

# CONSTRUCTION COMMUNITY COMMUNICATION STRATEGY

## Moorebank Precinct East Stage 2 – Construction

13 APRIL 2018

# SYDNEY INTERMODAL TERMINAL ALLIANCE MOOREBANK PRECINCT EAST STAGE 2

## Construction Community Communication Strategy

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## REVISIONS

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## ACRONYMS AND DEFINITIONS

Term	Explanation
CBD	Central Business District
CCC	Community Consultative Committee
CCCS	Construction Community Communication Strategy
CEC	Community Engagement Consultant (Elton Consulting)
CEMP	Construction Environmental Management Plan
CES	Community and Engagement Strategy
CoC	Conditions of Consent
Contractor's CLM	Contractor's Community Liaison Manager
Contractor's CM	Contractor's Construction Manager
Contractor's EM	Contractor's Environmental Manager
CNVMP	Construction Noise and Vibration Management Plan
DNSDC	Defence National Storage and Distribution Centre
DotEE	Department of the Environment and Energy
DP&E	Department of Planning and Environment
EIS	Environmental Impact Statement
EMS	Environmental Management System
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EPBC Act	<i>Environmental Protection and Biodiversity Conservation Act 1999</i>
ER	Environmental Representative
EWEMP	Early Works Environmental Management Plan
FCMM	Final Compilation of Mitigation Measures
km	kilometres
MPE	Moorebank Precinct East
PAC	Planning Assessment Commission
PD	Precinct Developer

Term	Explanation
RSoC	Revised Statement of Conditions
RtS	Response to Submissions
SIMTA	Sydney Intermodal Terminal Alliance
SSD	State Significant Development
the Project	The MPE Stage 2 Project. It involves the construction and operation of warehousing and distribution facilities on the MPE site and upgrades to approximately 1.5 kilometres of Moorebank Avenue from approximately 35 metres south of the northern boundary of the MPE site to approximately 185 metres south of the southern MPE site boundary
WSUD	Water-sensitive urban design

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## 1 BACKGROUND

The Sydney Intermodal Terminal Alliance (SIMTA) received development consent for the construction and operation of Stage 2 of the Moorebank Precinct East (MPE) Project (SSD 7628) on 31 January 2018 and comprises the second stage of development under the MPE Concept Approval (MP10\_0193). This Construction Community Communication Strategy (CCCS) has been developed to provide the mechanism by which to facilitate communication with Liverpool City Council and community stakeholders during the construction phase of Stage 2 of the MPE Project (hereafter, 'the Project')

Within this plan, a strategy has been established to demonstrate the contractor's approach to the management of community engagement and compliments the overarching SIMTA Moorebank Intermodal Communication and Engagement Strategy (SIMTA CES). This CCCS addresses the relevant requirements of the Project Approvals, including the Environment Impact Statement (EIS), Response to Submissions (RtS) and Minister's Conditions of Consent (CoC), and all applicable guidelines and standards specific to the management of community engagement during Construction.

### 1.1 Introduction

The MPE site, including the Project site, is located approximately 27 km south-west of the Sydney Central Business District (CBD) and approximately 26 km west of Port Botany and includes the former Defence National Storage and Distribution Centre (DNSDC) site. The MPE site is situated within the Liverpool Local Government Area (LGA), in Sydney's South West subregion, approximately 2.5 km from the Liverpool City Centre.

The MPE Project involves the development of an intermodal facility including warehouse and distribution facilities, freight village (ancillary site and operational services), stormwater, landscaping, servicing and associated works on the eastern side of Moorebank Avenue, Moorebank.

Stage 2 of the Project involves the construction and operation of warehousing and distribution facilities on the MPE site and upgrades to approximately 1.5 km of Moorebank Avenue from approximately 35 metres (m) south of the northern boundary of the MPE site to approximately 185 m south of the southern MPE site boundary.

Key components of the Project include:

- Earthworks including the importation of 600,000m<sup>3</sup> of fill and vegetation clearing
- Approximately 300,000m<sup>2</sup> gross floor area (GFA) of warehousing and ancillary offices
- Warehouse fit-out
- Freight village, 8,000m<sup>2</sup> GFA of ancillary retail, commercial and light industrial land uses
- Internal road network and hardstand across the site
- Ancillary supporting infrastructure within the site, including:
  - Stormwater, drainage and flooding infrastructure
  - Utilities relocation/installation
  - Fencing, signage, lighting, remediation and landscaping
- Moorebank Avenue upgrade including:
  - Raising by about two metres and some widening
  - Embankments and tie-ins to existing Moorebank Avenue road levels
  - Signalling and intersection works
- Intersection upgrades along Moorebank Avenue including:
  - Moorebank Avenue / MPE Stage 2 access
  - Moorebank Avenue / MPE Stage 1 northern access
  - Moorebank Avenue / MPE Stage 2 central access
  - MPW Southern Access / MPE Stage 2 southern emergency access

The location of the Project site is shown in Figure 1-1.



Construction Community Communication Strategy



Figure 1-1: Site Location



## 1.2 Development Consent

The MPE Stage 2 Project has been assessed by the Department of Planning and Environment (DP&E) under Part 4, Division 4.1 (now Division 4.7 as of 1 March 2018) of the Environmental Planning and Assessment Act 1979 (EP&A Act) as State Significant Development (SSD). The Planning Assessment Commission (PAC) granted consent for the MPE Stage 2 Project on 31 January 2018 and is subject to the Minister's CoCs (ref SSD 7628). The Project, including its potential impacts, consultation and proposed mitigation and management, is documented in the following suite of documents:

- State Significant Development (SSD) development consent (SSD 7628) approved 31 January 2018
- Moorebank Precinct East – Stage 2 – Environmental Impact Statement (Arcadis Australia Pacific Pty Limited, December 2016)
- Moorebank Precinct East – Stage 2 – Response to Submissions (Arcadis Australia Pacific Pty Limited, July 2017)
- *Environmental Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6229) granted on March 2014
- Consolidated assessment clarification responses issued on 10 November 2017.

## 1.3 Project Delivery Phases

The Project construction period is anticipated to be approximately 24 to 36 months, which will be generally divided into three works phases, as detailed in the following sections.

The terminology for the project phases or periods has been developed from the preparation of the EIS and RtS documentation in response to the language of the CoCs and the need to stage the delivery of the environmental management documentation required by the CoCs.

Current terminology, and the equivalent terminology from the CoC and RtS are included in Table 1.

Table 1 Project Delivery Phase Terminology

Project Delivery Phase	CoC A18 Phase Equivalent	MPE Stage 2 RtS Works Period Equivalent
Early Works	a) Early works b) Fill importation (to 60,000m <sup>3</sup> )	Works Period A: Pre-construction Works Period B: Site preparation
Construction Phase A	b) Fill importation c) Construction	Works Period B: Site preparation Works Period E: Bulk earthworks Works Period F: Construction and internal fit out of warehousing Works Period G: Miscellaneous construction works
Construction Phase B	b) Fill importation c) Construction	Works Period C: Construction of Moorebank Avenue Diversion Road Works Period D: Pavement and intersection works along Moorebank Avenue

### 1.3.1 Early Works

Early Works is generally defined in SSD Development Consent 7628 as being site preparatory works including utilities adjustments and relocations, clearing and stripping of topsoil (top 100mm of topsoil), heritage salvage and fill importation (including virgin excavated natural material [VENM] and excavated

natural material [ENM], up to 60,000 m<sup>3</sup>), establishment of site access, temporary fencing and compound establishment, asbestos and hazardous material removal.

Any of the activities defined in SSD Consent 7628 as 'Early Works' may be undertaken during the Early Works phase and will be undertaken in accordance with the Early Works Management Plan (EWEMP) and required sub-plans.

The EWEMP describes Early Works as including, but not limited to the following:

- Utilities works including potholing to confirm the location of existing services, disconnection of non-critical services (with retention in place), grout filling of disconnected draining lines, and adjustment and relocation where applicable
- Clearing of non-native vegetation, stripping of topsoil and stockpiling of topsoil on site for later re-use within site landscaping
- Stabilisation of areas where topsoil has been stripped with imported clean hard fill or by other methods determined by the Environmental Representative (ER) to have minimal environmental impact
- Establishment of an interim access road to existing warehousing in the north-east portion of the MPE Stage 2 site, utilising existing paved areas with minor pavement extensions as required
- Removal of asbestos from heating equipment and fire resistant building elements (e.g. fire doors) by a licenced asbestos removalist followed by clearance by a certified occupational hygienist
- Hazardous material cleaning and decontamination in Buildings 67, 69, 81 and 83
- Heritage salvage works in Buildings 37, 75 and 80 on the Project site to recover architectural elements for adaptive re-use
- Importation, stockpiling and placement of up to 60,000m<sup>3</sup> (not exceeding a total of 22,000m<sup>3</sup> of material per day) of imported clean general fill material by truck-and-dog and / or semi-trailer
- Establishment of a site access point at the existing MPE site northern access and construction of associated access road to provide for access and manoeuvrability of vehicles into and through the site in accordance with CoC B10
- Establishment of temporary site fencing, a site compound(s) and temporary car parking areas to support Early Works and construction of the Project in accordance with CoC B10, B11 and B12
- Other activities determined by the ER to have minimal environmental impact.

