 – 14 have been applied prior to issuing each notice regarding access under section 93 of the Act**

Principles 2 to 14 have been applied as reported in Appendix D and detailed in the notice to enter under section 93 of the Act as well as detailed in the spreadsheet in Appendix C (confidential).

### **1.2.8. Number of times land was accessed pursuant to section 93 of the Act**

The number of times land was accessed pursuant to section 93 of the Act, and in each instance whether each access was pursuant to a notice issued and the period between issuing a notice and access occurring.

**Metric reported:** Section 2, Table 1

**Definition:** Each instance of land access is counted separately, even if multiple instances of land access are conducted pursuant to a single notice. For instance, if a survey requires land to be accessed over three days, twice a day, it will be recorded that there were six instances of land access. The description of how the principles were applied, if common to the multiple instances of land access, is not repeated.

### **1.2.9. How principles 15 – 20 were applied to land accessed pursuant to section 93 of the Act**

Principles 15 to 20 have been applied as reported in Appendix D and detailed in the notice to enter under section 93 of the Act as well as detailed in the spreadsheet contained in Appendix C (confidential).

### 1.2.10. Number and nature of complaints received in relation to section 93 access

The number and nature of complaints received, including those forwarded to the Energy and Water Ombudsman (Victoria), in relation to access under section 93 of the Act, the time to respond to each complaint, and actions taken, if any, in response to the complaint.

**Metric reported:** Section 2, Table 1

**Definition:** A complaint received from a landholder that specifically addresses their concerns in relation to land access under s93 of the Act.

## 1.3. Reporting period

Reporting period: 27 December 2023 – 25 January 2024

Previous reporting period: 26 November 2023 – 26 December 2023

## 2. ESC Statement of Expectations monthly report

### 2.1. Performance summary

Following on from the Christmas shutdown period, AusNet recommenced engagement with landholders and undertook surveys in support of the Environment Effects Statement (EES) and Cultural Heritage Management Plans (CHMPs). AusNet continues to review the requirements of the ESC Land Access Code of Practice and work towards compliance when the Code comes into effect on 1 March 2024.

For this reporting period, 27 December 2023 to 25 January 2024, AusNet accessed seventeen (17) parcels of land owned by eleven (11) different landholders. Of these parcels of land:

- Seven (7) parcels were public land owned by five (5) different agencies.
- Ten (10) parcels were private land owned by six (6) different landholders; these were all accessed via signed land access agreements.

Note: the above metric is unique parcels by unique owner and does not indicate the number of instances a parcel was accessed. For more detailed s93 data, this can be found in both Table 1 Item 7 and Appendix C.

No compensation claims were raised in relation to land access directly to the project team during the reporting period.

No complaints in relation to land access under Section 93 of the Act were received via EWOV or directly to the Project during the reporting period.



**Table 1: Summary for reporting period**

Item	Previous reporting period	Current reporting period	Variance	Comments
1. No. of items of outgoing correspondence to landholders (including emails, phone calls & SMS)	189	120	-69	Letters: 3 Phone calls: 32 Emails: 72 Text messages: 13
2. No. of face-to-face meetings	10	8	-2	
3. No. of voluntary access agreement negotiations underway	35	60	+25	Where Land Access Consents have expired these have been re-categorised as 'negotiation underway'
4. No. of voluntary land access agreements entered into	77	76	-1	One (1) Land Access Consent expired in January 2024.
5. No. of secondary requests for voluntary consent issued	2	1	-1	
6. No. of notices to enter issued under s93 of the act	4	0	-4	
7. No. of times land was accessed under s93 of the Act	5	0	-5	
8. No. of compensation claims opened for damage to property during access	-	-	-	

Item	Issue Number	Complaint description	Date complaint received	Time to resolve complaint	Investigation outcome and/or corrective actions
9. Complaints made to AusNet in relation to land access under s93 of the Act	-	-	-	-	No complaints in relation to land access under Section 93 of the Act were received by the project during the reporting period.
10. Complaints made to EWOV in relation to land access under s93 of the Act	-	-	-	-	No complaints in relation to land access under Section 93 of the Act were received via EWOV during the reporting period.

# Appendix A – Land Access Letter Templates

**Table 2: Landholder land access correspondence process overview**

Letters based on the process outlined in the Landholder Guide: Land access for field surveys and investigations published September 2022

STEP		DESCRIPTION
<b>General Landholder Communication</b>		
1	Project introduction letter	Every landholder within the proposed route is sent a project introduction letter, including where to find more information on the project.
2	Land access request for field surveys	We will send all landholders along the proposed route a general request to consider providing voluntary consent for AusNet to access their land to undertake field surveys and investigations. These may include, for example, land use or general flora and fauna surveys. Landholders will also receive a template voluntary land access consent form for their consideration.
<b>Specific Survey Request i.e., identified survey requirement such as Aboriginal Cultural Heritage or Geotechnical</b>		
3a	Request to access property for specific survey (issued minimum of 21 days prior to planned access)	The LLO will contact the landholder, via their preferred method, to request access to the property for a specific purpose and timeframe. We will provide the landholders with the voluntary land access consent form to consider.
3b	Follow up request to access property for specific survey may be sent where consent has not been provided (optional) (issued minimum of 14 days prior to planned access)	We may send the landholder a further request for access to their property for a specific purpose and timeframe and outline the process. The LLO will follow up with a meeting, phone and/or email to the landholder.
<b>Voluntary Access Agreed</b>		
4a	Confirmation of intention to enter property via voluntary consent (issued minimum of 7 days prior to planned access)	We will confirm the upcoming property access, activities and details 7 days prior to the landholder, or as agreed with the landholder.
5a	Confirmation notice of entry via voluntary consent (on the day of access)	The LLO will contact the landholder 24 hours prior to, and on the day of, access to confirm arrangements, or as agreed with the landholder.
<b>Section 93 Access</b>		
4b	Notice of intention to enter via s93 of the Act (issued minimum of 7 days prior to planned access)	We will send the landholder notice 7 days prior advising access to their property will be undertaken using powers under section 93 of the Electricity Industry Act 2000(Vic) with full details of activities.
5b	Notice of entry via s93 of the Act	The LLO will contact the landholder 24 hours prior to, and on the day of, access to confirm arrangements.

