

# Community Communication Strategy

Moorebank Precinct East (MPE) Stage 1 – RALP No. 1

<b>Project number:</b>	N01031
<b>Document number:</b>	N01031-CU-PLN-0032
<b>Revision date:</b>	01 November 2018
<b>Revision:</b>	04

## Document Approval

Rev.	Date	Prepared by	Reviewed by	Approved by	Remarks
A	6 Apr 2016				Initial draft
B	26 Apr 2016				Incorporate client comments
C	07 Feb 2017				Incorporated comments from compliance review and project name change
D/00	15 May 2017				Incorporated comments from DPE review – Approved by DP&E
01	29 Sep 2017				EPL Update
02	30 Nov 2017				ER Comments
03	05 Oct 2018				SIMTA Comments
04	1 Nov 2018				DP&E comments & administrative changes

Rev.	Date	Prepared by	Reviewed by	Approved by	Remarks
Signature:					

## Details of Revision Amendments

### Document Control

The Project Director is responsible for ensuring that this plan is reviewed and approved. The Communications Manager is responsible for updating this plan to reflect changes to legal and other requirements, as required.

### Amendments

Any revisions or amendments must be approved by the Project Director before being distributed / implemented.

### Revision Details

Revision	Details
A	Initial draft for SIMTA review
B	Updated to address final Conditions of Approval
C	For submission to Department of Planning and Environment
D/00	Comments from Department of Planning and Environment Approved by DP&E
01	Update to include EPL requirements
02	Updated to respond to comments from the Environmental Representative
03	Updated to respond to comments from SIMTA
04	Update following DP&E review and administrative changes

# Contents

<b>Community Communication Strategy .....</b>	<b>6</b>
<b>1. Overview .....</b>	<b>6</b>
1.1 Purpose of this document .....	6
1.2 Objectives .....	6
1.3 Interactions with Other Management Plans .....	6
1.4 Project Scope.....	7
1.5 Project Timeline .....	9
<b>2. Legal and Other Requirements .....</b>	<b>10</b>
2.1 Project Compliance Requirements.....	10
2.2 Guidelines .....	10
<b>3. Roles and Responsibilities .....</b>	<b>11</b>
3.1 Community Awareness Training .....	12
<b>4. Stakeholder Identification and Analysis .....</b>	<b>13</b>
<b>5. Issues and Risk Identification and Analysis .....</b>	<b>16</b>
<b>6. Communication and Engagement Approach .....</b>	<b>18</b>
6.1 Objectives .....	18
6.2 Key Messages .....	18
6.3 Tools and Tactics .....	20
<b>7. Community Communication Procedures .....</b>	<b>27</b>
7.1 Notification Timeframes .....	27
7.2 Approval Process .....	27
7.3 Complaints and Enquires .....	28
7.4 Media and Government Relations .....	31
7.5 Incident Management.....	31
7.6 Record Management.....	32
7.7 Reporting .....	32
<b>Appendix A – Definitions .....</b>	<b>34</b>
<b>Attachments .....</b>	<b>35</b>
<b>Attachment A: Distribution Area .....</b>	<b>35</b>
<b>Attachment B: Complaints Handling Flowchart .....</b>	<b>36</b>
<b>Attachment C: General Content Approval Process .....</b>	<b>39</b>
<b>Attachment D: Compliance Requirements .....</b>	<b>40</b>
Contract Clauses .....	40
Conditions of Project Environmental Approvals .....	45

THIS PAGE LEFT BLANK INTENTIONALLY

# Community Communication Strategy

---

## 1. Overview

### 1.1 Purpose of this document

This Community Communication Strategy (CCS) outlines the approach to the management of communication with the community and stakeholders by CPB Contractors for the Sydney Intermodal Terminal Alliance's (SIMTA) Moorebank Precinct East (MPE) Stage 1 – Rail Access Land Package (RALP) No. 1 (the Project, the Rail Link). This document has been prepared to address the SSD 6766 Conditions of Approval (CoA) C1.

The CCS complements the overarching SIMTA Moorebank Intermodal Stakeholder & Community Liaison Plan (S SCLP). The SIMTA SCLP details the process of how SIMTA will coordinate the communications and community relations work of various contractors completing different components of planning, design and delivery work.

Therefore, this CCS outlines the communication and engagement requirements in accordance with the Principal's Project Requirements, SIMTA SCLP, Environmental Protection Licence (#20966) and the Conditions of Approval for the Project. This includes:

- Roles and responsibilities associated with communications with the community and stakeholders;
- Identification of key community and stakeholders;
- Potential risks and opportunities;
- Specific key messages to be used in information materials;
- Key milestone dates during construction of the Project;
- Communication strategies, methodologies and measurement tools;
- Communication protocols for engaging or communicating with stakeholders;
- Procedures for recording, monitoring, responding to and reporting stakeholder interactions, including complaints and enquires;
- Policies and procedures for incident management and reporting;
- Processes for interacting with SIMTA Communication and Engagement Manager (SIMTA CEM).

### 1.2 Objectives

This CCS sets the objectives and describes the activities that will be undertaken as well as:

- Outlining strategies for communication and engagement with the community and stakeholders by CPB Contractors as part of the Project;
- Detailing communication tools and techniques to implement these strategies;
- Describing the controls to ensure specific community obligations are met and the processes by which activities will be evaluated;
- Outlining the protocols and procedures that will be followed to meet communication and engagement requirements.

### 1.3 Interactions with Other Management Plans

Other project plans, to which this CCS relates and adheres, include:

- Construction Environmental Management Plan (CEMP);
- Construction Traffic and Access Management Plan (CTAMP);
- Construction Noise and Vibration Management Plan (CNVMP), and Out-of-Hours Works Protocol
- Project Management Plan;
- Construction Management Plan;
- Risk Management Plan; and
- Environmental Protection Licence (EPL) – EPL #20966.

## 1.4 Project Scope

SIMTA's MPE Stage 1 Development involves the construction and operation of the necessary infrastructure to support a container freight road volume of 250,000 twenty-foot equivalent units (TEU).

CPB Contractors' scope of work specifically applies to MPE Stage 1 RALP No. 1 which consists of a 2.8 kilometre rail line, along with its required infrastructure, to connect the Import-Export Terminal and Interstate Terminals to the Southern Sydney Freight Line (SSFL), and capable of accommodating trains up to 1,800m in length.

The SIMTA site is located in the Liverpool local government area. It is 27 kilometres south-west of the Sydney Central Business District (CBD), 26 kilometres west of Port Botany, 16 kilometres south of the Parramatta CBD, 0.6 kilometres from the M5 South-West Motorway, five kilometres east of the M5 South-West Motorway / Westlink M7 Motorway Interchange and connecting to the main north-south rail line via the Southern Sydney Freight Line.

The RALP No. 1 is the first package of Stage 1 of the overall MPE project and its construction will include:

- A northbound connection and a southbound connection to the SSFL
- Civil and earthworks, including remediation works and benching
- A Reinforced Earth Embankment (RE-Wall) through a section of the Glenfield Waste Services landfill site
- A bridge over the Georges River
- A culvert crossing over Anzac Creek
- Installation of new Moorebank Avenue overbridge
- Service relocation and protection
- Track work
- Signalling systems
- Security fencing

An indicative map of the Project is provided in Figure 1 below.

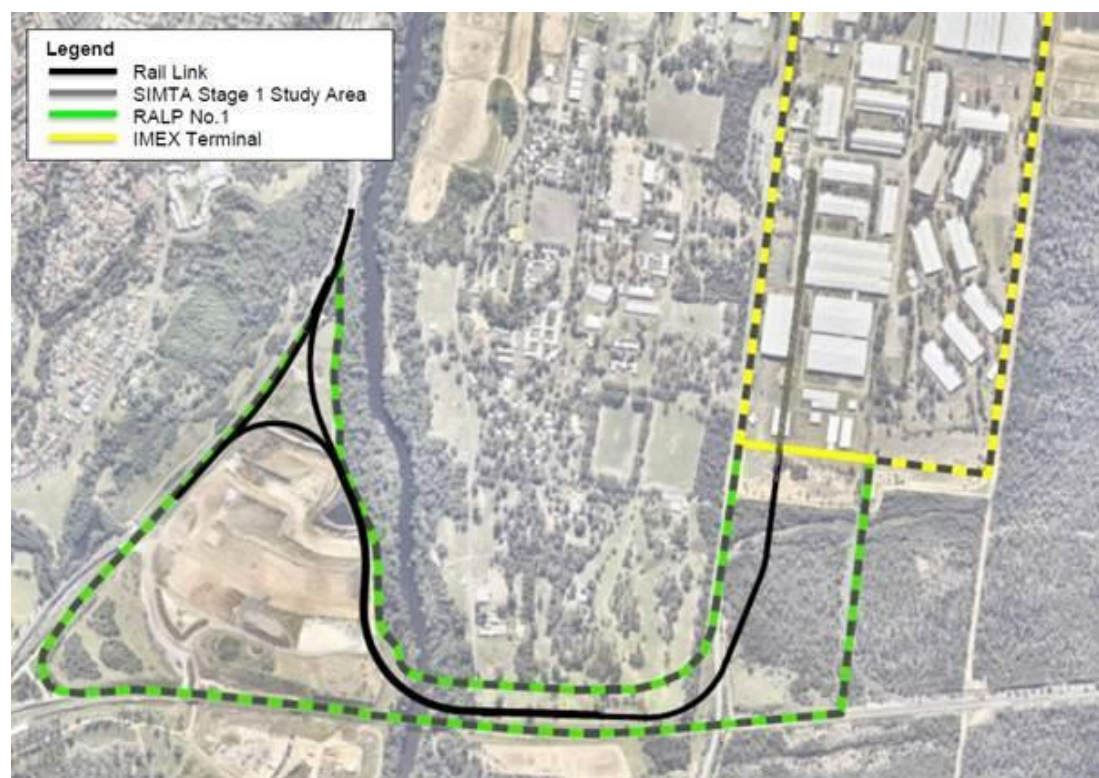


Figure 1: Indicative Project Map



A site map of the local area is provided in Figure 2 below.

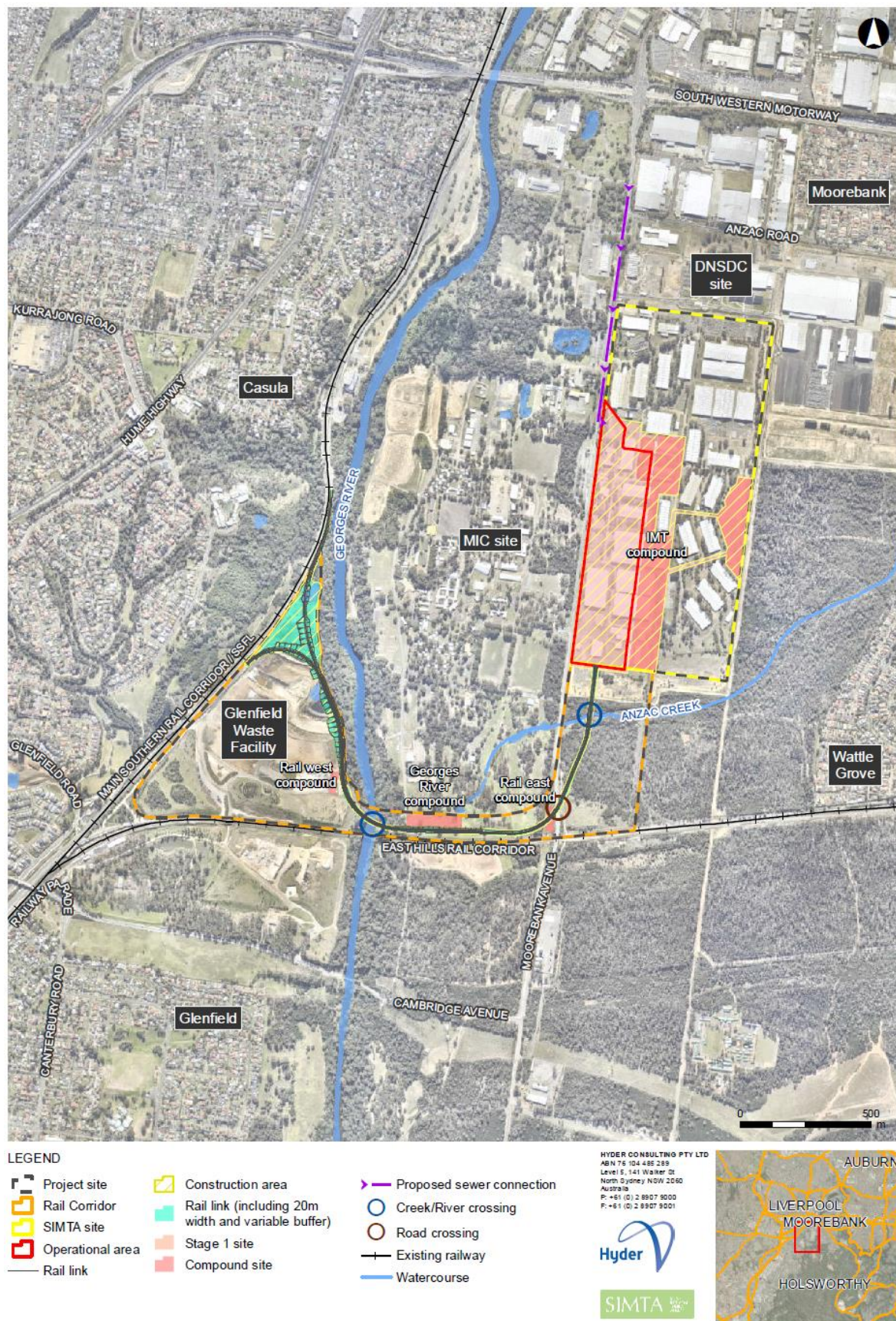


Figure 2: Aerial site map (Source: Response to Submission Report, Hyder 2015)



## 1.5 Project Timeline

An outline of the project timeline and key milestones is provided below. The timeline will continue to be refined and developed as the design and construction methodology are finalised, these dates are based on the current Executive Summary Program. The up to date program will be updated as the project progresses. A Communication Action Plan will be developed and actioned separately by SIMTA CEM.

