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URBIS

COMMUNITY COMMUNICATION STRATEGY

Elevation at Greystanes

Prepared for
ISPT
July 2021

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Report Number	Final [revised 9/08/2021]

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1. INTRODUCTION

This Community Communication Strategy (the strategy) has been prepared in line with the requirements of Development Consent Condition A26 for Elevation at Greystanes (SSD-10399). This strategy has been prepared by Urbis Pty Ltd, a communications consultant engaged by ISPT, the landowner.

This strategy will be implemented and maintained throughout construction of the project by Aliro on behalf of ISPT. This strategy life cycle covers a period no later than two weeks before the commencement of earthworks and for a period of 6 months following construction. This strategy will be updated by ISPT for operation of the development.

ISPT developed this document as the framework to guide all community communication recommendations provided in the Operational Traffic Management Plan, Construction Noise and Vibration Management Plan and Construction Environmental Management Plan and the Operational Environmental Management Plan.

1.1. CROSS-REFERENCE OF CONSENT REQUIREMENTS

Table 1 identifies the reference/s within this strategy as they relate to the requirements under Development Consent Condition A26 – Community Communication Strategy.

Table 1 Consent conditions and report references

Consent condition Reference	Consent condition	Report reference
A26.	The Applicant must prepare a Community Communication Strategy for the development to the satisfaction of the Planning Secretary.	This document
A26.	The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, CCC and BCC and the community (including adjoining affected landowners and businesses), during the earthworks, construction and operation of the development. The Community Communication Strategy must:	This document
A26. (a)	Assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the development	Section 155.2
A26. (b)	Detail the mechanisms for regularly consulting with the local community throughout the development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results	Section 5.1
A26. (c)	Detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works, vibration intensive activities or manage traffic disruptions;	Section 5.3

Consent condition Reference	Consent condition	Report reference
A26. (d)	Include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders; and	Section 4
A26. (e)	<p>Include a complaints procedure for recording, responding to and managing complaints, including:</p> <ul style="list-style-type: none"> (i) email, toll-free telephone number and postal addresses for receiving complaints; (ii) advertising the contact details for complaints before and during operation, via the local newspaper and through on-site signage; (iii) a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and (iv) procedures for the resolution of any disputes that may arise during the course of the development. 	Section 5.4

2. PROJECT OVERVIEW

Elevation at Greystanes (the project) involves the redevelopment of the industrial and logistics estate at 44 Clunies Ross Street, Prospect, NSW (the site). This project will create a high-quality logistics and industrial estate, including seven warehouses with ancillary offices, car parking, landscaping and associated facilities.