**Note:** there are specific requirements for Aboriginal cultural heritage field surveys under the Aboriginal Heritage Act 2006 (Vic) which must be considered.

# Appendix B – Voluntary Land Access Consent Form

Latest template provided in February 2023 Report.

# Appendix C – s93 Land Access (CONFIDENTIAL)

Under Negotiation



Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ to answer questions regarding the Option for Easement proposal previously issued.	First successful contact with the landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder is new to the current proposed route due to a route change.  The LLO contacted the landholder to advise of change in route to include their property.  The LLO organised a meeting with the landholder to discuss the project and inclusion in the route.  Landholder was aware of project due to previous engagement and involvement in previous routes and was sent an information pack on █	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	The LLO called the landholder on █ to organise a follow up meeting to discuss the route on their property.  On █ the LLO met with the landholder to discuss the project and route options on the property. The LLO explained the participation payment/LAC which the landholder advised they would consider.  The LLO was able to gain access for survey by 'verbal consent' through multiple phone calls and texts with the landholder. Survey occurred █	First successful contact with the landholder was phone call on █.  Following a potential update to the proposed route, the landholder was re-engaged on █ via a phone call.  On █ the LLO called the landholder again to organise a meeting to discuss updates to the proposed route on their property.	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information pack and LAC provided on █.	Overview of access requirements were outlined in the Information Pack and LAC provided on █.  Prior to issuing a 'secondary request for voluntary consent' the landholder and LLO had multiple phone calls and texts where the landholder granted access via 'verbal consent'. Survey occurred █	When access is required, the LLO will contact the landholder to discuss proposed access.  The processes involved were discussed in a phone call on █ where the landholder granted 'verbal access' for survey on █.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  The details on how access would occur were outlined in a phone call on █. The LLO confirmed access via text message or █	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner. The landholder is seeking legal advice on the LAC and participation payment.  On █ the landholders solicitor was sent an Option for Easement offer following a minor change of route at landholders request.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	Survey information and access protocols were outlined in a voluntary consent signed by the landholder on █ (later rescinded).  When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call to discuss the Option for Easement offer that was posted later that day,	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call to discuss the Option for Easement offer that was posted later that day,	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call to discuss the Option for Easement offer that was posted later that day.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
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█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team have begun engagement with landholders regarding the document and will continue to actively engage in a respectful manner.  On █, the LLO emailed the landholder's solicitor to offer a meeting with the landholder and offer a site inspection and discussion with the valuers to help accurately frame the upcoming Option for easement proposals.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent letter and email was sent to the landholder on █ and a notice to enter on █ which outlined when and why access was required.  Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent letter and email was sent to the landholder on █ and a notice to enter on █ which explained the processes involved with accessing the property. The letter allows for the landholder to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Landholders have been provided with a Property Specific Access Requirements form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on █ and a notice to enter on █ for a scheduled survey on █ (8 days' notice).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
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█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The LLO and landholder had a meeting on █ to discuss the project updates and discuss a change of route on the landholders property. Following this conversation, the landholder advised a preference for the previous route proposed on their property which the LLO advised they would revert back to.	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent letter was sent to the landholder on █ which explained when and why access to the property was required.  The LLO followed up with a phone call on █ to discuss the letter and why it was sent.  Overview of access requirements and potential timeframes for access were outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent letter and email was sent to the landholder on █ which explained the processes involved in accessing the property for survey. The letter allows for the landholder to insert any access protocols to suit their operations etc.  When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on █ outlining a proposed date of █ for accessing the property providing 11 days' notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ to issue copies of all affected properties as requested by the landholder.	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained when they were seeking access and for what surveys they were seeking to undertake.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained when and why access to the property was required.  Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained the processes involved when accessing the property.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained the processes involved and allowed for the landholder insert any access protocols to suit their operations etc.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	A secondary request for voluntary consent letter was sent to the landholder on █ which outlined the proposed date for accessing the property for survey. Letter was returned to Sender.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call and email to the landholder to discuss and issue an Option for Easement proposal.	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder was provided with a Property Specific Details Form form on 15/12/2022 to complete; this informs their specific property access requirements which the project team will adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was to discuss the attempted survey access. The landholder was respectful throughout and highlighted they were not opposed to providing voluntary consent, but require more detail before considering.	First successful contact with landholder was on . All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  On , the LLO emailed a follow up 'secondary request for voluntary consent' to the landholder. On , the LLO emailed a 'notice to enter' to the landholder which outlined survey details and access dates.	A request for voluntary consent letter was sent to the landholder on 1 which explained the processes involved.  The processes involved in undertaking survey were explained in a secondary request for voluntary consent sent to the landholder on and a notice to enter sent on .  These were further outlined in emails to the landholders solicitor on /and following a request for further information.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  On , the LLO emailed a follow up 'secondary request for voluntary consent' to the landholder which outlined potential survey dates.  