Upon the commencement of construction, the Project's Construction Environmental Manage Plan (CEMP) will supersede the EWEMP.

### 1.3.2 Construction Works Phase A (Excluding Moorebank Avenue Upgrade Works)

Construction Works Phase A will include bulk earthworks, drainage and utilities, construction and internal fit-out of warehousing and finishing works, in addition to all works described in Section 1.3.1 (Early Works). This phase excludes Moorebank Avenue works described in Section 1.3.3.

Construction Works Phase A includes, but is not limited to:

#### **Completion of Site Preparation Activities**

- Demolition of existing structures
- Clearing of remaining vegetation
- Adjusting the building formation of the site (to final operational levels) within which the Warehousing Compound will be located
- Establishment of the temporary batch plant and materials crushing plant

#### **Bulk Earthworks, Drainage and Utilities**

- Importation, stockpiling and placement of up to 600,000 m<sup>3</sup> (including the quantity imported during Early Works) of imported clean general fill (not exceeding a total of 22,000 m<sup>3</sup> of material per day) for bulk earthworks
- Installation of on-site detention (OSD) and drainage infrastructure within the Project site
- Construction of retaining walls

- Creation of internal road formation by general earthworks (by constructing fill embankments)
- Bulk earthworks and adjusting the building formation of the Project site to final level, including the terminal hardstand
- Utilities relocation and installation
- Establishment of hardstand areas.

#### **Construction and Internal Fit-out of Warehousing**

- Foundation and floor slab installation
- Erection of framework and structural walls
- Installation of roof
- Internal fit-out of warehouses (racking and associated services).

#### **Miscellaneous construction and finishing works**

- Pavement construction (internal transfer roads and perimeter road), including forming of new kerbs, gutters, medians (where required) and other structures
- Line marking, lighting and sign posting
- Installation of road furniture, including traffic signs and pavement markers
- Miscellaneous structural construction
- Finishing works, including landscaping and general site rehabilitation, where required
- Commissioning of the Project
- Decommissioning/demobilisation of the Project site, including removal of construction compound(s) and temporary construction environmental controls.

### **1.3.3 Construction Works Phase B (All Construction Activities)**

Construction Works Phase B will primarily include Moorebank Avenue upgrade works, in addition to all works described in Section 1.3.1 (Early Works) and Section 1.3.2 (Construction Works Phase A). Generally, the Moorebank Avenue upgrade works are described as construction of the Moorebank Avenue Diversion Road, bulk earthworks, drainage and utilities, and pavement works.

Construction Works Phase B includes, but is not limited to:

#### **Construction of the Moorebank Avenue Diversion Road**

- Stripping of topsoil within footprint of temporary diversion road
- Installation of temporary drainage
- Placement of fill and temporary road pavement (e.g. gravel)
- Construction of interface between temporary diversion road and existing Moorebank Avenue
- Installation of temporary road signage, street lighting and signalling
- Transfer of traffic onto temporary diversion road from Moorebank Avenue.

#### **Bulk Earthworks, Drainage and Utilities**

- Removal of existing pavement and stripping of topsoil within Moorebank Avenue
- Importation, stockpiling and placement of approximately 600,000m<sup>3</sup> (including the quantity imported during Early Works and Phase A) of imported clean general fill (not exceeding a total of 22,000 m<sup>3</sup> of material per day) for bulk earthworks
- Creation of a road formation by general earthworks (by constructing fill embankments)
- Utilities relocation and installation

#### **Pavement works along Moorebank Avenue**

- Placement of select layer of earthworks material on top of the road formation
- Placing and compacting the pavement (concrete, or concrete and asphalt) over the select layer (consisting of a sub-base and base) and potential sealing with bitumen
- Traffic switching from diversion road onto final, upgraded Moorebank Avenue

- Removal of construction traffic management and progressive opening of the internal road and warehouse access roads to traffic
- Removal of road surface, road signage, street lighting and signalling from temporary diversion road
- Commissioning of Moorebank Avenue.

## 1.4 Purpose and Application

This CCCS has been developed to address the Minister's CoC and Final Compilation of Mitigation Measures (FCMM) and aims to demonstrate how stakeholders will be managed during the Construction phase of the Project. This CCCS has been prepared to align with the SIMTA Community and Engagement Strategy (SIMTA CES) prepared for the Moorebank Precinct for both MPE and Moorebank Precinct West (MPW).

This strategy provides the methods to measure and reduce the impact to nearby sensitive receivers by the Construction Contractor during Construction, including all sub-contractor and consultant partners.

The CCCS will be implemented for the duration of MPE Stage 2 construction and will be superseded by an operational CCS which will be implemented during operation of the Project and for 24 months following the completion of operation.

## 1.5 Staged Submission of this Plan

Subject to the consent of the Secretary (CoC A14), the Project has elected to stage the submission of a number of strategies, plans and programs that are required by the CoCs based on the Delivery Works Phases identified in Table 2. For a detailed description of the relevant phase, refer to either the EWEMP or CEMP.

In accordance with CoC A15, Table 2 identifies the stage of the development to which this document applies, and the relationship between any future stage. The trigger for updating the document is also identified in Table 2. When a document is updated, the most recent version of the document will supersede the previous version(s). This CCCS will be implemented for the duration of Construction and will supersede the Early Works CCS which will be implemented for the duration of Early Works. An operational CCS will be implemented during operation of the Project and for 24 months following commencement of operation.

Table 2 Staged documentation and triggers to satisfy CoC A15

Delivery Works Phases	General description of works	Current document	Trigger to update document
<b>Early Works</b>			
Early Works	Utilities adjustments and relocations, clearing and stripping of topsoil, heritage salvage, fill importation, establishment of site access, temporary fencing and compound establishment, and other activities determined by the ER to have minimal environmental impact	<input type="checkbox"/> Document prepared to address Early Works only	Prior to the commencement of construction works (update to either Phase A-specific or Phase B document)
<b>Construction</b>			
Construction Phase A	Early Works activities, bulk earth works, drainage and utilities, construction and internal fit-out of warehousing and finishing works	<input type="checkbox"/> Document prepared to address Construction Works Phase A only (does not address Moorebank Avenue upgrade works)	Prior to the commencement of Moorebank Avenue upgrade works

Delivery Works Phases	General description of works	Current document	Trigger to update document
Construction Phase B	Construction Phase A activities, construction of the Moorebank Avenue Diversion Road, bulk earthworks, drainage and utilities and pavement works	<input checked="" type="checkbox"/> Document prepared to address all construction works (Phase A + Phase B)	

## 1.6 Objectives and Targets

The SIMTA CES provides a high level overarching framework for communication and engagement activities associated with the MPE and MPW precincts. The SIMTA contractors and their sub-contractors will communicate and engage with key stakeholders and the community.

The objectives and targets outlined in Table 3 directly support and underpin the objectives outlined in the SIMTA CES.

*Table 3 Objectives and Targets*

Objectives	Targets	Timeframe	Accountability
Minimise project related complaints through consultation and awareness	< 3 substantiated complaints per month	Throughout construction	Contractor's Project Manager (PM)
Provide accurate, timely and reliable information about Construction activities and impacts	100% of communiques are delivered within project timeframes specified in Section	Throughout construction	Contractor's PM
Under the guidance of the CEC, respond in a timely and professional manner to complaints raised by community stakeholders	100% of complaints to be responded to within agreed timeframes.	Throughout construction	SIMTA Community Engagement Consultant (CEC)



## 2 ENVIRONMENTAL MANAGEMENT

### 2.1 Legal and Other Obligations

Table 4 details the legislation, planning instruments and guidelines considered during development of this strategy.

Table 4 Legislation, Planning Instruments and Guidelines

Legislation	Description	Relevance to this CCCS
<i>Environmental Planning and Assessment Act 1979</i>	This Act establishes a system of environmental planning and assessment of development proposals for the State that provides for conditioning of consents under s89E.	The CoC are incorporated into this strategy.
ISO10002-2006 – Customer Satisfaction – Guidelines for Complaints Handling in Organisations	This international standard provides guidance on complaints handling for all commercial and non-commercial activities.	The CEC have developed the complaints management system in accordance with this standard.
International Association of Public Participation (IAPP) Core Values and Principals	This international member association provides values and principles that guide the practice of community engagement incorporating governments and individuals that impact the public interest.	The values and principles of the IAPP are incorporated into this strategy.

#### 2.1.1 Compliance Matrices

The Project is being delivered under Part 4, Division 4.1 (now Division 4.7 as of 1 March 2018) of the EP&A Act. The CoCs include requirements to be addressed in this plan and delivered during the Project. These requirements and how they are addressed along with division of responsibilities is provided within Table 5.

