Construction Noise and Vibration Management Sub Plan (CNVMSP)

Kingscliff Public School Redevelopment
SSD-8378620

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CONSTRUCTIONS

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Glossary/ Abbreviations

Abbreviations	Expanded Text
Ambient Noise	The all-encompassing noise associated within a given environment at a given time, usually composed of sound from all sources near and far.
Attenuation	The reduction in the level of sound or vibration.
CEMP	Construction Environmental Management Plan
dBA	Decibels using the A-weighted scale measured according to the frequency of the human ear.
DoE	NSW Department of Education
DPIE	NSW Department of Planning, Industry and Environment
EIS	Environmental Impact Statement
EMS	Environmental Management System
Environmental Aspect	Defined by AS/NZS ISO 14001:2015 as an element of an organisation's activities, products or services that can interact with the environment.
Environmental Impact	Defined by AS/NZS ISO 14001:2015 as any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.
Environmental Objective	Defined by AS/NZS ISO 14001:2015 as an overall environmental goal, consistent with the environmental policy, that an organisation sets itself to achieve.
Environmental Target	Defined by AS/NZS ISO 14001:2015 as a detailed performance requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.
EPA	NSW Environment Protection Authority
EP&A Act	*Environmental Planning and Assessment Act 1979*
EWMS	Environmental Work Method Statements
Feasible and Reasonable	Consideration of best practice taking into account the benefit of proposed measures and their technological and associated operational application in the NSW and Australian context. Feasible relates to engineering considerations and what is practical to build. Reasonable relates to the application of judgement in arriving at a decision, taking into account mitigation benefits and cost of mitigation versus benefits provided, community views and nature and extent of potential improvements.
LAeq (15min)	The A-weighted equivalent continuous (energy average) A-weighted sound pressure level of the construction works under consideration over a 15-minute

	period and excludes other noise sources such as from industry, road, rail and the community.
LA (max)	the A-weighted maximum noise level only from the construction works under consideration, measured using the fast time weighting on a sound level meter.
OEH	Office of Environment and Heritage
RBL	The Rating Background Level for each period is the medium value of the ABL values for the period over all of the days measured. There is therefore an RBL value for each period (day, evening and night)
SINSW	School Infrastructure NSW
SEARs	Secretary's Environmental Assessment Requirements
SWP	Sound Power Level
SPL	Sound Pressure Level

1 Introduction

This Construction Noise and Vibration Management Sub-Plan (CNVMSP or Plan) forms part of the Construction Environmental Management Plan (CEMP) for the Kingscliff Public School (KPS) Upgrade (the Project).

This CNVMP has been prepared to address the requirements of the Kingscliff Public School Upgrade State Significant Development Conditions of Consent SSD-8378620, DECCW Interim Construction Noise Guideline (DECCW 2009), NSW Industrial Noise Policy (EPA 2000), and Assessing Vibration: A Technical Guideline (DEC 2006) and all applicable legislation.

This plan has been prepared to meet condition B24 and C5-C8 of the SSD Conditions application number SSD-8378620. The compliance matrix is set out in Table 1.

Table 1: Condition B17 – C4-C8 Compliance Table

Condition	Condition Requirements	Document Reference (Page Number)
B17	The Construction Noise and Vibration Management Sub – Plan must address, but not limited to the following:	
	Be prepared by a suitably qualified and experienced noise expert; **Note:** This plan has been drawn from the information presented in the EIS and the Noise and Vibration Impact Assessment which has been submitted to Council.	Appendix A
	Address the recommendations of the Noise and Vibration Impact Assessment dated 6 May 2021 and prepared by Acoustic Works;	17-27
	Describe procedures for achieving the noise management levels in EPA's *Interim Construction Noise Guideline* (DECC,2009);	17-27
	Describe the measures to be implemented to manage high noise generating works such as piling, in close proximity to sensitive receivers;	17-27
	Include strategies that have been developed with the community for managing high noise generating works;	17-27
	Describe the community consultation undertaken to develop the strategies in condition B17(e);	34-35
	Include a complaints management system that would be implemented for the duration of the construction; and	27
	Include a program to monitor and report on the impacts and environmental performance of the development and the effectiveness of the implementation management measures in accordance with the requirements of condition B14.	30-33 & Appendix B
C4-C7	Hours of Work	15

1.1 Project Overview

As part of the NSW Governments $7 billion School Infrastructure Package, the proposed KPS upgrade will include the construction of 32 permanent innovative learning spaces with upgrades to the core facilities to cater for future enrolment growth in the area. A new library will also be constructed and will feature a variety of study, teaching and learning spaces that have the potential to open onto an outdoor terrace and garden. The design (Figure 1-1) of the new areas will incorporate future focused learning strategies that support the needs of the community and provide a learning-centred approach to education.

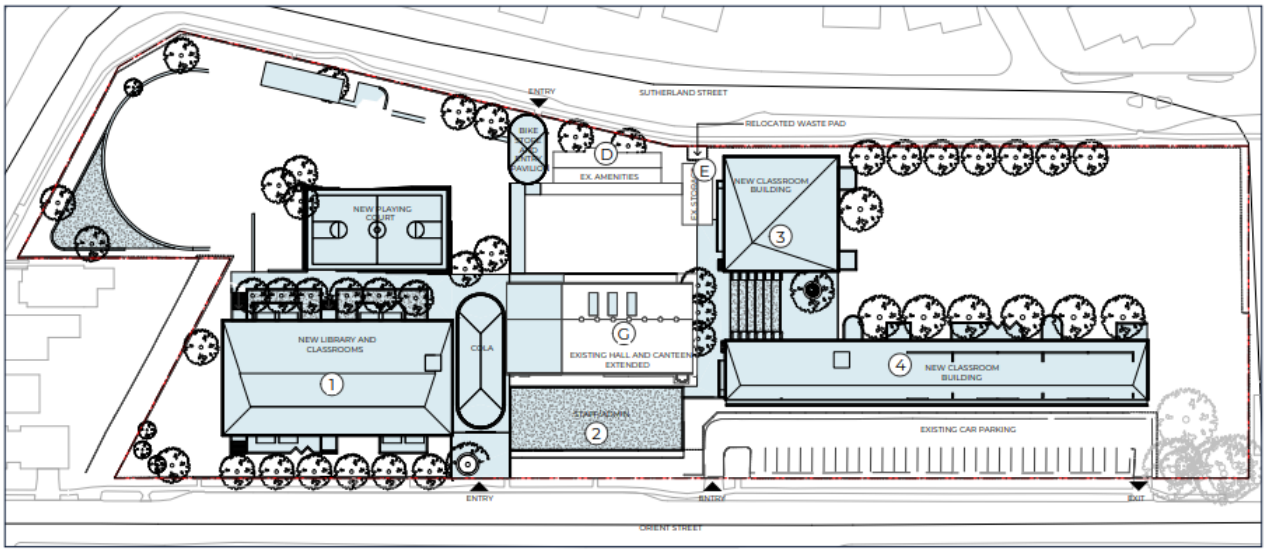


Figure 1-1 Proposed Design

To accommodate the proposed upgrade to the school, the following construction methodology shall be adopted:

- Demolition (removal) of 11 demountable buildings, as well as the library and administration building, multiple classrooms, maintenance store and program room.
- Construction of the following new buildings and structures:
  - New main entry off Orient Street and covered outdoor learning area (COLA)
  - New secondary entry and bike store off Sutherland Street to the west
  - New two (2) storey building to the north, with ground floor library, 12 homebases, one (1) special programs room
  - Two (2) x new two (2) storey buildings to the south, with 20 homebases and two (2) special programs rooms
  - New play court
- Tree removal, tree replacement and landscape embellishment to school playgrounds and site;
- Offsite works to the public domain and on Sutherland and Orient Streets, including:
  - Additional pedestrian crossing;
  - Relocation of bus zones and kiss n drop areas; and
  - New pedestrian pathways.

A noise and vibration assessment prepared by Acoustic Works for the Department of Education (DoE) in 2021 assessed noise and vibration impacts on sensitive receivers during the proposed redevelopment of the KPS. This assessment identified the potential for direct and indirect noise impacts on sensitive receivers but concluded that provided the proposed mitigation and management measures are implemented, no significant long-term impacts would be expected.

1.1 Site Description

Kingscliff Public School (the site) is located at 12 Orient Street, Kingscliff (Lot 1, DP384194). The site is situated approximately 200m from the central business district and is surrounded by residential properties.

2 Purpose and Objectives

2.1 Purpose

The purpose of this Plan is to describe how Richard Crookes Constructions (RCC) proposes to manage potential noise and vibration impacts during construction of the Project.

2.2 Objectives

The key objective of the NVMP is to ensure all measures derived from the Noise and Vibration Assessment, Development Conditions of Consent and licence/permit requirements relevant to noise and vibration are described, scheduled and assigned responsibility as required by:

- State Significant Development Conditions of Consent B17; and,
- DECCW Interim Construction Noise Guideline (DECCW 2009).

2.3 Targets

Targets have been established for the management of noise impacts during the Project to ensure:

- Full compliance with the relevant legislative requirements and the Conditions of Consent;
- Implementation of feasible and reasonable noise mitigation measures, with the aim of achieving the construction noise management levels detailed in the Interim Construction Noise Guideline (DECC, 2009);
- That demolition activities are only undertaken at designated times and remain within established/agreed criteria; and,
- Complaints from the community and stakeholders are minimised.

3 Environmental Requirements

3.1 Relevant Legislation

3.1.1 Legislation

All legislation relevant to this CNVMSP is included in the CEMP.