On to the landholder confirming access dates and details.	On , the LLO emailed a follow up 'secondary request for voluntary consent' to the landholder which outlined potential survey dates. These dates were then confirmed on via a 'notice to enter'.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on to issue an Option for Easement proposal.	First successful contact with landholder was on . All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  The LLO called and emailed the landholder on to request access for survey. As no response was received, a secondary request for voluntary consent letter was posted to the landholder that day requesting access for survey.  A notice to enter was sent to the landholder on and followed up with an email explaining when and why access was required and requesting the landholder contact the land agent to discuss.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.  A secondary request for voluntary consent letter was posted to the landholder on explaining the processes involved. The LLO also emailed the same day advising the landholder can give them a call to discuss the survey in more detail.  A notice to enter was sent to the landholder on and followed up with an email which further explained the processes involved with accessing the property for survey.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on to issue an Option for Easement proposal.	First successful contact with landholder was on . All affected parties have been identified.  On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Details on when and why access is required were explained to the landholder over the phone on . These details were further outlined in a secondary request for voluntary consent sent to the landholder on .  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	The processes involved in the survey were explained to the landholder over the phone on and . These were further outlined in the secondary request for voluntary consent sent to the landholder on .  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	On , the LLO emailed a 'notice to enter' to the landholder confirming access dates and details.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call on to follow up on the Option for Easement offer.	First successful contact with landholder was on . All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Details on when and why access is required were outlined in a secondary request for voluntary consent sent to the landholder on and notice to enter sent on .  An overview of access requirements and potential timeframes for access were outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	The land agent called the landholder on to discuss the upcoming survey and the processes involved. The land agent was able to receive instructions from the landholder about accessing the property.  The processes involved were also outlined in the secondary request for voluntary consent sent on and the notice to enter sent on .  When access is required, the land team will contact the landholder to discuss and answer any questions the	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent was sent to the landholder on and the notice to enter was sent on . This allowed for 13 days' notice for access.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last attempted contact with the landholder was a phone call and text message on [REDACTED]. No response received.	Contact has not occurred directly with landholder [REDACTED]. All contact with this landholder is through their son [REDACTED]. First contact was on [REDACTED].  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent was sent to the landholder's son on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined when and why access was required on the property.  An overview of access requirements and potential timeframes for access were outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder's son on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined the processes involved in accessing the property and allowed for the landholder's son to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	A secondary request for voluntary consent was sent to the landholder's son on [REDACTED] and a notice to enter letter was sent on [REDACTED]. This gave 10 days' notice to the landholder for access.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The LLO met with the landholders Power of Attorney on [REDACTED] to issue an Option for Easement offer.	First successful contact with landholder was via the landholder's Power of Attorney on [REDACTED]. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the LAC provided on 15/12/2022.	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined when and why access was required on the property.  The LLO attempted to call the landholder on [REDACTED] to discuss the survey. No response received.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details on how access would occur were outlined in the secondary request for voluntary consent sent to the landholder on [REDACTED] and a notice to enter letter sent on [REDACTED].  The landholder was provided with a Property Specific Details Form form in the Landholder Pack issued on 15/12/2022 to complete, so they can advise their specific property access requirements for the project team to adhere to.  The LLO contacted the landholder's Power of Attorney on [REDACTED] to advise the survey had been cancelled.  When access is required again, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Landholders request is that all contact is via post. Last contact with the landholder was an Option for Easement proposal posted on [REDACTED].	First successful contact with landholder was on [REDACTED]. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the LAC provided on 15/12/2022.	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined when and why access was required on the property.  The LLO had phone calls with the landholder on [REDACTED] and [REDACTED] regarding the upcoming survey.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  The LLO had phone calls with the landholder on [REDACTED] and [REDACTED] regarding the upcoming survey.  When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details regarding how access would occur were outlined in a secondary request for voluntary consent sent to the landholder on [REDACTED] and a notice to enter letter sent on [REDACTED].  When access is required again, the land team will contact the landholder to discuss and note any specific access requirements.	A notice to enter was issued on [REDACTED] for a survey conducted on [REDACTED]. This gave the landholder 14 days' notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The LLO emailed the landholder on [REDACTED], following up on the LAC and participation payment and offered a meeting to discuss. No response received.  Last contact was an Option for Easement proposal posted to the landholder on [REDACTED].	First successful contact with landholder via the company secretary on [REDACTED]. All affected parties have been identified. The secretary remains the main point of contact for the landholder.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on [REDACTED].	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined when and why access was required on the property.  The LLO called the landholder on [REDACTED] to confirm access for the following day.  An overview of access requirements and potential timeframes for access were outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder on [REDACTED] and a notice to enter letter was sent on [REDACTED]. These letters outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  The LLO called the landholder on [REDACTED] to confirm access for the following day.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required again, the land team will contact the landholder to discuss and note any specific access requirements.	A notice to enter was issued on [REDACTED] for survey on [REDACTED]. This provided the landholder with 12 day's notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

