

Collector Community Survey

September 2012

Prepared for Friends of Collector
By StollzNow Research



Report

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Prepared for:

Fiends of Collector

by:

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Executive summary

In September 2012 Friends of Collector carried out an online self-completion survey of adult (18 years and over) residents who live within 10 km of the proposed Collector wind farm operated by APP Corporation. All 238 households were invited to participate by a 'survey information' letter delivered by Australia Post. From this 112 valid responses were received.

Key findings from the research are:

- Most (81%) residents do not wish for the wind farm development to proceed
 - 13% wish for the development to proceed
 - 5% are not sure if they wish for the development to proceed
- Most (88%) believe they will see the wind farm development from their residential property
- Most (79%) live within 5 km of the proposed wind farm development
- Over half (53%) see no benefits for the Collector area if the wind farm development proceeds
 - However there is a wide range of benefits seen by others in the development proceeding
 - Generation of clean / green energy 24%
 - Corporate promotions for schools / local projects 23%
 - Diversified, reliable income for landowners 20%
 - Employment opportunities 15%
- Only nine percent (9%) have no concerns at all about the wind farm development
 - The 'top 6 concerns are'
 - Property values 87%
 - Visual / aesthetic 83%
 - Red flashing aviation lights on wind turbines 79%
 - Noise 78%
 - Adverse effect on local fauna 76%
 - Health 75%
- One in five (21%) 'strongly agree' they will relocate away from the Collector area if the wind farm development proceeds while a further twenty-nine percent (29%) 'don't know' whether they will remain or leave the area
- Over half (52%) have been involved in the community consultation process
 - Of these most (79%) are either 'dissatisfied' or 'very dissatisfied' with the community consultation process

- Dissatisfaction is for a wide range of reasons
- The proportion of the sample who answered the Auspoll survey carried out for Transfield Services Limited (later Ratch) almost exactly matches the number who actually answered the survey carried out by StollzNow Research.
 - This shows the robust nature of this research project

1 Background

APP Corporation is seeking to establish a wind farm in the Collector area consisting of around 68 wind turbines.

Community research has been carried out by Auspoll that shows support for the project but this has been completed with those who live in a radius of 50 km of the proposed development. Friends of Collector (FoC) commissioned StollzNow Research to carry out a research program with residents who will live within 10 km of the proposed development. Most of this group will view the wind turbines from their homes.

The research project has been completed by StollzNow from a disinterested perspective and the questions have been designed to capture the true thoughts of residents without any preconceived outcomes.

2 Objectives

The objective of the research is to understand and measure the community attitudes to the proposed wind farm development in the Collector area from the perspective of those who will see the wind turbines on a daily basis or may otherwise have an impact from close proximity to the wind turbines.

The specific objectives of the project are to measure:

- Whether the community supports the development
- Perceived benefits of the wind farm
- Perceived concerns of the wind farm
- Likelihood of remaining in the Collector area if the wind farm development proceeds
- Whether residents can see the proposed wind farm from their property
- The level and type of business activity
- Ownership of livestock
- Involvement and satisfaction with the community consultation process carried out by Transfield Services Limited
- Level of participation in the Auspoll survey carried out for Transfield Services Limited

Approach & methodology

3 Approach & methodology

3.1 Survey method

The survey was self-completed online by Collector area residents.

3.2 Research approach

- A 'survey guide' (Appendix A) was distributed to with an invitation to complete the survey online or by paper.
 - All surveys were completed online without any paper version being used.
- The survey guide was neutral with no expectation of a particular outcome of the results and stated that the purpose was to “discover local residents’ attitudes towards the proposed Ratch wind farm in Collector”.
- The survey was completely anonymous to encourage participation
- The survey guide was distributed by Australia Post to 238 households within a 10 km radius of the proposed Collector wind farm
- To ensure that all responses were genuine each survey guide had two unique four-digit identification numbers that were required to be entered to complete the survey
 - The assumption is that there are two adults living in each household
 - An offer was made to obtain more ID numbers if there were more than two adults living in the household by calling the StollzNow Research 1800 number
 - ID numbers were manually checked following the survey close
- The survey was launched on 23/08/12 and closed on 11/09/12

3.3 Sample

One hundred and twenty-three (124) fully completed surveys were received. Of these 12 were removed from the data because their ID numbers were not valid. The final sample size for analysis was 112 which represent an estimated 29% of the local population of 380 adults aged 18 years and over.¹

¹ Based on the assumption that an average of 1.67 adults live in each household. ABS Census Data shows that there are 172 households in Collector with 290 aged 20 years and over. The Census Data does not easily show the surrounding area and the assumption is that the number of adults per household will be the same. 238 households with 1.6 adults in each household gives a population of 380 adults.

Approach & methodology

The sample size of 112 gives a confidence level of $\pm 7.8\%$ at the 95% confidence level. The estimated proportion based on this sample for individuals is $p\%$. The 95% confidence interval for this estimate is $p\% \pm 7.8\%$. This means that if this survey were completed 100 times, for 95 of these times the results would be within $(p\% + 7.8\%, p\% - 7.8\%)$. (p =proportion)

3.4 Questionnaire

The questionnaire was developed in consultation between StollzNow Research and Friends of Collector. In this development attention was paid to ensure that questions were clear without any preconceived outcome or bias.

3.5 Anonymity

Given the size of the community it is essential to preserve anonymity of responses. A number of steps have been taken to ensure this:

- Q3 “What distance do you live from the proposed wind turbine site?” has combined all those who live within 3 km of the proposed wind farm.
- Q7 “What type of commercial business do you have?” only shows ‘other’ for those that specified the exact nature of their business
- Four questions have been removed from the data and are not included in any analysis. This was due to the small number of people who could answer that would lead to their identification:
 - Q9 “Do you currently host wind turbines on property you own?”
 - Q10 “Will you be hosting any wind turbines for the proposed Collector project on your property you own?”
 - Q11 [IF YES TO Q10] “How many wind turbines will be on your land?”
 - Q21 [IF YES TO Q10] “Will you be living on your property if the wind turbine development goes ahead?”

No demographic questions were included in the survey as in an area with a small population this could lead to the identification of research participants.

4 Report

The report is divided into three sections:

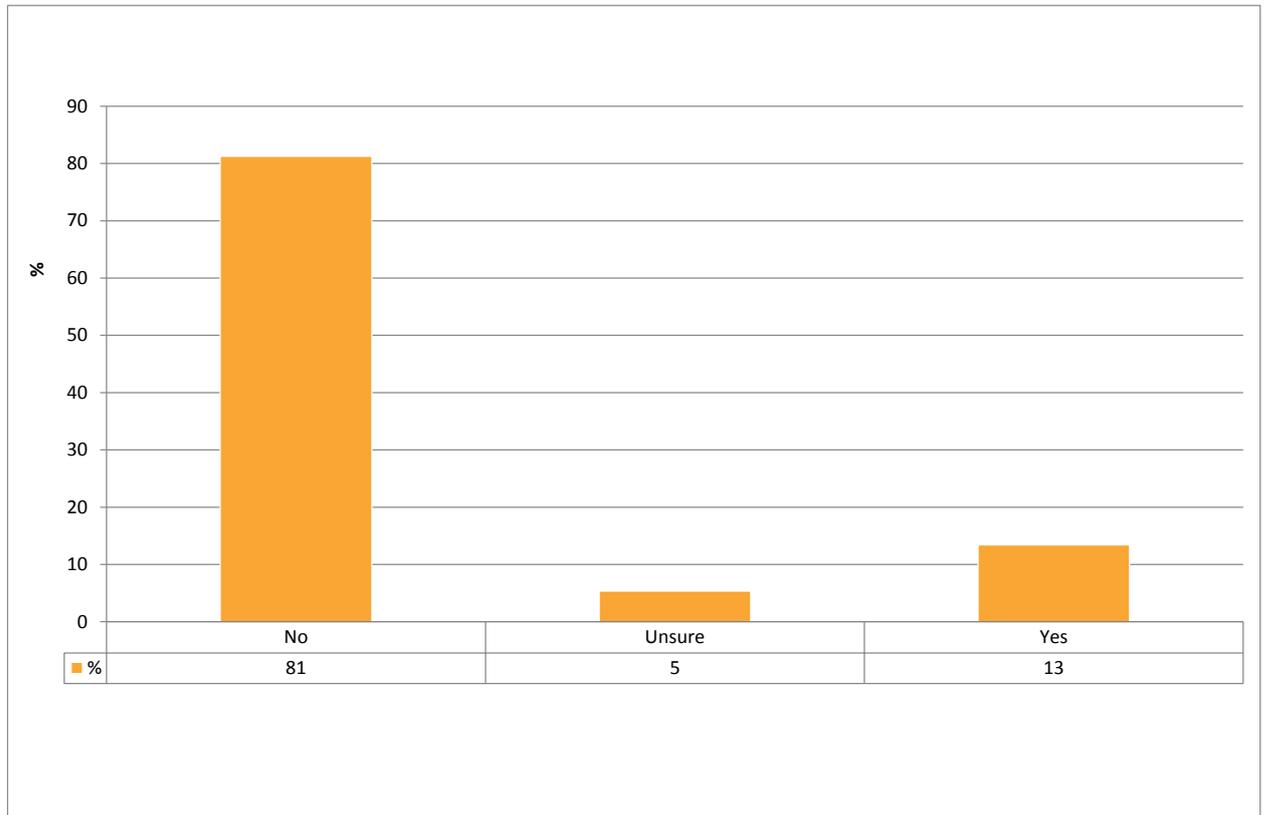
- Support and impact of the wind farm
 - This includes the key question of whether residents wish for the development to proceed
 - Other areas include visibility, proximity, benefits and concerns and likelihood of remaining in the Collector area if the wind farm development proceeds
- Residential characteristics
 - This section includes questions on the makeup of the area, business, home ownership and stock ownership
- Consultation and research
 - This includes participation and satisfaction with the community consultation process and participation in the Auspoll survey carried out for Transfield Services Limited