Table 1: Project Timeline

Milestone	Estimated timing
Contract award and commencement of Services Phase	18 December 2015
Site investigation work	February to June 2016
Heritage Salvage	March to April 2017
Pre-construction and mobilisation	June to July 2017
Works Phase commences	August 2017 to September 2018
Georges River bridge work	September 2017 to March 2019
Project Wide Rail Systems	August 2017 to November 2019
ARTC Commissioning	May 2018 to November 2019

## **2. Legal and Other Requirements**

### **2.1 Project Compliance Requirements**

A complete schedule of project compliance requirements in accordance with all relevant state and federal planning approvals is included in Attachment E.

### **2.2 Guidelines**

Local, State and Commonwealth legislation that apply criteria to the management of CCS on the project include:

- AS ISO 10002:2006 – Customer satisfaction – Guidelines for complaints handling in organisations;
- International Association of Public Participation Core Values and Principles.

### 3. Roles and Responsibilities

To undertake effective communication and engagement activities, the Communications Manager will be primarily responsible and will work with the team to plan and implement the communication and engagement for the Project. The Communications Manager will be suitably qualified and experienced, and will work with the support and guidance of the Project Director, Construction Manager, Environment Manager, Project Engineers and Supervisors.

Each of the key project roles has some responsibility for communication and engagement. These roles and responsibilities are outlined in the table below.

Table 2: Roles and Responsibilities

Role	Responsibilities
Project Director	<ul style="list-style-type: none"> <li>Manage the delivery of the project including overseeing implementation of the Community Communication Strategy</li> <li>Support the Communications Manager as required</li> <li>Attend stakeholder meetings as and if required</li> <li>Ensure effective and efficient lines of communication are established and maintained between the wider Project team and the Communications Manager</li> <li>Provide updates and information to ensure communication calendar, notification and other requirements are met</li> <li>Support in the response to complaints and enquires and ensure actions/ resolutions are implemented</li> <li>Be available as the second person on call for all enquiries from SIMTA CEM (unless notified otherwise)</li> <li>Report all incidents as per the incident reporting protocol</li> <li>Provide information for reporting as required</li> </ul>
Communications Manager (or delegate)	<ul style="list-style-type: none"> <li>Responsible for the planning and implementation of the CCS and ensuring communication and engagement requirements are met</li> <li>Provide advice and input into construction planning to minimise potential impacts on stakeholders and the community</li> <li>Be available to respond to stakeholders, property owners, local residents and community representatives, via the SIMTA CEM, at all reasonable times to answer any questions and to address any concerns in relation to the project</li> <li>Be available 24 hours a day to assist with any triaged phone calls made to the Project and provide any relevant material required to respond to such an enquiry</li> <li>Establishment and management of project protocols and systems for stakeholder and community management</li> <li>Ensure project team are adequately trained to manage any on site stakeholder or community issues</li> <li>Point of contact for SIMTA CEM including first person on call for enquires from SIMTA CEM (unless other notified). Attend stakeholder meetings as and if required</li> </ul>
Environment Manager	<ul style="list-style-type: none"> <li>Ensure Conditions of Approval, Environmental Protection Licence and other project requirements specific to the community are met               <ul style="list-style-type: none"> <li>EPL requirements are the direct responsibility of the Environment Manager and other members are to provide assistance as necessary</li> </ul> </li> <li>Attend stakeholder meetings as and if required</li> <li>Assist the Communications Manager in ensuring that all CPB community communication requirements are met.</li> </ul>
Project Team	<ul style="list-style-type: none"> <li>Project team to be familiar with the requirements of this CCS and receive appropriate induction</li> <li>Ensure that consultants and sub-contractors have been inducted and comply with this CCS</li> <li>Identify and notify potential construction impacts on the community to the Communications Manager</li> </ul>

	<ul style="list-style-type: none"> <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>
Supervisor	<ul style="list-style-type: none"> <li>■ Support response to complaints and enquires where required</li> <li>■ If approached by a member of the public, interact with in a positive and respectful manner</li> <li>■ Consider impacts on stakeholders and the community during planning and execution of work in accordance with CCS requirements Contact Communications Manager in the event of any public contact or complaint received on site</li> </ul>

### 3.1 Community Awareness Training

As ambassadors for the project, all CPB Contractors personnel and sub-contractors working on the project, are required to undertake a mandatory project induction, which includes community awareness. Key elements of the induction include:

- Outline of community communication and engagement obligations;
- Project information line/email, community contact;
- Community inquiry and complaints handling procedures;
- Interface with the public and media;
- Issues management procedures; and
- Site requirements relating to noise, working hours and parking.

The induction will also include information on any sensitive stakeholders in the local area and specific agreements which have been made in advance.

A handout will be provided to all site personnel which summarises these requirements.

## 4. Stakeholder Identification and Analysis

The Project team will liaise and communicate with the community, other agencies and other stakeholders during the work as required.

Stakeholders will vary at different stages of the project. Some of the stakeholders will maintain an interest throughout all stages of the delivery of the project, while others will only have a strong interest at specific times.

The key stakeholders and community groups who will be proactively targeted during the community involvement include, but are not limited to the table below. The table identifies proactive (P) and reactive (R) communication.

Table 3: Stakeholder Analysis

Stakeholder group	Details	P	R	Interests	Level of interest	Level of engagement
Client / delivery agent	<ul style="list-style-type: none"> <li>MIC</li> <li>SIMTA</li> <li>Qube</li> <li>Aurizon</li> </ul>	■		■ enabling work / construction progress	High	Collaborate
		■		■ successful delivery of the project		
		■		■ commitment to deliver on project requirements and Conditions of Approval		
Federal Government – Ministers	<ul style="list-style-type: none"> <li>Minister for Infrastructure and Regional Development (Federal)</li> <li>Minister for Finance (Federal)</li> <li>Minister for the Environment &amp; Energy (Federal)</li> </ul>	■		■ enabling work / construction progress	Medium	Inform
		■		■ community and business impacts		
		■		■ cultural, heritage and environmental impacts		
		■		■ successful delivery of the project		
Federal Government – Departments	<ul style="list-style-type: none"> <li>Department of Infrastructure</li> <li>Department of Environment and Energy</li> <li>Department of Defence (DoD)</li> </ul>	■		■ delivery of project benefits	Medium	Inform
		■		■ community and business impacts		
		■		■ cultural, heritage and environmental impacts		
		■		■ successful delivery of the project		
Federal Members	<ul style="list-style-type: none"> <li>Federal Member for Hughes (Craig Kelly)</li> <li>Federal Member for Werriwa (Anne Stanley)</li> </ul>	■		■ enabling work / construction progress	Medium	Inform
		■		■ community and business impacts		
		■		■ delivery of project benefits		
State Government – Ministers	<ul style="list-style-type: none"> <li>NSW Minister for Transport and Infrastructure (Andrew Constance)</li> <li>NSW Minister for Roads, Maritime and Freight (Melinda Pavey)</li> </ul>	■		■ enabling work / construction progress	Medium	Inform
		■		■ community and business impacts		
		■		■ cultural, heritage and environmental impacts		
		■		■ delivery of project benefits		



<b>State Government – Departments</b>	<ul style="list-style-type: none"> <li>Roads and Maritime Services</li> <li>Environment Protection Authority</li> <li>Office and Environment and Heritage</li> <li>Department of Primary Industries</li> <li>Department of Planning and Environment</li> </ul>	■		■ enabling work / construction progress	Medium	Consult
		■		■ community and business impacts		
		■		■ traffic management		
		■		■ cumulative impacts		
		■		■ noise and vibration		
		■		■ cultural, heritage and environmental impacts		
		■		■ delivery on project Conditions of Approval		
<b>State Members</b>	<ul style="list-style-type: none"> <li>State Member of Holsworthy (Melanie Gibbons)</li> <li>State Member for Liverpool (Paul Lynch)</li> </ul>	■		■ enabling work / construction progress	Medium	Inform
		■		■ community and business impacts		
		■		■ traffic management		
		■		■ construction disruption or impacts		
		■		■ cultural, heritage and environmental impacts		
<b>Local Government</b>	<ul style="list-style-type: none"> <li>Liverpool City Council</li> <li>Campbelltown City Council</li> </ul>	■		■ enabling work / construction progress	High	Consult
		■		■ coordination with Council work		
		■		■ community and business impacts		
		■		■ traffic management		
		■		■ road condition		
		■		■ placement of services and infrastructure		
		■		■ construction disruption or impacts		
		■		■ cultural, heritage and environmental impacts		
<b>Rail users</b>	<ul style="list-style-type: none"> <li>CountryLink</li> <li>Sydney Trains</li> <li>ARTC</li> <li>Aurizon</li> <li>Pacific National</li> </ul>	■		■ disruption to existing rail infrastructure	Medium	Inform
		■		■ project updates		
<b>Community</b>	<ul style="list-style-type: none"> <li>Residents and businesses in the suburbs of:</li> <li>- Moorebank</li> <li>- Wattle Grove</li> <li>- Casula</li> <li>- Liverpool</li> <li>- Glenfield</li> <li>- Holsworthy</li> </ul>	■		■ community and business impacts	Medium	Inform
		■		■ construction disruption or impact		
		■		■ impact to bus stops, routes and timetables		
		■		■ cumulative impacts		

	<ul style="list-style-type: none"> <li>- Liverpool Chamber of Commerce</li> <li>- East Liverpool Progress Association</li> <li>- Residents Against the Intermodal Development</li> <li>- No Intermodal Committee</li> <li>- Glenfield Farm</li> <li>- Users of Leacocks Trail/ Weaving Garden Path Local Aboriginal Land Councils</li> </ul>	<ul style="list-style-type: none"> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> </ul>	<ul style="list-style-type: none"> <li>■ short term loss of street car parking</li> <li>■ visual impacts</li> <li>■ increase in vehicle movements on local roads</li> <li>■ impact on access to businesses and public areas</li> <li>■ out of hour works</li> <li>■ impact on the Casula Power House, George's River or parkland</li> </ul>		
<b>Sensitive receivers</b>	<ul style="list-style-type: none"> <li>■ All Saints Senior College</li> <li>■ Casula Powerhouse</li> <li>■ Casula residents (Leacocks Lane)</li> <li>■ Glenfield Waste Services</li> </ul>	<ul style="list-style-type: none"> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> <li>■</li> </ul>	<ul style="list-style-type: none"> <li>■ community and business impacts</li> <li>■ construction disruption or impacts</li> <li>■ cumulative impacts</li> <li>■ short term loss of car parking</li> <li>■ restriction of pathways and cycle ways</li> <li>■ increased vehicle movements and associated risks</li> <li>■ visual impacts</li> <li>■ out of hours work</li> </ul>	High	Inform, Consult where possible
<b>Emergency services</b>	Local emergency services including police, ambulance, fire and rescue, rural fire service and SES.	<ul style="list-style-type: none"> <li>■</li> <li>■</li> <li>■</li> <li>■</li> </ul>	<ul style="list-style-type: none"> <li>■ traffic management</li> <li>■ increase in vehicle movements impacting safety</li> <li>■ fire emergencies</li> <li>■ waste / sedimentation emergencies</li> </ul>	Low	Inform
<b>Other</b>	<ul style="list-style-type: none"> <li>■ Media</li> <li>- Liverpool Leader</li> <li>- Liverpool Champion</li> <li>- Utility providers</li> <li>- Terminal tenants/ customers</li> </ul>	<ul style="list-style-type: none"> <li>■</li> <li>■</li> <li>■</li> <li>■</li> </ul>	<ul style="list-style-type: none"> <li>■ project updates</li> <li>■ community and business impacts</li> <li>■ construction disruption or impacts</li> <li>■ key milestone updates</li> </ul>	Low	Inform

## 5. Issues and Risk Identification and Analysis

During the design and construction phase of the Project, various stakeholder issues and concerns may arise that require immediate attention and action. The Project team will be responsive and strive wherever possible to resolve issues to the satisfaction of stakeholders.