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█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ issuing the landholders Option for Easement offer.	First successful contact with the landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the documents and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent was sent to the landholder on █ and a notice to enter letter was sent on █. These letters outlined when and why access was required on the property.  An overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder on █ and a notice to enter letter was sent on █. These letters outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  The landholder returned the access protocol on █ with information regarding how AusNet should enter the property.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details regarding how access would occur were outlined in a secondary request for voluntary consent sent to the landholder on █ and a notice to enter letter sent on █. The landholder returned the access protocol on █ with information regarding how AusNet should enter the property.  The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	A notice to enter was issued on for survey on █. This gave the landholder 6 days' notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with landholder was via the landholder's son on █. All affected parties have been identified. The landholder's son remains the main point of contact regarding the property.  On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent was sent to the landholder on █ and a notice to enter letter was sent on █. These letters outlined when and why access was required on the property.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent was sent to the landholder on █ and a notice to enter letter was sent on █. These letters outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details regarding how access would occur were outlined in a secondary request for voluntary consent sent to the landholder on █ and a notice to enter letter sent on █.  When access is required again, the land team will contact the landholder to discuss and note any specific access requirements.	A notice to enter was issued on █ for survey on █. Prior to the survey being postponed, this provided the landholder 14 days' notice.  When the survey is rescheduled, the land team will provide a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	General information regarding why access may be required was outlined in a meeting with the landholder on █.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  Last contact with the landholder was an email to the landholder's solicitor on █ to issue an Option for Easement proposal.	First attempt at contact with landholder █. First successful contact on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	General information regarding when and why access may be required were outlined in an 'introductory letter' sent to the landholder on █.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █.	First successful contact with the landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  The landholder signed an LAC for a period of three months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  The landholder signed an LAC for a period of three months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  The landholder signed an LAC for a period of three months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.  If access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  The landholder signed an LAC for a period of three months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.  If access is required again, the land team will contact the landholder to discuss and note any specific access requirements	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The LLO has been in discussion with the landholder with the last contact being on █ thanking the landholder for organising inductions, so that the LLO can access the property for survey. The LLO also asked about getting the LAC signed. No response has been received.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  The LLO emailed the land agent on █ following up on the LAC and requesting access for █. The landholder advised they are working through the LAC and the LLO is expecting this to be signed by the end of May. Survey is on hold until we receive a signed LAC.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  The LLO emailed the land agent on █ following up on the LAC and requesting access for █. The landholder advised they are working through the LAC and the LLO is expecting this to be signed by the end of May. Survey is on hold until we receive a signed LAC.	When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, all landholders were posted and/or emailed a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.	On 15/12/2022, all landholders were posted and/or emailed a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions with the landholders.	Access rights and obligations are outlined in the LAC provided on 15/12/2022.  These were also outlined in the secondary request for voluntary consent sent on █ and notice to enter sent on █.  A secondary request for voluntary consent was sent on █ and notice to enter on █.  Both letters outlined when and why access was required.	Reasons why access is required and potential dates for when access is required is outlined in the LAC provided on 15/12/2022.  When access is required, the land team will contact the landholder to discuss.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.  The processes involved are outlined in the secondary request for voluntary consent sent on █ and a notice to enter sent on █.	Details of access are also outlined in the Access Protocol of the LAC provided on 15/12/2022.  This was also outlined in the secondary request for voluntary consent sent on █ and notice to enter sent on █.	Potential survey dates have been outlined in the LAC.  Access was first advised in secondary request for voluntary consent sent on █ and confirmed in a notice to enter sent on █.	Records of interactions between landholder and AusNet are maintained.	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact was a meeting with the landholder on █ to discuss the route alignment over the property.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	General information regarding when and why access may be required were outline in a request for consent to access land sent to the landholder on █.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.	General information explaining the processes involved with accessing land were outlined in a request for consent to access land sent to the landholder on █.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team gives a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last successful contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with the landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	General information explaining the processes involved with accessing land were outlined in a request for consent to access land sent to the landholder on █.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team gives a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	After we received a title alert of a transfer of ownership to a new landholder, the land team attempted contact and made efforts to find further contact details.  Last contact with the landholder was a phone call and follow up email on █ to discuss and issue an Option for Easement proposal.	After we received a title alert of a transfer of ownership to a new landholder, the land team conducted a company search on █. The land agent collated relevant documentation regarding the project and visited the registered address on █. The landholder was not present. Documentation was left in the letterbox. Further attempts were made to find contact details for the landholder. These attempts provided a phone number potentially connected to the landholder. The LLO sent a text message on █ requesting contact. No response received. A secondary request for voluntary consent letter was posted to the landholder on █ and a notice to enter letter was posted on █ which gave the landholder the minimum 7 day notice period.	The LLO provided identification during initial face-to-face interactions that occurred on █	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent letter was sent to the landholder on █ and a notice to enter on █ which outlined when and why access was required.	A secondary request for voluntary consent letter was sent to the landholder on █ and a notice to enter on █ which outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	A notice to enter was sent to the landholder on █ for a survey on █. This gave the landholder 7 days' notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last successful contact with the landholder was an email to the landholders representative on █	First successful contact with the landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO provided identification during initial face-to-face interactions that occurred on █	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15/12/2022.  On █ the LLO emailed a 'secondary request for voluntary consent' to the landholder's representative. This outlined when and why access is required.	The processes involved in undertaking survey were explained in a secondary request for voluntary consent sent to the landholder on █	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  Details on how access would occur were outlined in the secondary request for voluntary consent emailed to the landholder's representative on █.  Details will be confirmed in a notice to enter that will be sent to the landholder at a later date.	When access is confirmed as being required, the land team gives a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with landholder on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team gives a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on █ to issue an Option for Easement proposal.	First successful contact with landholder on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent letter was sent to the landholder on █ and a notice to enter on █ which outlined when and why access was required on the property.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent letter was sent to the landholder on █ and a notice to enter on █ which outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details regarding how access would occur were outlined in a secondary request for voluntary consent letter sent to the landholder on █ and a notice to enter sent on █. The LLO attempted to call the landholder several times in the lead up to proposed survey access. No response received.  The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A notice to enter was issued on █ for survey on █. This gave the landholder 10 days notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