Support and impact of wind farm

4.1 Support and impact of wind farm

Chart 1: Q11 Happy for wind farm development to proceed

Base: 112



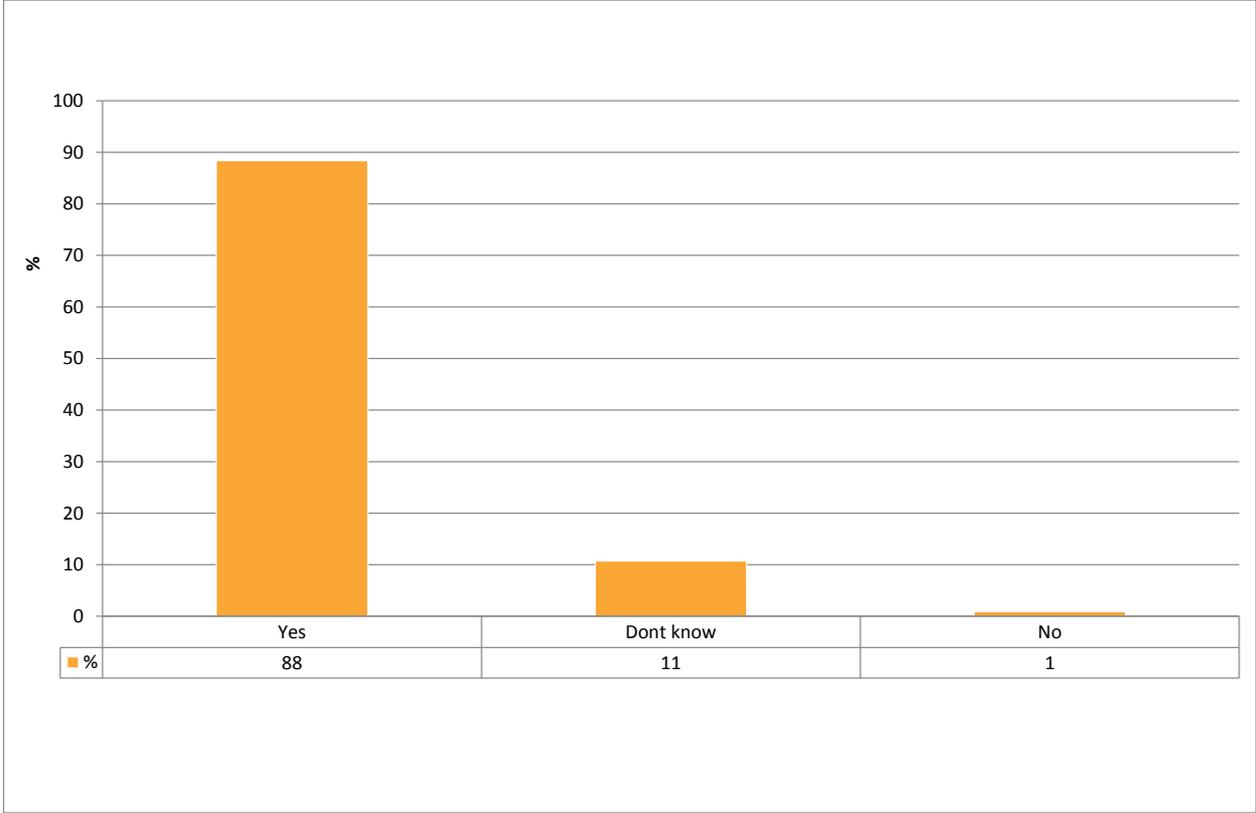
“Are you happy for the proposed wind turbine development to go ahead in the Collector area?”

Most people (81%) do not wish the wind farm development to proceed, five percent (5%) are unsure and thirteen percent (13%) support the development.

Support and impact of wind farm

Chart 2: Q10 Visibility of wind farm

Base: 112



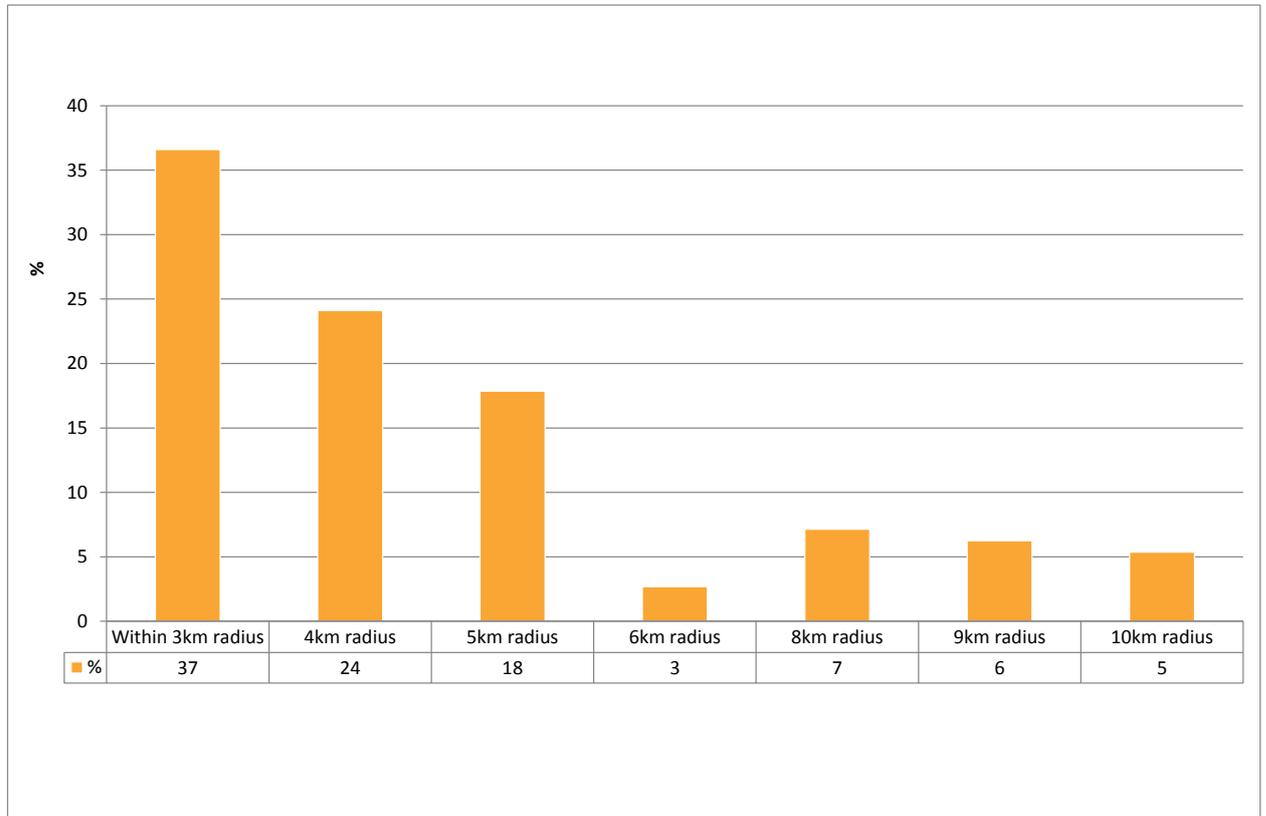
“Will the proposed wind turbine development be visible from anywhere on your property?”

Almost nine in ten (88%) believe the wind farm will be visible from their property, while a further eleven percent (11%) are not sure. Only one percent (1%) believe they will not see the wind farm.

Support and impact of wind farm

Chart 3: Q4 Proximity to wind farm

Base: 112



Q4 “What distance do you live from the proposed wind turbine site?”

Over one-third (37%) live within 3 km of the proposed wind farm site, twenty-four percent (24%) within 4 km and eighteen percent (18%) within 5 km. This means that most (79%) research participants live within a 5 km zone of the site.