CPB Contractors and SIMTA will be proactive in planning for issues of public concern. Careful and considered planning with key staff, including the environmental, design and construction personnel, will assist the Communications Manager to develop robust management strategies.

The following issues will be addressed. These issues could be discussed with individual or small groups as relevant and dependent on community interest.

Table 4: Issues and Risk Analysis

Issue/risk	
Traffic management, access and construction vehicle management	<ul style="list-style-type: none"> <li>heavy vehicles and oversized deliveries causing delays/ access impacts to local businesses, residents and community venues</li> <li>noise associated with increased traffic</li> <li>increased traffic on local roads and the associated safety risks</li> <li>queuing of delivery trucks</li> <li>out of hours deliveries</li> <li>road and lane closures impacting community</li> <li>trucks using non-approved haul routes</li> <li>damage to roads</li> </ul>
Impact on Casula Powerhouse	<ul style="list-style-type: none"> <li>impacts on the Liverpool Council Georges River Casula Parkland master plan</li> <li>impacts on access to Casula Powerhouse Arts Centre (CPAC)</li> <li>reduced visual amenity or negative impact on public use of CPAC and surrounding area due to construction impacts</li> <li>potential loss or reduction of CPAC community value due to construction impacts</li> </ul>
Construction impacts on the local community, businesses and travelling public	<ul style="list-style-type: none"> <li>noise due to operation of machinery and equipment impacting residents, businesses and visitors to community venues</li> <li>complaints from nearby residents and businesses</li> <li>negative media</li> <li>reputational damage for SIMTA, delivery agents or construction partners</li> </ul>
Environment, social and visual amenity	<ul style="list-style-type: none"> <li>impact on CPAC and Georges River parkland area</li> <li>identification and management of sensitive flora and fauna</li> <li>heritage salvage activities</li> <li>out of hour work including noise and light spill</li> <li>dust from construction work</li> <li>construction noise and increased traffic noise</li> <li>risk of impacts to Georges River</li> <li>changes in visual amenity to the local area</li> <li>impact on potential indigenous or other heritage site (known or unknown)</li> </ul>
Urban design and landscaping	<ul style="list-style-type: none"> <li>community concern regarding visual impacts during construction, demolition and cable work</li> <li>concerns about remediation and landscaping plans</li> <li>failing to involve stakeholder or community in remediation or landscaping plans</li> </ul>
Noise and vibration mitigation and management (including construction hours and blasting)	<ul style="list-style-type: none"> <li>out of hour work</li> <li>increased staff noise from construction vehicles</li> <li>excessive noise from blasting or excavation/ earthworks</li> </ul>
Adjustments to existing infrastructure	<ul style="list-style-type: none"> <li>disruption to rail services</li> <li>disruption to local road users</li> <li>safety of working near or close to live rail environment</li> </ul>

Issue/risk	
Operational impacts (not related to construction but may be raised by stakeholders or the community)	<ul style="list-style-type: none"> <li>■ changes to traffic conditions in the local area</li> <li>■ environmental impacts such as operational noise, waste, air quality</li> <li>■ impacts on the Georges River</li> <li>■ long term impacts to public use of CPAC and surrounding parklands</li> </ul>
Community opposition	<ul style="list-style-type: none"> <li>■ community protests against the projects</li> <li>■ stakeholder concerns or issues regarding construction and operations</li> <li>■ negative media</li> </ul>

## 6. Communication and Engagement Approach

### 6.1 Objectives

In accordance with the overarching SIMTA SCLP, the objectives of the CCS are to:

Table 5: Community Communication Objectives

Objective	Strategy
To align with the control-tower process that coordinates all communications on the SIMTA project.	<p>This CCS has been developed to complement the overarching SIMTA SCLP and supports the implementation of the required communication and engagement.</p> <p>Regular communication coordination meetings with SIMTA, SIMTA SCLP and other subcontractors.</p> <p>Contribute to and update the communication and milestone calendar.</p>
Provide a consistent and coordinated message to the community and to key stakeholders.	<p>Align communication material and key messages with overarching SIMTA SCLP.</p> <p>Coordinate activities through the communication coordination meetings (fortnightly).</p>
Provide accurate, timely and reliable information about planning, design and construction activities and impacts.	<p>Clarify and establish clear lines of responsibility within the project team for the various communication activities.</p> <p>Provide regular, accurate and timely information to the community and key stakeholders on a 'no surprises' basis using the range of communication tools described in this CCS.</p> <p>Provide transparent information regarding the works.</p> <p>Keep abreast of the construction program and in direct liaison with all construction personnel.</p> <p>Regularly review this approach based on SIMTA, CPB Contractors and community feedback.</p>
Identify potential issues early and seek input from affected stakeholders to identify ways to minimise construction impacts.	<p>SIMTA CEM to establish a complaints management system to provide timely and accurate responses to issues raised by the community.</p> <p>Maintain an up to date FAQs for the project.</p> <p>Provide an on call contact for complaints and enquires available to respond 24 hour, 7 days.</p>
Respond to any issues or complaints raised by local businesses or residents in accordance with service standards and protocols.	<p>Work as a team to develop strategies to mitigate construction impacts as they arise.</p> <p>Provide accurate information via the SIMTA CEM to affected communities and stakeholders in a timely manner and provide ongoing support while managing an issue.</p> <p>Track history of issues ascertaining the best options required to action or resolve.</p>
To ensure the community is well informed during the design and construction of the Project.	<p>Regular communications including work notifications, bi-monthly project newsletter and website updates.</p> <p>Staff induction to include training about community issues and responsibilities.</p>

### 6.2 Key Messages

The key messages outlined below have been aligned with the SIMTA SCLP and relate directly to the Project. These key messages will continue to be updated as the project develops.



## General

The Precinct will include:

- an open access IMEX freight terminal with an ultimate capacity of up to 1.05 million TEU per annum, including on-site freight rail sidings;
- an open access interstate freight terminal with an ultimate capacity of up to 500,000 TEU per annum;
- terminal warehousing and distribution facilities comprising approximately 850,000m<sup>2</sup> of warehouse with ancillary offices;
- rail access, connecting the Southern Sydney Freight Line (SSFL) at the southern end of the Interstate Terminal and IMEX Terminal;
- northern and southern connections into the SSFL to accommodate up to 1,800m trains; and
- a freight village providing support utilities on site including management and security offices, meeting rooms, driver facilities, retail and other business services.

## Project benefits

- Combining the two sites means the current Federal Government proposal will not proceed in its current form— two adjacent proposals are replaced by one combined precinct.
- By combining the two projects into a single integrated precinct we can reduce the size of the rail freight terminal by 75 percent and preserve more open space.
- A combined precinct will preserve more open space as the rail connection will cross near the Glenfield Waste site and will not cross the Georges River near the Casula Powerhouse, as proposed in the original Federal Government plans.
- 7,700 jobs will be created – 5,000 jobs more than the Federal Government's Moorebank Intermodal Terminal on its own.
- Combining the sites will allow the rail terminals to be located centrally, soured by warehousing, helping to contain noise and removing much of the operations from view.
- A combined precinct will remove freight trucks from the M5 between Port Botany and Moorebank and increase capacity of Port Botany.
- The number of trucks on Sydney's roads related to Port Botany would be reduced by approximately 2,700 vehicles per day.
- An integrated precinct will increase the amount of warehouse space. This will allow more internal transfers to warehouse and will remove up to 80 per cent of the SIMTA generated heavy vehicles containers road movements from the road network, as these will be serviced within the precinct.

## Scope of work

- CPB Contractors have been engaged by SIMTA to construct the Moorebank Precinct East (MPE) Stage 1 Rail Link.
- The construction of the rail link involves construction of a 2.8 kilometre rail line along with the supporting infrastructure to connect the Import-Export Terminal and Interstate Terminal to the Southern Sydney Freight Line (SSFL).
- Construction hours for the Project are 7am to 6pm Monday to Friday and 8am to 1pm Saturdays.
- Regular updates will be provided to the community about the construction progress will be available on the SIMTA website [www.simta.com.au](http://www.simta.com.au).

### 6.3 Tools and Tactics

Tools and tactics to be implemented in accordance with the SIMTA SCLP, include:

Table 6: Communication Tools and Tactics

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Community newsletters	<p>A project wide newsletter is to be issued on an as required basis to communicate with the community and provide a project update to the wider community including information about construction activities.</p> <p>The newsletter is required in the following situations:</p> <ul style="list-style-type: none"> <li>■ Major project milestones</li> <li>■ Permanent changes to traffic</li> <li>■ Works in new areas</li> </ul>	<ul style="list-style-type: none"> <li>■ Communications Manager to provide content on a quarterly basis.</li> <li>■ SIMTA CEM to develop and issue newsletter.</li> <li>■ Copy of final newsletter to be provided to CPB Contractors</li> </ul>	Quarterly	SIMTA CEM/ Principal

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Community notifications (works notification)	<p>Specific work notifications for potentially affected residential receivers and businesses before undertaking major activity or milestones. Notification will be provided at least seven days in advance of any new significant activities. This will be required for activities such as:</p> <ul style="list-style-type: none"> <li>■ Commencement of work</li> <li>■ Activities that will cause significant community impact (e.g. noise)</li> <li>■ Changes to traffic, parking or pedestrian access</li> <li>■ Conclusion of work</li> </ul> <p>The notifications will proactively notify the community and key stakeholders of current and forthcoming activities including those that have the potential to significantly impact on the community. All notifications will include the project contact numbers (including the 24-hour contact number), details of the Project website, where to access a translation service and an email address to refer any enquiries.</p> <p>This may be in addition to the quarterly newsletter to reinforce specific key works. Such notifications to include any changes to traffic or localised impacts.</p> <p><b>Distribution Area:</b></p> <p>Written notifications will generally be distributed to a broad catchment, found in <i>SIMTA SCLP - Appendix B</i>. This area is most applicable to the distribution of newsletters and may be modified if the 'impact zone' of the work does not correspond with the nominated area. Details of the proposed distribution area will be provided to SIMTA when the draft material is submitted.</p> <p>For notification of works outside of approved hours, see below.</p>	<ul style="list-style-type: none"> <li>■ Communications Manager to prepare and issue for approval.</li> <li>■ SIMTA CEM to approve notification and coordinate distribution as well as upload to website.</li> <li>■ Copy of final notification to be provided to CPB Contractors</li> </ul>	As required based on communication action plan / program of work	SIMTA CEM / Principal

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Notification for out of hours works (OOHW)	<p>For OOHW, potentially affected noise sensitive receivers must be notified for OOHW that is allowed under the EPL and as required by the Project's OOHW Protocol.</p> <p>The notification must be delivered by letterbox drop or electronic communication and via the project website. The notification must include:</p> <ul style="list-style-type: none"> <li>the reason why out of hours works are required</li> <li>time restrictions that apply to the proposed works</li> <li>the location, nature, scope and duration of the proposed works</li> <li>predicted noise impacts on sensitive receivers</li> <li>how complaints may be made and additional information obtained; and</li> <li>the telephone complaints hotline</li> <li>24-hour contact number</li> </ul> <p><b><u>High Noise Impact Works</u></b></p> <p>Notification for works that are expected to cause high noise impacts (defined as LAeq, 15 minute noise levels more than 30 dB above recorded background levels as detailed in the project's Construction Noise and Vibration Management Plan (CNVMP)) to the nearby sensitive receivers will occur at least 7 days prior to the works occurring. <b><u>All Other Noise Impact Works</u></b></p> <p>For all other out hours works (defined as LAeq, 15 minute noise levels equal or less than 30 dB above recorded background levels as detailed in the Project's CNVMP), notification is only required a minimum of 48 hours prior to the works occurring.</p> <p><b>Distribution Area:</b></p> <p>Written notifications as a minimum will be distributed to those sensitive receivers potentially affected by the works as determined by assessment or work specific Construction Noise &amp; Vibration Impact Statement (CNVIS) as detailed in the Project's CNVMP.</p>	<ul style="list-style-type: none"> <li>Environment Manager to coordinate with the Communications Manager on the preparation and issue for approval / distribution</li> <li>SIMTA CEM to approve notification and coordinate distribution as well as upload to website.</li> <li>Copy of final notification to be provided to CPB Contractors</li> </ul>	<p>As required based on proposed OOHW.</p> <p>A minimum of 48 hours prior to works</p>	SIMTA CEM / Principal

