



JWD Developments

## Community Communication Strategy

Construction of a residential development comprising four residential flat buildings to accommodate 188 dwellings, basement car parking, associated landscaping and public domain works

89 John Whiteway Drive, Gosford

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## Table of Contents

1	Introduction.....	4
1.1	Overview .....	4
1.2	Background .....	4
2	Site and Development Description.....	6
2.1	Site Description .....	6
2.2	Locality Description .....	7
2.3	Development Description.....	8
3	Environmental Impacts and Management Measures .....	9
4	The Community .....	10
4.1	Stakeholders for the Construction & Operation Phases.....	10
5	Communication Procedures and Mechanisms .....	11
5.1	Distribution of Information .....	11
5.2	Community Forum .....	13
5.3	Community Feedback and Enquiries.....	13
6	Complaints Management .....	14
6.1	Dispute Resolution and Mediation.....	14
7	Conclusion .....	16

### List of Figures

Figure 1: Aerial photo showing site (Source: Nearmap; 01/03/2022) .....	6
Figure 2: Aerial photo showing locality (Source: Nearmap; 01/03/2022) .....	7
Figure 3: Approved Site Plan (Source: Marchese Partners DA001.5; 18/02/2022) .....	8
Figure 4: Approved Road Elevations (Source: Marchese Partners DA003.1; 18/02/2022) .....	8
Figure 5: Nearby residents/businesses to be consulted (Source: Nearmap; 01/03/2022) .....	10

### List of Tables

Table 1: Conditions of Development Consent .....	4
Table 2: Project Management Documents and Procedures.....	9
Table 3: Stakeholders .....	10
Table 4: Distribution of Information .....	11
Table 5: Management Contact Details.....	14
Table 6: Handling Procedure .....	14

# 1 Introduction

## 1.1 Overview

This Community Communication Strategy (CCS) has been prepared by Barker Ryan Stewart on behalf of JWD Developments.

The CCS provides mechanisms to facilitate communication between the Applicant, Central Coast Council and the community during the construction and operation (12 months) of the approved development at 89 John Whiteway Drive, Gosford (Lot 100 DP 1075037 and Lot 1 DP 45551).

## 1.2 Background

NSW Department of Planning, Industry and the Environment (DPIE) issued development consent for SSD 10321 on 14 October 2021 (amended by modifications 1 and 2). Schedule 2 of the development consent indicates that a Community Communication Strategy is required to be prepared and submitted to the Planning Secretary prior to commencement of construction. This CCS has been prepared in accordance with the development consent conditions issued by DPIE as outlined and addressed below in Table 1.

Table 1: Conditions of Development Consent

Consent Condition		Compliance
<b>Community Consultation Strategy</b>		
C6.	A community Communication Strategy must be prepared to provide mechanisms to facilitate communication between the Applicant, the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction.	This CSS has been prepared in accordance with the consent conditions and provides mechanisms to facilitate communication between the applicant, Central Coast Council and the community during the and construction of the development and for 12 months following completion of construction. <i>It should be noted that the condition refers to design, however this strategy is for post design / construction consultation.</i>
C7.	The Communication Strategy must: (a) identify people to be consulted during the design and construction phases;	Refer to Section 4.1
	(b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;	Refer to Section 5.1
	(c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;	Refer to Section 5.2
	(d) set out procedures and mechanisms: i. through which the community can discuss or provide feedback to the Applicant;	Refer to Section 5.3

Consent Condition		Compliance
	ii. through which the Applicant will respond to enquiries or feedback from the community; and	Refer to Section 5.3
	iii. to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.	Refer Section 6.3
C8.	The Community Communications Strategy must be submitted to the Planning Secretary no later than one month before the commencement of any work.	CSS to be submitted to the Planning Secretary more than one month before the commencement of work by Applicant.
C9.	Work for the purposes of the development must not commence until the Community Communication Strategy has been approved by the Planning Secretary, or within another timeframe agreed with the Planning Secretary.	CSS is to be submitted and approved by the Planning Secretary prior to commencement of works by Applicant.
C10.	The Community Communication Strategy must be implemented for a minimum of 12 months following the completion of construction.	CSS to be implemented for a minimum of 12 months following the completion of construction by Applicant.

Barker Ryan Stewart have prepared this CCS in accordance with the consent conditions and have ensured the relevant criteria are appropriately addressed.

## 2 Site and Development Description

### 2.1 Site Description

The approved development is located at 89 John Whiteway Drive, Gosford and includes Lot 100 DP 1075037 and Lot 1 DP 45551.

The site is irregular shaped with a total site area of 2.23ha.

The site topography is characterised by a large, benched excavation area from past quarrying activities. The benched area extends to a remnant ridge that runs north-south, parallel to the western boundary of the site, and east-west parallel to the northern boundary.