3.1.2 Guidelines

The main guidelines, specifications, and policy documents relevant to this Plan include:

- NSW Interim Construction Noise Guideline (ICNG), Department of Environment and Climate Change 2009
- NSW Noise Policy for Industry, Environment Protection Authority 2017
- NSW Assessing Vibration – a technical guideline (AVTG), Department of Environment and Conservation 2006
- Development Near Rail Corridors and Busy Roads – Interim Guideline, Department of Planning, 2008
- Australian Standard AS/NZS 2107:2000 Acoustics – Recommended design sound levels and reverberation times for building interiors
- Australian Standard AS2436-1981 Guide to Noise Control on Construction, Maintenance and Demolition Sites

4 Existing Environment

KPS is located in the town of Kingscliff, situated on the north coast of New South Wales (NSW). The primary use of the site is for the education of children between the ages of 5 – 12 which correspond to Prep through to grade 6. The proposed redevelopment of the site will include the progressive removal/demolition of the existing demountable classrooms and subsequent construction of several buildings and play areas.

Figure 4-1 Location of Proposed Redevelopment and surrounds

Surrounding land uses and local businesses include:

- Low (R2) to medium (R3) density residential allotments;
- Commercial Premises (B4 – Mixed Use): Central Business District 200m to the north and northwest;
- Kingscliff tennis courts (RE1 – Public Recreation): 200m to the southwest, and;
- Kingscliff foreshore and parkland (RE1 – Public Recreation): 200m to the north and east.

4.1 Potential Receivers

A review of the area surrounding the works identified the occurrence of low to medium density residential dwellings immediate to the site, with commercial premises associated with the Kingscliff Business District located approximately 200m to the north and northwest. The noise and vibration assessment conducted by Acoustic Works for the site has grouped the residential allotments located marginal to the site into four separate sensitive receivers. The receivers identified in the Acoustic Works Report are set out as follows:

- Receiver 1: A two storey residential dwelling is located at 30 Orient Street;
- Receivers 2: Single and two storey residential dwellings located on the western side of Orient Street;
- Receivers 3: School Lane separates the development from residential dwellings located at 5,7,9, and 11 Sutherland Street; and
- Receivers 4: Single and two storey residential dwellings are located on the eastern side of Sutherland Street.

The location and groupings of these receivers are illustrated in Figure 4-2.

Figure 4-2 Proposed Redevelopment and Receivers

4.2 Ambient Noise

The DECC Interim Construction Noise Guidelines (ICNG) 2009 specify that a quantitative assessment for major projects and/or projects of state significance is required to assess and predict airborne noise levels from the proposed works, and subsequently provide an assessment against set criteria.

Noise monitoring of the ambient environment was conducted at two sites representative of the local noise environ by Acoustic Works in 2021. The two sites were positioned at the closest sensitive receiver to the north (Receiver 1: 38 Orient Street) and south (Receiver 3: 5 Sutherland Street) of the proposed works. Monitoring was conducted for a period of 7 days to measure background noise levels and subsequently calculate the Rating Background Level (RBL) in accordance with the NSW Noise Policy for Industry. The calculated RBL was then utilised in the assessment of deriving a Noise Management Level (NML) for construction activities.

5 Noise and Vibration Criteria for NSW

The EPA recommends management levels and goals when assessing construction noise and vibration. These are outlined in:

- The Interim Construction Noise Guideline (ICNG),
- NSW Assessing Vibration – a technical guideline (AVTG),

Relevant elements of these documents are summaries and discussed in this Chapter.

5.1 Construction Noise and Assessment Objectives

The DECC Interim Construction Noise Guideline (ICNG, July 2009) provides guidelines for the assessment and management of construction noise. The ICNG focuses on applying a range of work practices to minimise construction noise impacts rather than focusing on achieving numeric noise levels.

The main objectives of the ICNG are to:

- Identify and minimise noise from construction works;
- Focus on applying all 'feasible' and 'reasonable' work practices to minimise construction noise impacts;
- Encourage construction during the recommended standard hours only, unless approval is given for works that cannot be undertaken during these hours;
- Reduce time spent dealing with complaints at the project implementation stage, and;
- Provide flexibility in selecting site-specific feasible and reasonable work practices to minimise noise impacts.

5.2 Quantitative Noise Assessment Criteria

A quantitative noise assessment was carried out by Acoustic Works in 2021 (Ref: 2020400-2 R01F Kingscliff Public School ENV CNVMP.docx) to ascertain the Rating Background Level (RBL dB(A)) in response to requirements of the DECC ICNG (2009) and the Planning Secretary's Environmental Assessment Requirements (SEARs).

Subsequently Noise Management Levels (Laeq 15 minutes) for sensitive receivers (Residential and Non-Residential) during Construction were determined by assessment against relevant criteria specified within Section 7.3.5 (Intrusiveness noise criteria) and Section 7.3.6 (Amenity Criteria) of the EIS Noise and Vibration Impact Assessment prepared by Acoustic Works (2021) as well as the Noise Policy for Industry, and which are listed in Section 5.3 below.

5.3 Adopted Project Noise Management Levels

The ICNG, sets out the criteria utilised in determining the noise management levels and how they are to be applied for residential receivers. These adopted values during standard construction hours for residential receivers is the Rating Background Level +10dB. Whereby, the noise level set represents the point above which there may be some community reaction to noise.

Noise limits are set out and recommended in S7.4.3 of the EIS Noise Vibration Impact Assessment prepared by Acoustic Works 2021.

Table 5-1 Project Specific Noise Criteria

Time Period	Receiver 1 (R1)		Receiver 2 to 4 (R2 – R4)	
	Criteria $L_{eq\ (15min)}$ dBA		Criteria $L_{eq\ (15min)}$ dBA	
	Noise Affected	Highly Noise Affected	Noise Affected	Highly Noise Affected
Standard Construction Hours	54	75	52	75
Outside Standard Construction Hours (Daytime Only)	49		47	

Therefore, based on the assessment criteria R1 (residential) has an adopted NML value of 54dBA , whereas receivers R2 – R4 have a Noise Management Level of 52dB(A) during the specified construction hours of 7am – 6pm Monday to Friday and 7am – 1pm Saturday.

Specific NMLs for residential receivers are presented below which is extracted from Table 8-Section 7.4.2.1 of EIS Noise and Vibration Assessment prepared by Acoustic Works (2020).

Table 8: Noise criteria for quantitative assessment - Residential

Time of day	Criterion LAeq(15min) *	How to apply
Recommended standard hours	Noise affected RBL + 10dB	The noise affected level represents the point above which there may be some community reaction to noise. Where the predicted or measured LAeq (15 min) is greater than the noise affected level, the proponent should apply all feasible and reasonable work practices to meet the noise affected level. The proponent should also inform all potentially impacted residents of the nature of works to be carried out, the expected noise levels and duration, as well as contact details.
	Highly noise affected 75dBA	The highly noise affected level represents the point above which there may be strong community reaction to noise. Where noise is above this level, the relevant authority (consent, determining or regulatory) may require respite periods by restricting the hours that the very noisy activities can occur, taking into account: 1. times identified by the community when they are less sensitive to noise (such as before and after school for works near schools, or mid-morning or mid-afternoon for works near residences 2. if the community is prepared to accept a longer period of construction in exchange for restrictions on construction times.
Outside recommended hours	Noise affected RBL + 5dB	A strong justification would typically be required for works outside the recommended standard hours. The proponent should apply all feasible and reasonable work practices to meet the noise affected level. Where all feasible and reasonable practices have been applied and noise is more than 5 dB(A) above the noise affected level, the proponent should negotiate with the community. For guidance on negotiating agreements see section 7.2.2.

* Noise levels apply at the property boundary that is most exposed to construction noise, and at a height of 1.5 m above ground level. If the property boundary is more than 30 m from the residence, the location for measuring or predicting noise levels is at the most noise-affected point within 30 m of the residence.

Specific NMLs for non-residential receivers are presented in Table 8 which was extracted from Section 7.4.2.2 of EIS Noise and Vibration Assessment prepared by Acoustic Works (2021).

Table 9: Noise criteria for quantitative assessment - Other uses

Land use	Management level LAeq(15min)	Assessment location
Classrooms at schools and other educational institutions	45dBA	Internal
Hospital wards and operating theatres	45dBA	Internal
Places of worship	45dBA	Internal

5.4 Vibration Criteria

There are three types of vibration as classified in the Assessing Vibration Technical Guideline 2006 which include:

- Continuous – vibration continues uninterrupted for a defined period (usually throughout daytime and/or night-time). This type of vibration is assessed on the basis of weighted RMS (root mean squared) acceleration values.
- Impulsive – rapid build up to a peak followed by a damped decay that may or may not involve several cycles. The duration is short, typically less than 2 seconds. Impulsive vibration (no more than three occurrences in an assessment period) is assessed on the basis of acceleration values.
- Intermittent – interrupted periods of continuous (e.g. a drill) or repeated periods of impulsive vibration (e.g. a pile driver), or continuous vibration that varies significantly in magnitude. Assessed on the basis of vibration dose values.

5.4.1 Acceptable values for continuous and impulsive vibration (1-80Hz)

The relevant criteria for continuous and impulsive vibration are set out in Table 5-3.

Table 5-2 Preferred Weighted RMS Vibration Acceleration Values

Type	Location	Assessment Period	Preferred values m/s2		Maximum values m/s2	
			z-axis	x & y axis	z-axes	x & y axes
Continuous Vibration	Critical Areas	Day or Night-time	0.005	0.0036	0.01	0.0072
	Residences	Day time	0.01	0.0071	0.02	0.014
		Night-time	0.007	0.005	0.014	0.01
	Offices, Schools & Places of Worship	Day or Night-time	0.02	0.014	0.04	0.028
	Workshops	Day or Night-time	0.04	0.029	0.08	0.058
Impulsive Vibration	Critical Areas	Day or Night-time	0.005	0.0036	0.01	0.0072
	Residences	Day time	0.3	0.21	0.6	0.42
		Night-time	0.1	0.071	0.2	0.14
	Offices, Schools & places of Worship	Day or Night-time	0.64	0.46	1.28	0.92
	Workshops	Day or Night-time	0.64	0.46	1.28	0.92

5.4.2 Acceptable values for intermittent vibration

Intermittent vibration is assessed using the vibration dose value (VDV) root-mean-quad method. VDV accumulates the vibration energy received over the daytime and night-time periods. The vibration dose methodology is as per standard BS 6472–1992.