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	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  The last contact with the landholder was an email on [redacted] to issue an Option for Easement proposal.	First successful contact with landholder was on [redacted]. All affected parties have been identified.  On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	A secondary request for voluntary consent letter was sent to the landholder on [redacted] and a notice to enter on [redacted] which outlined when and why access was required on the property.  Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	A secondary request for voluntary consent letter was sent to the landholder on [redacted] and a notice to enter on [redacted] which outlined the processes involved in accessing the property and allowed for the landholder to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Details regarding how access would occur were outlined in a secondary request for voluntary consent letter sent to the landholder on [redacted] and a notice to enter sent on [redacted]. The LLO attempted to call the landholder several times in the lead up to proposed survey access. No response received.  The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements	A notice to enter was issued on [redacted] for survey on [redacted]. This gave the landholder 10 days' notice.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022..	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team have begun engagement with landholders regarding the document and will continue to actively engage in a respectful manner.  On [redacted], the LLO emailed the landholder's solicitor to offer a meeting with the landholder and offer a site inspection and discussion with the valuers to help accurately frame the upcoming Option for easement proposals.	First successful contact with landholder was on [redacted]. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  A secondary request for voluntary consent letter and email was sent to the landholder on [redacted] and a notice to enter on [redacted] which outlined when and why access was required.	A secondary request for voluntary consent letter and email was sent to the landholder on [redacted] and a notice to enter on [redacted] which explained the processes involved with accessing the property. The letter allows for the landholder to insert any access protocols to suit their operations etc.  When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Access Requirements form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on [redacted] and a notice to enter on [redacted] for a scheduled survey on [redacted] (8 days' notice).  When access is confirmed as being required again, the land team gives a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on [redacted].	First successful contact with landholder was on [redacted]. All affected parties have been identified.  On [redacted] the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  The landholder signed an LAC for a period of twelve months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  The landholder signed an LAC for a period of twelve months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.  The landholder signed an LAC for a period of twelve months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.  If access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  The landholder signed an LAC for a period of twelve months. This LAC has now expired. During the active period of the LAC, access was conducted in line with agreed access protocols.  If access is required again, the land team will contact the landholder to discuss and note any specific access requirements	When access is confirmed as being required, the land team gives 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was a phone call on [redacted] following up from the recently issued Option for Easement proposal.	First successful contact with landholder was on [redacted]. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team gives 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
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█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ to issue copies of all affected properties as requested by the landholder.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on █.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained when they were seeking access and for what surveys they were seeking to undertake.  A secondary request for voluntary consent letter was sent to the landholder on █ 1 which further explained when and why access to the property was required.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained the processes involved when accessing the property.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained the processes involved and allowed for the landholder insert any access protocols to suit their operations etc.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on █ which outlined the proposed date for accessing the property for survey.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholders regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ to issue copies of all affected properties as requested by the landholder.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained when they were seeking access and for what surveys they were seeking to undertake.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained when and why access to the property was required.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained the processes involved when accessing the property.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained the processes involved and allowed for the landholder insert any access protocols to suit their operations etc.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on █ which outlined the proposed date for accessing the property for survey.  When access is confirmed as being required, the land team gives a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
█	The Landholder was provided with information on key project milestones.  The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.	The Landholder has been provided with details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).  The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.  Last contact with the landholder was an email on █ to issue copies of all affected properties as requested by the landholder.	First successful contact with landholder was on █. All affected parties have been identified.  On 15/12/2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.  We do not provide specific dates in the LAC but months during which specific accesses may take place.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained when they were seeking access and for what surveys they were seeking to undertake.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained when and why access to the property was required.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.  The LLO called and emailed the landholder on █ to advise that they would receive a letter requesting access for survey. The LLO explained the processes involved when accessing the property.  A secondary request for voluntary consent letter was sent to the landholder on █ which further explained the processes involved and allowed for the landholder insert any access protocols to suit their operations etc.	The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.  When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	A secondary request for voluntary consent letter was sent to the landholder on █ which outlined the proposed date for accessing the property for survey.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
█	<p>The Landholder was provided with information on key project milestones.</p> <p>The Landowner was informed of their rights in the land access process via the Land Access Consent form issued on landholders on 15/12/2022.</p>	<p>The Landholder has been provided with details of their Land Liaison Officer (LLO).</p>	<p>All materials provided to the landholder are readable and accessible</p>	<p>On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).</p> <p>The land team engaged with the landholder regarding the document and will continue to actively engage in a respectful manner.</p> <p>The last contact with the landholder was an email on █ to issue an Option for Easement proposal.</p>	<p>First successful contact with landholder was on █. All affected parties have been identified.</p> <p>On 15/12/2022, the landholder was posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).</p>	<p>The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.</p>	<p>Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15/12/2022.</p>	<p>Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15/12/2022.</p> <p>We do not provide specific dates in the LAC but months during which specific accesses may take place.</p>	<p>When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.</p>	<p>The landholder has been provided with a Property Specific Details Form form on 15/12/2022 to complete that informs their specific property access requirements for the project team to adhere to.</p> <p>When access is required, the land team will contact the landholder to discuss and note any specific access requirements.</p>	<p>When access is confirmed as being required, the land team gives a minimum of 7 days' notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (if required).</p>	<p>Records of interactions between landholder and AusNet are maintained</p>	<p>All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.</p>

## Planned Access Pursuant to s93 of the Act

This month there was no planned access pursuant to s93 of the Act.

# Appendix D

## 1. ESC Statement of Expectations performance assessment

### 1.1. Approach to communication and engagement

Qualitative assessment of performance in relation to principles 2 – 5 can be found in the tables below.