2.1. THE SITE

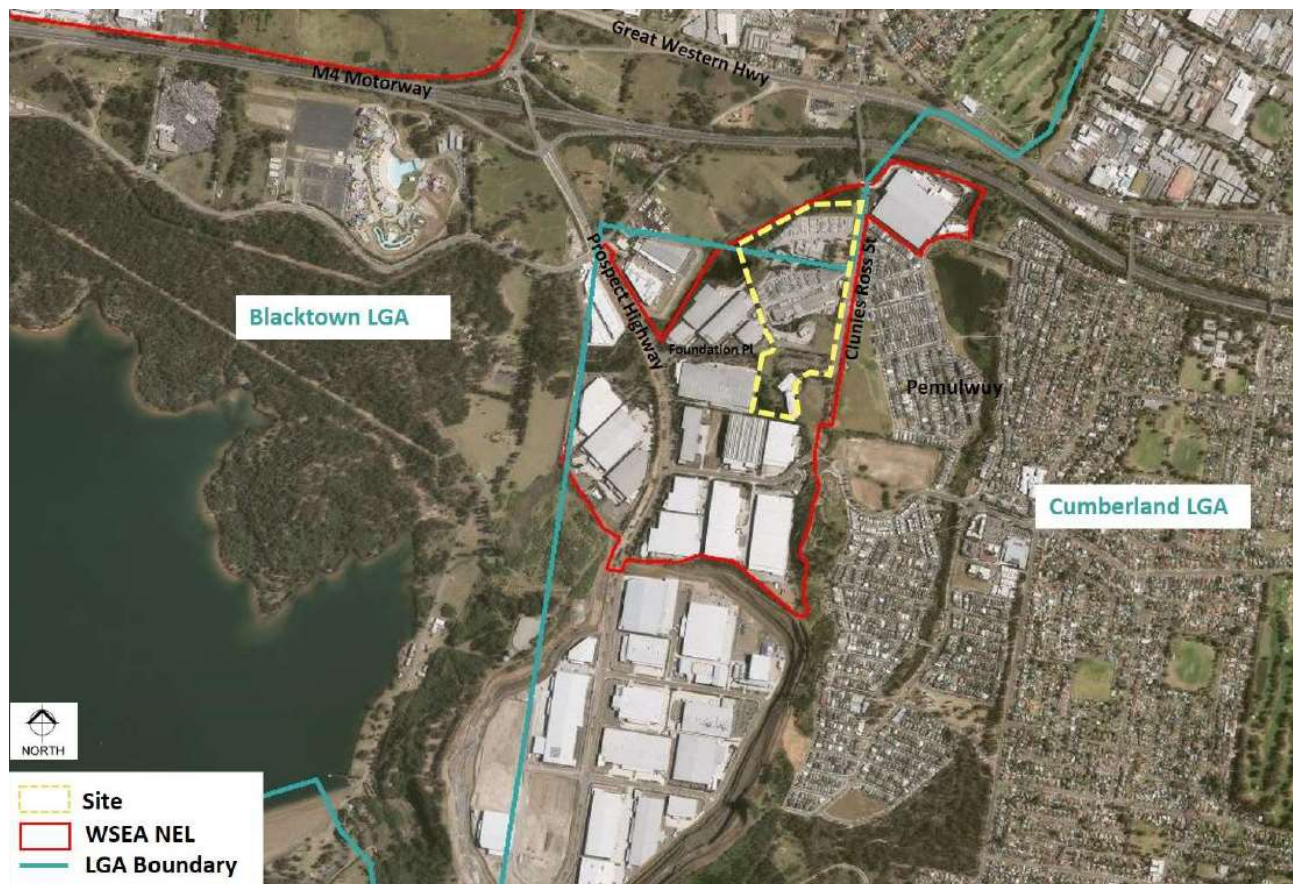
The site is located at 44 Clunies Ross Street, Prospect, NSW (as indicatively shown in Figure 1).

The site is approximately 7 km west of the Parramatta CBD and approximately 26 km west of the Sydney CBD. The site encompasses three adjoining industrial properties located in the Blacktown and Cumberland Local Government Areas.

The site is located within Precinct 10 - Greystanes Northern Employment Lands under the Western Sydney Employment Area (WSEA), State Environment Planning Policy (SEPP). Elevation at Greystanes has the potential to play an important role as a major local employment hub in both NSW Government and the Cumberland Council planning strategies, including the Cumberland Council Employment and Innovation Lands Strategy.

The precinct is shown in red and the project construction site is shown in yellow.

Figure 1 Aerial photograph of the site



Source: Keylan Consulting PTY LTD

2.2. THE SURROUNDING COMMUNITY

The site is generally surrounded by industrial facilities, with residential properties located behind a noise wall on the opposite side of Clunies Ross Street.

Immediately surrounding the site are:

- **North:** undeveloped stormwater retarding basin, including Girraween Creek, then the M4 Motorway.
- **East:** Clunies Ross Street, with residential properties located behind a noise wall on the eastern side of the street.
- **South west:** industrial facilities: 3M Logistics Centre and Iron Mountain.
- **South east:** Prospect Hill Heritage Area
- **West:** industrial estate with tenants including Arjo and Allied Moving Services.

2.3. THE PROJECT

Elevation at Greystanes (the project) comprises the construction of seven industrial warehouses, associated offices, hardstand (a paved area for parking heavy vehicles), car parking areas and a small local cafe on a terraced landform. The key features of the proposal are:

- Seven warehouses, ranging in size between 5,349-21,782m² and 13.7-25 metres in height
- Ancillary offices to support the operation of the warehouses between 376-1,400m²
- Associated parking provisions
- 146m² café
- Internal estate road

3. PEOPLE TO BE CONSULTED DURING THE DEVELOPMENT

Elevation at Greystanes is immediately surrounded by industrial facilities, with residential properties located behind a noise wall on the eastern side of Clunies Ross Street. It will be important to make sure near neighbours are well informed about construction activity and impacts.