Table 5 Conditions of Consent (CoC)

CoC	Requirement	Plan Section	How/Where addressed
A1	In addition to meeting the specific performance measures and criteria established under this consent all reasonable measures must be implemented to prevent, and if prevention is not reasonable, minimise, any harm to the environment that may result from the construction and operation of the development, and any rehabilitation required under this consent	Section 3.2 Section 1.6	Section 3.2 of this CCCS identifies the management measures to be implemented to prevent and minimise environmental harm to the community. Section 4 sets out the processes for monitoring and reviewing the effectiveness of these management measures. Opportunities to further minimise environmental harm will be identified through the ongoing evaluation of environmental management performance and effectiveness of this plan.
B2 (g)	Prior to the commencement of Early Works and Construction, the Applicant must prepare a Construction Traffic and Access Management Plan (CTMP) to the satisfaction of the Secretary. The Plan must form part of the CEMP required by condition C1 and must:  (g) include details of the measures to be implemented to minimise traffic safety issues and disruption to local road users including	Section 3.3 Table 9 Table 12	Table 9 and Table 12 provide details on how the community will be notified about traffic impacts caused by construction of the Project.  Notification will be issued to the community 7 days prior to works that may cause traffic disruptions being undertaken.  Details of notifications regarding traffic impacts are also included in the

CoC	Requirement	Plan Section	How/Where addressed
	<p>pedestrians/cyclists during construction works including:</p> <p>(iv) notifying the local community about development-related traffic impacts;</p>		Construction Traffic and Access Management Plan (CTAMP) required under Condition C1.
B2 (j)	Detail procedures for notifying residents and the community (including local schools), of any potential disruptions to transport routes	<p>Section 3.3</p> <p>Table 12</p>	<p>Table 12 details the procedure for community notification regarding potential traffic disruptions.</p> <p>Notification will be issued to the local community 7 days prior to works that may disrupt potential transport routes being undertaken.</p> <p>Details of notifications regarding traffic impacts are also included in the CTAMP required under Condition C1.</p>
B77 (l)	<p>A Construction Noise and Vibration Management Plan (CNVMP) must be prepared for the development to the satisfaction of the Secretary. The plan must form part of the CEMP required by C1 and detail how construction noise and vibration impacts will be minimised and managed. The Plan must be consistent with the guidelines contained in the ICNG (DECC, 2009). The plan must be developed in consultation with the EPA and include:</p> <p>(l) a community consultation and complaints handling procedure</p>	Appendix B – Complaints Handling	<p>Appendix B provides a diagram of the complaints handling procedure for construction of the Project.</p> <p>Details of complaints handling regarding noise and vibration are also included in the CNVMP required under Condition C1.</p>
B154	<p>Before early works and fill importation a Community Consultative Committee (CCC) must be established for the Moorebank Intermodal Precinct (MPE and MPW) in accordance with the Department's Community Consultative Committee Guidelines: State Significant Projects (2016). The CCC must function for the duration of construction and for at least 5 years following the commencement of operation.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>The CCC is an advisory committee only</li> </ul> <p>In accordance with the guidelines, the Committee should comprise an independent chair and appropriate representation from the Applicant, Council and the local community</p>	Section 3.3.1	<p>The SIMTA Community Engagement Consultant (CEC) has established a CCC for the Moorebank Intermodal Precinct.</p> <p>Section 3.3.1 of this plan discusses the role of the CCC for the Project.</p>
B155	No later than one month before early works and fill importation, a Community Communication Strategy must be prepared and submitted to the Secretary for approval. The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, the Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and	This plan	The EWCCS and the CCCS (this plan) have been prepared to address the requirements of this condition.

CoC	Requirement	Plan Section	How/Where addressed
	construction of the development. The Community Communication Strategy must:		
B155 a	Assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the development	Section 2.5	<p>The SIMTA CEC will be the central contact for all community enquiries and will develop content to be distributed to the community.</p> <p>The Contractor's Community Liaison Manager will be responsible for timely provision of information to the SIMTA CEC to enable the community to be kept up to date and informed.</p>
B155 a	Detail the mechanisms for regularly consulting with the local community throughout the development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results	Section 2.5 Table 9	Table 9 indicates that community information and feedback sessions will be scheduled as required to update the community on the progress of construction works and to seek feedback.
B155 b	detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works or manage traffic disruptions;	Section 3.3.5	Section 3.3.5 provides the procedure for consulting with nearby sensitive receivers to schedule high noise generating activities and to manage traffic disruptions.
B155 c	include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties (RAP) and other interested stakeholders; and	Section 3.1 Table 10	Table 10 provides the contact details of key community groups, relevant regulatory authorities, RAP and other interested stakeholders
B155 d	include a complaints procedure for recording, responding to and managing complaints, including:	Section 3.3.6	The procedure for recording, responding and managing complaints is explained in Section 3.3.6
	(i) email, toll-free telephone number and postal address for receiving complaints;	Section 2.5 Table 9	Table 9 in Section 2.5 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints.
	(ii) advertising the contact details for complaints prior to and during operation, via the local newspaper and through on-site signage;	Section 2.5 Table 9	Table 9 indicates that Project contact details will be published in local newspapers and through on-site signage during construction.
	(iii) a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and	Section 3.3.6.2	Section 3.3.6.2 describes the information that will be recorded in the complaints register. The information that will be recorded include: the name, address, form, time, date, nature of the complaint and actions taken to address the complaint/
	(iv) procedures for the resolution of any disputes that may arise during the course of the development.	Section 3.3.6.3 Table 8	<p>The ER will act as a mediator to resolve disputes that are unable to be resolved by the Project team.</p> <p>Section 3.3.6.3 further describes the procedure.</p>

CoC	Requirement	Plan Section	How/Where addressed
B156	The Applicant must:		
B156 a	not commence construction until the Community Communication Strategy is approved by the Secretary;	This plan	Upon approval of this plan. The plan will address the requirement of this condition
B156 b	implement the approved Community Communication Strategy for the duration of the development and for 24 months following the completion of operation.	This plan	Section 1.4 of this plan addresses the requirement of this condition.
B157	The Complaints Register must be provided to the Secretary within 7 days upon request, for the period detailed within the request	Section 3.3.6.2	Section 3.3.6.2 addresses the requirement of this condition
C20(a)	<p>At least 48 hours before the commencement of construction until the completion of all works under this consent, including demolition and remediation, the Applicant must:</p> <p>(a) make copies of the following publicly available on its website:</p> <p>(i) the documents referred to in condition A2 of this consent;</p> <p>(ii) all current statutory approvals for the development;</p> <p>(iii) all approved strategies, plans and programs required under the conditions of this consent;</p> <p>(iv) regular reporting on the environmental performance of the development in accordance with the reporting arrangements in any plans or programs approved under the conditions of this consent;</p> <p>(v) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs;</p> <p>(vi) a summary of the current stage and progress of the development;</p> <p>(vii) contact details to enquire about the development or make a complaint;</p> <p>(viii) a complaints register updated on a monthly basis;</p> <p>(ix) the Annual Reviews of the development;</p> <p>(x) audit reports prepared as part of any independent environmental audit of the development and the Applicant's response to the recommendations in any audit report;</p> <p>(xi) any other matter required by the Secretary; and</p>	Table 9	Table 9 indicates that the Project website will make the documents listed in this condition publicly available.
C20(b)	(b) keep such information up to date, to the satisfaction of the Secretary.	Table 9	Table 9 indicates that as strategies, plans, reports and programs are

CoC	Requirement	Plan Section	How/Where addressed
			updated, they will be made available on the Project website.

The Final Compilation of Mitigation Measures (FCMMs) were prepared as part of the MPE Stage 2 Response to Submissions Report (Arcadis 2017). A list of the FCMMs as relevant to the Project and how they have been compiled in this plan are provided in Table 6.

Table 6 Final Compilation of Mitigation Measures (FCMMs)

FCMM	Requirement	Document Reference
15A	<p>A community information awareness strategy would be included in the CEMP and would outline measures to maintain communication with the community and all relevant stakeholders throughout the construction process of the Amended Proposal.</p> <p>Additionally, written notification would be provided to potentially affected and adjoining land owners prior to commencement of site operations</p>	This plan

The EPBC Act approval for the MPE Concept was granted by the Commonwealth Department of the Environment and Energy (DoTEE) in March 2014 (No. 2011/6229). This approval was provided for the impact of the MPE Project on listed threatened species and communities (Sections 18 and 18A of the EPBC Act) and Commonwealth land (Sections 26 and 27A of the EPBC Act).

The construction and operation of the Project has been designed to be consistent with the EPBC Act Approval conditions, where relevant. Commonwealth Concept Approval conditions for the Project include specific conditions and commitments that are required to be addressed in the CEMP and the CCCS. These conditions are identified within Table 7, along with where they have been addressed in this plan.

Table 7 Commonwealth Concept Approval Conditions

CCoA	Requirement	Document Reference
7(j)	<p>For the better protection of Commonwealth land, the person taking the action must engage a <b>suitably qualified expert(s)</b> to prepare a Construction Environment Management Plan (CEMP), for the approval of <b>the Minister</b>. The CEMP must include in relation to construction of the proposed facility:</p> <p>(j) details of a complaints handling procedure</p>	Appendix B – Complaints Handling Procedure

There are no specific Concept Plan Conditions of Approval (MP10\_0193) and Revised Statement of Commitments related to the Construction Community Communication Strategy.