Remnant vegetation is located along the southern and western boundaries of the site with the remainder of the site being cleared of trees.

There are no existing buildings on the site. There are a number of concrete slabs on the benched area of the site that most likely were used as part of the past quarrying activities.

The site has road frontage to John Whiteway Drive along its entire eastern and southern boundaries. Refer to Figure 1 below.



Figure 1: Aerial photo showing site (Source: Nearmap; 01/03/2022)

## 2.2 Locality Description

The locality comprises a mix of high-density residential apartments including permanent resident apartments, holiday accommodation and vacant lots ready for future development. Refer to Figure 2 below.

The locality is characterised by steep topography adjacent to Rumbalara Reserve. Land uses surrounding the site include:

- To the north – residential apartments accessed off the northern leg of John Whiteway Drive and vacant residential land.
- To the east - a large complex of four residential towers known as 'The Sanctuary at Rumbalara' and vacant land approved for residential apartments.
- To the south – medium density housing two and three storeys in height and remnant bushland.
- To the west – a grouping of five residential towers between seven and nine storeys in height. Further west on the opposite side of John Whiteway Drive are multi-storey residential apartments stepping down the slope.



Figure 2: Aerial photo showing locality (Source: Nearmap; 01/03/2022)

### 2.3 Development Description

The approved development (as modified) involves the construction of 188 residential apartments including basement car parking for 298 parking spaces. The maximum gross floor area is 24,158m<sup>2</sup> comprised of residential floorspace including associated residential facilities. The site will also contain landscaping including publicly accessible elevated walkway and viewing platform and public pocket park. The apartments are contained within four (4) separate residential flat buildings that range in height from five (5) to nine (9) storeys.

The approved development (as modified) is illustrated in Figures 3 and 4 below.



Figure 3: Approved Site Plan (Source: Marchese Partners DA001.5; 18/02/2022)

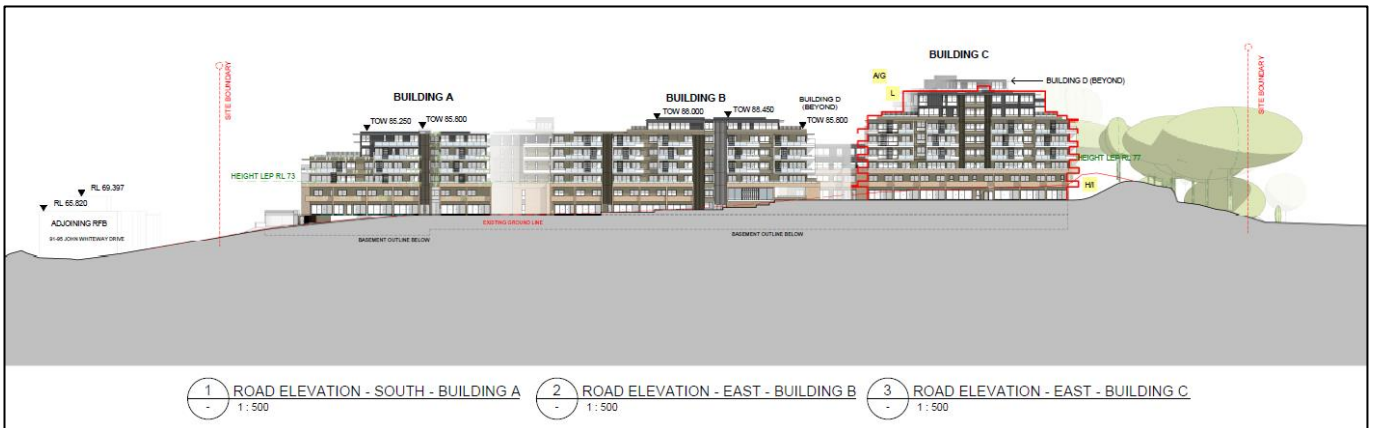


Figure 4: Approved Road Elevations (Source: Marchese Partners DA003.1; 18/02/2022)



### 3 Environmental Impacts and Management Measures

Table 2 outlines the overall project management documents and procedures that are required to be implemented during the construction and operation (12 months) phase of the development as per development consent SSD 10321 (as amended). The key environmental issues and potential impacts for the construction are to be managed in accordance with the plans outlined in Table 2. This CCS is designed to complement and be consistent with the management documents and procedures below.