6 Environmental Aspects and Impacts

6.1 Environmental Aspects

The Project will involve a range of activities incorporating various heavy machinery, plant and equipment that will operate within the grounds of the existing School envelop. In order to assess the level of potential impact on noise and vibration sensitive receivers, the broad categories of construction activity likely to interact with these receivers are identified below.

Major activities involved in construction of the Project include the following works:

- Site Establishment;
- Demolition and Removal of Existing Buildings
- Construction and Renovation of New and Existing Buildings concrete hardstand;
- Site disestablishment.

High noise activities will include demolition of existing infrastructure which may include rock breaking attachments on excavators, jackhammers and concrete saws.

6.2 Environmental Impacts

The subject works, as described in Section 6.1, will commence with demolition works of existing infrastructure, followed by the construction and renovation of some of the existing buildings. The predicted noise levels derived from the noise assessment compiled by Acoustic Works (2021) and summarised in Table 6-1, for demolition and construction activities. The modelled values are representative of noise levels expected at the sensitive receiver.

Table 6-1 Predicted Noise Levels at Sensitive Receivers

Receiver	Address	Activity	LAeq (adjusted) at Receivers	Compliance with INCG	
				Noise Affected	High Noise Affected
R1	30 Orient St	Demolition	71	No	Yes
		Construction	61	No	Yes
R2	19 Orient St	Demolition	83	No	No
		Construction	72	No	Yes
R3	5 Sutherland St	Demolition	77	No	No
		Construction	76	No	No
R4	42 Sutherland St	Demolition	82	No	No
		Construction	72	No	Yes

6.2.1 Predicted Noise Levels

Predicted noise associated with the demolition and construction of the proposed works has been assessed based on the source noise levels and procedures contained in AS2436-2010, as well as the results of previous noise measurements and assessments conducted by Acoustic Works.

Calculations are performed based on the demolition and construction works being at the closest relevant distance to each existing receiver.

Noise assessment calculations assume that all noise sources are operating simultaneously, at the closest point to the receiver in each case. In practice, this will generally not occur as process will

be either spread over the site or occur on different days or times. The predicted noise levels represent the expected worst-case noise emissions due to site demolition and construction works.

6.2.2 Predicted Vibration Levels

The nearest buildings in the area would be Building Block G. This location contains a school building, giving a recommended vibration limit of 20 mm/s.

At 3m distance from excavating, the maximum vector sum peak particle velocity is usually expected to be approximately between 8.5 mm/s to 13.5 mm/s.

Due to proximity of neighbouring residential buildings, vibration levels in some cases may need to be monitored during demolition and earthworks depending on the ground substrate and equipment used. If complaints are received vibration control would be implemented as outlined in Table 7.1 Noise and vibration management and mitigation measures.

6.3 Hours of Work

The proposed hours of work (Standard Construction Hours) for the project are in accordance Condition C4 of SSD-8378620 and are as follows:

Monday – Friday: 7 am – 6 pm;

Saturday: 8 am – 1 pm; and,

Sunday: No work on Sundays or Public Holidays

In accordance with Condition C5, notwithstanding condition C4, provided noise levels do not exceed the existing background noise level plus 5dB, works may also be undertaken during the following hours:

- Between 6 pm and 7 pm, Mondays to Fridays inclusive; and
- Between 1 pm and 4 pm, Saturdays.

In accordance with Condition C8 of SSD-8378620, All intrusive noise activities such as rock breaking, rock hammering, sheet piling, pile driving and similar activities may only be carried out between the following hours:

- 9 am to 12 pm, Monday to Friday;
- 2 pm to 5 pm Monday to Friday; and
- 9 am to 12 pm, Saturday.

In accordance with Condition C6 of SSD-8378620, work outside of hours (OOHW) may be done under one of the following four categories;

- By the Police or a public authority for the delivery of vehicles, plant or materials; or
- Emergency work to avoid the loss of life or damage to property, or to prevent environmental harm;
- Where the works are inaudible at the nearest sensitive receivers; or
- Where a variation is approved in advance in writing by the Planning Secretary or her nominee if appropriate justification is provided for the works.

For all works that meet the criteria listed above, community consultation will be required based on the level of impact received at the residence and duration of the event. Notification of such construction activities as referenced in condition C6 above must be given to affected residents before undertaking the activities or as soon as is practical afterwards.

For work outside the recommended hours, the criteria set in Table 7 of Section 7.4.2.1 Noise affected RBL +5dB) of the EIS Noise and Vibration Impact Assessment prepared by Acoustic Works 2021 is to be applied.

7 Environmental Mitigation and Management Measures

A range of environmental requirements and control measures are identified in the various environmental documents, including the Conditions of Consent, and the Noise and Vibration Assessment compiled by Acoustic Works as part of the EIS process. Specific actions and processes which will be implemented to comply and address these requirements and measures are outlined in Table 7-1.

Noise levels apply at the property boundary that is most exposed to construction noise, and at a height of 1.5 m above ground level. If the property boundary is more than 30 m from the residence, the location for measuring or predicting noise levels is at the most noise-affected point within 30 m of the residence.

Predicted noise impacts associated with demolition and construction of the proposed works has been assessed based on the source noise levels and procedures contained in AS2436-2010, as well as the results of previous noise measurements and assessments conducted by Acoustic Works. Calculations were performed based on the demolition and construction works being at the closest relevant distance to each of the existing receiver.

Predicted vibration levels at the nearest buildings in the area would be Building Block G. This location contains a school building, giving a vibration of 20 mm/s. At 3 m distance from excavating, the maximum vector sum peak particle velocity is usually expected to be approximately between 8.5 mm/s to 13.5 mm/s.

Section 10.1 of the EIS assessment prepared by Acoustic Works (2021) states that noise impacts at the residential receiver locations are predicted to comply with the assessment criteria on the condition the following acoustic treatments are implemented.

- Acoustic barriers shall be constructed to the height and extent shown in Section 10.1 of the report. The acoustic barriers should be constructed using either 16 mm thick lapped timber (minimum 40% overlap), masonry, 9mm fibre cement sheet, Hebel, Perspex, plywood, or other materials with a minimum surface density of 9 kg/m2 and shall be free of gaps and holes.
- Outdoor activities shall be limited to the day and evening time periods only (7 am-10 pm Mondays to Saturdays and 8 am -10 pm Sundays) in accordance with Section 7.3.2.

Due to the proximity of neighbouring buildings, vibration levels may need to be continually monitored during demolition works.

Table 7-1 Noise and vibration management and mitigation measures

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV1	No later than 48 hours before the commencement of construction, a Community Communication Strategy must be submitted to the Planning Secretary for information. The Community Communication Strategy must 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. The Community Communication Strategy must: • identify people to be consulted during the design and construction phases; • set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development; • provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development; • set out procedures and mechanisms: ○ through which the community can discuss or provide feedback to the Applicant; ○ through which the Applicant will respond to enquiries or feedback from the community; and ○ 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.	Development of a Community Communication Strategy	Prior to commencement of construction activities	Project Manager or their delegate (SINSW)	B9 Conditions of Consent

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV2	In addition to meeting the specific performance measures and criteria in this consent, all reasonable and feasible measures must be implemented to prevent, and, if prevention is not reasonable and feasible, minimise any material harm to the environment that may result from the construction and operation of the development.	Development of CEMP and relevant sub-plans	Ongoing	Project Manager or their delegate	A1 Conditions of Consent,
NV3	Prior to the commencement of construction, the Applicant must: (a) consult with the relevant owner and provider of services and Infrastructure that are likely to be affected by the development to make suitable arrangements for access to, diversion, protection and support of the affected infrastructure; (b) prepare a Pre-Construction Dilapidation Report identifying the condition of all public (non• residential) infrastructure and assets in the vicinity of the site (including roads, gutters and footpaths) that have potential to be affected. (c) submit a copy of the Pre-Construction Dilapidation Report to the asset owner, Certifier and Council; and (d) provide a copy of the Pre-Construction Dilapidation Report to the Planning Secretary when requested.	Suitably Qualified Person – Structural Engineer	Prior to finalisation of construction activities	Project Manager or their delegate	B5 Conditions of Consent

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV4	Prior to the installation of the acoustic barrier recommended in the Noise and Vibration Impact Assessment dated 6 May 2021 and prepared by Acoustic Works, the following must be submitted to the certifier: (a) plans and specifications of the proposed barrier; (b) details of how the design of the barrier has taken into consideration the existing water main and Development Design Specification D15 Work in Proximity (Tweed Shire Council); and (c) written approval for the works from the water authority.	Suitably qualified person with experience in acoustic assessments	Prior to commencement of construction activities	Project Manager or their delegate	B26 Conditions of Consent
NV5 Section 10.2 of EIS	Prior to installation of mechanical plant and equipment: • a detailed assessment of mechanical plant and equipment with compliance with the relevant specific noise criteria as recommended in the Noise and Vibration Impact Assessment, dated 6 May 2021 and prepared by Acoustic Works must be undertaken by a suitably qualified person; and, • evidence must be submitted to the Certifier that noise mitigation recommendations identified in the assessment carried out under (a) have been incorporated into the design to ensure the development will not exceed the project specific noise criteria identified in the Noise and Vibration Impact Assessment, dated 6 May 2021 prepared by Acoustic Works. If a complaint is raised regarding a particular piece of plant, the plant shall be inspected for working condition, with particular attention given to the condition of engine covers or enclosures, and exhaust system. If machinery is in good condition, a high-performance silencer should be installed.	Suitably qualified person with experience in acoustic assessments	Prior to commencement of construction activities	Project Manager or their delegate	B27 Conditions of Consent