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Doorknocking/ one on one meetings	When considered necessary for high impact work or as a courtesy reminder based on stakeholder needs. Adjacent property owners will be contacted directly through a door knock, phone or one on one meeting. A record of the interaction will be provided in Consultation Manager.	<ul style="list-style-type: none"> <li>Communications Manager to coordinate and lead doorknock and save record in database.</li> <li>SIMTA CEM to attend as necessary.</li> </ul>	As required based on stakeholder request or issues	SIMTA CEM / Principal
Advertising	Used to inform the wider community about construction and upcoming engagement opportunities where required. May be used to inform about: <ul style="list-style-type: none"> <li>Traffic impacts or changes as per road occupancy license requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Communications Manager to draft content and send to SIMTA CEM for approval</li> <li>SIMTA CEM to approve and design advertisement and place advertisement</li> <li>SIMTA CEM to issue CPB with a copy of the final advertisement.</li> </ul>	As required based on communication action plan	SIMTA CEM / Principal
Construction hoarding	Hoardings and fencing, including shade cloth or other material on the external face of any hoarding or fence will be in a colour and texture approved/ specified by SIMTA. Mandatory Principal Contractor signage will be installed at site entry points with CPB Contractor details	<ul style="list-style-type: none"> <li>Communications Manager to coordinate print and install as required.</li> <li>SIMTA CEM to provide artwork and material as required.</li> </ul>	Commencement of construction and site establishment	SIMTA CEM/ Principal
Signage	Signage will also be erected, if required, at least seven days before any changes which impact on pedestrian routes, cycle ways, traffic conditions and access to public transport.	<ul style="list-style-type: none"> <li>Communications Manager to coordinate print and install as required.</li> <li>SIMTA CEM to provide template and approve any signage before installation.</li> </ul>	Commencement of construction and site establishment	SIMTA CEM/ Principal



Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Stakeholder meetings	<p>SIMTA CEM to coordinate in person meetings with key stakeholders to provide specific information or resolve issues as required.</p> <p>These meetings will be attended by Communication Manager and Construction Manager (or delegate) as required.</p> <p>Meeting records will be provided in Consultation Manager.</p>	<ul style="list-style-type: none"> <li>■ SIMTA CEM to coordinate and lead meetings with stakeholder(s) as required.</li> <li>■ SIMTA CEM to notify Communications Manager at least 48 hours before meeting.</li> <li>■</li> </ul>	As required based on stakeholder request or issues	SIMTA CEM/ Principal
Site induction	<p>Community communication and engagement expectations and requirements will be communicated with all site personnel through the project site induction.</p> <p>Project personnel will be issued with project cards that will include project contact details.</p> <p>Delivery drivers will be provided an information sheet about approved routes ahead of any deliveries to site.</p>	<ul style="list-style-type: none"> <li>■ Communications Manager to prepare material for project site induction.</li> </ul>	Weekly, as required	Communications Manager / Project Safety Manager (CPB)
Site visits	<p>No site visits by stakeholder, members of the public or for marketing purposes will be coordinated without the consent of SIMTA.</p> <p>The Project will accommodate regular, periodic visits to the site by SIMTA for the purpose of photography or videography for promotional purposes.</p> <p>All visitors, whatever the nature of their visit, will be expected to undertake a Project Induction. All visitors must first report to the site office.</p>	<ul style="list-style-type: none"> <li>■ Communications Manager will consult and seek approval for any site visits at least 48 prior.</li> </ul>	As required based on stakeholder request or issues	Communications Manager / Project Safety Manager (CPB)
Project FAQs	<p>A Project specific Frequently Asked Questions (FAQs) document will be developed and maintained to aid in the response to complaints and enquires. The FAQs will be specific to the Project work and potential impacts. These will be updated as required and provided to SIMTA CEM.</p>	<ul style="list-style-type: none"> <li>■ Communications Manager will develop and maintain project FAQs and issue to SIMTA.</li> </ul>	Commencement of project and as required there after	Communications Manager (CPB)

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Project website	<p>A single project website will be utilised for the project (including all subcontractors), (<a href="http://www.simta.com.au">www.simta.com.au</a>).</p> <p>The project website will be managed by the SIMTA CEM. Content will be provided as required. This will include electronic versions of all notifications, advertisements, report and plans as required by conditional of approvals as well as other distributed information.</p>	<ul style="list-style-type: none"> <li>Communications Manager to provide content for website as required.</li> <li>SIMTA CEM to manage website.</li> </ul>	Ongoing	SIMTA CEM/ Principal
Project email	<p>A single project email address will be utilised by the project (including all subcontractors), <a href="mailto:simta@eltons.com.au">simta@eltons.com.au</a>.</p> <p>This email address will remain the primary contact point for use on the project. It will be managed by the SIMTA CEM. Incoming emails relating to the Project will be redirected to the Communication Manager for actioning, as necessary.</p>	<ul style="list-style-type: none"> <li>Communications Manager to respond to emails as required.</li> <li>SIMTA CEM to forward relevant email enquires or complaints as required.</li> </ul>	24 hours, 7 days per week	SIMTA CEM/ Principal
Project information line (24 hour free call)	<p>A single project information line will be utilised for the project (including all subcontractors) 1800 986 465.</p> <p>The project information line is directed to a 24/7 call centre (Well Done International).</p> <p>The SIMTA CEM will be responsible for managing the information line. All calls coming through to the line will be triaged to the appropriate package of work.</p> <p>This line is also responsible for the receiving of complaints.</p>	<ul style="list-style-type: none"> <li>Communications Manager to respond to project calls in accordance with protocol, as required.</li> <li>SIMTA CEM to triage relevant calls and forward on relevant email enquires or complains, as required.</li> <li>Project representative to be available to response.</li> <li>SIMTA to provide complaints related to CPB works to CPB as soon as possible.</li> <li>CPB to respond to complaints within required timeframes.</li> </ul>	24 hours, 7 days per week	SIMTA CEM/ Principal

Tool	Purpose	Responsibility	Expected frequency	Lead responsibility
Communication calendar	<p>A calendar of communication and stakeholder engagement as well as milestones and major work will be used to track upcoming communications.</p> <p>This calendar will be presented for discussion at regular project communication and engagement meetings. The calendar would be a 'live' tool and require regular updating.</p> <p>At least 20 days' notice will be provided of any major milestone, construction activities or potential impacts on stakeholders.</p>	<ul style="list-style-type: none"> <li>Communications Manager will provide regular updates to calendar relevant to the Project's work and program.</li> <li>SIMTA to maintain and issue updates as required.</li> </ul>	Monthly	SIMTA CEM / Principal
Communication coordination meetings	Regular (weekly or as determined by Principal) communication coordination meetings will be held with SIMTA, PDC CEM and other subcontractors. The purpose is to coordinate communication and engagement activities.	<ul style="list-style-type: none"> <li>Communications Manager to attend weekly (or as determined by Principal) communication coordination meetings.</li> </ul>	Weekly	SIMTA CEM/ Principal
EPA reporting	CPB, as holder of the Project Environment Protection Licence, by 12pm the following business day from which a complaint was received, generate and provide the EPA with a report detailing the complaint and any corrective actions.	<ul style="list-style-type: none"> <li>Communications Manager to provide information to Environment Manager for report to EPA</li> </ul>	12pm daily if complaints received	Environment Manager / Communications Manager
Translation and accessibility	<p>All communication material will be provided in a web accessible format.</p> <p>Translated material will be provided as requested by stakeholders and directed by Principal.</p>	<ul style="list-style-type: none"> <li>Communications Manager will prepare appropriate material as required to meet stakeholder needs.</li> </ul>	As required based on stakeholder request or issues	SIMTA CEM/ Principal

In addition to these tools and tactics, the Project team will support and where necessary contribute or participate in any community or stakeholder engagement activities employed by the Principal as coordinated by the SIMTA CEM.

## 7. Community Communication Procedures

### 7.1 Notification Timeframes

In accordance with SIMTA SCLP, the required communication and engagement timeframes are outlined in the table below. This will ensure the Conditions of Approval and Principal Project Requirements are met.

Table 7: Notification timeframes

Activity	Required timing
Responding to enquiry	<ul style="list-style-type: none"> <li>Acknowledgement within 8 hours (where contact details have been provided), even when answer has not yet been found</li> <li>Verbal response to in person or phone within 24 hours</li> <li>Written response to letters and emails within 48 hours</li> <li>Record all enquires within 48 hours</li> <li>Report in monthly project report</li> </ul>
Responding to complaints	<ul style="list-style-type: none"> <li>Verbal acknowledgement to in person or phone or when a phone number has been left or available in database within 4 hours</li> <li>Written response to emails within eight hours</li> <li>Written response to letters with 24 hours</li> <li>Record all enquires within 48 hours</li> <li>Report in monthly project report</li> </ul>
Community notification/ newsletter	Notification issued at least seven days before any major activities or milestone that have the potential to impact the community or stakeholders.
Notification for OOHV	Depending on the level of impact as detailed in Table 6 above, notification must be issued to potentially affected noise sensitive receivers at least 48 hours or 7 days prior to the commencement of works.
Signage	Installed at least seven days before any changes that impact on pedestrian routes, cycle ways, traffic conditions or access to public transport.

### 7.2 Approval Process

All mass-public communication materials for non-media stakeholders will be submitted to SIMTA for review and approval at least five business days before they are scheduled for release. This includes newsletters, website updates, community notifications, letters, advertisements, signs and proactive project emails.

Draft materials will be reviewed and approved by the SIMTA CEM before being submitted to SIMTA for final approval. SIMTA will provide approval to non-urgent material within 2 business days. No materials will be released until they have 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.

Responses to email enquiries/complaints will be driven from a pre-approved FAQ document. Where enquiries/complaints are not on this document, all responses must be approved by SIMTA.

SIMTA will share stakeholder communications and materials with Moorebank Intermodal Company (MIC) in accordance with the Department of Defence (DOD) requirements.

The SIMTA's CEM will also immediately inform the MIC Corporate Affairs Manager of any 'material' issues raised by stakeholders and the community including any information relating to planned or unplanned protests or media events.

### 7.3 Complaints and Enquires

Enquiries and complaints may be received directly by members of the project teams or indirectly via 24 hour project information line, postal address and email address. SIMTA CEM will be responsible for entering distribution of newsletters, notifications and the initial contact of complaints or enquiries received. CPB is required to respond to complaints provided by the SIMTA CEM to CPB, once they are confirmed.

The procedures for responding to enquiries and complaints will be covered in the project induction for all staff and contractors. Subcontractors will be expected to update the SIMTA CEM with any consultation they undertake directly with the stakeholder, such as door knocks or responses to complaints or enquiries.

#### 24 hour Contact

SIMTA CEM will be the first responder to all calls on the 24 hour information line. They will respond directly to calls relating to overarching project work.

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

#### Performance standards for enquiries and complaints

When responding to enquiries:

- Provide a verbal acknowledgement (where an immediate response cannot be given) to in person or telephone enquiries within 8 hours from the time of the enquiry being received unless the enquirer agrees otherwise;
- Provide a written response to letters and emails within 48 hours;
- All responses to enquires are to be reported to the SIMTA CEM.

When responding to complaints:

- Provide a verbal acknowledgement to the complainant within 4 hours from receiving a phone call and where a phone number has been left/is in the database, even when an answer has not yet been found;
- Provide a written response to complaints received by email within 8 hours;
- Provide a written response to letters or emails within 24 hours or a verbal response if a contact number is provided;
- Provide results of any agreed investigation into the nature of the complaint from the complainant to the complainant as well as any proposed remedial action;

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. Relevant contact details will be provided to the SIMTA CEM for the management of all enquires and complaints.

Refer to Attachment B for flowchart of the complaints and enquires response processes.

#### Recording of pollution complaints

CPB is required to keep a legible record of all complaints made to CPB or any employee or agent of CPB in relation to pollution arising from any activity to which this licence applies. The record must include details of the following:

- the date and time of the complaint
- the method by which the complaint was made
- any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect
- the nature of the complaint
- the action taken by the licensee in relation to the complaint, including any follow-up contact with the complainant; and
- if no action was taken by the licensee, the reasons why no action was taken



Records of complaints must be kept at least 4 years and be produced to any authorised officer of the EPA who asks to see them. Refer to the EPL for further information.

### **Noise and Vibration Complaints**

CPB will investigate noise and vibration complaints within two (2) hours of the complaint, unless there was a prior agreement with the complainant. CPB will provide the complainant with the results of the investigation and any proposed remedial action.

If the investigation identifies that works as the likely source of the complaint, the complainant will be offered attended noise and vibration monitoring. If the offer is accepted, the monitoring will be undertaken as soon as practicable unless otherwise agreed.