#### 1.1.1. Principle 2: Ensure staged, timely engagement and consultation.

Table 2: Approach to communication and engagement principle 2 – WRL performance for reporting period

Principle 2	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Ensure staged, timely engagement and consultation.</b></p> <p>An electricity transmission company will undertake staged, timely, relevant, and appropriate engagement and consultation with landowners and parties interested in land potentially affected by a proposed greenfield transmission project</p>	<ul style="list-style-type: none"> <li>As early as is practicable in the planning process, publish details of the project, timeline, and key milestones, and update these as information changes.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No Change</li> </ul>
	<ul style="list-style-type: none"> <li>Outline the electricity transmission company's commitments and landowners' rights in plain English</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Explain what landowner input is likely to be needed and why, and at what stages of the project.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide timely updates and additional details as necessary to inform affected landowners on project progress.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. By exception the following information was</li> </ul>

Principle 2	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
		published during the reporting period to keep landholders informed: No Change.

### 1.1.2. Principle 3: Be accessible and responsive.

Table 3: Approach to communication and engagement principle 3 – WRL performance for reporting period.

Principle	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Be accessible and responsive.</b></p> <p>An electricity transmission company will provide affected landowners with an accessible point of contact in the company. They will be available to respond to questions and address issues promptly during all stages of a transmission project.</p>	<ul style="list-style-type: none"> <li>• Provide a designated person, such as a 'land liaison officer', for each landowner.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide a 24/7 contact number.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.1.3. Principle 4: Use accessible, readable communications.

Table 4: Approach to communication and engagement principle 4 – WRL performance for reporting period.

Principle 4	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Use accessible readable communications.</b></p> <p>All written electricity transmission company communication materials regarding land access must be readable and readily accessible by those affected by a transmission project.</p>	<ul style="list-style-type: none"> <li>Ensure all materials are written in plain English, concise and easy to follow. Avoid use of legal language.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure all material is readily accessible. General information may be published on an electricity transmission company's website, notifications placed in local papers or other media where warranted, and letters or emails sent to affected landowners.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No Change.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide links to translation services in communications.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.1.4. Principle 5: Employ respectful two-way communication.

Table 5: Approach to communication and engagement principle 5 – WRL performance for reporting period.

Principle 5	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Employ respectful two-way communication.</b></p> <p>An electricity transmission company will communicate openly and honestly, and act respectfully and collaboratively with landowners and other parties interested in land</p>	<ul style="list-style-type: none"> <li>Conduct all communication collaboratively, sensitively, and respectfully. This includes formal correspondence with landowners.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure that anyone who engages with landowners from or on behalf of the electricity transmission company has training in appropriate and effective stakeholder engagement, including on the principles in this document</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change</li> </ul>

<b>Principle 5</b>	<b>ESC examples of actions by electricity transmission companies</b>	<b>WRL performance for reporting period</b>
<p>affected by its proposed land access. Wherever possible, an electricity transmission company will incorporate landowner feedback into its decisions regarding proposed land access</p>	<ul style="list-style-type: none"> <li>• Be flexible where practicable to reschedule appointments and land access activities if reasonably requested by the landowner</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Adapt the mode, method, and points of access if appropriate, if reasonably requested by the landowner.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• For example, where it is possible without impacting project timelines, adjustments could be made to minimise harm when paddocks are wet, during critical days of seasonal production operations, or when a landowner is unavoidably absent from a property.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• On request from a landowner an electricity transmission company should share the outcomes of its investigations with the landowner where appropriate and where able to do so.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

## 1.2. Process of communication and engagement

Qualitative assessment of performance in relation to principles 6 – 14 can be found in the tables below.

### 1.2.1. Principle 6: Identify and contact those affected.

Table 6: Approach to communication and engagement principle 6 – WRL performance for reporting period.

Principle 6	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<b>Identify and contact those affected.</b>  An electricity transmission company will make diligent and comprehensive efforts to identify and contact landowners and others likely to be directly affected by its proposed land access.	<ul style="list-style-type: none"> <li>Contact the registered landowner of the property to be accessed.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Contact persons occupying the property to be accessed.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Implement reasonable fallback measures when contact is not achieved or acknowledged (for example, making enquiries with Local Government), in compliance with applicable privacy laws.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Communication may be via registered mail where other attempts at contact have failed</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change</li> </ul>

### 1.2.2. Principle 7: Provide identification on contact.

Table 7: Approach to communication and engagement principle 7 – WRL performance for reporting period.

Principle 7	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<b>Identify and contact those affected.</b>	<ul style="list-style-type: none"> <li>An electricity transmission company may implement a system that allows quick verification of credentials for</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>



<p>An electricity transmission company will ensure that anyone contacting landowners regarding land access (whether by phone or verbally in person) from or on behalf of the electricity transmission company, will clearly identify themselves and who they work for, and specify the purpose of the contact.</p> <p>The electricity transmission company need not disclose the full names of individuals acting for or on its behalf, provided that the individual has identification or written authorisation that a landowner can readily verify with the electricity transmission company.</p>	<p>authorised officers, rather than providing individuals' full details.</p>	
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### 1.2.3. Principle 8: Outline access rights and obligations.

Table 8: Approach to communication and engagement principle 8 – WRL performance for reporting period.

Principle 8	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Outline access rights and obligations.</b></p> <p>An electricity transmission company will provide information on the rights of landowners' and parties interested in land in relation to its land access, as well as the company's commitment to meeting the principles in this Statement of Expectations. An electricity transmission company will publish or provide a link to this Statement of Expectations on the electricity transmission company's website.</p>	<ul style="list-style-type: none"> <li>• Direct stakeholders to this statement of Expectations and to related published information.</li> <li>• Provide a simple description of:               <ul style="list-style-type: none"> <li>– the electricity transmission company's right to access land even without a landowner's consent, and its obligation to do as little harm as possible.</li> <li>– the entitlement to compensation if the electricity transmission company causes damage when exercising its rights to access land.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.4. Principle 9: Make clear when and why access is required.