Support and impact of wind farm

Table 1: Q12 Benefits of a wind farm

Base: 112

	%
Generation of clean / green electricity	24
Corporate sponsorships for local schools / local projects	23
Diversified, reliable income for landowners	20
Employment opportunities (construction and operations)	15
Opportunity for Collector area businesses to provide products and services	12
Don't know / need more information on wind turbines	4
Other	5
None of these	16
I do not see any benefits of a wind turbine development in the Collector area	53

“Do you see any of the following as benefits of a wind turbine development in the Collector area?”

While fifty-three percent (53%) do not see any benefits for the wind farm there are some benefits seen to the area by other people. The main three benefits are seen as ‘clean / green energy’ (24%), ‘corporate sponsorship for local schools / projects’ (23%) and ‘diversified, reliable income for landowners’ (20%).

The ‘other’ category consisted of these comments:

- The only benefit is to the landholders that will host the turbines
- It is unclear what actual benefits may be delivered
- there are benefits if goes ahead. i am opposed so no answers
- Viability with no subsidy. health, infrasound. environmental impact
- Apart from school sponsorship, cannot see any other benefit
- some landholders gain/surrounding landholders lose value

Support and impact of wind farm

Table 2: Q13 Concerns about a wind farm

Base: 112

	%
Property values	87
Visual / Aesthetic	83
Red flashing aviation lights on turbines	79
Noise	78
Adverse effect on local fauna	76
Health	75
Fire risk	68
Health effect on livestock	65
Adverse effects on the environment	63
Blade flicker	60
Adverse effect on local flora	59
Effect on indigenous heritage	54
Blade throw	52
Effect on use of Bicentennial Trail	47
Other safety risks	46
I do not have any concerns about a wind turbine development in the Collector area	9
Other	5
Don't know / need more information on wind turbines	2

“Do you see any of the following as concerns about the proposed wind turbine development?”

Only nine percent (9%) have no concerns about the wind farm. As thirteen percent (13%) support the development this means that even some of this group have concerns.

While ‘property values’ (87%) is the biggest concern, there are high levels concern with many issues. The ‘top six’ concerns where over three-quarters of research participants have concerns include ‘visual / aesthetic’ (83%), ‘red flashing aviation lights on turbines’ (79%), ‘noise’ (78%), ‘adverse effect on local fauna’ (76%) and ‘health’ (75%).

The ‘other’ category consisted of these comments:

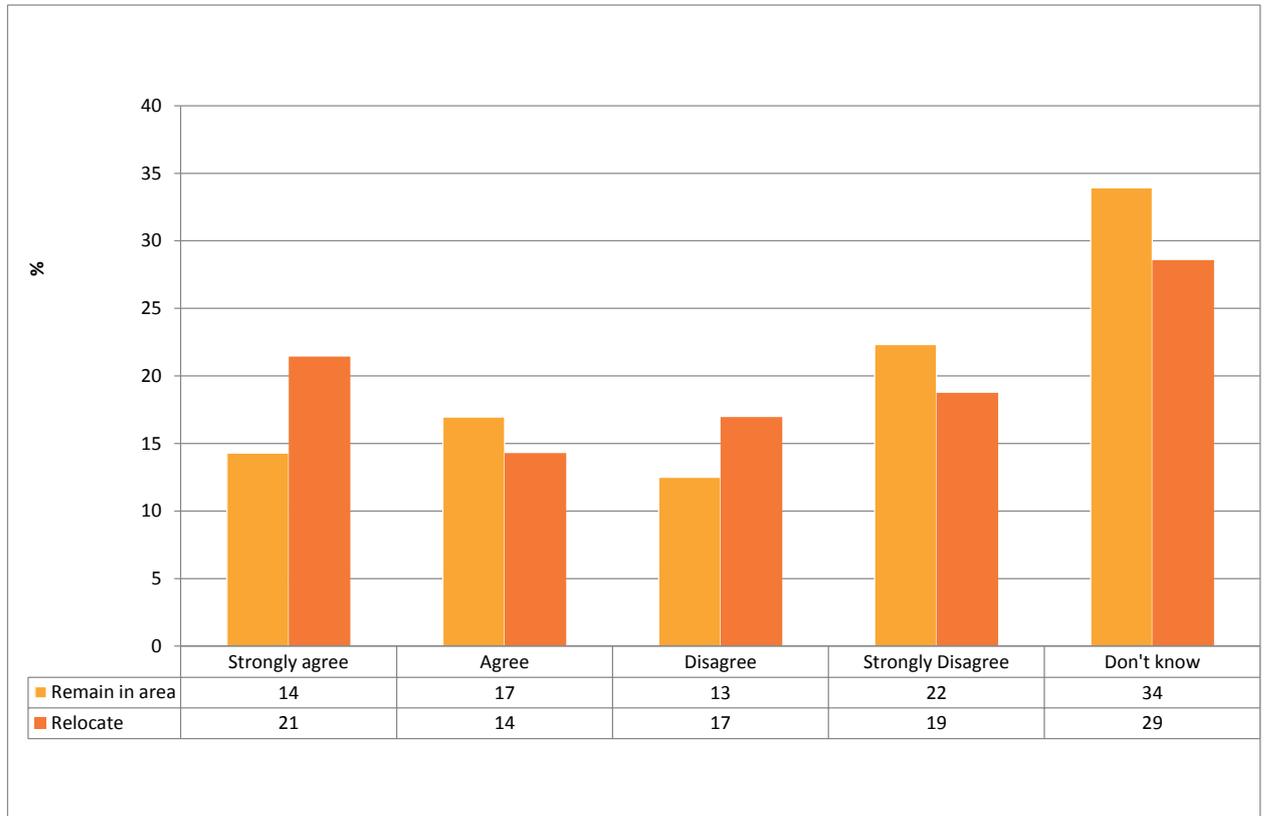
- inefficient production of energy, there are better ways to produce power

Support and impact of wind farm

- Division of community, evacuation of the town and social network. Many people indicating that they will move if the Windfarm goes ahead
- The Wind Farm will change my town forever - ruined by industry simply for monetary gain of big business, approved by govt
- Amount of subsidy paid to operators and efficiency compared to gas powered generators
- They make me dizzy are disorientating and upset me- I do not like them!
- destruction of community, friends, neighbours falling out over windfarms, 25% loss in real-estate values, tourism ruined due to ugly turbines towering

Support and impact of wind farm

Chart 4: Q14 and Q15 Remain or leave Collector area if wind farms proceed Base: 112



Q14 “If the proposed wind turbine development is approved I will relocate away from the Collector area”

Q15 “If the proposed wind turbine development is approved I will remain in the Collector area”

Research participants were asked to agree with these two statements on a scale from ‘strongly agree’ to ‘strongly disagree’. The question was asked in two ways to ensure that responses were balanced without any suggestion of bias that could come from only one option.

The answers to both statements were consistent with twenty-two percent (22%) ‘strongly disagree that they will remain in the area compared to twenty-one percent (21%) ‘strongly agree’ they will relocate.

Around one-third did not know whether they would remain (34%) or relocate (29%).

Residential characteristics

4.2 Residential characteristics

- Just over half (53%) live in a rural area while forty-seven percent (47%) live in a village²
- Most people own their own property (93%) while renting is low (7%)³
- Forty-two percent (42%) own businesses within 10 km of the proposed wind farm⁴
- Most business are agricultural⁵
 - Farm 70%
 - Business service 17%
 - Other / refused 13%
- Just over half (54%) own livestock that will be within 10 km of the proposed wind farm⁶

² Q5 “Is your property...” In a rural area / in a village Base 112

³ Q6 “Do you ...” own / rent

⁴ Q7 “Do you have a commercial business within 10 km of the Windfarm?” yes / no Base 112

⁵ Q8 “What type of commercial business do you have?” Base 47 who own business

⁶ Q9 “Do you own any livestock that will be within 10 km of the Windfarm?” yes / no Base 112