### **EPA complaint notification**

CPB, as holder of the Project's Environment Protection Licence, by 12pm the following business day from which a complaint was received, generate and provide the EPA with a report that details the nature of the complaint and any corrective actions.

No report is required when no complaints are received. Refer to the EPL for further information.

### **Property damage (third party property or infrastructure) complaints**

In addition to the complaints process, a specific process is in place for the management of Third Party Property or Infrastructure complaints.

In accordance with Condition of Approval #C17, a pre-construction dilapidation report will be prepared prior to the commencement of construction. The project Communications Manager will support the liaison with property owners. This report will provide a base line report for any future complaints or claims.

In the event of reported property damage claim or complaint from stakeholders the complaints process will be implemented. All reports of damage to Third Party Property or Infrastructure as a result of construction work will be treated as an incident that follows the process outlined in the project Construction Environmental Management Plan (CEMP), support by the complaints process.

Potential damage will be notified, classified, reported and investigated as per the incident management process outlined in the CEMP Part B – Element 9 (section 9.1, 9.2 and 9.3). If the project is deemed at fault, the rectification or compensation process will be completed as promptly as practicable, through consultation undertaken with the relevant stakeholder.

If required the escalation and mediation process will be activated should a resolution with the property owner not be reached in the first instance.

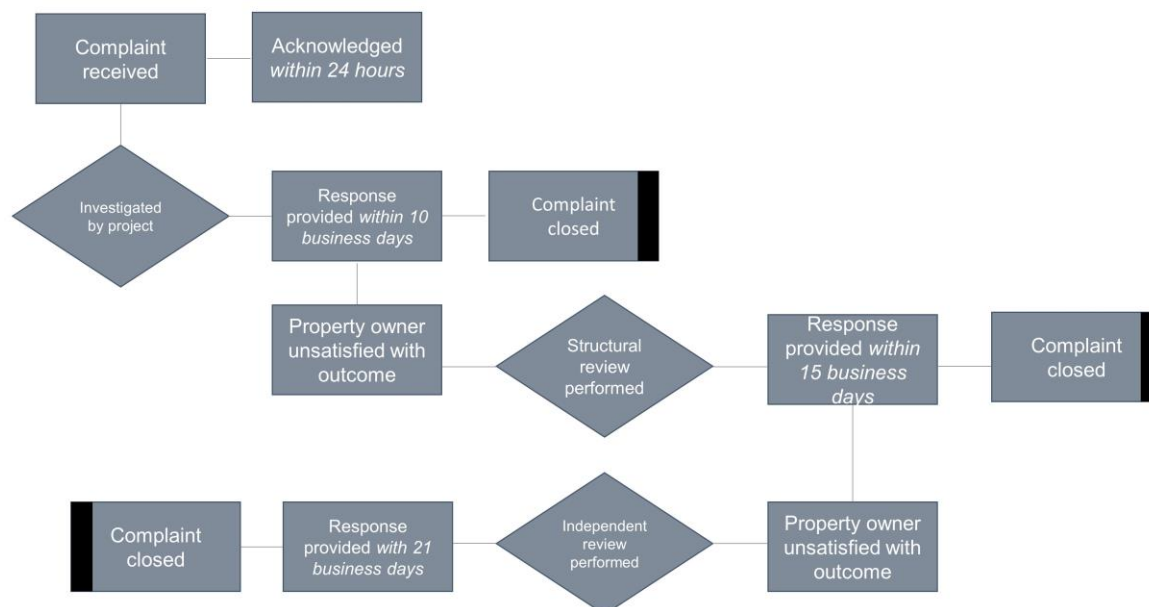


Figure 3: Property dispute resolution process

### Escalation and mediation process

If a complaint or enquiry is unable to be resolved by the project Communications Manager, it will be escalated to the Project Director and an appropriate senior subject matter expert, as well as the SIMTA CEM. In the event the matter cannot be resolved internally an external and independent mediator will be engaged to further conversation between the project and the stakeholders to reach a resolution. This is further outlined in the below table.

Table 8: Escalation and mediation process

Activity	Required timing
Environment matter (including heritage, noise, vibration, fauna and flora, dust, flooding, waste management or contamination)	<ul style="list-style-type: none"> <li>■ If not resolved in the first instance by project Communications Manager and site based environmental officer</li> <li>■ Referred to Environmental Manager and SIMTA CEM</li> <li>■ If not resolved, escalate to independent mediator</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>■ If not resolved in the first instance by project Communications Manager and site based safety officer</li> <li>■ Referred to Safety Manager and SIMTA CEM</li> <li>■ If not resolved, escalate to independent mediator</li> </ul>
Consultation/ Communication	<ul style="list-style-type: none"> <li>■ If not resolved in the first instance by project Communications Manager</li> <li>■ Referred to Project Director and SIMTA CEM</li> <li>■ If not resolved, escalate to independent mediator</li> </ul>
Construction issue	<ul style="list-style-type: none"> <li>■ If not resolved in the first instance by Communications Manager</li> <li>■ Referred to Project Director and SIMTA CEM</li> <li>■ If not resolved, escalate to independent mediator</li> </ul>
Other	<ul style="list-style-type: none"> <li>■ If not resolved in the first instance by project Communications Manager</li> <li>■ Referred to Project Director and SIMTA CEM</li> <li>■ If not resolved, escalate to independent mediator</li> </ul>

Records of all interactions and disputes will be captured in the community contact database along with any associated documents.

## 7.4 Media and Government Relations

In accordance with the overarching SIMTA SCLP, the Communications Manager and project teams will:

- Not respond to contact from the media or by an elected government representative. Instead this contact will be forwarded to Principal in the first instance;
- Unless approval is given by Principal relating to CPB's activities, a verbal or written statement, photographs or illustrations will not be provided to the media or elected government representative;
- Unless approval is granted by Principal, no media or elected government representative will enter a CPB worksite;
- Act proactively to identify positive media and community engagement opportunities in a timely manner;
- Advise subcontractors of Principal's requirements, contractors will also be issued with information cards with the 1800 number to hand out when approached by a member of the media;
- Contractors and SIMTA CEM will provide SIMTA with information to assist in responding to media enquiries within one hour of receiving a request;
- Not set up specific or use corporate social media for the purposes of project promotion or communication;
- Document all contact with the media and elected government representatives relating to CPB's project related articles (paper and web based) and online discussions (blogging) and forward copies to the Principal.

For Project staff, the following process will be taken and followed when managing a media enquiry or any request for Project information:

- Remain polite and courteous;
- Note the enquiry but do not respond to questions;
- Avoid talking about specific details or an 'off the record' conversation;
- Advise the media representative to contact the Communications Manager.

During the Project induction, all staff, contractors and visitors will be briefed on the process for media enquiries.

## 7.5 Incident Management

### 7.5.1 Context

This section outlines how CPB will manage any site incidents and 'crisis' associated with the delivery and operation of the MPE RALP No.1 project.

A crisis is defined as: "... an emergency event, a catastrophe, a disaster, a time of intense difficulty or danger."

The Crisis Communications procedures will be activated when a 'crisis' event occurs which generates, or is likely to generate, widespread negative media coverage that poses a serious threat to the reputation of the project and/or those parties directly associated with its delivery.

The decision regarding what issue reaches the threshold of a 'crisis event' will be determined by the CPB Project Director in consultation with the Project's Incident and Emergency Management Plan and CCS.

### 7.5.2 Approach

Site incidents and crises related to the Project will be managed in accordance with CPB's Project Work Health and Safety Management Plan and the Project's Incident and Emergency Management Plan, which is aligned with Principal's Incident Reporting requirements.

Key items include:

- The Communications Manager will immediately notify SIMTA CEM of incident(s) or issue(s) associated with the construction activities that impacts on the community, environment, employees, subcontractors or any other high level stakeholders, that may attract the attention of the media or government representatives;
- The Project will comply with the notification provisions of Principals Project Requirements;
- The Project will not contact or provide information to any person (other than that which is required to directly manage the incident or to comply with law), including any stakeholder, the media or the public, without the prior approval from the Principal. The Project will make available senior personnel to respond to the community, the media and other stakeholders when required by Principal.

The Project will provide Principal with all necessary communications materials that may need to be publicly disseminated as a result of such incidents.

Environmental Incidents will be managed as per the projects Pollution Incident Response Management Plan (PIRMP).

#### 7.5.3 Notification of Environmental Harm

CPB is required to notify the EPA and all relevant authorities of incidents causing or threatening material harm to the environment immediately after the person becomes aware of the incident.

CPB is required to provide written details of the notification to the EPA within 7 days of the date on which the incident occurred.

### 7.6 Record Management

Consultation Manager database will be used to record details of all contact and correspondence with stakeholders and the community.

- Communications Manager will provide the SIMTA CEM to update the database with any consultation undertaken, such as door knocks or contact with stakeholder;
- SIMTA CEM will be responsible for entering distribution of newsletters, notifications and complaints or enquiries.

#### 7.6.1 EPL Record Management Requirements

The licensee must keep a legible record of all complaints made to the licensee or any employee or agent of the licensee in relation to pollution arising from any activity to which this licence applies. The record must include all the detail listed in Condition M2.2 of the EPL. The records must be kept for at least 4 years and produced to any authorised EPA officer upon request

### 7.7 Reporting

Reporting of Stakeholder interactions including responses to enquiries or complaints will be forwarded to the SIMTA CEM to assist in their reporting requirements to the principal.

CPB, as holder of the Project's Environment Protection Licence, by 12pm the following business day from which a complaint was received, generate and provide the EPA with a report detailing the nature of the complaint and any corrective actions. No report is required when no complaints are received. Refer to the EPL for further information.

When directed by the EPA, the licensee must provide a Noise and Vibration Report to the EPA. The report must detail all the requirements in Condition R4.2 of the EPL. For further information, refer to the CNVMP and the EPL.

THIS PAGE LEFT BLANK INTENTIONALLY

## Appendix A – Definitions

The following table outlines key terms used in this document and associated procedures:

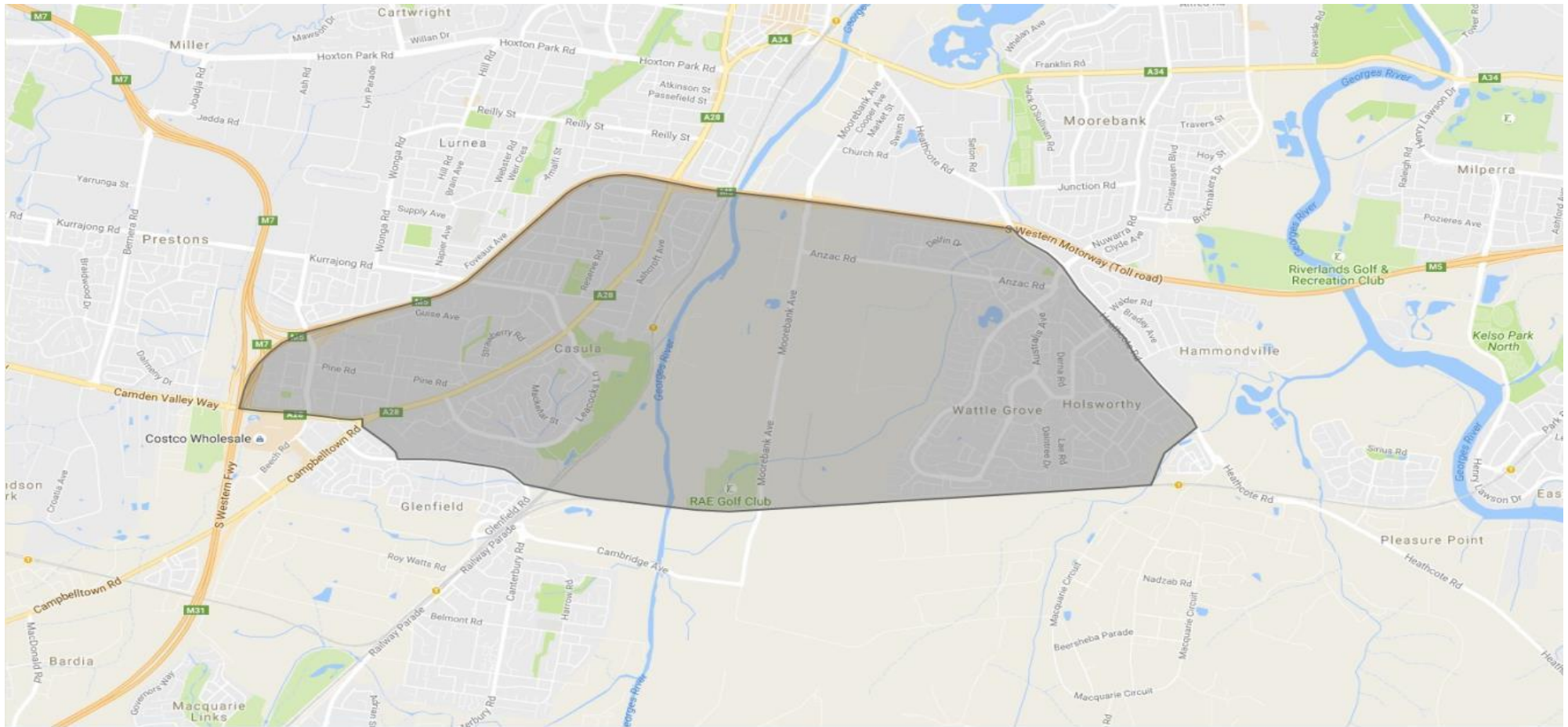
Term	Definition
<b>ARTC</b>	Australian Rail Track Corporation
<b>CCS</b>	Community Communication Strategy
<b>CEMP</b>	Construction Environmental Management Plan
<b>CNVIS</b>	Construction Noise & Vibration Impact Statement
<b>CNVMP</b>	Construction Noise and Vibration Management Plan
<b>CoA</b>	Conditions of Approval
<b>CPAC</b>	Casula Powerhouse Arts Centre
<b>CTAMP</b>	Construction Traffic and Access Management Plan
<b>DOD</b>	Department of Defence
<b>EPA</b>	Environment Protection Authority
<b>EPL</b>	Environment Protection Licence
<b>IMEX</b>	Import / Export
<b>MIC</b>	Moorebank Intermodal Company
<b>MPE</b>	Moorebank Precinct East
<b>OOHW</b>	Out of Hours Work
<b>PPR</b>	Principle Project Requirements
<b>RALP No.1</b>	The Rail Access and Land Preparation Works package no.1 for which CPB is currently engaged
<b>RMS</b>	Roads and Maritime Services
<b>SCLP</b>	Stakeholder & Community Liaison Plan
<b>SIMTA</b>	Sydney Intermodal Terminal Alliance – a consortium comprising Qube Holdings and Aurizon
<b>SIMTA CEM</b>	SIMTA Communication & Engagement Manager
<b>SSD</b>	State Significant Development
<b>SSFL</b>	Southern Sydney Freight Line
<b>TEU</b>	Twenty-foot equivalent units