## 2.2 Roles and Responsibilities

Table 8 outlines the key responsibilities associated with this CCCS.

Table 8 Roles and Responsibilities

Roles	Responsibilities
<b>Community Engagement Consultant (CEC) (Elton Consulting)</b>	Elton Consulting is the CEC for SIMTA and will act as the 'control tower' for all public communications; they will be the central contact to keep nearby residential receivers informed of the progress of the development. Their responsibilities are as follows:



Roles	Responsibilities
	<ul style="list-style-type: none"> <li>Preparing and coordinating content for the Project website, newsletters, factsheets etc.</li> <li>Working with subcontractors in the organisation and delivery of community information sessions</li> <li>Reviewing subcontractor community relations materials, including notifications, letters, advertising, signs and factsheets</li> <li>Respond to community and stakeholder project calls and emails in compliance with Project Complaints Handling and Enquiry Handling Processes as outlined in Appendices B and C</li> <li>Preparing overarching project key messages</li> <li>Managing the calendar of all project communication and engagements activities</li> <li>Coordinating regular subcontractor communications meetings, to be held initially on a weekly basis Liaising with SIMTA on all of the above.</li> </ul>
<b>SIMTA Precinct Developer (PD)</b>	Responsible for management of all media enquires
<b>Contractor's Community Liaison Manager (Contractor's CLM)</b>	<p>The Contractor's CLM will liaise with the CEC, Project Manager, Construction Manager, Site Supervisors, Environmental Manager and other relevant project staff as required to ensure the following Project-specific community stakeholder management and engagement responsibilities are delivered in a professional and timely manner. The Community Liaison Manager will:</p> <ul style="list-style-type: none"> <li>Ensure a coordinated approach with the Principal's Representative and SIMTA CEC and inform the Principal's Representative of all material issues raised by stakeholders and the community</li> <li>Develop strategies, policies, principles and standards for stakeholder consultation and community engagement and act in accordance with them</li> <li>Ensure that relevant stakeholders (including the Principal) and the community are provided with adequate notification of the Works and milestones that may impact them through the timely provision of project information to SIMTA CEC for the Project website, newsletters, factsheets etc. following the General Content Approval Process (Appendix D)</li> <li>Work with SIMTA CEC in the organisation and delivery of community information sessions</li> <li>Contribute to SIMTA CEC's preparation of the overarching project key messages</li> <li>Collaborate with SIMTA CEC for the management of all project communication and engagements activities</li> <li>Participate in Project communication meetings, to be held initially on a weekly basis, and providing: <ul style="list-style-type: none"> <li>a summary of the current and upcoming delivery activities for the Works;</li> <li>an update on any current and emerging issues in relation to stakeholder and community liaison; and</li> <li>a register of any complaints received directly, including any updates and actions taken to resolve them</li> </ul> </li> <li>Designing and delivering Community Awareness Training for our project team and all subcontractors.</li> <li>Contact the Principal immediately in relation to planned or unplanned community protests that may arise during the performance of the Works</li> <li>Be the central contact person to keep nearby sensitive receivers regularly informed about the development of the Project</li> </ul>

Roles	Responsibilities
	Liaising with SIMTA CEC on all of the above.
<b>Contractor's Environmental Manager (Contractor's EM)</b>	Address CoC and other project requirements and attend stakeholder meetings as required
<b>Contractor's Construction Manager (Contractor's CM)</b>	<ul style="list-style-type: none"> <li>• Ensure effective and efficient lines of communication are established and maintained between the wider Project team and the Communication Manager</li> <li>• Provide updates and information to ensure notifications and other requirements are met</li> <li>• Support in the response to complaints and enquires and ensure actions/resolutions are implemented</li> <li>• Provide information for reporting as required</li> <li>• Attend stakeholder meetings as required</li> </ul>
<b>All Personnel</b>	<ul style="list-style-type: none"> <li>• Report any community interaction to the Community Liaison Manager</li> <li>• Ensure they and staff reporting to them are familiar with the requirements of this Strategy and receive appropriate induction</li> <li>• Ensure that consultants and sub-contractors have been inducted and comply with this Strategy</li> <li>• Identify potential impacts from early works on the community</li> <li>• Ensure relevant impact mitigation, consultation, complaint and communication requirements of the plans they manage are satisfied</li> <li>• Respond to community feedback and take action to quickly resolve complaints</li> </ul>
<b>Site Supervisors</b>	<ul style="list-style-type: none"> <li>• Support in the response to complaints and enquires where required</li> <li>• Interact with members of public in a positive and respectful manner</li> <li>• Consider impacts on stakeholders and the community during planning and implementation of work</li> <li>• Report any community interaction to the Community Liaison Manager</li> </ul>
<b>Principals Representative</b>	<ul style="list-style-type: none"> <li>• Review the CCCS to ensure that it meets all relevant regulatory and Project requirements</li> <li>• Issue a stop work direction immediately where an unacceptable environmental or community impact may occur</li> <li>• Liaise with relevant regulators if an incident occurs</li> <li>• Review regional environmental performance through the monthly reporting cycle</li> <li>• To manage all aspects of the contract between SIMTA and the construction contractor</li> <li>• Stop works if required.</li> </ul>

## 2.3 Training

All personnel working on the Project shall undergo general environmental awareness training and training about their responsibilities under the CEMP and sub-plans, including CCCS in accordance with Section 2.7 of the CEMP. Records of Project environmental induction and other environmental training will be maintained in the Construction Contractor's site office.

The environmental induction will include the following stakeholder management requirements:

- Procedure for reporting of complaints and enquiries

- Adequate behaviour when interacting with stakeholders including the local community
- Management of media enquiries.

Toolbox meetings will also be undertaken, as and when required reiterating stakeholder management requirements.

## 2.4 Incident Management

Incidents will be managed in accordance with Section 2.8 of the CEMP. The Construction Contractor will notify the Principals Representative of any incident which can reasonably be expected to attract the attention of the media, the Minister for Finance, Minister for Infrastructure and Regional Development, a local Member of Parliament, local council or the broader community immediately after the incident is made safe or is contained.

In the event of an incident, no information will be provided to any person, other than that which is required to directly manage the incident or to comply with law, without the approval of the Principal's Representative.

Senior and experienced personnel will be made available to support SIMTA in responding to stakeholders, the media or the public as required and assist in the development of communications materials that may need to be disseminated as a result of an incident.

## 2.5 Communication Tools

Section 2.8 of the SIMTA CES outlines the overarching project engagement tools, purpose and responsibility.

Where relevant all communication tools will reference access to the information via a community language Information Line in the five most commonly spoken languages in the Liverpool region – Fijian, Arabic, Vietnamese, Hindi and Filipino.

Table 9 summarises the interaction between the Construction Contractor and SIMTA to contribute to and/or develop the communication tools for the Project.

Table 9 Communication Tools

Tool	Purpose	Responsibility
<b>Project Contacts</b>		
Project Email	<a href="mailto:simta@elton.com.au">simta@elton.com.au</a> This email is the primary contact point for use on the project and managed by the CEC. Incoming emails relating to the Project will be redirected to the Contractor's CLM for actioning, as necessary.	CEC
24 Hour Project information line	<a href="tel:1800986465">1800 986 465</a> The CEC will be responsible for managing the information line. All calls coming through to the line will be triaged to the appropriate package of work.	CEC to direct calls to Contractor's CLM or Contractor's Environmental Manager who will manage these appropriately
Postal address	<a href="mailto:PO Box 1488 Bondi Junction NSW 2022">PO Box 1488 Bondi Junction NSW 2022</a> The CEC will be responsible for managing incoming letters. Where required, letters will be triaged to the appropriate package of work.	CEC
<b>Community Information</b>		
Project Website	<a href="http://www.simta.com.au">www.simta.com.au</a> The Project website will be managed by the CEC and relevant content provided by the Construction	Contractor's CLM to provide information to CEC