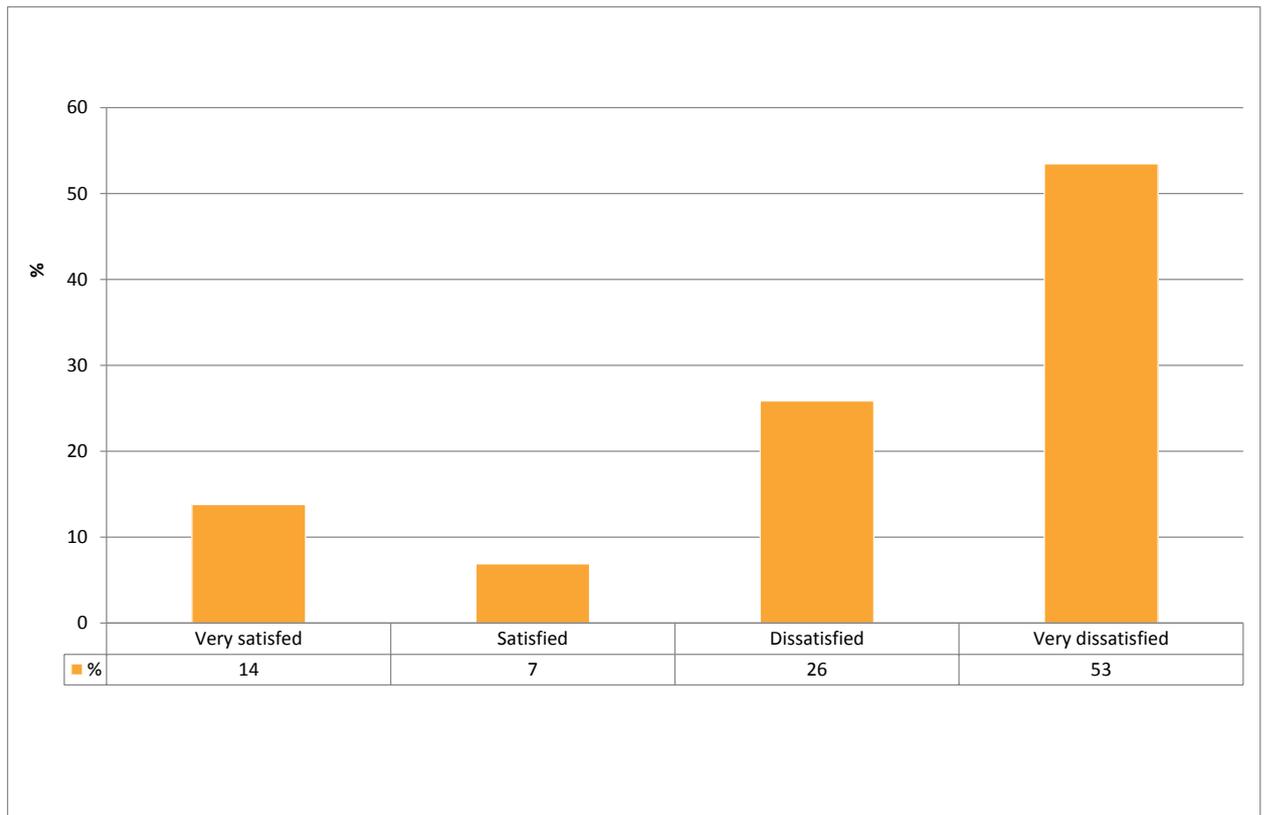
Consultation and research

4.3 Consultation and research

- Fifty-two percent (52) of research participants had been involved in the community consultation process⁷

Chart 5: Satisfaction with consultation

Base: 58 who took part in consultation



“Please rate how satisfied you have been with the process of community involvement, consultation and communication from Ratch.”

Only twenty-one percent (21%) were satisfied with the consultation process

- Very satisfied 14%
- Satisfied 7%

Most (79%) were dissatisfied with the consultation process

- Very dissatisfied 53%
- Dissatisfied 26%

⁷ Q16 “Have you been involved in any consultation with the wind turbine developers (Ratch, previously Transfield)?” yes / no Base: 112

Consultation and research

Research participants were asked if they wanted to comment on the consultation process. Seventy-two percent (72%) wanted to make a comment.⁸

Table 3: Q19 Comments on consultation process

Base: 42 who commented

	%
Dissatisfied - other	33
Deceptive	14
Only done as a requirement - not genuine	12
Information not consultation	10
Questions not answered	10
Community issues ignored	10
Satisfied with consultation process	7
Not a comment on consultation	2
Consultation process hijacked by outside groups	2

“What comments would you like to make about the consultation process?”

Each comment was given one ‘code’ on the main point that they wished to make. The coding process can be subjective so the full list of comments is included below.

Thirty-three percent (33%) of comments could not be easily classified but were various areas of dissatisfaction. Fourteen percent (14%) felt that the consultation process was deceptive in some way, twelve percent (12%) that it was only completed as a requirement and not genuine consultation, ten percent (10%) that it was information given without actual consultation, ten percent (10%) that questions were not answered and ten percent (10%) that community issues were ignored.

Only seven percent (7%) were satisfied with the consultation process while two percent (2%) felt that the consultation process was disrupted by outside groups.

⁸ Q18 “Do you have any comments on the consultation process?” yes / no Base: 58 involved in consultation

Consultation and research

The full verbatim of comments are:

- consultation was just a 'must do' thing the developer needs to have done by NSW Govt. they are not committed to our community, and it is obvious they do not intend to stay around, just want to access the RET subsidy from govt and off my go. from this crazy renewable energy target
- I was never consulted By Ratch/Tranfield when we were purchasing the land that I own. There was no disclosure by any parties.
- I am yet to meet anyone in or around Collector that was contacted by Ratch for their survey. It seems that all the respondents live in Goulburn (or further). Report is far too thick for any normal working person to read and digest in the timeframe given. All part of the strategy to overwhelm locals with information.
- I have attended some meetings where staff from the developers have been present. They did not answer any of the hard questions to my satisfaction using “we will get back to you” excuse and then not getting back.
- It has been a sham - and follows the script given to developers by the Clean Energy Council to deceive and lie about the impacts of 2, health and other impacts. It has been designed to do the minimum possible under the Government's unsatisfactory guidelines and is aided and abetted by bureaucrats in the Department of Planning and heavily biased advice from the Department of Health
- Its not consultation when the process is describing what is going to happen. And the business model where the Wind Turbine owners dont own the land is divisive to a small community - it would be preferable if Ratch had some skin in the game.
- Be more forth coming with information, more notice for when there are meetings etc. Keep the community up to date with what is happening through the whole process.
- Although I oppose the development of the wind turbines, I have found the developers to be very professional in the consultation process.
- be more open about the processes and what is going on, if you want this, do your health tests, prove them wrong, just don't pretend it isn't an issue....
- I think the consultation process was fair and allowed ample opportunity for people to express their views in both public and private forums.
- the consultation should been prior to the planning of the development ,they have hidden a lot of facts about wind farms, they showed photo's of how the wind farm would look by using backgrounds to hide the towers and used smaller towers , the only thing they did admit was if it was not subsurdised they would not proceed which showed me it was not viable
- Whilst a representative from Ratch took time to meet with my husband and myself I believe it was a “salesman's” approach and we put our point of view across that the turbines should be placed in an area which did not cause conflict and division in small communities. Most people, choosing to live in these small communities pay a price for their peace and quiet and country amenity and to steal that from them is unAustralian and

Consultation and research

cruel. I also doubt the quantity of wind they are expecting - do they know that Windmill Hill in Collector (named so because a windmill was placed there in the 1800's to grind wheat for flour) was a flop, there was not enough wind to grind even flour for the community. I have seen the original milling stone when it was at the back of the general store 5-6 years ago. So without the wind they think they will get, the turbines will be a flop too. I wish I had mentioned this at the consultation I had with Nick Valentine. The large folders of information are nothing but an obstacle in the process of consultation - most of the residents do not have the expertise to disseminate the volume and complexity of such a presentation - not to mention the time it would take. How can a small community stand up and compete with companies with all the resources at their finger tips? Therefore, consultation process is not balanced or meaningful.

- very well done,
- RAC/Transfield do not consult - just preach. Concerns are ignored.
- The proponents of the proposed development have repeatedly been dishonest in dealing with the issues. They have particularly ignored or at least downplayed the visual, safety, loss of real estate value, negative impact on future residential development and health effects.
- What consultation process?!
- tick a box from ratch. they do not listen or do not care
- No consultation .they have already made up their minds. it is only an information session and not accurate
- Not receiving straight forward answers to questions; and no hard evidence to back their answers
- The process seems unfair for the community and in favour of the turbine developers.
- The images we were shown of the proposed affect were photoshopped badly giving an impression that the turbines would be barely visible which is simply not true, we can clearly see the turbines in Currawang and the proposed turbines here will be less than half that distance away. It is very disappointing that the process started with such a deception.
- They weren't really interested in answering our direct questions and the images they showed us were unrealistic.
- Evasive
- They were pushing the financial benefits without addressing our concerns
- Involve as many as possible from the very beginning in a collaborative and empowering way.
- they don't have enough answers, and turbines are far too big, solar developments are rapid . guidelines need to be law.
- - photos showing planned turbines along ridge are not realistic and misleading- no satisfactory 4 plan (our business and home are directly in the path of westerly prevailing winds and could be destroyed with little warning)- whether there will be f