## Attachments

### Attachment A: Distribution Area

Distribution maps outlined below are as per SIMTA SCLP (Appendix B) and align with previous notifications to the area about the project.

Figure 4: Distribution Map 1

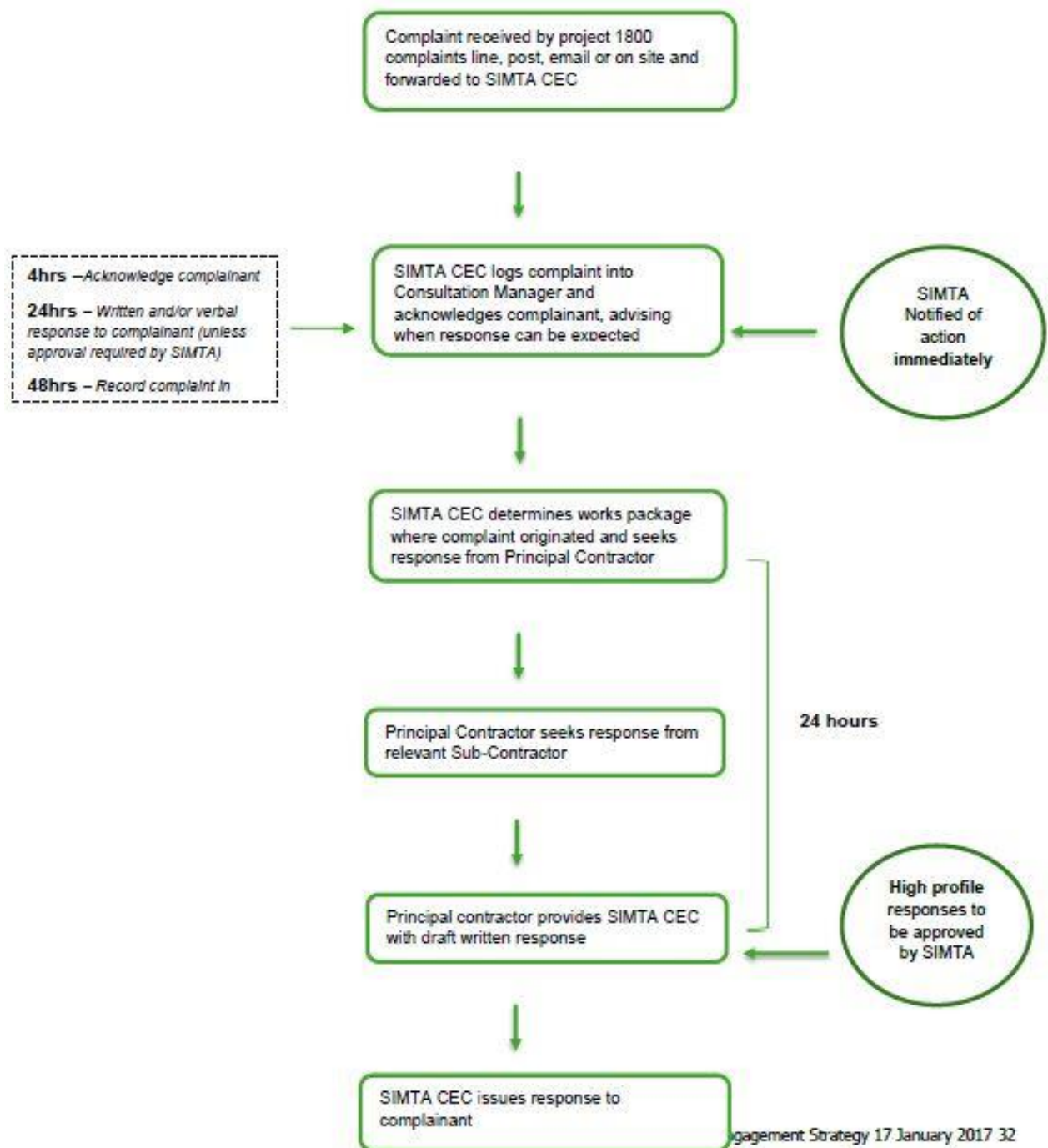


*Area within which newsletter is distributed to residents*

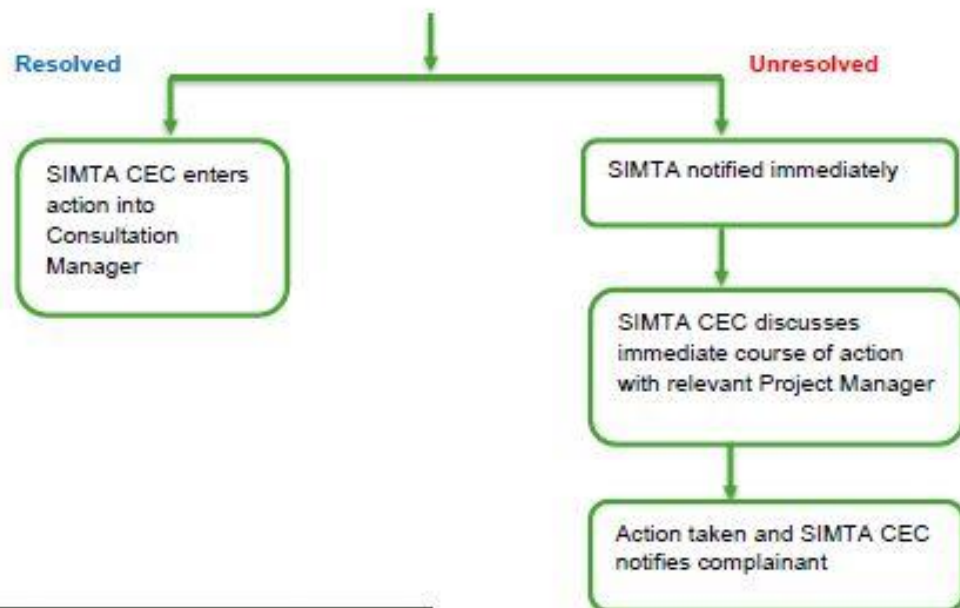


## Attachment B: Complaints Handling Flowchart

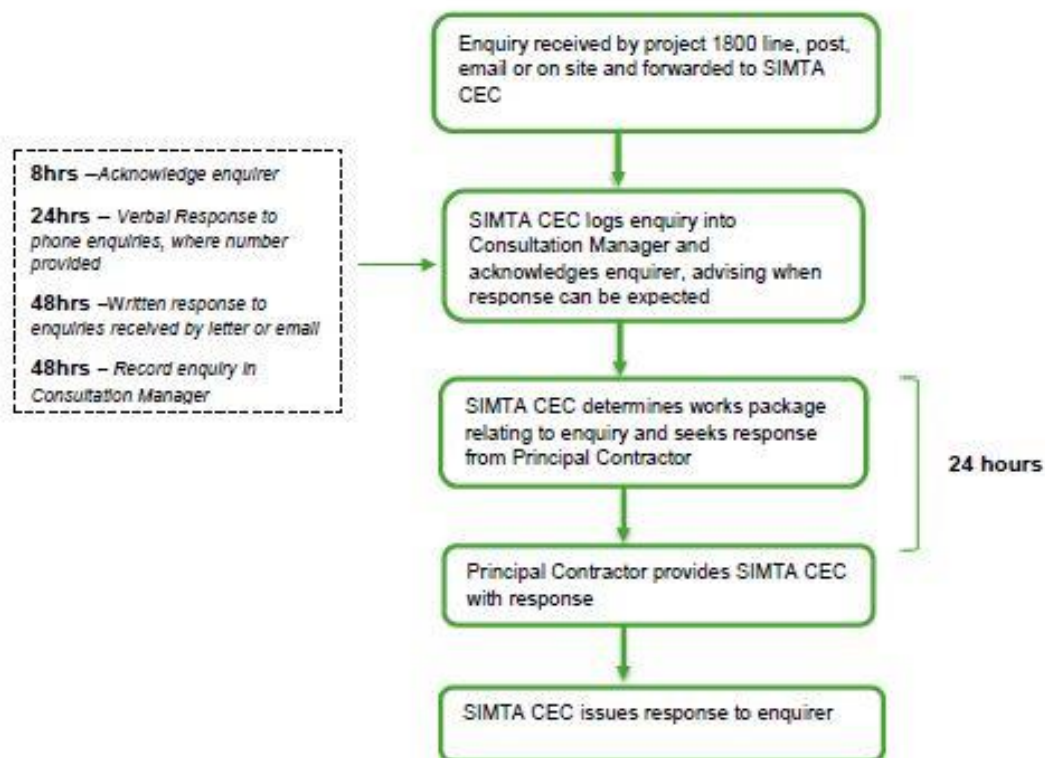
Extract from SIMTA SCLP (Appendix A). Note that this process is separate to the requirements of the EPL (detailed in the body of the plan).



Engagement Strategy 17 January 2017 32

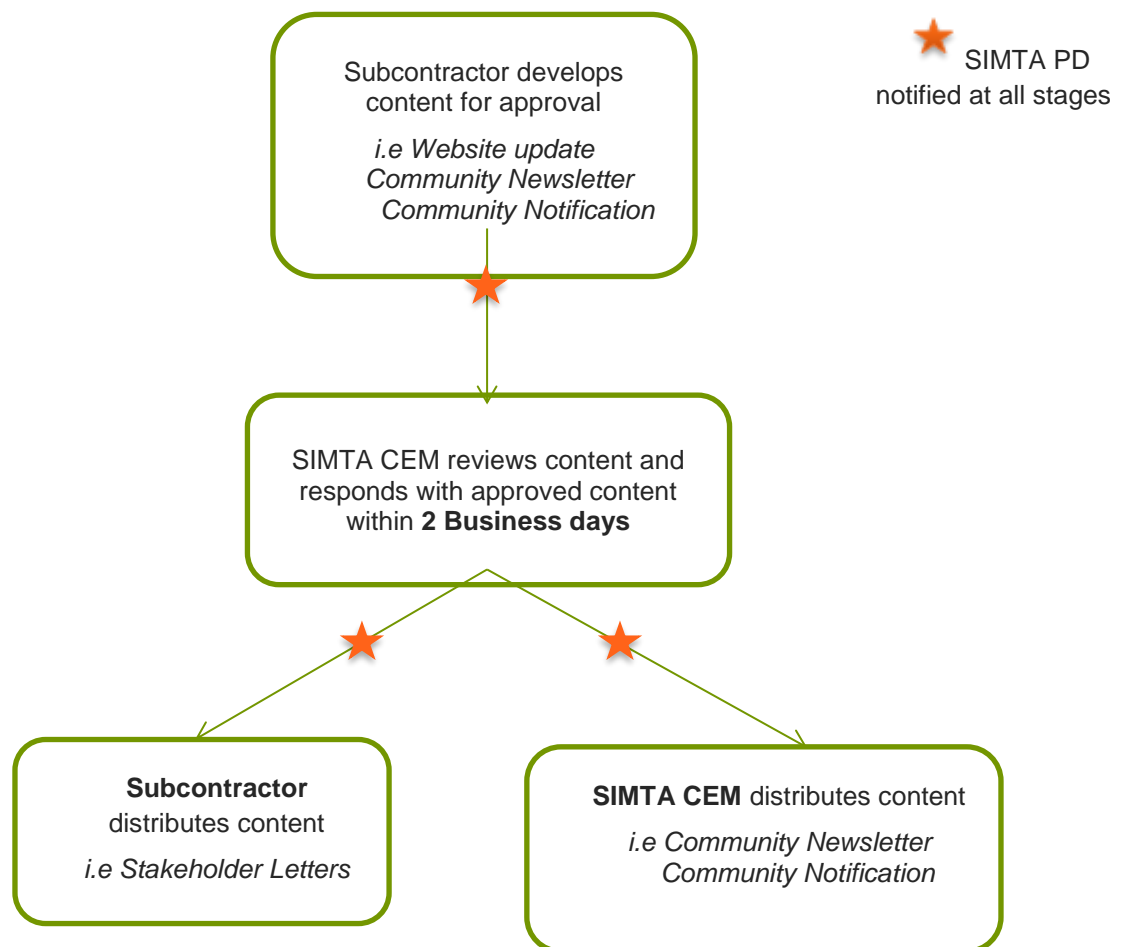


- The given time-frames are an upper limit and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.
- It is assumed that non-urgent complaints received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



- 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

## Attachment C: 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 CEM / 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.