Table 9: Approach to communication and engagement principle 9 – WRL performance for reporting period

Principle 9	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Make clear when and why access is required.</b></p> <p>An electricity transmission company will provide such information as is reasonably necessary for a landowner to understand when and why proposed access to the landowner's property is required. An electricity transmission company will provide its best estimate of the duration of access and will also explain variables that may affect that duration. Agreed arrangements for access may be time and purpose limited.</p>	<ul style="list-style-type: none"> <li>Explain which stage of the transmission project lifecycle the proposed access relates to (that is for planning and investigations, construction, or for operation and maintenance of installed assets)</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Explain the planned dates and times when access is sought, and any variables that may affect proposed timing and how these will be communicated</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>the types of activities to be conducted on the land during access</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>the purpose of access (for example, survey, physical investigation, photographs or works)</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>the nature of proposed investigations (for example, soil composition, groundwater, flora, fauna, indigenous sites)</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>the specified area or areas of land which are requested to be accessed (if this can be reasonably identified prior to gaining physical access).</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>the expected point or points of entry.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.5. Principle 10: Explain the processes involved.

Table 10: Approach to communication and engagement principle 10 – WRL performance for reporting period.

Principle 10	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Explain the processes involved.</b></p> <p>An electricity transmission company will provide information on the processes and decisions relating to its proposed land access for a greenfield transmission project.</p>	<ul style="list-style-type: none"> <li>• Provide timely information to help landowners and parties interested in land to understand the opportunities they have to participate in consultation on the project. This information should be provided in addition to the general information listed in principle 2</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No Change</li> </ul>
	<ul style="list-style-type: none"> <li>• Explain interactions of the access sought with environmental, planning and other relevant government processes.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.6. Principle 11: Commit to details on how access will occur.

Table 11: Approach to communication and engagement principle 11 – WRL performance for reporting period.

Principle 11	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Commit to details on how access will occur.</b></p> <p>An electricity transmission company will consult with landowners on access details and commit to how access will occur. Where possible, landowners' preferences will be taken into consideration.</p>	<ul style="list-style-type: none"> <li>Identify and agree where possible with the landowner the dates, times and expected duration and mode of access.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify key variables that may affect the proposed details.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. By No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify what equipment will be brought onto the land and the purpose it will be used for.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change</li> </ul>
	<ul style="list-style-type: none"> <li>Identify how many people are expected to enter the land on behalf of the electricity transmission company, and which company or organisation they represent.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change</li> </ul>
	<ul style="list-style-type: none"> <li>Commit to minimising attendance where possible and appropriate, generally only with those personnel reasonably required to safely perform investigations or works.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.7. Principle 12: Give reasonable notice of proposed access.

Table 12: Approach to communication and engagement principle 12 – WRL performance for reporting period.

Principle 12	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Give reasonable notice of proposed access.</b></p> <p>An electricity transmission company will ensure that notice periods and notice content (that is, providing details of activities) are reasonable. These must be proportionate both to the stage of the project, and to the potential impact of access on landowners and parties interested in the land.</p> <p>An electricity transmission company will establish and publish minimum notice periods for land access. Where practicable, notice periods and formats should reflect the landowner’s preferences.</p>	<ul style="list-style-type: none"> <li>• Seek agreement on reasonable notice periods for access that reflect land use and related timing requirements (for example, stages of crop growth, animal husbandry).</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Establish a preferred protocol with landowners for providing adequate notice for access requests or changing of access requests (for example, email, phone call or letter).</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.8. Principle 13: Keep records.

Table 13: Approach to communication and engagement principle 13 – WRL performance for reporting period.

Principle 13	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<b>Keep records.</b>  In accordance with electricity transmission licences, an electricity transmission company will maintain access related records of its contact with landowners and parties interested in land for a period of seven years.	<ul style="list-style-type: none"> <li>• Confirm in writing verbal communications pertaining to the manner of access with the landowner.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Document all communications regarding land access between electricity transmission company officers and landowners.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Make these communications available to the landowner in a timely fashion upon their request.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.2.9. Principle 14: Maintain confidentiality and respect privacy.

Table 14: Approach to communication and engagement principle 14 – WRL performance for reporting period.

Principle 14	ESC examples of actions by electricity transmission companies	WRL existing practice
<b>Maintain confidentiality and respect privacy.</b>  An electricity transmission company will ensure that it collects and maintains data strictly in accordance with privacy legislation.	<ul style="list-style-type: none"> <li>• Apply privacy principles to access-related information collected. This includes only collecting and dealing with information in accordance with the Australian Privacy Principles as provided in the Privacy Act 1988 (Cth)</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide individuals with the right to correct their personal information if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.3. Managing impacts of access

Qualitative assessment of performance in relation to principles 15 – 20 can be found in the tables below.

#### 1.3.1. Principle 15: Minimise impact on land and landowners.

Table 15: Approach to managing impacts of land access principle 15 - WRL performance for reporting period.