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV6	All construction plant and equipment used on site must be maintained in a proper and efficient condition and operated in a proper and efficient manner.		Prior to commencement of construction activities	Project Manager or their delegate	C2 Conditions of Consent
NV7	Construction, including the delivery of materials to and from site, may only be carried out between the following hours; • Monday to Friday 7 am – 6 pm • Saturday 8 am – 1 pm • No work on Sunday or public holidays		Ongoing	Project Manager or their delegate	C4 Conditions of Consent, Interim Construction Noise Guideline (DECCW 2009)
NV8	Notwithstanding condition C4, provided noise levels do not exceed the existing background noise level plus 5 dB, works may also be undertaken during the following hours: • Between 6 pm and 7 pm, Mondays to Fridays inclusive; and • Between 1 pm and 4 pm, Saturdays.		Ongoing	Project Manager or their delegate	C5 Conditions of Consent, Interim Construction Noise Guideline (DECCW 2009)

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV9	Construction activities may be undertaken outside of the hours in condition C4 and C5 if required: • by the Police or a public authority for the delivery of vehicles, plant or materials; or • in an emergency to avoid the loss of life, damage to property or to prevent environmental harm; or • where the works are inaudible at the nearest sensitive receivers; or • where a variation is approved in advance in writing by the Planning Secretary or his nominee if appropriate justification is provided for the works. Note: Workers and delivery trucks do not congregate at or outside the site before 7am. This is an important factor for managing noise from the site.		Ongoing	Project Manager or their delegate	C6 Conditions of Consent, Interim Construction Noise Guideline (DECCW 2009)
NV10	Notification of such construction activities as referenced in condition C6 must be given to affected residents before undertaking the activities or as soon as is practical afterwards.	Development of a Community Communication Strategy	Ongoing	Project Manager or their delegate	C7 Conditions of Consent,
NV11	Rock breaking, rock hammering, sheet piling, pile driving and similar activities may only be carried out between the following hours: • 9 am to 12 pm, Monday to Friday; • 2 pm to 5 pm Monday to Friday; and • 9 am to 12 pm, Saturday		Demolition	Project Manager or their delegate	C8 Conditions of Consent

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV12	The development must be constructed to achieve the construction noise management levels detailed in the Interim Construction Noise Guideline (DECC, 2009). All feasible and reasonable noise mitigation measures must be implemented and any activities that could exceed the construction noise management levels must be identified and managed in accordance with the management and mitigation measures identified in the approved Construction Noise & Vibration Management Plan.		Ongoing	Project Manager or their delegate	C13 Conditions of Consent
NV13	The Applicant must ensure construction vehicles (including concrete agitator trucks) do not arrive at the site or surrounding residential precincts outside of the construction hours of work outlined under condition C4.		Ongoing	Project Manager or their delegate	C14 Conditions of Consent
NV14	The Applicant must implement, where practicable and without compromising safety of the construction staff or members of the public, the use of 'quackers' to ensure noise impacts on surrounding noise sensitive receivers are minimised. Any moveable plant e.g. compressors should be located as far as practical from the residential premises.		Ongoing	Project Manager or their delegate	C15 Conditions of Consent
NV15	Vibration caused by construction at any residence or structure outside the site must be limited to: • For structural damage, the latest version of DIN 4150-3 (1992-02) Structural vibration - Effects of vibration on structures (German Institute for Standardisation, 1999); and • For human exposure, the acceptable vibration values set out in the Environmental Noise Management Assessing Vibration: a technical guideline (DEC, 2006) (as may be updated or replaced from time to time).		Ongoing	Project Manager or their delegate	C16 Conditions of Consent, AVTG 2006
NV16	Vibratory compactors must not be used closer than 30 metres from residential buildings unless vibration monitoring confirms compliance with the vibration criteria specified in condition C16.		Ongoing	Project Manager or their delegate	C17Conditions of Consent

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV17	The limits in conditions C16 and C17 apply unless otherwise outlined in a Construction Noise and Vibration Management Plan, approved as part of the CEMP required by condition B17 of this consent.		Ongoing	Project Manager or their delegate	C18 Conditions of Consent
NV18	Prior to commencement of operation, the Applicant must engage a suitably qualified person to prepare a post-construction dilapidation report at the completion of construction. This report is: • to ascertain whether the construction created any structural damage to adjoining buildings or infrastructure; • to be submitted to the Certifier. In ascertaining whether adverse structural damage has occurred to adjoining buildings or infrastructure, the Certifier must: o compare the post-construction dilapidation report with the pre-construction dilapidation report required by these conditions; and o have written confirmation from the relevant authority that there is no adverse structural damage to their infrastructure and roads. o to be forwarded to Council for information o be provided to the Planning Secretary when requested	Suitably Qualified Person – Structural Engineer	Prior to finalisation of construction activities	Project Manager or their delegate	D12 Conditions of Consent
NV19	All contractors and workers are to receive an environmental induction, which must at least include: • Project specific and relevant standard noise and vibration mitigation measures. • Permissible hours of work. • Any limitations on high noise generating activities. • Location of nearest sensitive receivers. • Construction employee parking areas. • Designated loading/unloading areas and procedures. • Site opening/closing times (including deliveries). • Environmental incident procedures.	Site specific Induction	Ongoing	Project Manager or their delegate	Best practice

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV20	Acoustic barriers shall be constructed to the height (1.8m) and extent shown in Figure 4 of the Acoustic Assessment. The acoustic barriers should be constructed using either 16mm thick lapped timber (minimum 40% overlap), masonry, 9mm fibre cement sheet, Hebel, Perspex, plywood, or other materials with a minimum surface density of 9kg/m2 and shall be free of gaps and holes.	Installation of permanent and temporary attenuation	Prior to the commencement of Construction Activities	Project Manager or their delegate	Section 10.1 of the Acoustic Assessment for the EIS process
NV21	Community consultation will be required with nearby residences during demolition and construction activities that are likely to exceed noise limits.	Development of a Community Communication Strategy	Prior to the commencement of Construction Activities	Project Manager or their delegate	Section 10.3.3 of the Acoustic Assessment for the EIS process
NV22	The Responsible Person maintain a record of complaints, which records the following details (refer to the example complaint record sheet in the appendix to this plan): • The time and date of lodgement of the complaint; • The name and telephone number of the complainant; • The nature of the complaint, including a description of the noise (e.g. likely noise source, duration of the noise event - is the noise continuous, or of a short duration); • The outcome of the investigation. Assign the task of managing noise emissions to a person (the 'responsible person') that is likely to be present on-site most of the time that activity is occurring (usually the Site Manager). This person would be responsible for handling noise complaints and ensuring that work does not commence before the specified allowable times. The name and contact details of the 'responsible person' should be displayed outside the principal construction office.	Development of a Community Communication Strategy	Ongoing	Project Manager or their delegate	Section 10.3.3 of the Acoustic Assessment for the EIS process

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV23	If a complaint is raised regarding a particular piece of plant, the plant shall be inspected for working condition, with particular attention given to the condition of engine covers or enclosures, and exhaust system. If machinery is in good condition, a high performance silencer should be installed. If complaints arise regarding noise, the complaint will be directed to the 'responsible person' who will determine the source of noise and take immediate steps to investigate further or mitigate the noise as required. This may involve moving the noise source further away from the affected premises, replacing the equipment, installing high performance silencers, or in some cases, engaging a qualified acoustic consultant to provide specialist control advice		Ongoing	Project Manager or their delegate	Section 10.3.3 of the Acoustic Assessment for the EIS process
NV24	Additional attenuation or alternative construction/demolition methodologies will be required to ensure predicted elevated noise levels are mitigated during these activities (jackhammers / concrete saws).	Installation of permanent and temporary attenuation	Prior to the commencement of Construction Activities	Project Manager or their delegate	Section 10.3.4 of the Acoustic Assessment for the EIS process

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV25	Vibration levels in some cases may need to be monitored during demolition and earthworks depending on the ground substrate and equipment used. Due to proximity of neighbouring buildings, vibration levels my need to be continually monitored during the demolition and construction works to ensure vibration levels remain generally compliant with the criteria nominated in Section 7.5 of the EIS Noise and Vibration Impact Assessment, dated 6 May 2021 and prepared by Acoustic Works. Due to the proximity of the school buildings, vibration is predicted to be an issue if not managed. If complaints are received from the school regarding vibration during demolition and basic construction works, it is recommended that continued vibration monitoring at the receiver location with SMS warning system issued to the responsible persons onsite. The Responsible Person shall cease works that may cause vibration intrusion and engage a qualified person to determine suitable management and physical controls to reduce excessive vibration cannot resume until satisfactory mitigation treatment is implemented.	Suitably Qualified Person – Noise and Vibration	During Demolition Activities	Project Manager or their delegate	Section 10.3.4 of the Acoustic Assessment for the EIS process

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV26	The head contractor is to elect a “Responsible Person” who is onsite during construction hours and who has sufficient time and authority to implement the management plan. The Responsible Person will be required to receive, document and respond in an appropriate manner to complaints made against the centre with regards to noise. The Responsible Person is to keep record of performance indictors and feedback from management, staff, subcontractors, and adjacent noise receivers as appropriate. The person would also be responsible for documenting changes/modifications to the Noise Management Plan.	Suitably Qualified Person – Noise and Vibration	During Demolition Activities	Site Manager or their delegate	Section 10.3.3 of the Acoustic Assessment for the EIS process

ID	Measure / Requirement	Resource needed	When to implement	Responsibility	Reference
NV27	Management is to review the incident/complaints register on a regular basis (at least fortnightly) to determine any common or reoccurring issues to be addressed. The plan should be reviewed if processes or activities onsite are changed/modified or new activities are introduced. The plan should be reviewed if noise complaints are being made with regards to single activity or type of noisy activity occurring onsite. Document all changes/modifications to the Noise Management Plan. Management is to review the incident/complaints register on a regular basis (at least fortnightly) to determine any common or recurring issues to be addressed. The plan should be reviewed if processes or activities are introduced. The plan should also be reviewed if noise complaints are being made with regards to a single activity or type of noisy activity occurring onsite, Document all changes/modifications to the Noise Management Plan.	Suitably Qualified Person – Noise and Vibration	During Demolition Activities	Site Manager or their delegate	Section 10.3 of the Acoustic Assessment for the EIS process

8 Monitoring and Reporting

Noise and vibration monitoring will be conducted as per the requirements of this CNVMP. Noise measurements shall be undertaken consistent with the procedures documented in AS1055.1-1997 Acoustics - Description and Measurement of Environmental Noise – General Procedures. Vibration measurements shall be undertaken in accordance with the procedures documented in the EPA's Assessing Vibration - a technical guideline (2006), DIN4150 Structural Vibration – Part 3 Effects of Vibration on Structures and BS7385 Part 2 Evaluation and measurement for vibration in buildings.