Consultation and research

- Initially I was pro windfarm then saw the Transfield Flyer with a montage of the intended windtowers which looked incorrect so did some research. Transfield had deliberately used a photo with white clouds as background to mask the towers and the towers were also made to look about half the height they would be. I immediately emailed Transfield and was told spin that it was the only photo for a background the photographer had and that the towers were correct height - we used height datum from Australian Mapping Series to get hill height and relate to height in photos - they were actually less than half the height than the actual towers would be
- Misleading information provided, photos deliberately misrepresented size and visual effect of windtowers. Also the underhand tactics used by Transfield to ensure the project was a fait accompli before the local people who were to be most disadvantaged found out about it. We bought our property in this period and probably wouldn't have done so if we had known.
- Whole process was a sham & merely to "tick the box" for the Ratch submission. Nick Valentine repeatedly could not or would not answer questions.
- Not consultation but information; waste of time as we don't want the industrial turbines and all developer does is tick the consultation box and continue to get what they want. The 2010 survey they did was a joke since it only had 12% actually within 10kms of windfarm so most of the participants had little interest, little knowledge about windfarms, and didn't care because it would in no way impact on them. Transfield deliberately misleads by saying the survey was of the local 'community' views. The man leading the consultations was arrogant and misleading, avoiding answering questions in many cases.
- I have concerns that it may well be 'consultation' in name only with the govt wanting to reach certain renewable targets and the push of 'big' business over the ordinary person.
- We have not been consulted but informed after the fact on all issues. Our opinions have rarely been sought and it seems totally disregarded when given
- Our farm was placed on proposed site for windfarm without us knowing or being notified there was to be a windfarm. This caused my family great distress. The consultation process is to tick boxes - not actually seek information from us. Our opinions are disregarded.
- disappointed that groups from outside Collector (such as landscape guardians) are allowed to railroad the consultation process and abuse local people with legitimate concerns.
- I believe Ratch has communicated with the local community but I still feel that perhaps we are not really being told the full story. It is just a nagging worry I have.
- What consultation process? They only answered questions when asked, didn't listen to any comments.
- There has been no actual consultation. The case for the wind turbines has been stated at each meeting and they have repeated the same statements over and over. No notice has been taken of community concerns.
- The Ratch/Transfield people were generally very arrogant and not prepared to listen properly to resident's concerns. If the large majority of people do not want the windfarms

Consultation and research

why should They have been deceptive during the process with doctored photos, exaggerations about the number of 'local jobs'etc

- I should have been 'consulted' early in the process ie at the time the landholders were propositioned. The gag contracts do not allow true community consultation. the NSW development guidelines and materials DO NOT support true consultation because they only occur once the 'deal is done' with private landholders/hosters. I do not get a chance to voice or action against having Windfarms in the area. Consultation by Ratch and the NSW Government is only a 'tick and flick' exercise.
- I don't believe what occurs is actually consultation - they have just communicated what they are intending to do and their version of how it benefits 'us' the community. True consultation implies you have the ability to effect change, and we do not have that.
- Some of the information they have provided seems wrong to me. Example: They have been quoting statistics in a way that makes it sound like the village of Collector supports the wind farm as a majority.

Consultation and research

Auspoll survey

- Auspoll carried out a community survey on behalf of Transfield Services Limited
- The Auspoll research used a radius of 50 km around the proposed wind farm as its sample
- Six percent (6%) of research participants were called to take part in the Auspoll survey⁹
- Of these just over half (57%)¹⁰ took part in the survey while forty-three percent (43%) did not take part.¹¹
 - Note: very small base size of seven people who answered this question.

Four percent (4%) of the Auspoll survey lived within 10 km of the proposed wind farm. The base for Auspoll was 400 interviews, and this means that 16 people who lived within 10 km of the proposed wind farm were interviewed.¹²

In the FoC survey 4 people said they took part in the Auspoll survey which is 3.6% of the sample. Based on the assumption detailed in Section 3.3 Sample that the total population living within 10 km of the proposed wind farm is 380 adults 18 years and over, this means that projected to the full population 14 people should have taken part in the Auspoll survey.

The close correlation of these two results shows how robust the FoC study is in representing the community.

⁹ Q20 “Were you approached and asked to participate in a telephone survey in 2010, funded by Transfield and undertaken by Auspoll, about the proposed Wind Turbine development in the Collector area?” yes / no Base: 112

¹⁰ N=4

¹¹ Q21 “Did you participate in the Auspoll survey?” yes / no Base: 7 people who were called by Auspoll

¹² “Transfield Services. Collector Wind farm - Community Engagement Research” Auspoll Pty Ltd pp 50

Appendix 1 - open-ended comments

Appendix 1 - open-ended comments

At the end of the survey research participants were asked if they wished to make any comments, just over half (56%)¹³ chose to leave a comment. As these comments could be about any aspect of the wind farm they have not been coded and are shown in full below.

One blank space has been deleted as it was not a comment.

Q23 “What comments you would like to make about the proposed Windfarm?”¹⁴

- Get out of our lives!.....call us Accidental Activist because you are not welcome. Just ask a dairy farmer and the Coles/Woolies milk price war. Innocent honest hard working farmers are stuck in the middle, going broke because of multi national prices wars . We are same and just want you gone. 'Respect' is the catch phrase that is missing in your corporate plan
- Wind Farms are gross waste of taxpayer money, they are the second most expensive method of generating electricity with no benefits to the Collector area. One 1500 Megawatt gas power station could replace all the wind turbines in Australia, at far less cost and impact on communities. The Collector Wind Farm will only benefit 4 land holders and destroy the lifestyle of surrounding land holders. There are already too many inefficient turbines in the area. Wind farms are technology of a bygone age. Without tax payer subsidies multinationals would not develop wind farms as they are unviable. When the subsidies run out, Collector will be stuck with these blights on the landscape. I suspect Ratch will cut and run as has happened in the USA. There is enough evidence that Wind Farms are of little value and their downside outweighs the benefits. I fear Collector will become a ghost town and residents will need to sue the developers/hosts to recoup their losses in land value. If the Collector Wind Farm was to proceed I would approach Ratch/Host to purchase my land. I AM NOT in support of the construction and operation of the proposed Collector Wind Farm.
- This windfarm will destroy our town. Property prices will be severely affected with no fair compensation to anyone. I am not against green energy and green initiatives. I would just like to see it at least 5km from any dwelling - specifically our town!!!
- I feel that apart from all of the risk factors associated with wind farms, which are totally understated by the developers. One only has to drive into Canberra or Tarago from Collector to see what a blight to the eye a wind farm is. Take away the government subsidy and these things are not viable. The only people who benefit from these wind farms are the imported labour brought in for the construction period and the greedy farmers ready to prostitute their land for a quick buck. There is no benefit for Collector except for the bribes offered by the developers in order to buy their way.
- The proposal is unfair and unreasonable - our area already has significant wind turbines. It poses 2 and health risks on our community - and if the turbines are so benign in impact as

¹³ Q22 “Are there any other comments you would like to make about the proposed Windfarm?” yes / no
Base: 112

¹⁴ Base: 63

Appendix 1 - open-ended comments

claimed by the developers and the government, then we would welcome it if it was relocated to the hills above Canberra and Sydney where those urban dwellers who love the idea of wind farms can enjoy (or suffer) the real impacts of 2, health, visual blight and property value drop. Give us solar any day - low impact, truly benign and welcomed by the local community.

- I would like to see the community benefit from this development. The proposed \$200,000 p/a payment towards community projects is a good start, provided this is setup so that it goes to the Collector and surrounding areas, and is not lost to Council. Although I tend to support the development, I would not be upset if the development did not go ahead. However, I cannot support FoC and their campaign that uses any claim or piece of evidence, no matter how dubious, as part of their argument. Credible scientific evidence is ignored if it doesn't support the cause, and questionable evidence used in its place. When I find myself automatically debunking the claims of FoC, or even just laughing at some of them, it's hard not to end up supporting Ratch as a result. Clean up the campaign, and you're more likely to get my support.
- Move it to Sydney
- Why small communities? Why so close? Why not have them where it does not have an impact on communities? Why does a company have so much say on these windfarms and the local councils and landowners have none? If the land is not theirs, and landowners are against it, how can they go ahead with the farms? Isn't there also proof that wind farms are not cost effective??? These big companies don't care about the big picture. When the farms are built and these companies get their commissions from the government, they walk away. They do not have to live with the impacts these farms are having on communities and people.
- I think the most anxiety-provoking and destructive aspect of the development process has been the way that some members of the community (particularly the Friends of Collector) have operated. By bullying and publicly attacking anyone in the community who hasn't approached the issue in exactly the same way that they have seems to be extremely arrogant and disappointing. It seems that members of the Collector village have been recruited to their cause to provide legitimacy to the interests of a very small number of wealthy rural residents who aren't actually interested in advancing the wishes of the community, rather their own self-interest. I have not been in favour of the windfarm, and will be directly affected by it, but the horrible and anti-community behaviour of a small number of people nearly makes me want the windfarm, so that the community might get some benefit.
- Go away!!! Put your farm out in the middle of nowhere, where there is little impact on communities and people. And where the land owners are happy to have them. Take some responsibility for these farms and the impact you are forcing upon people. Would you live there? I would bet my right arm NO.....
- Windfarming is "brown" energy production. RATCH do not expose the production line and maintenance environmental impacts. When is the carbon footprint of mining and production of the turbines paid off in wind farmed power? The (large) gearboxes still use

Appendix 1 - open-ended comments

fossil fuel lubricants. Windfarming cannot be used to provide the baseload for power grids and therefore must rely on government handouts to be economically viable. Happy for the farmers to get additional income, but RATCH gets profit from our taxes. What is the Life of Type for the turbines and what is RATCH's long term upgrade, enhancement and replacement plan and is it actually funded? Without being too dismissive of politicians intentions, it is easier to have a photo opportunity with a big windmill than it is with an underground bio-reactor. If the Government is keen on Green/brown energy, why reinvest in an already working and proven facility?