The sensitive receivers, relevant regulatory authorities and other interested stakeholders who will be informed and consulted are outlined in Table 2. The table also outlines communication mechanisms and potential stakeholder concerns. Section 5 describes the mechanisms in detail. This table will be reviewed and updated as needed by Aliro on behalf of ISPT.

Table 2 Stakeholders, activities, and concerns

People to be consulted (Stakeholders)	Communication activities (see Section 5)	Concerns
Individual households and businesses within a 500m radius (See Appendix B) of the construction zone including: Residents located on: <ul style="list-style-type: none">- Clunies Ross St- Muttong St- Wombat St- Burraga Way	Enquires and feedback response Issues resolution and mediation of disputes Incident management Construction updates as required. Construction signage.	During Environmental Impact Statement (EIS) consultation, local residents and businesses identified the following concerns: Traffic management Parking impacts and obstruction of neighbourhood driveways View impacts and privacy Impacts of construction activities including noise, dust and vibrations

People to be consulted (Stakeholders)	Communication activities (see Section 5)	Concerns
<ul style="list-style-type: none"> - Jirrang St - Warin Ave - Durawi St - Buran Rd - Nijong Dr - Baraba Cres - Winnima Cct <p>Businesses</p> <ul style="list-style-type: none"> - Mortarless Masonry - Boral Asphalt - Arjo - Hitachi Construction Machinery - Shelta - Prospect Refrigerated Transport - Americold - Prospect 		
<p>Regulatory agencies and utilities:</p> <ul style="list-style-type: none"> - Blacktown City Council - Cumberland City Council - New South Wales Environment Protection Authority - Endeavour Energy - Heritage NSW – Aboriginal cultural heritage (ACH) - Heritage NSW - Transport for NSW - Sydney Water - Fire + Rescue NSW 	<p>Contact is covered by relevant approvals.</p>	<p>Traffic management</p> <p>Visual impacts</p> <p>Construction activities</p> <p>Environmental impacts</p>

People to be consulted (Stakeholders)	Communication activities (see Section 5)	Concerns
<ul style="list-style-type: none"> - The Prospect Heritage Trust - Registered Aboriginal Parties - Jemena 		
Department of Planning, Industry and Environment	Contact is covered by relevant approvals.	Regulatory oversight of Development Consent for SSD-10399.

4. STAKEHOLDER CONTACTS

Table 3 Stakeholder contacts

Stakeholder	Contact details
Department of Planning, Industry and Environment	Deana Burns Senior Environmental Assessment Officer T +612 9274 6453 E deana.burn@planning.nsw.gov.au
Department of Planning, Industry and Environment – Biodiversity and Conservation Division	Bronwyn Smith Senior Conservation Planning Officer T +612 9873 8604 E Bronwyn.smith@environment.nsw.gov.au
Blacktown City Council	Sara Smith Senior Town Planner T (02) 9839 6262
Cumberland City Council	William Attard Senior Development Planner T (02) 8757 9924
New South Wales Environment Protection Authority	Claire McQueeney Operations Officer T (02) 8837 6393 E Claire.mcqueeney@epa.nsw.gov.au.
Endeavour Energy	Cornelis Duba Development Application Specialist Network Environment & Assessment E cornelis.duba@endevourenergy.com.au
Heritage NSW – Aboriginal cultural heritage (ACH)	Sam Gibbins Heritage NSW T (02) 9895 6586 E Samantha.gibbins@environment.nsw.gov.au
Heritage NSW	Tim Olliver Senior Heritage Assessment Officer T (02) 4927 3203 E timothy.oliver@environment.nsw.gov.au
Transport for NSW	Vic Naidu A/Senior Land Use Planner Land Use Planning and Development E development.sydney@rms.nsw.gov.au
Sydney Water	Growth Planning Team T 13 20 92 E urbangrowth@sydneywater.com.au