*Table 2: Project Management Documents and Procedures*

Mechanism	Description
Construction Environmental Management Plan	Construction Environmental Management Plan detailing construction activities, traffic management, noise, visual impacts, waste and environmental impacts as required by relevant approvals
Construction Noise and Vibration Management Plan.	Construction Noise and Vibration Management Plan to ensure feasible and reasonable noise mitigation measures implemented
Construction Traffic and Pedestrian Management Sub-Plan	Construction Traffic and Pedestrian Management Sub-Plan detailing measures that are to be implemented to ensure safety and efficiency of the road network and potential road impacts
Construction Soil and Water Management Plan	Construction Soil and Water Management Plan detailing soil and water management controls and management measures
Aboriginal Cultural Heritage Management Plan	Aboriginal Cultural Heritage Management Plan detailing measures for mitigation and management of unexpected finds
Biodiversity Management Sub-Plan	Biodiversity Management Sub-Plan including measures to minimise, mitigate and manage impacts on biodiversity

## 4 The Community

### 4.1 Stakeholders for the Construction & Operation Phases

The site is located within proximity of high-density residential development including residential apartments, holiday accommodation and vacant lots ready for future development. Gosford Hospital is located approximately 2.0 kilometres from the site.

Table 3 outlines the people who will be consulted during the construction and operation phases.

Table 3: Stakeholders

People to be consulted	
Community	Government Agencies
Adjoining and nearby residents/landowners and businesses (refer to Figure 5 below)	Central Coast Council
Relevant interest or community groups, including but not limited to:	Ausgrid
<ul style="list-style-type: none"> <li>• Friends of Gosford Pty Ltd;</li> <li>• Local Aboriginal Land Council; and</li> <li>• Community Environment Network.</li> </ul>	Central Coast Health / Air Ambulance
	NSW Department of Planning, Industry and Environment



Figure 5: Nearby residents/businesses to be consulted (Source: Nearmap; 01/03/2022)

## 5 Communication Procedures and Mechanisms

### 5.1 Distribution of Information

The key objective of the communication procedures and mechanisms is to keep the community, Central Coast Council and relevant government agencies informed throughout all stages of the construction and operation of the development in accordance with the consent conditions.

Key communication procedures and mechanisms for the regular distribution of accessible information relevant to the development including stakeholders and timing are outlined in Table 4.

Table 4: Distribution of Information

Mechanism	Description	Stakeholder	Timing
Community feedback and enquiries direct contact	Stakeholders can provide feedback, submit queries and/or complaints. Refer to Forum / Website below.	All stakeholders identified in Table 3	Ongoing throughout construction with contractors and operation (12 months) stage through strata managers**.
Digital Community Newsletters	Development updates on the website to ensure community is informed and up to date with construction / operational progress, key dates, staging and hours and provide contact details for feedback queries and/or complaints. To be distributed via email with link to forum / website.	All stakeholders identified in Table 3 under community	At least 14 days prior to commencement of construction and as required through the construction phase of development.
Site Signage	Clearly visible signs adjacent to the construction site accesses providing relevant site information, website and contact details.	All stakeholders identified in Table 3	Prior to the commencement of construction and maintained throughout. Post construction – the contact will be the strata managers and no signage is proposed.**
Community Forum / Website	Due to COVID-19, instead of an in-person forum, a dedicated website forum will be established for the project which will elaborate on the phases of construction and provide details of contacts for information or complaints. The information of this website / forum will be distributed to the stakeholders identified above.	Adjoining and nearby residents / landowners and businesses. Stakeholders will be able to provide contact details and they will be advised when updates are placed on the forum / website.	The website/ forum will be operating at least 14 days prior to commencement of construction.

Mechanism	Description	Stakeholder	Timing
Letterbox drop notification – commencement of work	Letterbox drop with commencement of works key dates, hours of operation and provide contact details for website, feedback queries and / or complaints.	Adjoining and nearby residents/landowners and businesses	At least 14 days prior to commencement of construction
Letterbox drop notification – out of hours and high impact works	Letterbox drop with commencement of works key dates, and hours and provide contact details for feedback queries and/or complaints.	Adjoining and nearby residents/landowners and businesses	At least 7 days prior to commencement of construction of out of hours work
Letterbox drop notification – unplanned works	Letterbox drop	Adjoining and nearby residents/landowners and businesses	At least 48 hours prior to commencement of unplanned works
Written notification (letter/email) and consultation prior to commencement of public domain works	Written notification to be provided to Council with description of works to be undertaken within public domain as required by relevant approvals	Central Coast Council	Covered by relevant approvals
Written notification (letter / email) of commencement of construction and any crane use	Written notification advising of crane use to ensure there are no impacts on air aviation relating to Gosford Hospital as required by relevant approvals	NSW Health Infrastructure / Air Ambulance	At least 21 days prior to commencement of construction and include details any crane use
Complaints Management Strategy	System to ensure that all complaints regarding construction are dealt with an efficient and effective manner	All stakeholders	Ongoing throughout construction stage and maintained for 12 months following completion
Management plans	As required by relevant approvals	Government agencies as per relevant approvals	Covered by relevant approvals
Compliance and monitoring reports/audits	As required by relevant approvals	Government agencies as per relevant approvals	Covered by relevant approvals
Incident notifications	As required by relevant legislation and policies	Government agencies as per relevant approvals	Covered by relevant approvals and as required

Mechanism	Description	Stakeholder	Timing
Written notification and correspondence	As required by relevant approvals	Government agencies as per relevant approvals	Covered by relevant approvals and as required
Meetings	Meetings as required through consultation with government agencies	Government agencies	As required

*\*\* Note: The contact during construction will be maintained until the strata manager is appointed (refer to section 6.1).*

### 5.2 Community Forum

As noted in Table 4 above, a community website / forum will be commenced at least 14 days prior to commencement of construction. It was intended to hold an in-person forum, however due to COVID-19, it was decided a website could provide similar information and a phone number and email for feedback or questions.