- I think it is imperative that we move to a renewable energy future and I am very pleased that Collector has the opportunity to share not only in an investment for future generations, but also to share in the economic and employment benefits that will accrue to the village. I wholeheartedly support the project.
- it is a waste of tax payers money because we are the ones that will have to pay for these things in so many ways, monetary, health, environment etc, there are, i believe, better ways of producing electricity for the grid
- The turbines across the countryside are ugly. I can understand people "hosting" them on their land. Does their land have a change in rating zones? Are rate still payable at the rural rate or do they become payable at the commercial rate? I know this is a question and not a comment but no-one seems to be able to tell me.
- I hope it goes ahead
- ARE ALREADY BEING ADVERSLY AFFECTED
- have already declined
- This proposed development has been handled in an appalling manner by Transfield and now RATCH with no concern for those who live here. We have a young family and have relocated to this beautiful region from interstate. We have invested all we have into our home. How dare they not consult with us with regard to the way in which these outdated uneconomical turbines will interfere with our quality of life. This offshore company has not abided by the basic human rights of natural justice and industrial democracy. This is a money making scheme that will scar the environment and the community forever if allowed to go ahead. We have concerns that this development could effect our beautiful children's health in the process. We do not want these wind turbines in our region or backyard- solar would be a much better sustainable option in my view. Ratch has underestimated the intelligence of the small community of Collector in the way in which has managed this proposal.
- The threat of the possibility of the proposed wind farm has had a negative affect on my mental health. As someone who has suffered from depression, we moved to this area for its beauty ambience and space to bring up a family. However now that all changed when this proposal came to light, it has been an internal battle to stay optimistic that our dream lifestyle will not be destroyed by this inane project. They should not be placed anywhere near communities

Appendix 1 - open-ended comments

- It is an economic fraud, founded on the assumption that Government subsidy will always be available and on a technology which is being made obsolete by other forms of renewable energy such as photo voltaics.
- 1.it is an abuse of power against a third world standard & defenceless township2.all ratches opinions /findings on health,environment, etc end with the unconvincing words “ expect”,”anticipate”,” best of their knowledge”. there is nothing definite ie cannot be challenged. they are covering themselves all the way down the line.
- I have lived here for over twenty years, and love Collector - but not enough to stay here if the wind farm goes ahead. It will change the town intollerably - it is already having a detrimental effect now.
- We are already considering selling before the land values drop - if it is not too late already. Love this town, been here for decades - but it won't be the same place after the Wind Farm ruins it. I have friends who moved from a Wind Farm - they couldn't stand it.I don't want to live in a factory, I live in the countryside. Why is big business allowed to triumph over Australian land owners?
- Related to Q 14 /15.Although I would like to move out of the region, if the development takes place, it might sometimes not be financially viable due to precommitments ie mortgage and reduced interest in current property or reduced value. Hence I have listed the answers as “don't know.”
- If the wind turbine development is to proceed then the land, owners whose enjoyment of the natural landscape is to be violated, must be compensated or the number of turbines are to be reduced. Reduced means twenty turbines are to be deleted from the development. The poponant's idea of consultation is to arrange a meeting to tell the Collector community where the turbines are going to be located, ie an INFORMATION MEETING.I believe a consultation meeting should include meaningful discussions between the stake holders that would lead to some give and take in the number and location of turbines. If that would lead to the development becoming unfinancial then the development should be redesigned. GIVE AND TAKE.I now intend to inform our power supplier that we no longer agree to pay the higer rate for electricity to finance wind farms. Gas is the most appropriate form of power generation for the medium term. (say twenty years) It can be turned on and off if and when required and Australia has huge gas reserves.
- GO AWAY RATCH LEAVE US ALONE
- I believe these developments should not be allowed within 5 km of existing dwellings. I believe facts need to be quoted in the marketing of these developments, fully explaining the amount of tax payer money involved and how little wind power changes the base load produced by coal fired power plants. I believe that now, years after existing wind farms in the area have been operational, a review of the change in fauna habits needs to be undertaken to show the impact on the local habitats. If the wind turbines are so excellent, build them in national parks where no-one lives and none of the community destruction can occur as we have seen in Cullerin, Gunning, Gurrundah and Collector over the past 10 years.

Appendix 1 - open-ended comments

- I do not want the wind farm in Collector, there are not viable. They are not an Australian Company. They cause health issues for humans and plants and fauna. Take them to Thailand, put some in the CEO of RATCH back yard!!
- The only information I have about the windfarm I have sought out myself. I have looked at the results from the previous survey and do not think that it accurately reflects the views of the Collector community. I am very concerned about the potential health effects and decrease in . I would like to see a lot more about the proposed community funding - why is it that the amount won't increase every year for the life of the project?
- Happy for a solar plant to be installed in the local area, not wind turbines.
- In Europe the windfarms are being removed, or put out to sea, why Australia wants a product that the rest of the world has proven time and again to be ineffective, expensive and dangerous to health (in both people and animals)? There are many more effective ways like solar power and thermal energy. Sick and tired of rural people paying more for everything and having to suffer the indignity of not even being consulted about how we feel. If Canberra or the NSW government want to support this initiative I suggest they erect these eye soars in their own back yard - NOT MINE.
- I understand there is a requirement for renewable energy in Australia. However I feel this development is an example of how limited concern is given to small communities. This proposed windfarm development is in a landscape that many residents have had and loved for a long time, in some cases, generations. The process in which the development is conducted seem unaware of this feeling for personal space and lifestyle and our immediate environment. Land values must be of concern as I for one do not want turbines around my environment. Compensation should be offered on a pro rata basis to all of those affected within the community, then and only then they can decide if they wish to remain there. The turbine developers address all the legislative requirements, however the turbines have the potential to make large profits over the projects lifecycle and the community and individuals as a whole feel isolated in these benefits.
- If we have to use this technology would it possible to relocate them to an unpopulated area. I am in favour of green energy but see more benefit in using solar power rather than these turbines.
- I prefer it would not go ahead.
- We came to Collector from [LOCATION DELETED TO PRESERVE ANONYMITY] and know from first hand experience what impact these obnoxious monoliths have had on the rural inhabitants, wild life, habitat and destruction over a period of years. Lipservice is paid in the name of green energy which is obviously counterproductive. How in all conscience and the well being of local people can these objects be sited within 4 - 5 Km of a village and school when evidence is clear that they "can" be a health risk and even if that risk is minimal it is still a risk and responsibility lies with the Company who are obviously in for the short term gain - Government subsidies etc.
- I support green energy so welcome the wind farm! Good luck

Appendix 1 - open-ended comments

- phone survey was very early in the development, a lot of NOT GOOD information has come out since. it will be a BIG eyesore for us, noisy, long term environmental disaster & possibly a big health issue.
- #NAME?
- Unfortunately all we have heard is the hearsays from friends of collector group. Would be interested to have received more 'factual' info from 'ratch'
- I am astounded that a State Government can ride roughshod over the wishes of local communities. If these turbines are so efficient and effective, put the damn things along ridges in our ever increasing National Parks and along the eastern seaboard at our most popular beaches. Spread the burden, don't concentrate it in the back yard of small regional communities unless prepared to compensate the owners of properties for a lifetime of hardwork.
- The district has enough wind turbines and this proposal is excessive and unreasonable. Clean energy can be generated by less invasive methods. I do not want to remain in an area with so many wind turbines and will not remain in the area. Collector was my area of choice surrounding Canberra because of the range that will now be covered in wind turbines. It will upset me each day to see this area so spoilt.
- Both Federal and NSW Government must fund full investigation on the cost effectiveness, human, stock and fauna health effects and land value outcomes with Windfarms and provide a minimum setback. Govts should also insist reparation for those affected by windfarm construction - we bought our property with the expectation that the nearest windfarm would be Cullerin (it was announced 3 months after we purchased. It will probably mean we will incur significant cost in moving our planned house site some 2-3 km further west away from Collector road to avoid turbine 2. Finally, we are strongly supportive of green power - we invested in a 10kwh solar system that is grid connected because we felt it was the right thing to do - windfarms are a blight on the rangelands and should be stopped.
- The Collector to Gunning Rd is untarred and dangerously unstable. This road will have much more usage if the project goes ahead with associated accidents and dust. The Wind tower developers should at least be responsible for tarring this road. My biggest concern besides the health issues is in case of bush fire. Also there is no evidence of any benefit to the local community, economic or otherwise and huge disadvantages. It will destroy Collector as a community.
- It will destroy a beautiful quiet country village. We bought here 7 years ago & built our dream home for us, our children & 14 grandchildren. If the wind farm is approved our dream will be destroyed. Am at a loss to understand the reason that Govt. will not hold an enquiry into all aspects of windfarms.
- I believe the windfarm is a 'done deal' pushed on small community with not enough benefits to anyone. What happens in 20 years time when landowners are left with obsolete metal structures on the landscape that won't be removed by the installing company but left to the landowner to dispose of? I don't believe there will be any benefits to the Collector community. Selling a few hamburgers to workers who will probably be coming in

Appendix 1 - open-ended comments

from Sydney (not local workers), is hardly compensation. We can't even get the local shire council to give a damn about Collector, why would a company be interested in offering financial benefits to our community? Imagine the 'outcry' if this windfarm was proposed on the outer edge of a Sydney suburb. Clearly it wouldn't be happening. For the extremely small percentage of electricity generated by these turbines this is just an opportunity for a foreign owned company to step in, take advantage of a Government grant and then disappear.