8.1 Maximum Noise Levels for Plant and Equipment

Attended noise measurements will be undertaken within a period of 28 days of significant equipment arriving on site to establish the Sound Levels and to confirm that the operating noise levels comply Condition B27 of SSD - 8378620.

Plant and equipment noise monitoring will ensure the LAeq, and LA90 parameters are recorded as a minimum, with LAeq, 15min values inferred by extrapolation or calculation as necessary. The LAmax, and LA1, 15min parameter should also be recorded for each measurement. The time and location of the monitoring will also be noted.

The plant and equipment measurement sample height will be 1.5 m above ground level, unless an alternate height is specified by the operator that more accurately captures emissions data for the item being considered. All measurements will be completed with the sound level meter mounted to a tripod (if possible, handheld measurements are acceptable if the assessment height or position cannot be achieved using a tripod) and with a windscreen fitted.

The duration of each plant and equipment measurement sample will be selected by the operator to ensure the noise emission form the item being considered is adequately recorded. To avoid misunderstanding, a shorter duration less than 15 minutes may be adopted for plant and equipment noise level tests.

8.2 Community Noise Monitoring

8.2.1 Triggers for Community Noise Monitoring

Attended noise monitoring will be undertaken in the community in following circumstances:

- In response to a complaint
- Where OOHW is approved and attended monitoring is determined to be required
- During Extended Hours of Work.

8.2.2 Noise Monitoring Locations

The measurements will typically be conducted at the closest affected receiver to the construction and demolition activities. This shall provide worse case noise level impact across the noise catchment areas.

8.2 Noise Monitoring Methodology

Community noise monitoring will ensure the $LA_{eq,\ 15min}$ and $LA_{90,\ 15}$min parameters are recorded as a minimum. The site noise level contribution ($LA^{eq,\ 15min}$) shall be determined in the absence of any influential source not associated with the Project works for direct comparison to the relevant criteria. The LA^{max}, LA^{min}, L_{A1} and LA_{10} parameters will be recorded for each measurement with the LA1, 1minute parameter measured directly or calculated where possible and if applicable.

The community noise measurement sample height will be 1.5 m above ground level. The duration of each community noise measurement sample will be 15 minutes. All measurements will be completed with the sound level meter mounted to a tripod and with a windscreen fitted. The devices microphone will be focused on the noise emission centre of the equipment being tested. No noise monitoring will be completed during periods where wind speeds exceed 5 m/s or during any rain events.

Unless monitoring locations are pre-determined, the sound level meter will be located 3 to 5 metres away from walls, buildings and other reflecting surfaces where feasible. Noise monitoring will be undertaken at the most affected point on or within the property boundary or at the most affected point within 30 metres of the property. Noise monitoring will always be conducted when activities on-site are typical of normal works (i.e. not during respite periods for noisy works or where the measurements are likely to be influenced by noisy short term 'one off' activities).

If community noise monitoring identifies that predicted noise levels are being exceeded, the Environmental Site Supervisor will revisit construction practices/sequencing etc. to reduce noise levels, minimise impacts and to enable provision of information on noise levels to surrounding and potentially affected residents should this be required (i.e. on request or following a complaint). Where OOHW is approved and attended monitoring is determined to be required, attended noise measurements will be conducted at the most affected receptors following the general and community monitoring requirements specified above.

8.3 Vibration Monitoring

Additional vibration monitoring of plant or equipment or in the community may be required. Circumstances where this may be required include:

- In response to vibration complaint
- Use of vibration intensive plant needs to occur within the safe working distances specified in this CNVMP

Specific monitoring requirements and measures for sensitive structures and residential receivers are described below:

- Should activities with the potential to generate significant vibration events in close proximity to classroom structures and other sensitive structures be identified, vibration testing will be undertaken for the activity at a location away from sensitive buildings or structures.
- The vibration testing methodology will be established by a suitably experienced person and/or in consultation with a qualified technical specialist.
- The outcomes of the vibration testing may require continuous unattended vibration monitoring to occur for select activities. The methodology for any ongoing vibration monitoring will be established by a suitably experienced person and/or in consultation with a qualified technical specialist.

- Pre- and post- construction dilapidation surveys of sensitive structures where vibration is likely to result in damage to buildings and structures (including surveys being undertaken immediately following a monitored exceedance of the criteria).

A vibration monitoring report will be developed following monitoring and include the following information:

- Relevant guideline or policy that has been applied
- Background vibration measurements that have been undertaken
- Instruments and methodology used for measurements (including reasons for settings and descriptors used and calibration details)
- A site map showing location of vibration sources, measurement locations and receivers (where appropriate);
- Vibration criteria applied
- Vibration measurement results
- A comparison of measured against vibration criteria
- A discussion of proposed mitigation measures, the vibration reduction likely, the feasibility and reasonableness of these measures and how compliance and conformance can be practically determined.

8.4 Monitoring Reports

A suitably qualified consultant will compile a report for the construction noise and vibration compliance monitoring detailing the community noise monitoring results as well as any other noise and vibration monitoring that was conducted during the reporting period.

The report will include information about any exceedances detected and how non-compliances and non-conformances were addressed. Non-conformances, non-compliances and corrective and preventative actions will be managed in accordance to the CEMP section 8.2.3.

This report will be sent to the Environmental Site Representative. Monitoring reports will be used to maintain compliance and record the effectiveness of management measures against construction noise impacts. Measures evaluated as being ineffective will be subject to review and trigger the implementation of additional environmental controls during an update of the CNVMP.

8.5 Exceedance of Noise and Vibration Management Levels

In the event of an exceedance of noise and vibration management levels, works will cease or reduce immediately at the direction of the Contractors Environmental Site Representative / Site Supervisor. Remedial measures will be implemented prior to recommencing work, and monitoring undertaken to verify noise or vibration levels.

If high noise generating works are shown to exceed the required noise criteria, or if noise complaints are received related to the high noise work, additional mitigation will be implemented for these activities (to ensure compliance with the required noise limits to the satisfaction of the Environmental Site Representative), such as:

- Acoustic screening
- Alternate work methodologies
- Alternative plant with lower noise
- Plant and machinery will be checked and verified for noise levels and appropriate exhaust/fittings/noise attenuators.

In the event of appreciable vibration levels arising from construction activities, measures will be put in place to reduce vibration to within acceptable levels. Such measures may include reducing equipment size, changing operational settings, using other plant in lieu of that which is generating the vibration or a combination of these.

9 Compliance Management

9.1 Roles and Responsibilities

The RCC Project Team's organisational structure and overall roles and responsibilities are outlined in the CEMP. Specific responsibilities for the implementation of environmental controls are detailed in Chapter 7 of this Plan.

9.2 Training

All employees, contractors and staff working on site will undergo site induction training that includes construction noise and vibration management issues. The induction training will address elements related to noise and vibration management including:

- Existence and requirements of this sub-plan;
- Relevant legislation;
- Normal construction hours;
- The process for seeking approval for out of hours works, including consultation;
- Location of noise sensitive areas;
- Complaints reporting; and
- General noise and vibration management measures.

Further details regarding staff induction and training are outlined in of the CEMP.

9.3 Inspection and Monitoring

Noise and vibration monitoring will be undertaken throughout the construction phase of the Project to verify the predicted noise and vibration impacts. This will assist in identifying impacts to sensitive receivers, quantifying and reporting compliance, determining if mitigation measures are effective and if any further mitigation measures are required to reduce and manage noise and vibration impacts.

The policy and procedures for Noise and Construction Vibration monitoring are set out in section 12.3 and 12.4 of the Noise and Vibration Impact Assessment (Acoustic Works, 2021).

An excerpt (Sections 12.3 and 12.4) of the Acoustic Works report is provided as Appendix B.

9.4 Community Relations

The project team is committed to an early, coordinated, proactive and transparent communications and consultation whilst developing strategies to manage noise and vibration (as required by Condition B17).

The project identified a broad range of stakeholders and community members who had varying degrees of involvement and interfaced with the project staging and associated construction activity.

The following activities have been undertaken to inform the community, build relationships and provide an opportunity for input and feedback into project delivery.

Prior to any construction activities the following strategies were put into place:

• Community information sessions held.

• Formal and informal briefings and feedback sessions held.

• Where required face-to-face engagement with neighbouring residents and businesses.

- Distribution of project community information resources
- Established communication channels for feedback including project community contact number and project email account

The following highlights outcomes for managing high noise generating works (Condition B17):

- Stop works procedures and lines of communication where works may affect sensitive receivers
- Programming of works to acknowledge periods of increased sensitivity for receivers
- Identification of sensitive receivers within neighbouring buildings to inform mitigation planning i.e. sensitive medical or research equipment
- Complaints management processes for noise and vibration
- Identification of preferred communication channels with key stakeholders and neighbouring residents for works notification

The noise sensitive receivers listed and described in the CNVMP: Section 4.1- Potential Receivers and any other impacted stakeholders have been notified of the project. They will be kept informed of the project status and key activities throughout the project duration.

- Construction briefings – regular briefings and presentations to affected stakeholders to provide advance notice of noise generating works, work hours and construction impacts management strategies. Construction briefings are utilised to gain feedback and input into construction planning and minimise impacts to stakeholders.
- Community notification – notifications circulated via letter box drop, email and project website to communicate upcoming construction activity to the local community and affected stakeholders.
- Construction Interface Meetings – regular meetings with key project stakeholders to communicate upcoming works, impacts and mitigate strategies.
- Site hoarding or notices on the hoarding will also identify Health Infrastructure and Lendlease as the site operators.

