

## REAP CASE MANAGEMENT SERVICE

As part of the registration process you will be asked to agree to the following terms and conditions that apply to the use of this service.

These terms and conditions include an ethical framework for your conduct and behaviour while engaging with Tasmanian Government employees, agents and officers.

The terms and conditions will allow the Case Management Service to work with you in an effective partnership and will support the Case Management Service to deliver a high-quality and tailored service.

You will also receive a copy of these terms and conditions as part of the registration process.

### TERMS AND CONDITIONS

By completing this form you are providing personal information to the Department of State Growth (the Department). By accessing the REAP Case Management Service (the 'service') you may also at times be providing personal information to the REAP cross-agency team (Government agencies and independent regulators). The information you provide will be recorded in the Enquiry Management System and accessed (on a confidential basis) by the Department and the cross-agency team for the purpose of providing you with case management services.

Note that, in addition to using your information to inform the cross-agency team functions, the Department will also use some of this information to report publicly on the renewable energy pipeline status in Tasmania.

The Department will also use your information to contact you to provide any necessary updates or information relating to the service.

Your personal information will be managed in accordance with the Personal Information Protection Act 2004. The Department may disclose your personal information to third parties in circumstances allowed for by law. You have a right to access your personal information by request to the Department.

At registration you will be asked to agree to the following:

I agree and understand that the information provided by me will be used to enable the REAP Case Management Service to provide renewable energy project advisory services to me and contact me to fulfil my requests.

I acknowledge that while the service may provide information, statements or opinions to me regarding the project, the service will have no influence over decisions or recommendations made by any independent regulator, Government minister or any department of the Tasmanian Public Service in respect of my project when exercising their statutory obligations and regulatory functions under relevant legislation, and that those functions and obligations will be carried out fully independent of the service.

I acknowledge that if I do not use my best endeavours to meet my responsibilities, the Department, acting reasonably, may cease providing the service to me.

I am aware that information I provide to my case management officer, cross-agency team and the Department may be subject to a request for disclosure under Tasmania's Right to Information Act 2009. However, the information may be eligible for exemption. I understand

that, if my information becomes subject to an RTI request, I will be consulted about the release of my personal or confidential business information before any disclosure decision is made.

## PROPONENT'S RESPONSIBILITIES

To participate in the service, you must:

- behave honestly and with integrity
- be transparent
- treat the service participants with respect and courtesy, and without harassment
- engage respectfully with the local community, including Traditional Owners of the land, to seek their views and input
- comply with all applicable laws
- not provide false, outdated, or misleading information in response to a request for information that is made for official purposes in connection with the service
- use the resources of the service in a proper manner and for a proper purpose
- use the service (your case management officer) as the primary point of contact for:
  - requests for support or assistance
  - complaints
- contact the service before engaging with the Office of the Minister for Energy and Renewables. The service team will provide support on the best way to do so
- provide a copy of your comprehensive project schedule, highlighting key milestones, timelines for pre-approval studies, and expected submission dates for major project documentation. This allows the case management service to coordinate efficiently across agencies and ensure regulatory bodies have adequate time for review and assessment.
- provide a copy of your Community Engagement Plan for review against the Government Guideline for Community Engagement, Benefit Sharing and Local Procurement and to allow for coordination of communication efforts where necessary
- keep your case management officer up to date with project milestones and any key changes (such as ownership or withdrawal of a project from the assessment process)
- actively participate in coordination meetings and discussions with agencies to address any regulatory or assessment issues that may arise. This includes being available for site visits, stakeholder meetings, and other critical touch points
- take reasonable steps to avoid any conflict of interest (real or apparent) and disclose details of any material personal interest
- maintain appropriate confidentiality about dealings with the service, the Department, any minister or minister's member of staff.

\*For those in the pilot program, you are also required to provide feedback on your experience with the REAP service. This input will be essential in refining and improving the service for future projects.

## NO LIABILITY

The State of Tasmania disclaims all liability for any loss or damage arising from, or because of, your use of or reliance on any information or service provided through the service. You should seek your own legal, financial, or other professional advice to determine whether any information provided is appropriate for your circumstances.

## AMENDMENT TO TERMS AND CONDITIONS

The State of Tasmania, its agents and employees reserve all rights to amend and update these terms and conditions at any time. The service will notify the proponent, in writing, of any amendment or update as soon as reasonably practicable.