This information could be provided to the stakeholders through the initial letterbox drop and the website and phone number included on the site signage.

The community forum / website will provide details of the proposed construction and development and will enable interested residents to provide their contact details for construction updates as required.

### 5.3 Community Feedback and Enquiries

A direct phone number and email address is to be provided and will be maintained during the construction and operational (12 months) phases of the development for the community to discuss or provide feedback, make any enquiries or raise issues.

The direct phone number and email address will be provided on site signage (construction only), website and digital newsletters where required.

An initial response to any feedback and enquiries will be provided within seven (7) business days. The stakeholder will be provided with appropriate updates until the enquiry is addressed. Follow up contact will also be made 7 days following the resolution of any complaints.

Please note that following construction being completed, the enquiries will be directed to the Strata management company when appointed. Until appointed the original construction contact will be used. Applicable contact details will be provided via the digital newsletters and website and no site signage will be required during this time.

## 6 Complaints Management

### 6.1 Dispute Resolution and Mediation

The aim of complaints management will be to resolve any issues and mediate any disputes that may arise in relation to construction and operation (12 months following construction) of the development, including disputes regarding rectification or compensation.

The direct phone number, website and email address for community feedback and enquiries will be provided on site signage and digital newsletters.

Construction management (during construction and until a strata / building manager is appointed) and strata / building management (following construction / when appointed) will be responsible for ensuring that the appropriate management response and handling procedures are instigated and carried through in the event of a complaint.

All employees and contractors who take receipt of a complaint, either verbal or written, are to immediately notify the appropriate management.

Table 5: Management Contact Details

Name	Phone	Email / Website
Construction Management	1300 230 253	TBC
Strata/Building Management	TBC	TBC

Table 6 outlines the procedure to be followed, should a complaint be received by the relevant management.

Table 6: Handling Procedure

Procedure	Measures
Complaints Register	Details of all complaints including verbal and written should be noted in the complaints register throughout all stages of the complaint including from receipt through to resolution. The complaints register is to contain an honest assessment of all complaints and their handling.
Receipt	Verbal complaints should be directed to the appropriate management contact. Details of the complaint including the stakeholder's name, address and contact details along with the nature of the complaint should be requested and noted in the complaints register. If this detail is not supplied by the stakeholder, this should be noted in the complaints register. A formal written complaint should be requested at the time of the initial verbal contact, where required. Formal written complaints should be directed to the appropriate management contact.
Response	An initial response to verbal and written complaints should be provided within seven (7) business days.

Procedure	Measures
Assign	The matter is to be assigned to appropriate staff for investigation, assistance, and resolution.
Assess	The matter is to be assessed by appropriate staff to establish the validity of the complaint and cause of the issue. Stakeholder to be provided with appropriate update.
Action	Appropriate remedial action is to be undertaken to resolve the complaint and mitigate any further impact.
Notify	The stakeholder should be notified of the assessment and remedial action.
Follow up	Seven (7) days following resolution of the complaint, contact should be made with the stakeholder to ensure the remedial action is adequate.
Preventative Action	Preventative actions should be implemented to reduce any reoccurrence as required.
Complaints Register	The staff dealing with the matter should ensure the complaint, correspondence and any corrective actions have been appropriately recorded within complaints register. This is to be acknowledged and signed by the relevant management contact.
Dispute Resolution	If the above handling procedure has been followed and a resolution of the complaint cannot be made, an assessment will be undertaken of the details of the complaint, any findings of the investigation and any additional matters raised by the stakeholder. Advice may be sought from regulatory authorities and/or specialist consultants as required. A third-party independent mediator may be engaged to help resolve the dispute if required.

## 7 Conclusion

This CSS has been prepared in accordance with the relevant amended consent conditions issued by DPIE on 3 June 2022 within development consent SSD 10321.

The relevant construction or strata/building management will continually evaluate the performance and effectiveness of this CCS throughout the construction stage as well as for a 12-month period post completion. Information will be distributed to the community in accordance with Table 4 and community feedback will be dealt with appropriately in accordance with Table 6.

The relevant government agency approvals will be obtained in accordance with development consent SSD 10321 as amended.