## Attachment D: Compliance Requirements

### Contract Clauses

Specific contract clauses and references which set limits and/or govern impacts to the community and stakeholder on the project include:

Table 9: Contract Clauses

Contract Document Ref	Requirement	Where Addressed
4.11	Contractor must undertake stakeholder and community involvement works to meet the requirements of the Agreement and Contract, the PPR (including the Stakeholder and Community Liaison Plan provided by the Principal), any Approvals, rail interface agreements and any other third party agreements.	This Plan
Appendix 1 1.1 a)	The Project Documents and this appendix describe the scope and performance requirements for stakeholder and community liaison for the development of the Precinct, including delivery of RALP No.1.	This Plan
Appendix 1 1.1 b)	There are numerous stakeholders for the Precinct with whom the Principal must liaise in satisfying its obligations under the DOD. These stakeholders include the Australian Government, the Minister for Infrastructure and Regional Development and the Minister for Finance, the NSW Government, utilities providers, other Authorities, Customers and access seekers.	Section 4
Appendix 1 1.1 c)	The community includes residents and businesses in the suburbs of Moorebank, Wattle Grove, Casula, Liverpool, Glenfield and Holsworthy.	Section 4
Appendix 1 1.1 d)	The involvement of the Australian Government in the development of the Precinct (irrespective of the degree of involvement) will expose the Australian Government to reputational and political risk.	Section 4
Appendix 1 1.1 e)	Therefore, it is important to the Australian Government that it, the Principal and each of the contractors cooperate and coordinate closely on stakeholder and community liaison engagement.	Section 4
Appendix 1 2.1 a)	Utilise a coordinated approach with the Principal and where necessary, other contractors, to stakeholder and community liaison management;	This Plan
Appendix 1 2.1 b)	Develop strategies, policies, principles and standards for stakeholder consultation and community engagement during both the Services Phase and the Works Phase;	This Plan
Appendix 1 2.1 c)	Act in accordance with these strategies, policies, principles and standards, as well as any of the Principal's strategies, policies, principles and standards, as notified to the Contractor from time to time, in any stakeholder consultation and community engagement activities;	Section 3
Appendix 1 2.1 d)	Ensure that relevant stakeholders (including the Principal) and the community are provided with adequate notification of the Works and milestones that may impact them;	Section 6.3
Appendix 1 2.1 e)	Ensure that the Principal is informed of all material issues raised by stakeholders and the community;	Section 6.3
Appendix 1 2.1 f)	Ensure that the Principal is contacted immediately in relation to planned or unplanned community protests that may arise during the performance of the Works;	Section 7.5

Contract Document Ref	Requirement	Where Addressed
Appendix 1 2.1 g)	Appoint suitably qualified and experienced community relations personnel to fulfil the stakeholder and community liaison requirements of the Project Documents; and	Section 3
Appendix 1 2.1 h)	Provide relevant Contractor managers, including technical experts, to attend meetings with the Principal, and meetings with the stakeholders and the community, as reasonably requested by the Principal.	Section 3
Appendix 1	The Principal and the Contractor must jointly develop a branding strategy for all communication material, including hoarding, signage and all hard copy and electronic informational material provided to stakeholders and the community, in relation to RALP No.1.	This Plan
Appendix 1 2.2 a)	The Principal will have a centralised electronic database for the collection and recording of details of all contact and correspondence with stakeholders and the community.	Section 7.6
Appendix 1 2.2 b)	The Contractor must provide the Principal with any required information (and in a format directed by the Superintendent) to update and maintain the electronic database with accurate contact details.	Section 6
Appendix 1 2.3	The Contractor must provide all reasonable assistance to the Principal, including the provision of information, in developing the Principal's Stakeholder and Community Liaison Plan.	This Plan
Appendix 1 2.4 a)	The Contractor must appoint and nominate a stakeholder and community liaison manager for both the Services Phase and the Works Phase.	Section 3
Appendix 1 2.4 b)	The stakeholder and community liaison manager must liaise closely with the Principal's nominated stakeholder and community liaison representative including meeting regularly to keep the Principal informed of, and provide all relevant information regarding, current and upcoming delivery activities for the Works that have, or can be reasonably expected to have, an impact on stakeholders and the community including local residents, property owners, businesses and transport users.	Section 6.3 and project CEMP
Appendix 1 2.4 c)	The Contractor must provide the following information at each meeting:  (i) a summary of the current and upcoming delivery activities for the Works that have, or can be reasonably expected to have, an impact on stakeholders and the community, and proposed management measures, including communication strategies to address these impacts and notify the affected parties; (ii) an update on any current or emerging issues in relation to stakeholder and community liaison; and (iii) a register of any complaints received directly by the Contractor, including any updates and actions taken to resolve them	Section 6
Appendix 1 2.5 a)	The Principal will operate and maintain a centralised service to manage including re-direct (when relevant) enquires and complaints from stakeholders and the community.	Section 7.3
Appendix 1 2.5 b)	The Contractor is required to operate and maintain a dedicated service to respond to any enquiries and complaints from stakeholders and the community in relation to the delivery activities for the Works.	Section 7.3

Contract Document Ref	Requirement	Where Addressed
Appendix 1 2.5 c)	The Contractor's enquiries and complaints management service must be contactable by phone 8.00am - 8.00pm (or such longer hours as required during night works) and provide a postal address and email address to which enquires and complaints will be received.	Section 7.3
Appendix 1 2.5 d)	The Contractor must respond to enquiries and manage complaints directed to the Contractor by the Principal as well as any enquires and complaints received directly by the contractor relating to the delivery activities for the works.	Section 7.3
Appendix 1 2.5 e)	The Contractor must provide suitably qualified and experienced personnel to respond to enquiries and complaints directed to or received directly by the Contractor.	Section 3
Appendix 1 2.5 f)	The Contractor must develop and implement procedures for managing and resolving all stakeholder and community complaints relating to the Works.	Section 7.3
Appendix 1 2.5 g)	When responding to complaints the Contractor must:  (i) record details of every complaint received and how it was managed and closed out in the electronic database within 48 hours of the complaint being closed out; (ii) investigate the complaint within 4 hours of the complaint being received, including contacting the complainant where possible; (iii) take appropriate actions and implement measures to prevent the reoccurrence of complaints as far as reasonably practicable; and	Section 7.3
Appendix 1 2.5 h)	The Contractor must liaise with the Principal in relation to the resolution of any escalated complaints and complaints which involve request for information from the Principal within 4 hours of the request.	Section 7.3
Appendix 1 2.5 i)	In the event of a stakeholder or community complaint being escalated to the Principal management, the Contractor must:  (i) cooperate in the investigation of the complaint; (ii) provide any information requested; and (iii) implement agreed follow up actions, as soon as reasonably practicable	Section 7.3
Appendix 1 2.6 a)	The Contractor must not provide any statement or make any representation (verbal or written including via its website or social media channels) on behalf of either the Principal or the Australian Government.	Section 7.4
Appendix 1 2.6 b)	The Contractor must put in place procedures and resources to ensure that all enquiries from the media or elected government representatives regarding the Principal or the Australian Government must be directed to the Principal immediately after they are received.	Section 7.4
Appendix 1 2.6 c)	The Contractor must provide 20 Business Days' notice to the Principal of significant development milestones to enable the Principal to develop its media response.	Section 6.3 – communication calendar
Appendix 1 2.7 a)	The Contractor must notify the Principal of any incident that may have an impact on the community, environment, personnel or sub-contractors, which may attract, or can reasonably be expected to attract, the attention of the media, the Minister for Finance, Minister for Infrastructure and Regional Development, a local	Section 7.5



Contract Document Ref	Requirement	Where Addressed
	Member of Parliament, local council or the broader community within 15 minutes of being aware of the incident occurring and for any other incidents notify the Principal within 1 hour of being aware of the incident occurring.	
Appendix 1 2.7 b)	In the event of an incident, the Contractor must not contact or provide information 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.	Section 7.5
Appendix 1 2.7 c)	The Contractor must make available senior and experienced personnel to support the Principal in responding to stakeholders, the media or the public as required and requested by the Principal, acting reasonably.	Section 3
Appendix 1 2.7 d)	The Contractor must assist the Principal in its development of communications materials that may need to be disseminated as a result of an incident.	Section 7.5
Appendix 1 2.8	The Principal will operate its website throughout the development of the Precinct (including delivery of RALP No.1). The Contractor must provide the following information in electronic format to the Principal, as requested, to be uploaded onto the Principal website: a) photos of completed and current construction b) community, environmental and sustainability management activities associated with the works; and c) other information requested by the Principal, acting reasonably, in relation to the Works	Section 6.3
Appendix 1 2.9	The Contractor must not set up social media pages for RALP No.1 or any aspect of the Precinct and its development without the Principal's prior consent.	Section 7.4
Appendix 1 2.10	The Contractor must ensure relevant personnel from the Contractor and its subcontractors are adequately inducted and trained on the Communications requirements of the Project Documents, including this Appendix prior to those personnel commencing the Works.	Section 3
Appendix 1 3.1 a)	The Contractor must coordinate consultation activities with stakeholders and the community, working in collaboration with the Principal.	Section 6.3
Appendix 1 3.1 b)	The Contractor must organise and host information sessions, or assist the Principal in organising and hosting information sessions, which are to be held regularly during the Services Phase or Works Phase to:  (i) address any key issues and concerns raised by stakeholders or the community; and (ii) provide a high level status update of the Works.	Section 6
Appendix 1 3.2.1 a)	The Contractor must, at least 15 business days before commencing any activity, notify the Principal of Works with the potential to have a material impact on stakeholders and the community, including:  (i) construction commencement; (ii) night works; (iii) changes to traffic conditions; (iv) modifications to pedestrian routes, cycleways and bus stops; (v) out of hours work; (vi) disruption of residential or business access; and (vii) changing or disrupting of utility services.	Section 6.3 – Communication calendar

Contract Document Ref	Requirement	Where Addressed
Appendix 1 3.2.1 b)	The Contractor must then prepare and issue, in collaboration with the Principal, written notifications to stakeholders and the community which must be issued at least 7 days before commencing any activity with the potential to have a material impact on any stakeholders or member of the community, including those activities listed in part (a) above	Section 7.1
Appendix 1 3.2.1 c)	Any notifications prepared and issued under this part (b) must be approved by the Principal	Section 7.2
Appendix 1 3.2.1 d)	In complying with its obligations under this section, the Contractor must provide to the Principal, at a minimum, the following details: (i) work to be undertaken; (ii) location of work; (iii) hours of work (iv) duration of activity (v) likely impacts (including noise, vibration, traffic, access and dust).	Section 6.3
Appendix 1 3.2.1 e)	The Contractor must cooperate with and meet the requirements of relevant Authorities (including RMS and Liverpool City Council) regarding changes to traffic and access arrangements, including the provision and erection of signage.	Section 6
Appendix 1 3.2.1 f)	The Contractor must provide written notification to relevant utility service authorities and the Principal at least 7 days before commencing any utility service works.	Section 6
Appendix 1 3.2.2 a)	The Contractor must develop, implement and maintain a stakeholder and community liaison program that includes the key dates for the commencement and conclusion of delivery activities for the Works, the associated impacts on stakeholders and the community as well as the Contractor's strategy for mitigating impacts on and informing stakeholders and the community of the impacts.	This Plan
Appendix 1 3.2.2 b)	The Contractor's stakeholder and community liaison manager must meet with the Principal designated stakeholder and community liaison representative as required and requested to provide details of any updated stakeholder and community liaison programs.	Section 3
Appendix 1 3.2.2 c)	The Contractor must provide a person that is available for contact by the Principal at all times that any of the delivery activities for the Works are being performed to answer any questions, concerns, complaints or enquires in relation to the delivery activities.	Section 3
Appendix 1 3.3 a)	The Principal may arrange visits to the Site in cooperation with the Contractor and the Contractor must give access to the Principal's visitors at all reasonable times.	Section 6.3
Appendix 1 3.3 b)	The Contractor must accommodate periodic visits to the Site by the Principal for the purpose of photography or videography for promotional purposes. Notwithstanding any provision of the Project Documents, any photographs or film footage taken by the Contractor or the Principal becomes the property of the Principal who may, without the Contractor's approval, use the photographs and/or film footage for whatever purpose the Principal deems necessary or appropriate.	Section 6.3
Appendix 2 1.13	Contractor must assist the Principal in the development, implementation and maintenance of a Stakeholder and Community Liaison Plan.	This Plan

Contract Document Ref	Requirement	Where Addressed
Appendix 3 b)	A report on the implementation of the Stakeholder and Community Requirements - Quarterly, 20 business days before the end of each reporting quarter (or as reasonably required by the principal)	Section 7.7

### Conditions of Project Environmental Approvals

Conditions of project environmental approvals that specifically address the community and stakeholder are listed below.