Tool	Purpose	Responsibility
	<p>Contractor would be made available. This content would include:</p> <ul style="list-style-type: none"> <li>• MPE Stage 2 EIS and RtS</li> <li>• Development Layout Plans, design plans and amended water-sensitive urban design (WSUD) and architectural design plans</li> <li>• All approved strategies, plans and programs required under the MPE Stage 2 development consent</li> <li>• Comprehensive summary of monitoring results</li> <li>• Complaints register</li> <li>• Annual reviews of the development</li> <li>• Independent environmental audit reports</li> <li>• MPE Stage 2 Conditions of Consent</li> <li>• Updated Biodiversity Assessment Report</li> <li>• MPE Stage 2 Final Compilation of Mitigation Measures</li> <li>• All statutory approvals for the Moorebank development</li> <li>• Summary of the current stage and progress of the development</li> <li>• Contact details to enquire about the development or make a complaint</li> <li>• Regular reporting on the environmental performance of the Moorebank development.</li> </ul> <p>As reports, plans, programs and strategies are updated, they would be made available on the project website.</p>	
Community update	Project updates will be posted on the website and newsletters will be distributed as required.	Contractor's CLM to provide detail to CEC
Community Notification	<p>Specific notifications regarding works being undertaken for potentially affected neighbouring property owners and businesses before undertaking major activity or milestones. These may include:</p> <ul style="list-style-type: none"> <li>• Commencement and completion of works</li> <li>• Noisy works</li> <li>• Out of Hours</li> <li>• Changes to traffic, parking or access</li> </ul> <p>Community notifications include all Community Updates, Out-of-Hours notices, project information flyers and other communications material. The notifications will proactively notify the community and key stakeholders of current and forthcoming activities including those that have the potential to impact on the community. All notifications will include the project contact numbers, details of the Project website and an email address to refer any enquiries.</p>	Contractor's CLM to provide detail to CEC, CEC to approve and distribute
Advertisements	<p>Used to inform the wider community about early works and upcoming engagement opportunities. In particular, advertisements may be used to inform the community about changes to traffic conditions.</p> <p>The project contact details will be published in the newspaper(s) circulating in the local area prior to</p>	Contractor's CLM to provide detail to CEC, CEC to approve and distribute

Tool	Purpose	Responsibility
	the commencement of early works and prior to the commencement of operation.	
Face to face, phone calls, letters	<p>This may include door knocking, face to face contact or phone calls with affected residents or businesses. Particularly if works impacts on individuals.</p> <p>A record of conversation will be logged on Consultation Manager.</p>	Contractor's CLM with CEC in attendance
Signage	<p>Signage will be placed a minimum of seven days prior to changes which may impact on pedestrian routes, cycle ways, traffic conditions and access to public transport.</p> <p>Project contact details will be included in on-site signage</p>	Contractor's CLM with CEC liaison
Community Information and Feedback Sessions	Drop-in sessions will be used to update the community on construction works and to seek feedback. The sessions will be scheduled as required with a minimum of two held per year. The sessions will be held in locations accessible to the local community.	Organised by CEC and attended by relevant Construction Contractor personnel
<b>Meetings</b>		
Stakeholder meetings	<p>Where required, key stakeholders will be invited to meetings to resolve issues or be provided with additional information etc. as required. These meetings will be attended by the Contractor's CLM and Construction Manager (or delegate). CEC will be notified and attend if required.</p> <p>Details of the meeting will be recorded in Consultation Manager.</p>	Contractor's CLM and CEC to organise meetings
Community Consultative Committee meetings	The CCC will determine the frequency of these meetings. Meetings will be attended by the independent chairperson, applicant, Council, members of the local community and stakeholder groups. Meetings discuss the progress of the Project consider community issues and concerns, review environmental impacts of the Project and provide information on the progress of the Project	CEC to attend.
Communication coordination meetings	Fortnightly meetings between the Construction Contractor and SIMTA will be undertaken. This may include subcontractors as required.	Contractor's CLM to attend
<b>Reporting</b>		
Monthly	A monthly report summarising key stakeholder engagement activities will be provided to SIMTA.	Contractor's CLM
Compliance	Details of stakeholder engagement will be provided to SIMTA in order to undertake compliance reporting in accordance with the Project Conditions of Consent.	Contractor's CLM



Tool	Purpose	Responsibility
Consultation Manager	Consultation Manager is a database which will be used by CEC to record any stakeholder engagement.	CEC. Contractor's CLM to provide information to CEC
Calendar of Works	A calendar of communication and stakeholder engagement work will be developed and will contain items that are perceived to potentially attract a high level of interest. The calendar will be presented for discussion at regular project communication and engagement meetings.	Contractor's CLM to provide timely information to the CEC
<b>Training</b>		
Site induction, pre-start meetings and toolbox talks	<p>All site staff will attend the site induction which will outline the project community requirements.</p> <p>Pre-start meetings and toolbox talks will be used to reiterate this message and detail specific concerns as required.</p>	Contractor's CLM and Contractor's Environment Manager

## 3 IMPLEMENTATION

### 3.1 Stakeholder Identification

Various stakeholder groups will be consulted with at different times throughout Construction. Table 10 outlines the stakeholders to be proactively communicated with.

Table 10 Stakeholder identification

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
Client Delivery Team	Qube/ SIMTA	1800 986 465 <a href="mailto:simta@elton.com.au">simta@elton.com.au</a>	Collaborate
	Arcadis	(02) 8907 9000	
	Tactical Group	(02) 8907 0700	
	Contractors	TBC upon contract award	
Government Agencies	Department of Planning and Environment	1300 305 695	Consult/ Involve
	Department of Environment and Energy	1800 803 772	
	Liverpool City Council	1300 362 170	
	Infrastructure NSW	(02) 8016 0100	
	Office of Environment and Heritage	(02) 9995 5000	
	Environment Protection Authority	131 555	
	Department of Primary Industries – Fisheries	1300 550 474	
	Department of Primary Industries -Water	1300 662 077	
	State Emergency Services	Ambulance NSW (02) 9320 7777	
		Police NSW 131 444	
		NSW RFS (02) 8741 5555	
		NSW Fire and Rescue Service (02) 9265 2999	
		Heritage Council of NSW (02) 9873 8500	
	Department of Defence	1800 333 362	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
		<a href="mailto:Yourcustomer.service@defence.gov.au">Yourcustomer.service@defence.gov.au</a>	
	Roads and Maritime Services	13 22 13	
	Transport for NSW	(02) 8202 2200	
	Transport Management Centre	(02) 8396 1400	
	Utilities companies	Sydney Water 13 20 92	
		Endeavour Energy (02) 9853 6666 <a href="mailto:gipa@endavourenergy.com.au">gipa@endavourenergy.com.au</a>	
		Jemena 1300 536 362	
		Telstra 1300 368 387	
		AGL Upstream Investments 131 245	
Federal Government Ministers	Minister for Infrastructure and Regional Development	<b>Minister for Infrastructure and Transport</b> 6277 7520 <b>Minister for Infrastructure and Urban Cities</b> 6277 7790	Inform
	Minister for Finance	6277 7400	
Federal Members	Federal Member for Hughes	6277 4366	Inform
	Federal Member for Werriwa	6277 2103	
State Government Ministers	NSW Minister for Transport and Infrastructure	8574 5807	Inform
	NSW Minister for Roads, Maritime and Freight	8574 7300	
State Members	State Member for Holsworthy	9825 3653 <a href="mailto:holsworthy@parliament.nsw.gov.au">holsworthy@parliament.nsw.gov.au</a>	Inform
	State Member for Liverpool	9602 0040 <a href="mailto:liverpool@parliament.nsw.gov.au">liverpool@parliament.nsw.gov.au</a>	
Interested Parties	Registered Aboriginal Parties:	<b>Tharawal Local Aboriginal Land Council (LALC)</b> (02) 4681 0059	Consult / Involve

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	– Tharawal Local Aboriginal Land Council	<a href="mailto:informationofficer@tharawal.com.au">informationofficer@tharawal.com.au</a> <b>Cubbitch Barta Native Title Claimants Aboriginal Corporation</b>	
	– Cubbitch Barta Native Title Claimants Aboriginal Corporation	(02) 4684 1129 <b>Darug Tribal Aboriginal Corporation</b>	
	– Darug Tribal Aboriginal Corporation	(02) 9622 4081 <a href="mailto:Darug_tribal@live.com.au">Darug_tribal@live.com.au</a>	
	– Darug Aboriginal Cultural Heritage Assessments	<b>Darug Aboriginal Cultural Heritage Assessments</b>	
	– Tocomwall Darug Land Observations	(02) 9410 3665 <b>Darug Land Observations</b>	
	– Darug Custodian Aboriginal Corporation	<a href="mailto:daruglandobservations@gmail.com">daruglandobservations@gmail.com</a> <b>Tocomwall Land Observations</b>	
	– Darug Aboriginal Landcare Inc	(02) 9542 7714 <b>Darug Custodian Aboriginal Corporation</b>	
		(02) 4577 5181 <b>Darug Aboriginal Landcare Inc</b>	
		(02) 8814 9547	
	Moorebank Heritage Group	<a href="mailto:info@moorebankheritage.org.au">info@moorebankheritage.org.au</a>	
Impacted Community and Business	Pedestrian and bicycle user groups	<a href="mailto:bm.x.info@cycling.org.au">bm.x.info@cycling.org.au</a>	Inform
	East Liverpool Progress Association	<a href="mailto:Elpa2008@gmail.com">Elpa2008@gmail.com</a>	
	Residents Against Intermodal Development	<a href="mailto:info@raidmoorebank.org">info@raidmoorebank.org</a>	
	No Intermodal Committee	Not publicly available	
	Travelling public	Community notice in newspapers	
	Residents of Casula; Wattle Grove, Moorebank, Glenfield	Letterbox drop	
	All Saints College	9821 1822 <a href="mailto:info@allsaintscasula.catholic.edu.au">info@allsaintscasula.catholic.edu.au</a>	
	Casula Powerhouse	9824 1121 <a href="mailto:reception@casulapowerhouse.com">reception@casulapowerhouse.com</a>	
	Glenfield Farm	131 555 <a href="mailto:info@environment.nsw.gov.au">info@environment.nsw.gov.au</a>	
	Neighbouring businesses	ABB (02) 9821 0111	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	Glenfield Waste Facility	9601 8766 <a href="http://www.glenfieldrecycling.com/contact/">http://www.glenfieldrecycling.com/contact/</a>	
	Liverpool Chamber of Commerce	9600 5200 <a href="mailto:info@liverpoolchamber.org.au">info@liverpoolchamber.org.au</a>	
	Users of Leacocks Trail/Weaving Garden Path	Community notice in newspapers	
Other	Local and national media such as the Liverpool Leader, Liverpool Champion	Liverpool Leader 8778 2833 <a href="mailto:editor@liverpoolleader.com.au">editor@liverpoolleader.com.au</a> Liverpool Champion 9794 6082 <a href="mailto:ihorner@fairfaxmedia.com.au">ihorner@fairfaxmedia.com.au</a>	Inform

### 3.2 Aspects and Impacts

Table 11 outlines the potential impacts to stakeholders from Construction activities and provides a list of mitigation measures that will be implemented to address these impacts.