- We don't want this monstrosity in our backyards. I am a 'greeny', but after researching wind energy extensively, and I am a researcher, it is clear that they are a scam, are inefficient, and cause a great deal of harm to the environment and humans. The government must put a moratorium on windfarms and stop all developments until the issues are all clearly understood, especially related to health. People in other windfarm zones are leaving their homes due to health problems. Bushfire management has not been considered carefully enough for windfarms. Stop the windfarms now please!
- We have invested our future in Collector and would not be able to move without financial loss - there was no mention of windfarm to people investing in this village 6 years ago. We have a fabulous view of the plains and hills which is about to be blighted by wind turbines. Apart from the ruin of the pristine environment I have concerns of other effects - health, 2, native flora and fauna. I do support renewable energy but not inefficient and costly ventures.
- The process of placing wind turbines in rural communities has a devastating impact on cohesion and well being. Developers do not include the community in any decisions, treat our cherished landscape as a point on a map to reap shareholder value and feign shock when we express concern for the land we are custodians of. We are all concerned about fossil fuel dependency, but see alternatives less damaging to the ecological and social fabric. As custodians of the of this productive land we are proud of the food and fibre we produce - and these are truly essential.
- A blight on our working environment where we spend the bulk of our time - outside on our farms. Have worked portions of our farm since I was 15- I know it intimately and cannot easily transfer my business, my life and my family. Industrial turbines should be close to where the power is needed - in our cities. Solar should be utilised in rural areas as well as small local energy sources.
- I fully support the project and believe it will be a great boost to our local economy.
- I strongly dislike the way this issue has split the local Collector community
- Without Government subsidies wind turbines are not economically viable. The Government subsidies are paid for via taxes and/or power bills, ie. the taxpayer pays.
- We run a commercial breeding operation and are extremely concerned about anecdotal evidence that fertility rates are impacted by wind turbines. We also have concerns that wind turbine farms are uneconomical without taxpayer funded subsidies. As the cost of wind turbine generated power is far higher than coal/gas fired turbines electricity users are likely to be slugged with higher cost at both ends ie tax and power bills.

Appendix 1 - open-ended comments

- Move it to the desert. Better yet, put a solar farm on the ridgeline.
- > turbines will spoil our view of the tranquil hills> greater risk of fire from prevailing westerly winds during installation and use> no definite answer on turbine aviation lighting issue> untrustworthy conduct by Ratchaburri in providing details (ie. unrealistic shop photos of turbines in the landscape, previous surveys claiming 70% support of project)> these wind farms divide and destroy small communities>
- This is an example of Government siding with large business at the expense of the views and lifestyle of people who have for many generations utilised the land around this development. Why don't they simply relocate the windfarms to the coastal beaches around Sydney or in the burgeoning National Park system. How about putting one on top of every high rise development in the Sydney metro area. This is just another example of what citycentric governments do to farmers and rural landholders. One day they will be held to account for this most wasteful and inefficient form of power generation.
- I do not want the windfarm near Collector. The turbines are massive, obtrusive, industrial eye-sores that do not belong in a rural environment. We live in the country because it is quiet and peaceful and so we are closer to nature. This windfarm would negate that. The potential health problems caused by windfarms to myself and my family is an unacceptable risk seeing there has been a lack of research done on the issue. They are uneconomic and require massive subsidies from the Government to run. They are noisy, kill birds and damage the environment during their construction. Very few long term jobs for locals are created. The vast profits for this windfarm will go mostly overseas, not even stay in Australia. The farmer with the windfarms makes a small fortune while the larger community affected by them gets nothing but a piddly token investment. Windfarms are divisive and split communities apart- just ask people in Breadalbane. Our property value would decrease without any compensation. To sum up, I do not want this windfarm to go ahead under any circumstances, ever.
- - I did not take part in the Auspoll - because when they called they said they were “politically polling” - I declined. I did not know it was about windfarms.- We have enough windfarms in the area - surely at saturation point - I already am affected by
- un economical == push up the price of electricity
- Ratch/Transfield and State Govt have divided the community
- I have serious concerns (if wind farm should go ahead the removal of turbines and costsinvolved in another 20 odd years. Or are they just going to be a left, an ugly mess of dead crucifixes. left on our vista that nobody can afford to remove) how sad that a small community is walked over by goverment & company their in bed with
- We don't learn from previous wind farm projects. The wind farm near Breadalbane on the Cullerin Range has had deep effects on the local community. It was very divisive and affected things like the local school by creating conflict between people who supported the project and those who didn't. I also think economically that wind farms are not viable as they are heavily subsidised by governments. I think the health effects are not known well enough, there has not been enough study of these. I also think they develop these projects in small country areas where the amount of opposition will not be enough to stop

Appendix 1 - open-ended comments

them. People generally move to live in the country because they love the natural environment. Wind farms do not belong in the natural environment and do not enhance it at all. I think the effects on flora is large especially through the building process and the effects on fauna such as bird populations has not been studied enough. I think the Collector project has not had enough consultation with the local, Indigenous people. I really dislike private companies who want to make large profits think they can buy communities by giving grants to local community organisations like childcare centres, preschools and schools. These community organisations have no choice but to accept grants and these private companies then use this to look “good” in their PR campaigns. I also think these private companies have no right to decide which community organisations will get the money.

Appendix 2 - questionnaire

Appendix 2 - questionnaire

The full questionnaire is included below. Note this includes questions 9 , 10, 11 and 12 that were deleted from the data and not analysed to preserve anonymity.

Collector Community Survey

Introduction

This survey is for residents living within 10km of the proposed Windfarm Development in the Collector area.

Thank you for participating. All surveys will be completely anonymous. Results will be compiled by independent research organization StollzNow Research who can be contacted on 1800 010 543.

Please provide your code number, found on the survey guide provided by Friends of Collector. Codes are being used because this survey is aimed at a specific target group, the Collector Community. Please note: each code may be used by one person only. Please fill in a separate survey, with a separate code, for each adult in the household. If you require more codes for individual adults in your household, or if you require a hard copy of the questionnaire, please contact StollzNow Research at 1800 010 543.

At the end of this survey there is space for you to add any comments you would like to make about this survey, the Windfarm or issues you feel we have overlooked.

1. Would you like to read StollzNow Research's Privacy Statement?*
1. Yes
2. No

Privacy Statement

This is a market research project that we are completing for residents living within 10km of the proposed Windfarm Development in the Collector area.

Like all market research we are only interested in your opinion. There is no selling to you in any form. We will not pass on any details that could identify you in any way to any other organisation and your participation does not mean that you will receive future calls from this or any other company.

Your responses are totally anonymous. We do not keep any records that could identify you in any way - for example your phone number. Your participation is entirely voluntary and you may discontinue the survey at any time - though of course I hope you don't.

StollzNow Research is part of the market research industry quality certification program (IQCA), is ISO20252 certified and is a company member of the employer group, AMSRO. All of our key staff are also members of the professional body, AMSRS.

2. Please provide your code number, found on the survey guide provided by Friends of Collector. *

If you don't have the code number and would like to complete the survey, please contact StollzNow Research on 1800 010 543

Appendix 2 - questionnaire

Windfarm location

This map is included to show you where they Windfarm will be located.