Principle 15	ESC examples of actions by electricity transmission companies	WRL existing practice
<p><b>Minimise impact on land and landowners.</b></p> <p>An electricity transmission company will take all reasonable measures to minimise the impact of its access on landowners and parties interested in land, and on the land itself.</p> <p>This reflects the company's statutory obligations in section 93 of the Act to do as little damage as possible, and to make full compensation to the owner and all parties interested in the land for damages they sustain in consequence of the exercise of access powers under section 93 of the Act.</p>	<ul style="list-style-type: none"> <li>• Cause as little harm, inconvenience, and damage as possible to the land, as well as to anything living on or growing on the land.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Remain upon the land only for such a period as is reasonably necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Remove all plant, machinery, equipment, goods or buildings brought onto, or erected on, the land on completion of access (other than any of those things that the landowner or occupier agrees may be left on the land or which are required for the purpose of the access, such as equipment for animal surveys).</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Leave the land—as close as possible—in the condition in which it was immediately before the land was accessed.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Use best endeavours to cooperate with the landowner and land occupier.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>



### 1.3.2. Principle 16: Meet expected work standards.

Table 16: Approach to managing impacts of land access principle 16 - WRL performance for reporting period.

Principle 16	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Meet expected work standards.</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient, and effective manner.</p>		<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.3.3. Principle 17: Meet requirements for field-based employees and contractors accessing land.

Table 17: Approach to managing impacts of land access principle 17 - WRL performance for reporting period.

Principle 17	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Meet requirements for field-based employees and contractors accessing land.</b></p> <p>An electricity transmission company will require all persons entering or accessing land on its behalf to provide identification, if requested, on each entry. Such persons are expected to have the relevant skills,</p>	<ul style="list-style-type: none"> <li>Where practicable, ensure vehicles use existing roads, access points, tracks, designated work areas or set-down areas.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Where not practicable, liaise with landowners to determine the most appropriate paths of entry.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Use risk mitigation measures. Specific examples for such measures are set out in principles 18 to 21.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

Principle 17	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>training, and qualifications to undertake their allocated tasks. All persons must respect the landowner's privacy, private assets, and infrastructure. All gates, fences and grids are to be left as found, unless otherwise advised by the landowner, or where necessary and in accordance with good industry practice.</p> <p>All reasonable measures to identify, avoid and mitigate risks must be observed, as well as compliance with this Statement of Expectations.</p>		

### 1.3.4. Principle 18: Implement environmental and biosecurity controls.

Table 18: Approach to managing impacts of land access principle 18 - WRL performance for reporting period.

Principle 18	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Implement environmental and biosecurity controls.</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient, and effective manner.</p>	<ul style="list-style-type: none"> <li>Implement systems to check for active biosecurity incidents or outbreaks in an area prior to accessing a property and comply with any statutory limitations on movements arising from such incidents or outbreaks.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Adopt 'come clean, leave clean' practices.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>Observe biosecurity signage on properties.</li> </ul>	<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

### 1.3.5. Principle 19: Manage fire risks.

Table 19: Approach to managing impacts of land access principle 19 - WRL performance for reporting period.

Principle 19	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Manage fire risks.</b></p> <p>An electricity transmission company will take all reasonable measures to identify and mitigate fire risks associated with accessing and using land for transmission and will act in accordance with its own bushfire management plans.</p>		<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No Change</li> </ul>

### 1.3.6. Principle 20: Manage COVID and other health risks.

Table 20: Approach to managing impacts of land access principle 20 - WRL performance for reporting period.

Principle 20	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Manage COVID and other health risks.</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient, and effective manner.</p>		<ul style="list-style-type: none"> <li>As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

## 1.4. Managing complaints and disputes effectively and fairly

Qualitative assessment of performance in relation to principles 21 and 22 can be found in the tables below.

### 1.4.1. Principle 21: Implement effective complaint handling.

Table 21: Approach to managing complaints and disputes effectively and fairly principle 21 - WRL performance for reporting period.

Principle 21	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p><b>Implement effective complaint handling.</b></p> <p>An electricity transmission company will implement effective complaint-handling processes and standards that meet current Australia and New Zealand standards for complaints handling. This process is to ensure honest, respectful, and timely responses to issues raised by landowners and parties interested in land affected by its land access.</p>	<ul style="list-style-type: none"> <li>• Publish clear steps to follow and relevant persons to contact to escalate complaints, for people who have concerns or are not satisfied with an electricity transmission company's response or actions.</li> </ul> <p>Such steps may be:</p> <ul style="list-style-type: none"> <li>– Contact the designated land liaison officer (with contact details provided).</li> <li>– If not satisfied, escalate concerns to a complaint resolution team (with an email address provided). If a complaint cannot be resolved following further internal investigation, contact the Energy and Water Ombudsman Victoria (EWOV).</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>

## 1.4.2. Principle 22: Offer dispute resolution.

Table 22: Approach to managing complaints and disputes effectively and fairly principle 22 - WRL performance for reporting period.

Principle 22	ESC examples of actions by electricity transmission companies	WRL existing practice
<p><b>Offer dispute resolution,</b></p> <p>An electricity transmission company will offer third party dispute resolution to landowners and parties interested in land affected by its land access. An electricity transmission company will provide landowners and parties interested in land affected by its land access with details of the Energy and Water Ombudsman Victoria (EWOV) scheme. An electricity transmission company is encouraged to include provision for third party dispute resolution in its negotiated access agreements.</p>	<ul style="list-style-type: none"> <li>• EWOV may resolve disputes involving its electricity transmission company members.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Where statutory access does not meet reasonable expectations under this Statement of Expectations, landowners and parties interested in land may pursue dispute resolution through EWOV.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>
	<ul style="list-style-type: none"> <li>• Where a voluntary access agreement is in place, parties should utilise any third-party dispute resolution body nominated under their agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• As per 1 January 2024 report - Document number: 1-001-ANS-000-PLC-MR-0019_1.0. No change.</li> </ul>