These channels will be used to inform residents and business owners, describing the construction hours, potential high noise works/hours, the noise management measures being implemented and providing contact details for further information or complaints

9.5 Complaint Management

Complaints arising from the Project will be managed in accordance with Community Communication Strategy. In the event a complaint is received regarding noise and vibration, the complaint will be treated sensitively and, in a manner, that recognises the potential for noise and vibration to cause environmental impacts. Special consideration will be given to complaints related to noise and vibration during highly intrusive works (particularly those activities when increased impacts are predicted) in order that additional mitigation can be implemented in a timely manner.

Various lines of communication will be made available for enquiries and complaints during construction of the Project. This will include a 24-hour telephone number for enquiries and complaints. Any disputes received during the works will be dealt with in accordance with the Project Complaints management protocols outlined in Section 7 of the Construction Community Communication Strategy dated December 2021 (Appendix C).

Noise specific complaints will be handled in accordance with the following complaints handling procedure.

The following additional procedures specific to a noise complaint will also be implemented:

1. Record and acknowledge: Ask the complainant to describe as accurately as possible what the noise sounded like, exactly what time they heard that noise, where they heard the noise from (eg 12 Orient Street Kingscliff) and what direction the noise was coming from. This will allow RCC to confirm that the noise was from their construction site and to identify if there was a particular activity that caused the noise complaint.

2. Assess and prioritise: Ask the complainant how the noise they can hear is affecting them (waking them up at night vs irritating daytime noise) to ascertain the seriousness of the complaint and the level of priority it receives.

3. Investigate: If it is established that the noise complaint is from construction activities at the site and is causing disturbance to the complainant, then RCC will conduct attended noise investigations at the address from where the noise was noticed. The attended noise investigations will be undertaken at a time of day and during construction activities that are aligned as closely as possible to when the complainant noticed the noise which caused their complaint.

4. Action or rectify: If the attended noise investigations identifies that standard construction hours noise affected construction NMLs have been exceeded, RCC will investigate whether all management measures in Table 7.1 are being applied, will apply them where feasible where they aren't being applied and will apply additional reasonable and feasible noise management measures to specifically attenuate the noise from the identified construction activity source.

If the attended noise investigations identify that standard construction hours highly noise affected construction NMLs have been exceeded following implementation of the above procedures for addressing exceedances, RCC will further investigate whether they can implement respite periods by restricting the hours that the very noisy activities can occur.

If the attended noise monitoring identifies that outside of standard construction hours noise affected construction NMLs have been exceeded and the above procedures for addressing exceedances of noise affected construction NMLs have been implemented, RCC will investigate whether they can rather undertake the activities causing the exceedance, during standard construction hours. If this is not possible then RCC would investigate implementing respite periods by restricting the hours that the very noisy activities can occur.

RCC will then conduct follow up attended noise investigations at the address from where the noise complaint originated to establish whether the noise management measures applied have suitably reduced the noise to within the relevant construction NMLs or whether further noise management measures are required.

5. Respond to complaint: The complainant will be notified of the results of the initial attended noise investigations, what additional noise management measures have been implemented to address any identified exceedances of relevant construction NMLs and results of follow up attended noise monitoring after the implementation of additional noise management measures.

6. Record: All aspects of the noise complaints handling procedure will be recorded including where and when it occurred, results of initial noise monitoring, noise management measures applied, results of follow up noise monitoring and all correspondence with the complainant.

7. Preventive action: In planning future phases of work during construction, RCC will ensure that where the same or similar plant and equipment (or with similar sound power levels or noise characteristics) is to be used, that all noise management measures identified as being necessary during previous noise complaint handling processes, are implemented.

9.6 Auditing

Audit requirements are detailed in the CEMP.

9.7 Reporting

Reporting requirements and responsibilities are documented in the CEMP.

10 Review and Improvement

10.1 Continuous Improvement

Continuous improvement of this Plan will be achieved by the ongoing evaluation of environmental management performance against environmental policies, objectives and targets for the purpose of identifying opportunities for improvement.

The continuous improvement process will be designed to:

- Identify areas of opportunity for improvement of environmental management and performance;
- Determine the cause or causes of non-conformances and deficiencies;
- Develop and implement a plan of corrective and preventative action to address any non-conformances and deficiencies;
- Verify the effectiveness of the corrective and preventative actions;
- Document any changes in procedures resulting from process improvement; and
- Make comparisons with objectives and targets.

10.2 Update and Amendment

The processes described in the CEMP may result in the need to update or revise this Plan. This will occur as needed.

Only the Environmental Site Representative, or delegate, has the authority to change any of the environmental management documentation.

Management is to review the incident/complaints register on a regular basis (at least fortnightly) to determine any common or recurring issues to be addressed.

The plan should be reviewed if processes or activities onsite are change/modified or new activities are introduced. The plan should also be reviewed if noise complaints are being made with regards to a single activity or type of noisy activity occurring onsite. Document all changes/modifications to the Noise Management Plan.

A copy of the updated plan and changes will be distributed to all relevant stakeholders in accordance with the CEMP and the consent conditions SSD-8378620.

Appendix A – Consultant Qualification

Ben Pieterse
Environmental Scientist

Qualifications

Bachelor of Environmental Science. Southern Cross University, 2019.

National Acid Sulfate Soils Guidance - Identification and Assessment Course. Southern Cross University, 2021.

Conduct Backhoe/Loader Operations. Lawrence Davis Industry Training, 2021.

Asbestos Awareness Training. Alert Force, 2020.

Construction Induction. Workplace Health and Safety QLD, 2019.

Certificate II Information Technology. TAFE NSW, 2008

Key areas of Experience:

- Desktop and field- based site assessment
- Technical report writing
- Contaminated land investigation and remediation
- Resource recovery and waste management
- Project management
- Stakeholder engagement
- Environmental management
- On-site wastewater assessment

Career Summary

A multi-skilled and accomplished Environmental Scientist, Ben is approaching three years of environmental consulting experience in the northern NSW region. A member of the Australasian Land and Groundwater Association (ALGA) Association of NSW – Ben's expertise is crucial in identifying environmental issues and delivering the correct solution.

Ben's recent experience includes; Leading the preparation of Construction Environmental Management Plans, Management of works contracts and subcontractor engagement, Routinely applying resource recovery options for materials generated by local Councils and private enterprise, leading the successful assessment and of a local Council site, routinely applying resource recovery options for materials generated by local Councils and private enterprise.

Environmental Project Highlight

2021 - Detailed site investigation and acid sulfate soil assessment associated with the development of a constructed wetland at Byron Bay, NSW.
Client: Byron Shire Council

- Consultation with stakeholders to establish target project outcomes.
- Develop project budget, contract procurement and engagement and coordination of subcontractors.
- Lead site investigation program (borehole drilling and soil sampling program).
- Preparation of Detailed Site Investigation Report and Acid Sulfate Soils Management Plan.
- Ongoing consultation with client on project outcomes and requirements for management of excavation spoil.

JENNY HELLYER

Environmental Scientist |

Resource Recovery Manager

Qualifications & Training

Bachelor of Science (Environmental Health)
Griffith University

Graduate Certificate Waste Management (Academic Excellence)

EHA – Noise Management Course

EHA- Dangerous Goods Management Course

Asbestos Assessor Course

Asbestos Awareness Course

Contract Supervisors and Inspectors Course

Professional overview

Jenny is an Environmental Specialist with 19 years' experience in the fields of environmental management including noise, erosion and sediment control, air quality, waste management and project management. She has an enthusiastic and methodical approach in providing key outcomes to the project and technical advice to stakeholders.

Key areas of expertise

- Environmental Management
- Erosion and Sediment Control
- Waste Management
- Beneficial Reuse
- Project Management
- Environmental Monitoring
- Data Analysis
- Surface Water Quality
- Noise Management

Recent experience

Environmental Management – Management of environmental investigations including noise, groundwater, surface water and air quality. Provision of environmental advice to stakeholders in order to meet environmental compliance. Clients include Local Government (Ballina, Tweed and Gold Coast City Councils)

Beneficial Reuse – Management of resource recovery projects including the beneficial reuse of concrete washout waste. Provision of a high level of project management including coordinating transportation operations, field sampling, and invoicing. Clients include Holcim Australia (NSW), Boral, Bens Bobcats, Richmond Sand and Gravel, Wearx.

Waste Management – Coordination of waste management facilities and waste collection services. Provision of expert technical advice and development of waste management practices for Local Government (Ballina, Tweed and Gold Coast City Councils)

Project Management – Provision of technical advice to all stakeholders to ensure compliance with the regulatory framework specific to the project. Projects managed include numerous local government areas and civil construction sites.

Professional History

- 2018 – Present: ENV Solutions (Environmental Scientist)
- 2015 – 2018: Ballina Shire Council (Waste Management Coordinator)
- 2012 – 2015: Ballina Shire Council (Environmental Health Officer - Contract)
- 2010 – 2012: Gold Coast City Council (Technical Officer)
- 2008 – 2010: Gold Coast City Council (Waste Strategy Officer)
- 2003-2008: Gold Coast City Council (Environmental Health Officer)

Contact

0415558975

Connect with Jenny on LinkedIn

References available upon request

Appendix B – Noise and Construction Vibration Monitoring Policy and Procedures (Acoustic Works, 2021)

The following is an excerpt of *Acoustic Works (2021) Noise & Vibration Impact Assessment Kingscliff Public School Ref: 2020400-2 R01F Kingscliff Public School ENV CNVMP.docx*

12.3 Construction Noise monitoring

If required, short-term operator-attended noise measurements will be suitable for investigating 'spot-checks' of noise complaints in most situations. The methodology must establish the level of noise from the noise source being investigated and check for compliance.