Stakeholder	Contact details
Fire + Rescue NSW	Brendan Hurley Team Leader Infrastructure Liaison Brendan.m.hurley@fire.nsw.gov.au 0438 601 582
The Prospect Heritage Trust	Jill Finch President T 02 9621 8225
Registered Aboriginal Parties	<ul style="list-style-type: none"> ▪ A1 Indigenous Services <ul style="list-style-type: none"> – Carolyn Hickey ▪ Amanda Hickey Cultural Services (AHCS) <ul style="list-style-type: none"> – Amanda Hickey ▪ Aragung Aboriginal Cultural Heritage Site Assessments <ul style="list-style-type: none"> – James Eastwood ▪ Barking Owl Aboriginal Corporation <ul style="list-style-type: none"> – Jody Kulakowski – T +61 426 242 015 – E barkingowlcorp@gmail.com ▪ Barraby Cultural Services <ul style="list-style-type: none"> – Lee Field ▪ Butucarbin Aboriginal Corporation <ul style="list-style-type: none"> – Jennifer Joan Beale – T (02) 9832 7167 – E koori@ozemail.com.au ▪ Didge Ngunawal Clan <ul style="list-style-type: none"> – Lilly Lea Carrol – T +61 426 823 944 – E lillycarroll@y7mail.com ▪ Ginninderra Aboriginal Corporation <ul style="list-style-type: none"> – Krystle Lea Carroll – T +61 451 016 224 – E ginninderra.corp@gmail.com ▪ Goodradigbee Cultural & Heritage Aboriginal Corporation <ul style="list-style-type: none"> – Caine Carroll – T +61 452 100 716 – E info@gcahac.com.au

Stakeholder	Contact details
	<ul style="list-style-type: none"> ▪ Kamilaroi Yankuntjatjara Working Group <ul style="list-style-type: none"> – Philip Khan – T +61 434 545 982 – E philipkhan.acn@live.com.au ▪ Prospect Logistics Estate ACHAR ▪ Marigram ▪ Muragadi (Muragadi Heritage Indigenous Corporation)? <ul style="list-style-type: none"> – Jesse John Johnson – T +61 418 970 389 – E muragadi@yahoo.com.au ▪ Murra Bidgee Mullangari Aboriginal Corporation <ul style="list-style-type: none"> – Darleen Joyce Johnson – T +61 490 051 102 – E murrabidgeemullangari@yahoo.com.au ▪ Murramarang ▪ Widescope Indigenous Group <ul style="list-style-type: none"> – Steven Hickey ▪ Yulay Cultural Services <ul style="list-style-type: none"> – Arika Jalomaki <p>Where contact details are not available, Cumberland City Council's Aboriginal Liaison office can be contacted:</p> <p>P: 02 8757 9000</p> <p>E: council@cumberland.nsw.gov.au</p> <p>W: https://www.cumberland.nsw.gov.au/aboriginal-and-torres-strait-islander</p>
Neighbouring businesses	<ul style="list-style-type: none"> ▪ Mortarless Masonry <ul style="list-style-type: none"> – T 02 4092 2086 – E email@mortarless.com.au ▪ Boral Asphalt <ul style="list-style-type: none"> – T (02) 9033 5000 ▪ Arjo <ul style="list-style-type: none"> – T 1800 072 040 – E enquiries.au@arjo.com ▪ Hitachi Construction Machinery <ul style="list-style-type: none"> – T (02) 8863 4800

Stakeholder	Contact details
	<ul style="list-style-type: none"> ▪ Shelta <ul style="list-style-type: none"> – T (02) 8863 0400 – E admin@shelta.com.au ▪ Prospect Refrigerated Transport <ul style="list-style-type: none"> – T (02) 9631 4320 – E enquiries@prospectrt.com.au ▪ Americold – Prospect <ul style="list-style-type: none"> – T (02) 9840 5200

5. PROCEDURES AND MECHANISMS

5.1. INFORMATION PROVISION

Information about the Project will be provided to residents in line with the requirements of Development Consent Condition A26 (b) through the communication activities outlined in Table 4 Communication activities for information provision.

Table 4 Communication activities for information provision.