#### Stage 1 Conditions of Approval

Table 10: Stage 1 Conditions of Approval

Stage 1 00CoA	Requirement	Where Addressed
<b>Community Communication Strategy</b>		
D1.	Prior to the commencement of construction, or as otherwise agreed by the Secretary, the Applicant shall prepare and implement a <b>Community Communication Strategy</b> to the satisfaction of the Secretary. The Strategy shall provide mechanisms to facilitate communication between the Applicant (and its contractor(s)), the Environmental Representative (see condition E4), the relevant Council and community stakeholders (particularly adjoining landowners) on the design and environmental management of construction. The Strategy shall include, but not be limited to:	This Plan
a)	identification of stakeholders to be consulted as part of the Strategy, including affected and adjoining landowners, key community and business groups, and community and social service organisations;	Section 4
b)	procedures and mechanisms for the regular distribution of accessible information to community stakeholders on construction progress and matters associated with environmental management, including provision of information in appropriate community languages;	Section 6
c)	procedures and mechanisms through which the community stakeholders can discuss or provide feedback to the Applicant and/or Environmental Representative in relation to the environmental management and delivery of the SSD;	Section 6.3
d)	procedures and mechanisms through which the Applicant can respond to enquiries or feedback from the community stakeholders in relation to the environmental management and delivery of the SSD; and	Section 7.3
e)	procedures and mechanisms that would be implemented to resolve issues/ disputes that may arise between parties on the matters relating to environmental management and the delivery of the SSD, including but not limited to disputes regarding rectification or compensation for impacts to third party property and infrastructure. These procedures and mechanisms may include the use of a suitably qualified and experienced independent mediator.	Section 7.3 and project CEMP
<b>Complaints and Enquiries Procedure</b>		

Stage 1 00CoA	Requirement	Where Addressed
D2.	Prior to the commencement of construction, or as otherwise agreed by the Secretary, the Applicant shall ensure that the following are available for community enquiries and complaints for the duration of construction:	Section 7.3
a)	a 24-hour telephone number(s) on which complaints and enquiries about the SSD may be registered;	Section 6.3
b)	a postal address to which written complaints and enquires may be sent;	To be established
c)	an email address to which electronic complaints and enquiries may be transmitted; and	Section 6.3
d)	a mediation system for complaints unable to be resolved.	Section 7.3
	The telephone number, the postal address and the email address shall be published in newspaper(s) circulating in the local area prior to the commencement of construction and prior to the commencement of operation. This information shall also be provided on the website (or dedicated pages) required by this approval.	Section 6
D3.	Prior to the commencement of construction, or as otherwise agreed by the Secretary, the Applicant shall prepare and implement a <b>Construction Complaints Management System</b> consistent with <i>AS ISO 10002-2006 Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2004, MOD)</i> and maintain the System for the duration of construction and up to 12 months following completion of construction.	Section 7
	Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval. The information contained within the System shall be made available to the Secretary on request.	Section 7
<b>Provision of Electronic Information</b>		
D4	Prior to commencement of construction, or as otherwise agreed by the Secretary, the Applicant shall establish and maintain a new website, or dedicated pages within an existing website, for the provision of electronic information associated with the SSD, for the duration of construction. The Applicant shall, subject to confidentiality, publish and maintain up-to-date information on the website or dedicated pages including, but not necessarily limited to:	Section 6
a)	information on the current implementation status of the SSD;	Section 6
b)	a copy of the documents listed in condition A1, and any documentation supporting modifications to this approval that may be granted from time to time;	Section 6
c)	a copy of this approval and any future modification to this approval;	Section 6
d)	a copy of each relevant environmental approval, licence or permit required and obtained in relation to the SSD;	Section 6
e)	a copy of each current report, plan, or other document required under this approval;	Section 6

Stage 1 00CoA	Requirement	Where Addressed
f)	the outcomes of compliance tracking in accordance with condition C4 of this approval; and	Section 6
g)	details of contact point(s) to which community complaints and enquiries may be directed, including a telephone number, a postal address and an email address.	Section 6
<b>Construction Environmental Management Plan – Sub Plan</b>		
E34 (a) (viii)	<b>Construction Traffic and Access Management Plan</b> details of methods to be used to communicate proposed future traffic changes to affected road users, pedestrians and cyclists, consistent with the (viii) Community Communication Strategy required under condition D1;	This plan
(iv) c)	an <b>Out-of-Hours Work Protocol</b> for the assessment, management and approval of works outside of standard construction hours as defined in condition E19 of this approval, for the Secretary's approval. The Out-of-Hours Work Protocol must detail: c) proposed notification arrangements.	Section 6.3

### Stage 1 Final Compilation of Mitigation Measures

Table 11: Stage 1 Final Compilation of Mitigation Measures

Stage 1 FCMM Ref	Requirement	Where Addressed
17A	A <b>Community Information and Awareness Strategy</b> will be included in the CEMP and will outline measures to maintain communication with the community and all relevant stakeholders throughout the construction of the Proposal.	Section 6

### NSW Concept Plan Conditions of Approval

There are no specific NSW Concept Plan Approval clauses or references which set limits and/or govern impacts to the community and stakeholders on the Project.

### NSW Concept Plan Revised Statement of Commitments

Table 12: NSW Concept Plan Revised Statement of Commitments

Revised SoC Ref	Requirement	Where Addressed
2.62	The Proponent will continue to engage and consult with the community during the future detailed planning applications. Depending on the scale of the proposed, development, Principal may undertake the following activities either prior to lodgement or during the public exhibition of the application: <ul style="list-style-type: none"> <li>Open a Community Information Centre (as appropriate) to provide stakeholders with information and to receive feedback on the proposal</li> <li>Update the existing project website and maintain access</li> <li>Continued operation of the email feedback system and free-call information line.</li> </ul>	SIMTA CES

### Commonwealth Concept Plan Approval

There are no specific Commonwealth Concept Plan Approval clauses or references which set limits and/or govern impacts to the community and stakeholders on the Project.

### Commonwealth Concept Plan Mitigation Measures

There are no specific Commonwealth Concept Plan Mitigation Measures which set limits and/or govern impacts to the community and stakeholders on the Project.

### Project's Environmental Protection Licence Requirements (EPL #20966)

Table 13: EPL #20966 Requirements

Condition	Requirement	Where Addressed
L2.2	<ul style="list-style-type: none"> <li>The licensee must ensure that all feasible and reasonable noise and vibration mitigation and management measure are implemented during construction work authorized by this licence, in accordance with the <i>Interim Construction Noise Guideline</i> (DECC, 2009)</li> </ul>	Section 6.3
L3.5(a)	<ul style="list-style-type: none"> <li>The licensee must notify potentially affected noise sensitive receivers of any out of hours works permitted by the EPL</li> </ul>	Section 6.3
L3.5(b)	<ul style="list-style-type: none"> <li>The licensee must notify affected stakeholders and potentially affected receivers of any out of hours works about the timing and duration of potential works at least 48 hours prior to the commencement of the works</li> </ul>	Section 6.3
L3.5(c)	<ul style="list-style-type: none"> <li>The notification required by this condition must be made via letterbox drop or electronic communication and via the project website</li> </ul>	Section 6.3
L3.6(d)	<ul style="list-style-type: none"> <li>The notification required by this condition must provide details of:               <ol style="list-style-type: none"> <li>The reason why out of hours works are required;</li> <li>Time restrictions that apply to the proposed works;</li> <li>The location, nature, scope and duration of the proposed works;</li> <li>Predicted noise impacts on sensitive receivers;</li> <li>How complaints may be made and additional information obtained; and</li> <li>The telephone complaints hotline</li> </ol> </li> </ul>	Section 6.3
M2.1	<ul style="list-style-type: none"> <li>The licensee must keep a legible record of all complaints made to the licensee or any employee or agent of the licensee in relation to pollution arising from any activity to which this licence applies</li> </ul>	Section 7.3
M2.2	<ul style="list-style-type: none"> <li>The record must include details of the following:               <ol style="list-style-type: none"> <li>The date and time of the complaint;</li> <li>The method by which the complaint was made;</li> <li>Any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect;</li> <li>The nature of the complaint;</li> <li>The action taken by the licensee in relation to the complaint, including any follow-up contact with the complainant; and</li> <li>If no action was taken by the licensee, the reasons why no action was taken.</li> </ol> </li> </ul>	Section 7.3
M2.3	<ul style="list-style-type: none"> <li>The record of a complaint must be kept for at least 4 years after the complaint was made</li> </ul>	Section 7.3
M2.4	<ul style="list-style-type: none"> <li>The record must be produced to any authorized officer in the EPA who asks to see them</li> </ul>	Section 7.3

Condition	Requirement	Where Addressed
M3.1	<ul style="list-style-type: none"> <li>The licensee must operate during its operating hours a telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant, unless otherwise specified in the licence</li> </ul>	Section 6.3
M3.2	<ul style="list-style-type: none"> <li>Note: "operate" in Condition M3.1 means the licensee must ensure a telephone complaints line is operating.</li> </ul>	Section 6.3
M3.3	<ul style="list-style-type: none"> <li>The licensee must notify the public of the complaints line telephone number and the fact that it is a complaints line so that the impacted community knows how to make a complaint</li> </ul>	Section 6.3
M3.4	<ul style="list-style-type: none"> <li>The preceding two conditions do not apply until 18 August 2017 the date of the issue of this licence.</li> </ul>	Section 6.3
M3.5	<ul style="list-style-type: none"> <li>a) The licensee must investigate noise and vibration complaints received from the occupants of dwellings or the managers of noise sensitive premises other than dwellings: <ul style="list-style-type: none"> <li>i) Within two hours of the complaint being received; or</li> <li>ii) In accordance with any prior compliant management agreement the licensee may have made with the complainant</li> </ul> </li> <li>b) The licensee must ensure that any investigation referred to in this condition that identifies works or activities being undertaken on the licensed premises as the likely source of the complaint, includes an offer to the complainant to undertake attended noise or vibration monitoring at their premises</li> <li>c) If the occupant of the dwelling or the management of a noise sensitive receiver other than a dwelling accepts the offer of attended noise or vibration monitoring the licensee must undertake that attended monitoring: <ul style="list-style-type: none"> <li>i) As soon as practicable; or</li> <li>ii) At a time agreed with the complainant</li> </ul> </li> </ul>	Section 7.3
M3.6	<ul style="list-style-type: none"> <li>The licensee must, in respect of each complaint made to the telephone complaints line required by Condition M3.1, advise each complainant of the result of its investigation of their complaint and any proposed remedial action</li> </ul>	Section 7.3
R4.1 a)	<ul style="list-style-type: none"> <li>The licensee must submit, by 12:00pm the following business day from which the complaint was received, a report to the EPA that provides details of all complaints received in relation to construction activities regulated by the licence on the telephone complaints line required by Condition M3.1 or a complaints email address</li> </ul>	Section 7.3
R4.1 c)	<ul style="list-style-type: none"> <li>The licensee is not required to submit a report for any reporting period during which no complaints have been received</li> </ul>	Section 7.3 Section 7.7