12.3.1 Equipment

Sound level meters must have an accuracy at least equivalent to a Type 1 meter as described in Australian Standard AS1259. The sound level meter must be fitted with a windshield and must have a current laboratory calibration certificate or label in accordance with calibration requirements outlined in AS1259 and AS2659. Equipment should also be calibrated in the field in accordance with these standards.

The sound level meter must be capable of L_{eq} measurement and statistical L_n measurement (e.g. L_{10}, L_{90} etc), using the broadband 'A' scale frequency weighting.

12.3.2 Parameters

For measurement of ambient noise (without site noise), the sound level meter must be set to the following parameters;

- 15 minute measurement duration.
- Broadband
- 'Fast' time response.
- 'A' frequency weighting.

The measured descriptors of ambient noise are background noise $L_{A90,15min}$ and $L_{Aeq,15min}$.

For measurement of noise from construction activities at the site, the sound level meter must be set to the following parameters;

- 15 minute measurement duration.
- 'Z' (Linear) frequency weighting for 1/3 octave frequency spectrum.
- 'A' frequency weighting for overall broadband result.
- 'Fast' time response.

The measured descriptors of site noise should include (when available on a sound meter); L_{eq}, Lp, and 1/3 octave spectrum (to establish any tonal characteristics).

Measurement duration may change depending on the duration of each relevant source.

12.3.3 Procedure for measuring noise

12.3.3.1 Where to measure noise

In accordance with the code, noise levels should be measured at the property boundary that is most exposed to construction noise, at a height of 1.5 m above ground level. If the property boundary is more than 30 m from the residence, the location for measuring or predicting noise levels is at the most noise-affected point within 30 m of the residence. Typically this would be an outdoor location in the most exposed position in a receivers' yard. The address of locations for assessment should be those locations where complaints have been received.

The sound level meter should be held at arm's length or set up on a tripod so the microphone is 1.5 metres above the ground. Where possible the measurement position should be 3 to 5 metres from walls, buildings and other reflecting surfaces.

The location of vegetation also needs to be considered, because noise levels can be increased locally by even a light breeze rustling leaves. Noise due to wind in vegetation can make accurate measurement difficult. Where possible, move away from nearby plants if rustling noise is present.

12.3.3.2 When to measure ambient noise

Ambient noise should be measured when it is representative of minimum levels that would occur during the time the activity would typically be conducted. Suitable times may include;

- Prior to commencement of daily activities.
- During smoko or lunchbreak (if site activities are ceased).
- On RDO's (rostered days off).
- After completion of daily activities.

Ideally, a number of ambient noise measurements should be taken at various times of day. Ambient noise measurement should only be done at times or locations unaffected by noise from the site.

12.3.3.3 When to measure noise from construction

Measurements of construction noise should be taken at the time(s) when the noise is representative of the current maximum level of noise emanating from the site, or at times when a complaint has been received.

12.3.3.4 What to avoid

The following conditions shall be avoided during the noise assessment;

- Average wind speed (at the microphone height) greater than 5m/s (approximately 20km/h). Typically at a wind speed of 5 m/s, leaves and branches would be in constant motion and the wind would extend a small flag.
- Rain periods (if intermittent, any affected data can be excluded).
- Other extraneous noise, such as train passby etc.
- Noise such as talking or physically bumping the sound level meter in a manner that will affect the readings.

12.3.3.5 Steps for measurement

The steps for performing a noise measurement are as follows;

10. Calibrate the sound level meter before commencing noise measurements. The sound pressure level shown on the meter should match the stated sound pressure level for the calibrator being used. The equipment should not vary by more than 1 dB. If it has then the measurements may be invalid.
11. Ensure the meter is set to 'Fast' time weighting, 'A' frequency weighting for broadband measurement, 'Z' weighting for 1/3 octave measurement. Descriptors include L_{90}, L_{eq}, and LpA.
12. Measure the ambient noise level continuously for 15 minutes (where possible), excluding all distinct extraneous noises. If extraneous noise is present, pause the meter when this occurs or choose another measuring time or restart the measurement at another location. If more than one valid noise measurement of the ambient noise for a location is obtained, use the lowest level as the ambient noise level. Note the $L_{A90,15min}$ value and other relevant values as described above. Where it is not possible to continuously measure over a 15-minute period, then note the duration of the measurement.
13. Measure the noise emanating from the site, excluding all distinct extraneous noises. Note the duration of the measurement. Note the relevant measured values and description of the types of noise that were audible/measurable from the site.
14. Note whether the measured noise appears to contain tonal or impulsive characteristics and apply correction factors where appropriate.
15. Check the field calibration at the end of the monitoring period in accordance with Australian Standard IEC 61672.1-2004 and Australian Standard 2659. Re-monitoring may be required where there is a calibration drift greater than that allowed by the standards.

12.3.3.6 Information to be reported

Any reporting should be concise. The minimum requirements to be included in a report are;

- Date of measurements.
- Time of measurements.
- Person(s) performing measurements.
- Equipment used for measurements.
- Location of measurements.
- Measured values.
- Corrected values (where applicable).
- Notes regarding audibility of noise sources.
- Notes regarding any extraneous sources that may have influenced measurements.
- Detail of instrumentation and calibration.
- Meteorological conditions.

Appendix C – Community Communication Strategy- Kingscliff Public School (NSW Government, May 2022)

NSW GOVERNMENT Education

May 2022

School Infrastructure NSW

Community Communication Strategy

Kingscliff Public School

Contents

Document Purpose

This Community Communication Strategy (CCS) has been developed to:

- Successfully consider and manage stakeholder and community expectations as integral to the successful delivery of the project.
- Outline interfaces with other disciplines, including safety, construction, design and environment, to ensure all activities are co-ordinated and drive best practice project outcomes.
- Inform affected stakeholders, such as the local community or road users about construction activities.
- Provide a delivery strategy which enables the open and proactive management of issues and communications.
- Highlight supporting procedures and tools to enable the team to deliver this plan effectively.
- Provide support for the broader communications objectives of School Infrastructure NSW (SINSW), including the promotion of the project and its benefits.

This Community Consultation Strategy (CCS) will be implemented through construction phase of the project, and for 12 months following construction completion.

Plan review

The CCS will be revised regularly to address any changes in the project management process, comments and feedback by relevant stakeholders, and any changes identified as a result of continuous improvement undertakings. This will be done in close consultation with the SINSW Senior Project Director, appointed Project Management Company and/or Contractor and SINSW Community Engagement Manager.

Approval

The CCS is reviewed and approved by the SINSW Senior Project Director, in close consultation with Schools Operations and Performance, with final endorsement from the SINSW Community Engagement Senior Manager before being submitted to the Planning Secretary.

Table 1: List of SSD requirements and where they are addressed

State Significant Developments B9	The Community Communications Strategy addresses this in section
Identify people to be consulted during the design and construction phase	▪ Section 4 ▪ Section 5
Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development	▪ Section 6 ▪ Section 7 ▪ Section 8.4
Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development	▪ Section 4
Set out procedures and mechanisms: ▪ Through which the community can discuss or provide feedback to the Applicant	▪ Section 4, PRG ▪ Section 6 ▪ Section 8.5
Set out procedures and mechanisms: ▪ Through which the Applicant will respond to enquiries or feedback from the community; and	▪ Section 8.5
Set out procedures and mechanisms: ▪ 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	▪ Section 8.5

State Significant Developments B9	The Community Communications Strategy addresses this in section
Include any specific requirements around traffic, noise and vibration, visual amenity, flora and fauna, soil and water, contamination, and heritage.	▪ Section 3

1. Context

The NSW Government is investing $7.9 billion over the next four years, continuing its program to deliver 215 new and upgraded schools to support communities across NSW. This is the largest investment in public education infrastructure in the history of NSW.

The NSW Department of Education is committed to delivering new and upgraded schools for communities across NSW. The delivery of these important projects is essential to the future learning needs of our students and supports growth in the local economy.

Kingscliff Public School is being upgraded to provide new permanent teaching spaces and core facilities to cater for growth in the area.

The Kingscliff Public School upgrade will create an almost entirely new school centred around an extended school hall. The design of the upgrade offers a more functional and better connected layout for the school. It enables the required increase in permanent learning spaces and provides a new library, a more visually appealing and practical street entry and a variety of open spaces for learning, play and sport.

The upgrade will include:

- Replacement of all Home Bases to deliver 32 new permanent learning spaces.
- New library delivering a variety of study, teaching and learning spaces that have the potential to open onto an outdoor terrace and garden.
- An extended school hall to meet the needs of the increased student population.
- New play spaces offering a variety of structured, active and quiet recreation opportunities.
- New administration and staff spaces.
- A new school entry that will give the school a strong civic presence and a clear address for students, parents, teachers and the broader community.
- A redeveloped secondary entrance including a covered outdoor learning area (COLA).

For more information on the project, visit the project web page on the School Infrastructure NSW website.

1.1. The scope of this Development and this CCS

The Kingscliff Public school upgrade is being delivered progressively to ensure the school remains operational during construction and to minimise disruption to learning. The scope of the upgrade at Kingscliff Public School Campus that has been classified as a State Significant Development (SSD 8378620) has been assessed by the Department of Planning and Environment (DPE) is as follows:

- New library and learning spaces in buildings 1,3 and 4
- New sports courts and landscaping
- Redeveloped main entrance on Orient St including a covered outdoor learning area (COLA)
- Redeveloped secondary entrance on Sutherland St including covered outdoor learning area (COLA)

Consent was provided for this development on Monday 14 February, 2022. The Community Communication Strategy has been prepared for this development to satisfy the SSD condition B9. For more information visit the DPE web page on the SSD component of the project. For more information visit the DPE web page on the SSD.

2. Community Engagement Objectives

SINSW's goal is that our school infrastructure meets the needs of a growing population and enables future-focused learning and teaching. This CCS has been developed to achieve the following community engagement objectives:

- Promote the benefits of the project.
- Build key school community stakeholder relationships and maintain goodwill with impacted communities.
- Manage community expectations and build trust by delivering on our commitments.
- Provide timely information to impacted stakeholders, schools and broader communities.
- Address and correct misinformation in the public domain.
- Reduce the risk of project delays caused by negative third-party intervention.
- Leave a positive legacy in each community.