Table 11 Potential impacts to stakeholders

Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
Noise and vibration	Noise due to operation of machinery and equipment impacting residents, businesses and visitors to community venues Complaints from nearby residents and businesses Negative media Reputational damage	Abatement measures such as acoustic hoarding Implementation of mitigation measures as outlined in the CEMP Training of site staff in mitigation measures through toolbox talks and pre-start meetings Noise monitoring Community notifications as appropriate
Human health	Contaminated materials such as asbestos in buildings	Asbestos and dust monitoring will be undertaken in accordance with the Construction Air Quality Management Plan (CAQMP) and the Contamination Management Plan (CMP) Implementation of Contractor Health and Safety Management Plan to ensure the safety of all staff and visitors and members of public in the vicinity of the Project Training of staff through site induction, toolbox talks and pre-start meetings Community notifications as appropriate
Traffic	Heavy vehicles and oversized deliveries causing delays/ access impacts to local businesses, residents and community venues Noise associated with increased traffic	Site induction to ensure understanding of access routes and contractor parking areas on site Truck access parameters as per the Construction Traffic Access and Management Plan and monitoring by the Site Supervisors



Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
	Increased traffic on local roads and the associated safety risks Queuing of delivery trucks Trucks using non-approved haul routes Damage to roads	Variable message signage (VMS) on Moorebank Avenue advising motorists of construction traffic access routes during peak times of construction traffic Community notifications as appropriate
Air Quality	Reduction in air quality and increase in dust Complaints from nearby residents and businesses Negative media Reputational damage	Implementation of mitigation measures as outlined in the CAQMP Air quality monitoring as outlined in the CAQMP
Visual and Social Amenity	Community concern regarding visual impacts during works Risk of impacts to Georges River through inadequate erosion and sediment control Changes in visual amenity to the local area Impact on potential indigenous or other heritage site	Delivery of the Project strictly in accordance with the Principal's Requirements and Conditions of Consent and tightly aligned to all approved Project Plans and strategies Community notifications as appropriate

### 3.3 Community Communication Process

#### 3.3.1 Community Consultative Committee

The SIMTA CEC are in the process of establishing a Community Consultative Committee (CCC), where stakeholder nominations closed on 9 April 2018. The independent chair is currently collating the nominations to send to DPE to select the successful members.

The CCC acts as an advisory committee and comprises the Applicant, Council, members of the local community, stakeholder groups and an independent chairperson. Meetings will discuss the progress of the Project, consider community issues and concerns, review environmental impacts of the Project and provide information on the progress of the Project. The CCC will operate for the duration of construction and at least 5 years following the commencement of operation. The committee will determine the frequency of meetings taking into consideration the stage of the Project, level of public interest and sensitivity of the site and surrounding area. The frequency of meetings may vary as the project progresses through its different stages of construction and into operation of the Project.

#### 3.3.2 Notification Timeframes

The SIMTA CES outlines the communication and engagement timeframes to be adhered to by the Contractor. These are reiterated in Table 12 below.

Table 12 Engagement Timeframes

Communication	Timing
Complaints	<ul style="list-style-type: none"> <li>Acknowledge complainant within 4 hours (where contact details are provided), even when an answer has not yet been found</li> <li>Provide a written and/or verbal response to complainant within 24 hours</li> <li>Record the complaint received in the database within 48 hours</li> </ul>

Communication	Timing
	<ul style="list-style-type: none"> <li>Forward information on any complaints received and details of any actions undertaken or proposed or investigations occurring, to SIMTA in writing within one business day</li> </ul>
Enquiries	<ul style="list-style-type: none"> <li>Acknowledge the enquirer within 8 hours (where contact details provided), even when an answer has not yet been found</li> <li>Provide a verbal response (where an immediate response cannot be given) within 24 hours from the time of the enquiry being received unless the enquirer agrees otherwise</li> <li>Provide a written response to letters and emails within 48 hours</li> <li>Record all enquiries received in the database within 48 hours</li> <li>Report monthly on any enquiries received and responses given.</li> </ul>
Community Notification	<p>Community notifications are required in the following circumstances where works may impact on the community:</p> <ul style="list-style-type: none"> <li>Night works</li> <li>Changes to traffic conditions</li> <li>Modifications to pedestrian routes, cycleways and bus stops</li> <li>Out of hours works</li> <li>Extended hours of work</li> <li>High noise activities</li> <li>Disruption to residential or business access, and</li> <li>Changing or disruption of utility services</li> </ul> <p>Notifications will be issued across the agreed distribution area at least 7 days prior to works which may have an impact on the community or stakeholders. Notifications must be approved by SIMTA CEC.</p> <p>The Contractor must provide written notification to relevant utility service authorities and the Principal at least 7 days before commencing any utility service works.</p> <p>High noise activities may include jack hammering, vibratory rolling, cutting of pavement, steel of concrete works that may generate noise with impulsive, intermittent, tonal or low frequency characteristics.</p>
Project Signage	<p>Installed at least 7 days before any changes that impact on pedestrian routes, cycle ways, traffic conditions or access to public transport.</p>

### 3.3.3 Approvals Process

The contractor must provide a minimum of 15 business days' notice to SIMTA prior to the commencement of any activity where a community notification is required. The following information must be provided:

- Works to be undertaken
- Location of work
- Hours of work
- Duration of activity
- Likely impacts (including noise, vibration, traffic, access and dust).

All mass-public communication materials will be submitted to SIMTA for review and approval at least five business days before it is planned to be released. This includes newsletters, website updates, community notifications, letters, advertisements, signs and proactive project emails. A minimum of 20 business days' notice will be provided (to SIMTA) of significant development milestones to enable the Principal to develop its media response.

Draft materials will be reviewed and approved by the CEC before being submitted to SIMTA Precinct Developer for final approval. It is expected SIMTA will provide approval to non-urgent material within two business days. No materials will be released until it has been approved.

For urgent communications where it is not feasible to submit the material for approval five business days in advance, written advice will be provided to SIMTA explaining why the approval needs to be expedited and the requested deadline for approval. This situation would apply in the case of emergency works.

Any out of hours works or extended hours' work must be undertaken in line with the Construction Noise and Vibration Management Plan (CNVMP) Out of Hours Work Protocol and Extended Hours Works Plan.

### 3.3.4 Extended Hours Works Plan and Out of Hours Work Protocol

An Out of Hours Work Protocol will be prepared for any construction works undertaken outside the hours specified in CoC B65 and circumstances specified in CoC B67. If construction works are required to be undertaken outside of hours specified in CoC B65 and circumstances specified in CoC B67, notification to sensitive receivers will be undertaken in line with measures outlined in Table 12.

An Extended Hours Work Plan will be prepared for any construction works that are required to be undertaken during the Extended Hours Works Periods identified in CoC B69. If construction works are required to be undertaken during Extended Hours Works Periods, notification will be undertaken in line with measures outlined in Table 12.

### 3.3.5 High-Noise Activities and Traffic Disruptions

Traffic disruptions and high noise activities are likely to occur during Construction. The following procedure will be followed to inform nearby residential receivers of traffic disruptions and high noise activities:

1. Contractor's CM to identify types and durations of works which may generate high-impact noise or disrupt traffic flows during works scheduling and notify Contractor's CLM prior to quarterly Community Consultative Committee Meetings
2. Works scheduling to be discussed at CCC meetings, with members given the opportunity to raise concerns around timing of works, for example due to school holidays or local events etc.
3. Contractor's CM to review schedule and amend where possible and provide Contractor's CLM details or works being undertaken
4. Contractor's CLM to develop content to be included within community notification and submit content to SIMTA CEC a minimum of 14 days prior to works commencing for review and approval
5. SIMTA CEC to review and approve notification, and distribute to the impacted nearby sensitive receivers a minimum of 7 days prior to the works commencing. SIMTA CEC will also update the Project website with the relevant information. Appendix A identifies sensitive receivers that would be notified prior to the commencement of works that would cause traffic disruptions.