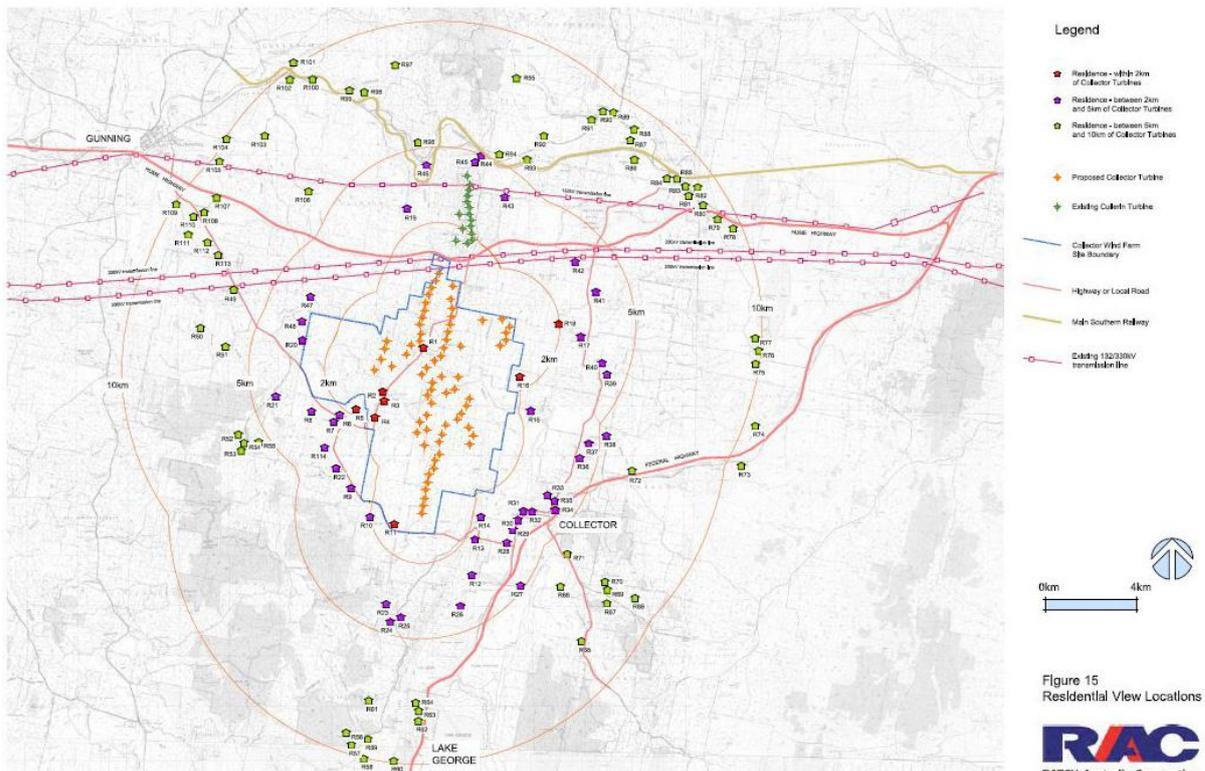


Figure 15
Residential View Locations



COLLECTOR WIND FARM

3. What distance do you live from the proposed wind turbine site?*

See map on the back of the Survey Guide for the Windfarm location.

1. Less than 1km radius
2. 1km radius
3. 2km radius
4. 3km radius
5. 4km radius
6. 5km radius
7. 6km radius
8. 7km radius
9. 8km radius
10. 9km radius
11. 10km radius

4. Is your property...*

1. In a village
2. A rural area

Appendix 2 - questionnaire

5. Do you ...*
If you have more than one property think of your 'main' residence.
 1. Own
 2. Rent
 6. Do you have a commercial business within 10km of the Windfarm?*
1. Yes
2. No
7. What type of commercial business do you have?*- 1. Farm
- 2. Business service eg contractor
- 3. Retail
- 4. Other, please specify
- 8. Do you own any livestock that will be within 10km of the Windfarm?*- 1. Yes
- 2. No
- 9. Do you currently host wind turbines on property you own?*- 1. Yes
- 2. No
- 10. Will you be hosting any wind turbines for the proposed Collector project on your property you own?*- 1. Yes
- 2. No
- 11. How many wind turbines will be on your land?* _____
- 12. Will you be living on your property if the wind turbine development goes ahead?*- 1. Yes
- 2. No
- 13. Will the proposed wind turbine development be visible from anywhere on your property?
*
[if you have more than one property, please think of your main residence]
 1. Yes
 2. No
 3. Dont know
- 14. Are you happy for the proposed wind turbine development to go ahead in the Collector area?*- 1. Yes
- 2. Unsure
- 3. No

Appendix 2 - questionnaire

15. Do you see any of the following as benefits of a wind turbine development in the Collector area?*

Please select all that apply

1. Diversified, reliable income for landowners
2. Employment opportunities (construction & operations)
3. Opportunity for Collector area businesses to provide products and services
4. Corporate sponsorships for local schools / local projects
5. Generation of clean / green electricity
6. None of these
7. Don't know / need more information on wind turbines
8. I do not see any benefits of a wind turbine development in the Collector area
9. Other, please specify

16. Do you see any of the following as concerns about the proposed wind turbine development.*

Please select all that apply.

1. Health
2. Noise
3. Visual / aesthetic
4. Fire risk
5. Other safety risks
6. Adverse effect on local fauna
7. Adverse effect on local flora
8. Adverse effects on the environment
9. Property values
10. Health effect on livestock
11. Red flashing aviation lights on turbines
12. Blade flicker
13. Blade throw
14. Effect on use of Bicentennial Trail
15. Effect on indigenous heritage
16. Don't know / need more information on wind turbines
17. I do not have any concerns about a wind turbine development in the Collector area
18. Other, please specify

17. Please rate your level of agreement with the following statements.

If the proposed wind turbine development is approved I will relocate away from the Collector area. *

Level of agreement

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

Appendix 2 - questionnaire

18. If the proposed wind turbine development is approved I will remain in the Collector area.*

Level of agreement

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

19. Have you been involved in any consultation with the wind turbine developers (Ratch, previously Transfield)?*

1. Yes
2. No

20. Please rate how satisfied you have been with the process of community involvement, consolation and communication from Ratch.*

Rating

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know

21. Do you have any comments on the consultation process?*

1. Yes
2. No

22. What comments would you like to make about the consultation process?*

OPEN-ENDED

23. Were you approached and asked to participate in a telephone survey in 2010, funded by Transfield and undertaken by Auspoll, about the proposed Wind Turbine development in the Collector area.*

1. Yes
2. No

24. Did you participate in the Auspoll survey.*

1. Yes
2. No

25. Are there any other comments you would like to make about the proposed Windfarm?*

1. Yes
2. No

26. What comments you would like to make about the proposed Windfarm?*

OPEN-ENDED

Appendix 3 - survey guide

Appendix 3 - survey guide

Below is the text of the survey guide that was distributed to household inviting them to take part in the survey.

Collector Community Attitudes to the proposed Collector Windfarm Survey Guide **Survey Closes Monday Sept. 10th**

The Friends of Collector community group (FoC) has engaged an independent market research firm in Sydney, Stollznow Research, to conduct a survey to discover local residents' attitudes towards the proposed Ratch windfarm in Collector. Stollznow's have a research team with extensive experience in community studies and surveys. The survey is completely anonymous- no one can be identified. It will only take a few minutes to complete, so please take the time to let your views be known. See bottom of page for link to the Online survey, and contact details for **Paper copies, available upon request.**

Up until now, no thorough, independent research has been done. We realize that surveys have been undertaken, but they didn't capture the feelings of the local people in the vicinity of the proposed Collector Windfarm. One survey was undertaken by 'Auspoll' in 2010 to gather 'community' attitudes, but this survey included people in a 50km radius of Collector. As only 12% of respondents actually lived within 10km of Collector, we felt it was necessary to get a true picture of the actual 'local' views. Therefore, this survey is aimed specifically at a target group of only those people who have property or live within 10 kms of the proposed Collector development.

To ensure that only the target group responds, we are delivering this **Survey Guide** only to residences within 10kms of a turbine in the proposed Collector Windfarm (see Ratch map, sourced from their 2012 Dept. of Planning Submission, provided opposite. FoC not responsible for any map mistakes). To ensure reliability, we are including **2 code numbers** on each guide (see bottom of this page), and ask that *each adult* in the household undertakes an individual survey, **using a code number only once.** We will provide 2 code numbers per household, on the assumption of only 2 adults per household, so that each adult will have a code number to enter on their individual survey. If you have more than 2 resident adults, you can phone the market research company, Stollznow's, to request further codes which will be posted to your address. Please make sure that the number gets used only once, and that each survey has a code number entered, otherwise those surveys cannot be included in the study.

Please take the few minutes needed to fill it in before the **online survey closes at midnight, Mon. Sept. 10th.** Thanks for participating. The results will be available late September. The Collector Community Survey online can be found at:

Collectorcommunitysurvey.com

Extra personal code numbers or **paper copies** of the survey are available by contacting

Stollznow Research: Phone: 1800-010-543 Email: info@stollznow.com.au

ADULT #1 CODE NUMBER: _____

ADULT #2 CODE NUMBER: _____

Please note: Surveys must be completed by Monday September 10th 2012