Activity	Description	Stakeholder	Timing
Enquires and feedback response	<p>The community will use a project contact point (See Section 5.2) to provide feedback or make enquiries and complaints.</p> <p>This contact point will also be the central contact person for nearby sensitive receivers.</p> <p>The process for responding is outlined in Sections 5.2, 5.3 and 5.4.</p>	Individual households and businesses within a 500m radius of the project	Ongoing
Advertisement in local newspapers	At the start of construction and at key development milestones, ISPT will place an ad in the local newspaper outlining construction timeline, impacts and mitigations, and the project contact point.	Individual households and businesses within a 500m radius of the construction zones	Prior to work commencing.
Signage	Signage at the front of the site will include details for providing feedback or making enquires and complaints.	Individual households and businesses within a 500m radius of the project	Ongoing

Activity	Description	Stakeholder	Timing
Notifications	At the start of construction and at key development milestones, ISPT will send a letter to neighbours outlining construction timeline, impacts and mitigations, and the project contact point. See Appendix A.	Individual households and businesses within a 500m radius of the project	No less than 14 days before start of construction
Sensitive receiver consultation procedure	For high noise generating works, vibration intensive activities or potential traffic disruptions, sensitive receivers will be informed ahead of time. See Section 5.3 for more detail.	Individual households and businesses within a 500m radius of the project	No less than 7 days before works planned, or when reasonably practical
Community meetings	Depending on the level of stakeholder interest and feedback in the first three months of construction, ISPT will consider the establishment of regular community meetings to inform the community of the progress of the development and report on environmental monitoring results.	Individual households and businesses within a 500m radius of the project	As required

5.2. ENQUIRIES AND FEEDBACK RESPONSE

As outlined in Table 5, project contact points will be established and maintained for design and construction of the Project.

Table 5 Project contact points

Channel	Details
Point of contact	ISPT c/o Aliro (Development Manager) Colin MacDonald
Mailing address	Level 38 Gateway Tower 1 Macquarie Place Sydney NSW 2000
Phone number	1800 244 863
Email	engagement@urbis.com.au
Website	elevationestate.com

All feedback and enquires will be answered in accordance with the timeframes below:

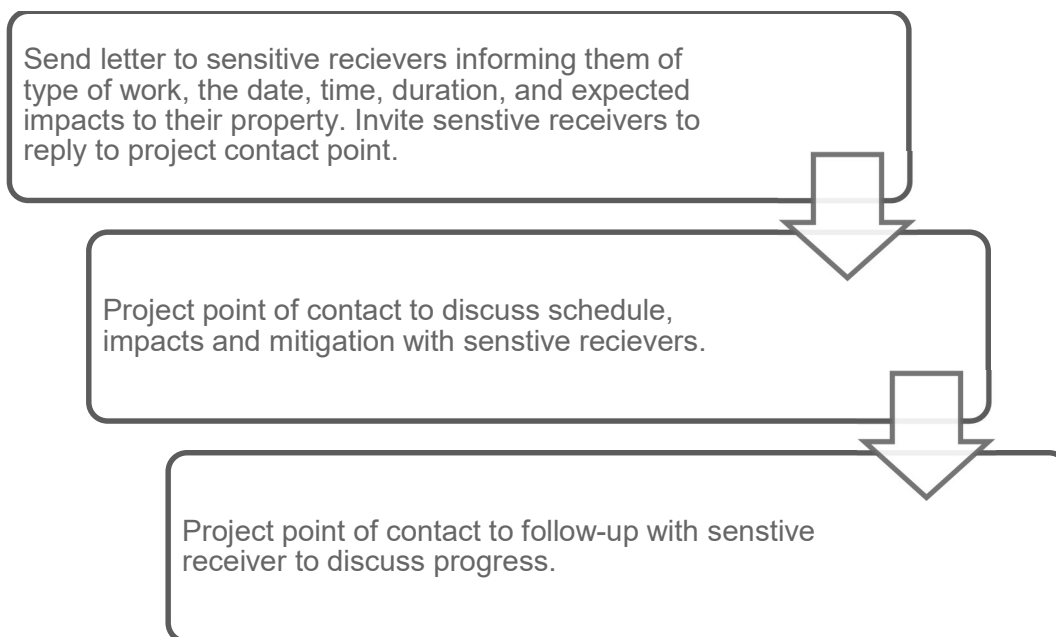
Table 6 Response times

Channel	Response time
Email	Two business days
On-site inquiry	Five business days
Project phone line	Thirty minutes (during business hours)
Website contact	Three business days