The notification will also be included on the Project website.

### 3.3.6 Complaints and Enquiries

Complaints and enquiries may be received directly from stakeholders to members of the Project team, or indirectly via the 24-Hour Project information line, email address or postal address. The procedure for recording, responding to, and managing complaints is included within Appendix B.

#### 3.3.6.1 24-hour contact

The CEC will be the first responder to all calls on the 24-hour Project Information Line and will respond directly to all calls relating to the overarching project.

The contractor will nominate two 24-hour contacts such as the Contractor's CLM and Construction Manager who are available to answer and respond to calls relating to the Project.

Community members are also able to use the project email address for project questions, and access the project website for additional project information.

#### 3.3.6.2 Complaints register

All complaints and enquiries will be logged in the Consultation Manager Database by the CEC. The following information will be recorded in the complaints register:

- Name of enquirer/complainant

- Address of enquirer/complainant
- Form of enquiry/complainant
- Time and date of enquiry and/or complaint
- Nature of enquiry/complaint
- Allocation of enquiry to relevant Contractor
- Details of the investigation into the complaint
- Response provided to address the complaint
- Confirmation of response with SIMTA CEC
- Verification of the closeout of the complaint
- Any follow up with the complainant.

Upon request from the Secretary, the CEC will provide the complaints register to the Secretary within 7 days of request.

### 3.3.6.3 Dispute resolution

Should a complaint not be able to be resolved between the complainant and the Project team including SIMTA, a third party independent mediator may be used to help resolve the dispute.

Generally, this mediator will be the Environmental Representative (ER) as they are independent of the design and construction personnel, and have been approved by the Secretary.

In accordance with CoC C24(g), the ER will *“if conflict arises between the Applicant and the community in relation to the environmental performance of the development, attempt to resolve the conflict, and if it cannot be resolved, notify the Secretary”*.

In all cases of conflict, except for environmental performance, an independent third party mediator (which is not the ER) will be used.

## 3.3.7 Media and Government Resolutions

The SIMTA Precinct Developer (PD) is responsible for managing all media inquiries. All Project personnel will be informed of the media obligations through the Project induction which will include the following detail:

- The Contractor's CLM to be advised immediately of any media inquiries, who will then advise SIMTA as soon as possible, and within 2 hours of any media approach
- All personnel will be required to issue the Project Information number if approached by anyone, including media
- Media will not be permitted to visit the Project without the written approval of the SIMTA PD.

Direct requests from the media to any personnel for information about the Project will be referred directly to the SIMTA PD and the CEC.

## 4 MONITORING AND REVIEW

### 4.1 Monitoring

Monitoring under this strategy will be undertaken by the Contractor's Environment Manager during weekly inspections of Construction activities to monitor compliance with the requirements of the CoC and this strategy. To minimise impact on the community and to rectify any issues to avoid potential complaints, weekly inspections will focus on the following key construction issues:

- Noise and vibration
- Traffic management
- Air quality.

An Environmental Inspection Checklist will be used to maintain compliance and effectiveness of controls. Items that require action will be documented during environmental inspection and notified to the site supervisor. The site supervisor will be responsible for providing appropriate resources in terms of labour, plant and equipment to enable the items to be rectified in the nominated timeframes.

Daily inspections and maintenance of controls will be made by the Site Supervisors and maintenance will be recorded in site diaries during active site works.

### 4.2 Environmental Auditing and Reporting

The Consultation Manager database will be used to record all Project Community and Stakeholder interactions. This database will be populated by the CEC for complaints and enquiries received through the 24-Hour Project information line, email address or postal address with the Contractor responsible for providing information to the CEC in how the complaint or enquiry was addressed. The Construction Contractor will provide the CEC with details of any direct enquiries and complaints made to them.

A monthly report will be submitted to the CEC outlining the following:

- Number of communications issued
- Number of complaints and enquiries including response times
- Summary of any stakeholder interactions.

Furthermore, a quarterly report outlining Stakeholder Engagement will be submitted to SIMTA a minimum of 20 business days prior to the end of each reporting quarter.

### 4.3 Review and Improvement

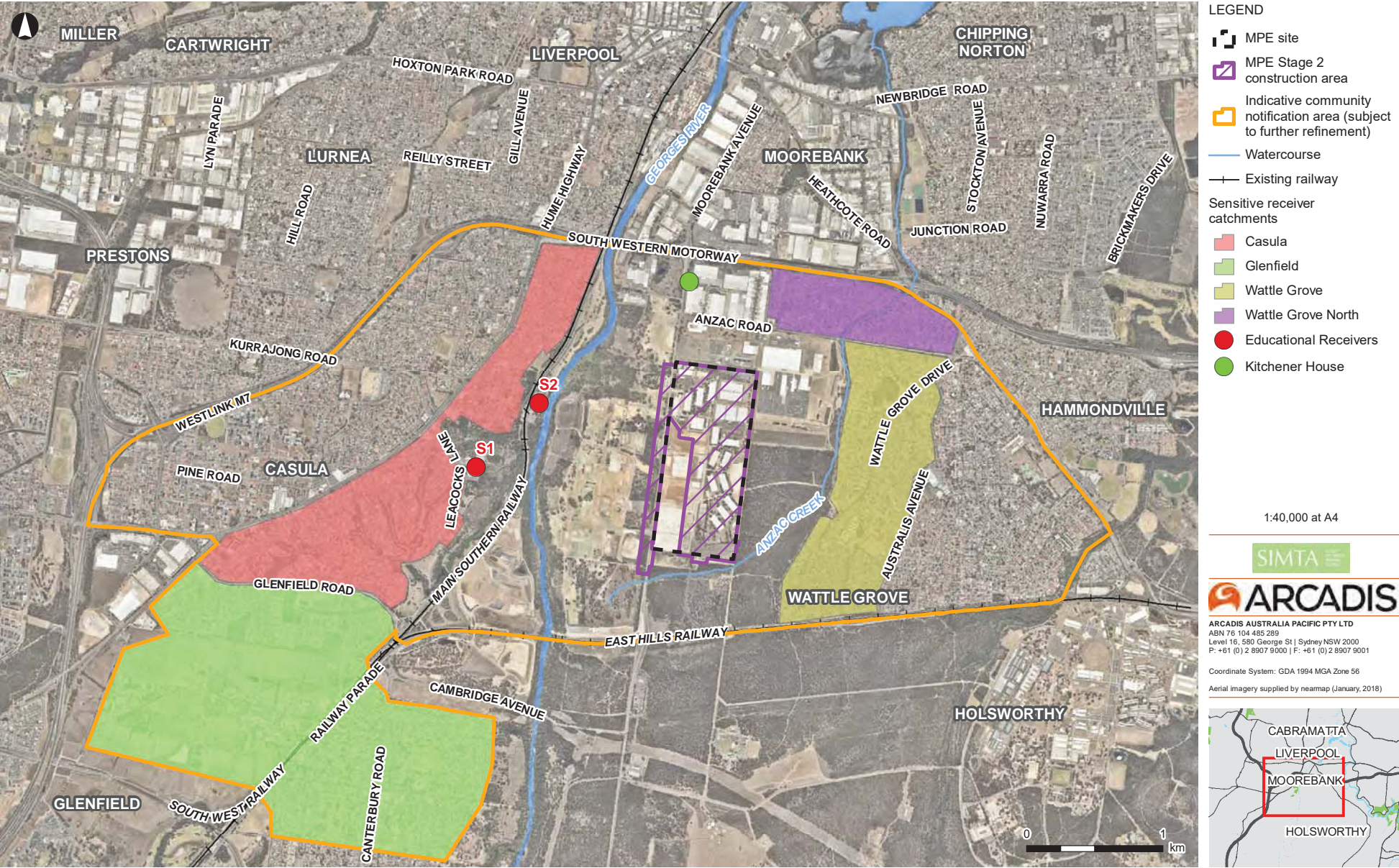
Review and improvement of this strategy will be undertaken in accordance with Section 1.2.7 of the CEMP. Continuous improvement will be achieved by the ongoing evaluation of environmental management performance and effectiveness of this strategy against environmental policies, objectives and targets.

A copy of the updated strategy and changes will be distributed to all relevant stakeholders in accordance with the approved document control procedure.