5.3. SENSITIVE RECEIVER CONSULTATION PROCEDURE

ISPT will consult with nearby sensitive receivers to schedule high noise generating works, vibration intensive activities and management of any potential traffic disruptions. This includes ensuring the community is informed of disruptive works in advance. This mechanism is outlined in Figure 2 Sensitive receivers consultation procedure

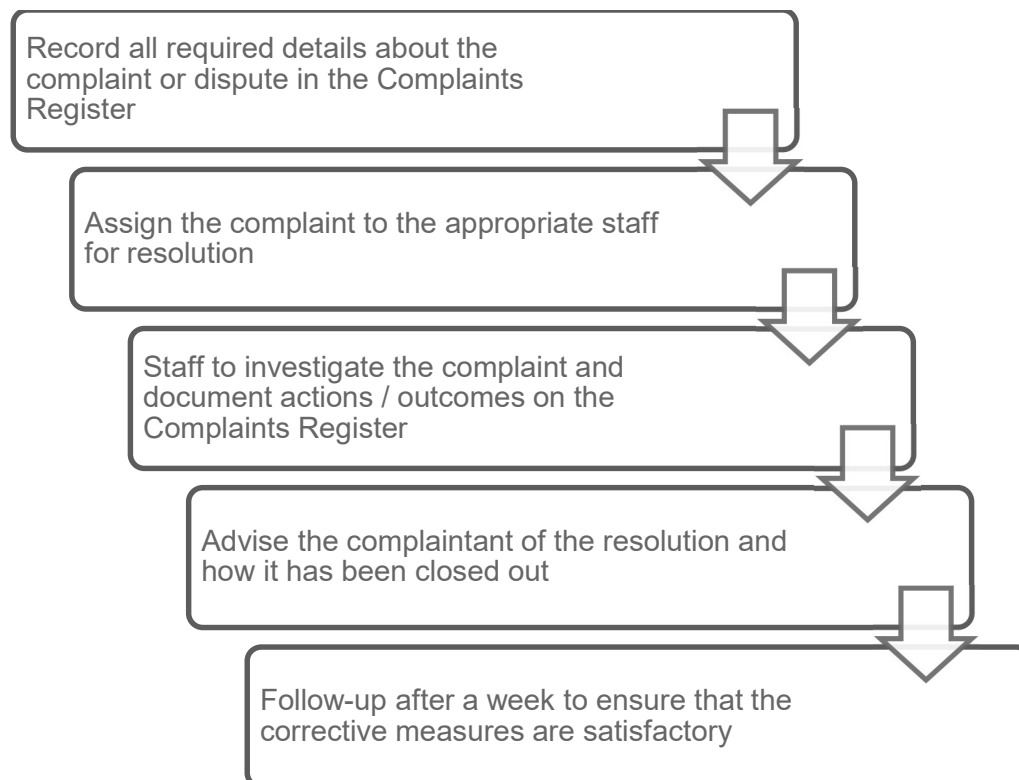
Figure 2 Sensitive receivers consultation procedure



5.4. COMPLAINTS AND DISPUTES RESOLUTION PROCEDURE

The mechanism in Figure 3 Complaints and disputes resolution procedure outlines the procedure for complaints and disputes raised through the project contact point. The required details to be recorded in the complaints register include the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint.

Figure 3 Complaints and disputes resolution procedure



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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A

NOTIFICATION LETTER

EXAMPLE NOTIFICATION LETTER

Dear Resident

[Description of work as title]

ISPT and Aliro are seeking to create a high-quality warehousing, distribution and logistics hub at 44 Clunies Ross Street Prospect.

As part of this project, construction phase [X] will start in week commencing [insert date] 2021. This will include:

- [Brief description of work and tools used].

You may notice some additional noise and dust, but we will be implementing dust mitigation and sediment and erosion control measures to minimise these impacts where possible. Construction staff will park on the site where possible to avoid traffic impacts along Clunies Ross Street. We expect this phase of construction to be finished by [insert date], weather permitting.

We thank you in advance for your patience and cooperation during these work. Should you have any questions or feedback about this work, please contact [name and role] on [contact number]

Regards,

Colin MacDonald

Aliro

Development Manager

APPENDIX B

NOTIFICATION AREA