**APPENDIX A NOTIFICATION DISTRIBUTION AREA**



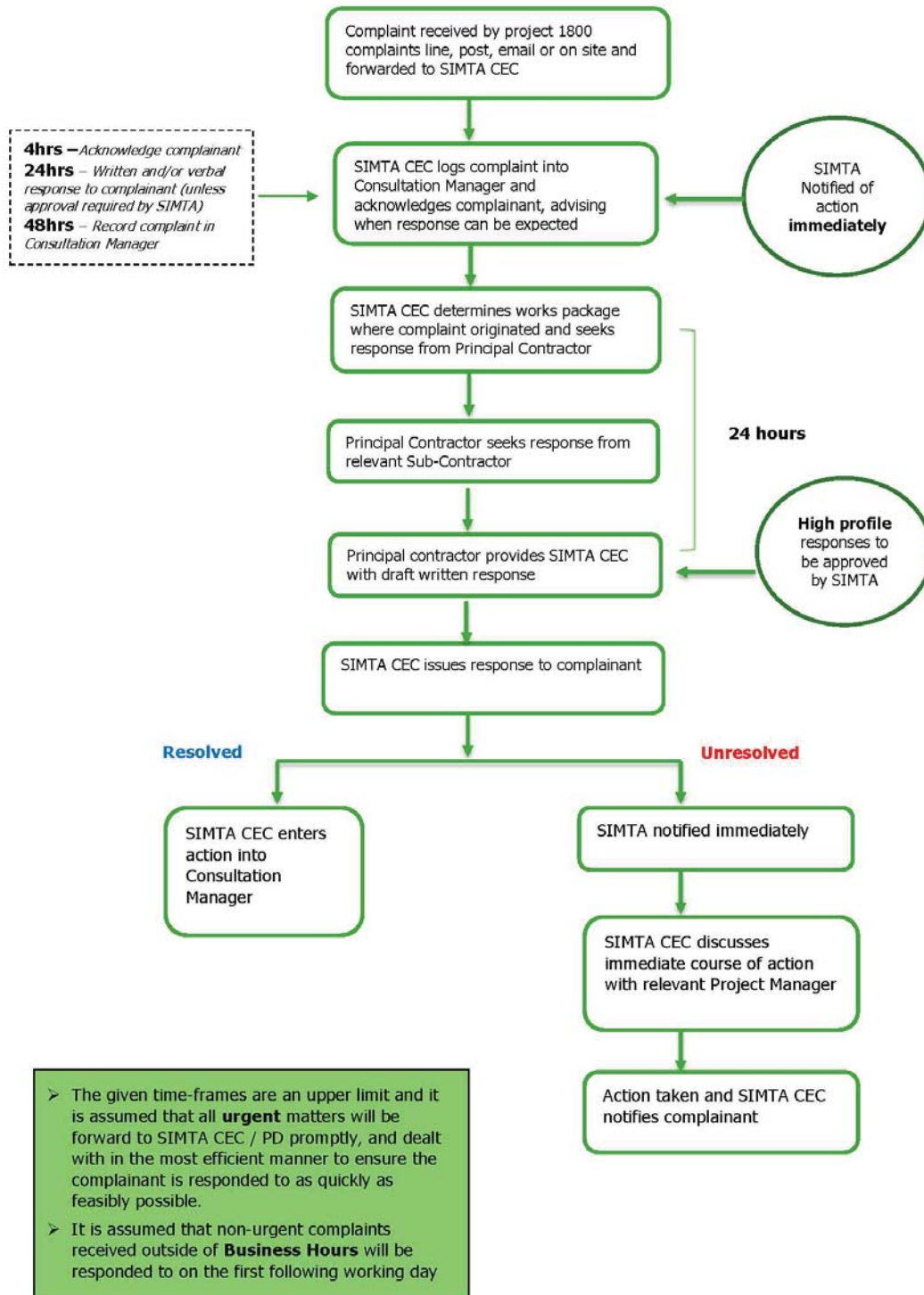
Construction Community Communication Strategy



Appendix A: Notification Distribution Area

## APPENDIX B COMPLAINTS HANDLING

The below is an extract from the CES

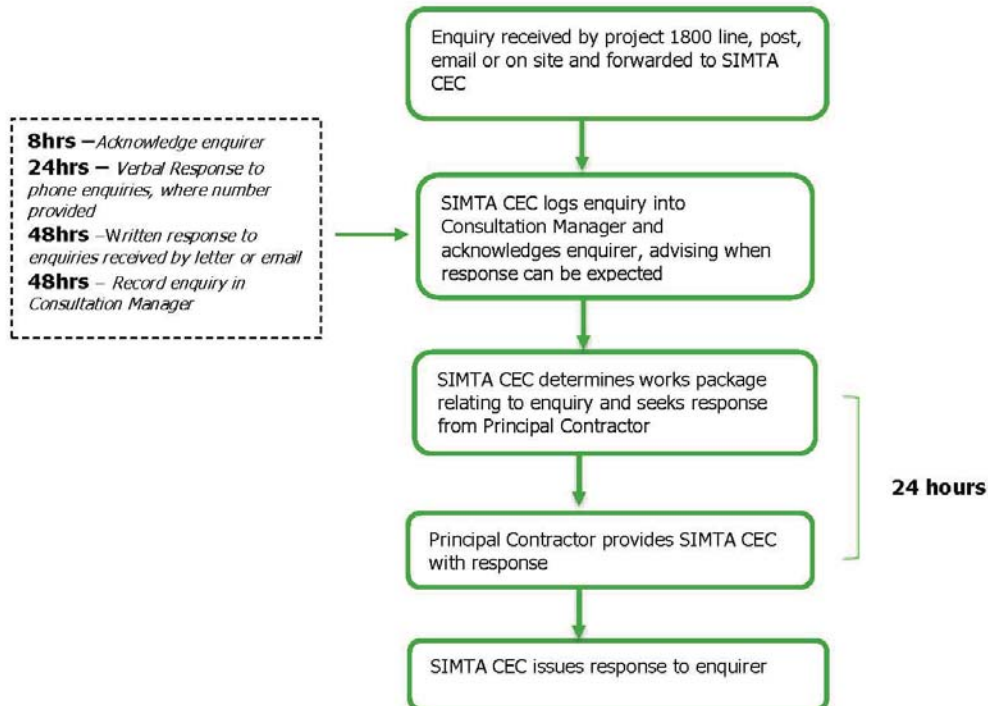




## APPENDIX C ENQUIRIES HANDLING

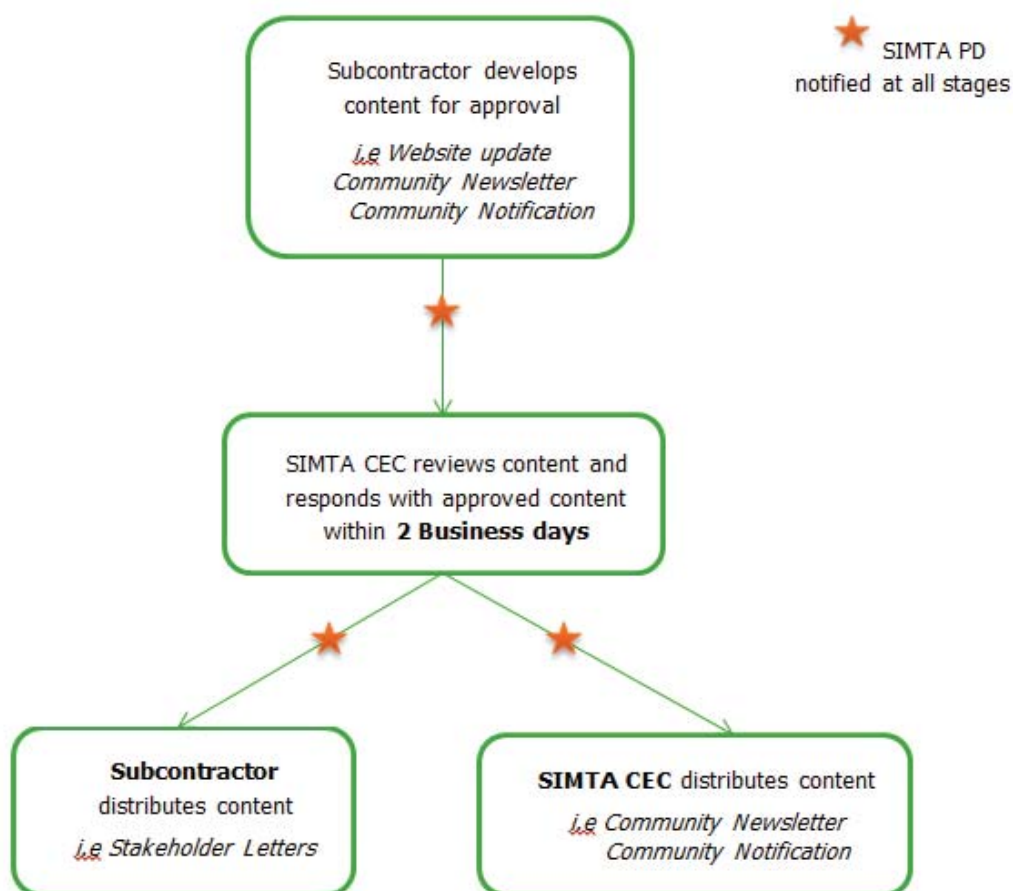
The below is an extract from the CES.

**Enquiry handling flowchart**



- The given time-frames are an **upper limit** and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.
- It is assumed that **non-urgent** complaints received outside of **Business Hours** will be responded to on the first following working day

## APPENDIX D GENERAL CONTENT APPROVAL PROCESS



- The given time-frames are an upper limit and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the material is approved and distributed as quickly as possible to meet timeline requirements.
- It is assumed that non-urgent content received outside of **Business Hours** will be responded to on the first following working day.