3. Key Messages

Through each phase of the project, the key messages and means of engagement will be regularly reviewed, refined and updated. Information that is currently in the public domain is outlined below.

3.1. High level messaging

The NSW Government is investing $7.9 billion over the next four years, continuing its program to deliver 215 new and upgraded schools to support communities across NSW. This is the largest investment in public education infrastructure in the history of NSW.

The NSW Department of Education is committed to delivering new and upgraded schools for communities across NSW. The delivery of these important projects is essential to the future learning needs of our students and supports growth in the local economy.

3.1. Project messaging

3.1.1. Project status

The State Significant Development Application has been assessed by the Department of Planning & Environment and consent has been granted.

3.1.2. Project benefits

Kingscliff Public School is being upgraded to provide new permanent learning spaces and core facilities to cater to the growing local community. The upgrade will deliver:

- 32 new permanent innovative and flexible learning spaces
- New library delivering a variety of study, teaching and learning spaces that have the potential to open onto an outdoor terrace and garden.
- An extended school hall to meet the needs of the increased student population.
- New play spaces offering a variety of structured, active and quiet recreation opportunities.
- New administration and staff spaces.
- A new school entry that will give the school a strong civic presence and a clear address for students, parents, teachers and the broader community.

3.1.3. High-quality learning environments

The project will provide flexible learning spaces that make use of the latest technology to enhance the learning experience for the next generation of students. Furthermore, the contemporary and sustainable facilities provide an outstanding working environment for school staff.

Flexible learning spaces are adaptable to accommodate small or large groups and facilitate students use of modern technology, while working independently and collaboratively.

3.1.4. Environmental benefits

The new school will be built in accordance with current sustainability principles. School Infrastructure NSW is committed to environmentally conscious construction and maintenance practices.

3.2. Construction phase

3.2.1. Safety

School Infrastructure NSW is committed to ensuring that work is completed safely and efficiently and with minimal impact to the local community. Prior to construction starting, any hazardous material is required to be removed from the site. This work will be carried out in accordance with regulatory requirements including the provisions of SafeWork NSW.

3.2.2. Traffic management

The construction contractor has developed a Traffic Management Plan to ensure that vehicle movements are managed with minimal disruption to the local community. All construction vehicles (excluding worker vehicles) are to be contained wholly within the site, except if located in an approved on-street work zone, and vehicles must enter the site before stopping.

3.2.3. Noise and dust

Any activity that could exceed approved construction noise management levels will be managed in strict accordance with the Protection of the Environment Operations Act 1997.

Mitigation measures will be in place to manage noise and dust levels, including hoarding to minimise the effects of noise and dust and hosing down as required to ensure the safety of the school and local community.

Construction works, including the delivery of materials to and from the site, will take place between 7am and 6pm Monday to Friday and between 8am and 1pm on Saturdays. No night work is scheduled for this project and no work will occur on Sundays or public holidays.

Notwithstanding the specified hours, provided noise levels do not exceed the existing background noise plus 5dB, works may also be undertaken during the following hours:

(a) between 6pm and 7pm, Monday to Fridays inclusive and
(b) between 1pm and 4pm, Saturdays.

Rock breaking, rock hammering, sheet piling, pile driving and similar activities may only be carried out between the following hours:

(a) 9am to 12pm, Monday to Friday;
(b) 2pm to 5pm Monday to Friday; and
(c) 9am to 12pm, Saturday.

Activities may be undertaken outside of these hours if required:

(a) by the Police or a public authority for the delivery of vehicles, plant or materials; or

(b) in an emergency to avoid the loss of life, damage to property or to prevent environmental harm; or

(c) where the works are inaudible at the nearest sensitive receivers; or

(d) where a variation is approved in advance in writing by the Planning Secretary or his nominee if appropriate justification is provided for the works.

Notification of such activities must be given to affected residents before undertaking the activities or as soon as is practical afterwards.

3.2.4. Flora and fauna

School Infrastructure NSW is committed to ensuring construction work has a minimal impact upon flora and fauna.

School Infrastructure NSW will comply with all Development Consent Conditions relating to the protection of flora and fauna, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures to be taken for the protection and management of flora and fauna, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPE).

Mitigation Measures – Fauna

Although no threatened fauna is likely to be impacted by the development, foraging and nesting habitat for birds, foraging habitat for insectivorous bats (including the vulnerable Little Bent-winged Bat) and general habitat for ground dwelling reptiles could be disturbed. The CEMP will detail measures to be taken for the protection and management of fauna and will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPE).

3.2.5. Soil and water

School Infrastructure NSW is committed to the appropriate management of soil and water on the construction site.

School Infrastructure NSW will comply with all Development Consent Conditions relating to soil and water management, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures for the management of soil and water, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of DPE.

A suitably qualified and experienced consultant will prepare a Construction Soil and Water Management Sub-Plan (CSWMSP), which will form part of the CEMP. The CSWMSP will:

- Describe erosion and sediment control measures to be implemented during construction.
- Provide a plan of how construction works will be managed in wet-weather events.
- Detail flows from the site to surrounding area.
- Describe the measures to be taken to manage stormwater and flood flows for small and large sized events.

Erosion and sediment controls will be installed and maintained in accordance with the "Blue Book" – *Managing Urban Stormwater: Soils and Construction (4th edition)*. These controls will be implemented prior to the commencement of any other site disturbance works.

A rainwater harvesting system will be installed onsite and used on-site during construction. Approval will be obtained prior to the discharge of onsite stormwater to Council's stormwater drainage system or street gutter.

Only approved soil and fill types will be used onsite. Accurate records will be kept on the volume and type of fill used onsite.

3.2.6. Contamination

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail contamination management measures, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPE). The project site has been tested for contamination and is considered to be safe and suitable for the school upgrade.

The CEMP will include protocols for the management of unexpected contamination discovered during the course of construction works.

3.2.7. Visual amenity

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to maintain visual amenity, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPE).

The CEMP will include provisions for the management of outdoor lighting. The installation and operation of outdoor lighting will comply with both AS 4282-2019 – Control of the Obtrusive Effects of Outdoor Lighting and AS 1158.3.1-2005 – Lighting for Roads and Public Spaces – Part 3.1: Pedestrian Area (Category P) Lighting.

Visual amenity impacts will be limited during construction via the installation of appropriate site fencing and adherence to site housekeeping procedures.

3.2.8. Heritage

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to protect heritage matters, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPE). The CEMP will include unexpected finds protocols for objects of Aboriginal or Historic heritage.

In the event that relics of Aboriginal heritage are discovered, all works in the immediate area will cease immediately, and consultation will occur with a suitably qualified archaeologist, registered Aboriginal representatives and DPE to determine an appropriate management strategy. Works may only recommence with the written approval of the Planning Strategy.

This process applies to SSD works only, any heritage finds under REF works will be managed in accordance with the protocols set out in the Aboriginal Heritage Impact Permit (AHIP).

3.2.9. Disruptive works

Construction work for the Kingscliff Public School upgrade is underway. A construction compound has been established at the school and work is underway to construct the new library. We will provide notice to the community prior to any disruptive work taking place on site. You can also contact us directly using the details below to discuss any aspect of this work.

3.2.10. Get involved

We are committed to working together with our school communities and other stakeholders to deliver the best possible learning facilities for students. Your feedback is important to us. For more information contact us via the details below.

- Email: schoolinfrastructure@det.nsw.edu.au
- Website: schoolinfrastructure.nsw.gov.au
- Phone: 1300 482 651

3.3. Handover phase

3.3.1. Traffic and access

Construction work on the Kingscliff Public School upgrade has been completed. We are now in a position to confirm access provisions for the new school, including pick-up and drop-off arrangements. Travel Access Guides provide information on ways to get to the school, including active travel and public transport.

3.4. Official school opening

The upgrade of Kingscliff Public School was completed today, delivering new and upgraded facilities including new permanent, learning environments, an extended hall, a new library, a new canteen, new administrative and staff facilities, and a variety of outdoor spaces for sport and play.

Thank you for your patience during construction and we are thrilled to deliver this project for the school community.

4. Project Governance

4.1. Project Reference Group

The Department's engagement process strives to engage with key stakeholders from the school community. As part of this process, a Project Reference Group (PRG) is established early in the project with nominated representatives from the school community to ensure input from, and consultation with, impacted stakeholders.

The PRG provides key information from an operational, educational, change and logistics perspective into the planning, through the design and construction phases of the project.

The PRG will receive project briefings and key progress updates on project progress to support its responsibilities in assisting to communicate updates to school staff, parents and stakeholders in the wider local community.

The Project Reference Group will be conducted as two separate groups during the development and delivery of all projects:

(a) Project Reference Group – Planning

A nominated group (limited to 10) will participate in workshops to develop the Educational Principles and Education Rationale which will inform the Functional Design Brief. These workshops are chaired by the SINSW Senior Project Director (or delegate) and may be facilitated by an Education Consultant. This activity will inform the development of the building design.

(b) Project Reference Group – Delivery

The purpose of the group is to seek input and inform design processes and provide operational requirements and information to help minimise the impact of the project on school operations. These workshops are chaired by the Senior Project Director (or delegate) and may be facilitated by the appointed architectural consultant, as required. The PRG will provide key information from an operational and logistics perspective to assist project delivery.

Specifically to communications and engagement related matters, the PRG will also:

- Provide a forum for discussion and exchange of information relating to the planning and delivery of the project
- Identify local issues and concerns to assist the project team with the development of mitigation strategies – to manage and minimise construction and environmental impacts to the school community and local residents
- Provide feedback to the communications and community engagement team on key messages and communications and engagement strategies
- Provide advice on school engagement activities
- Assist to disseminate communications to the school community and other stakeholders.

As per all department led delivery projects, the PRG acts as a consultative forum and not a decision-making forum for the planning and delivery of this school infrastructure.

Figure 1: Project Reference Group (PRG)

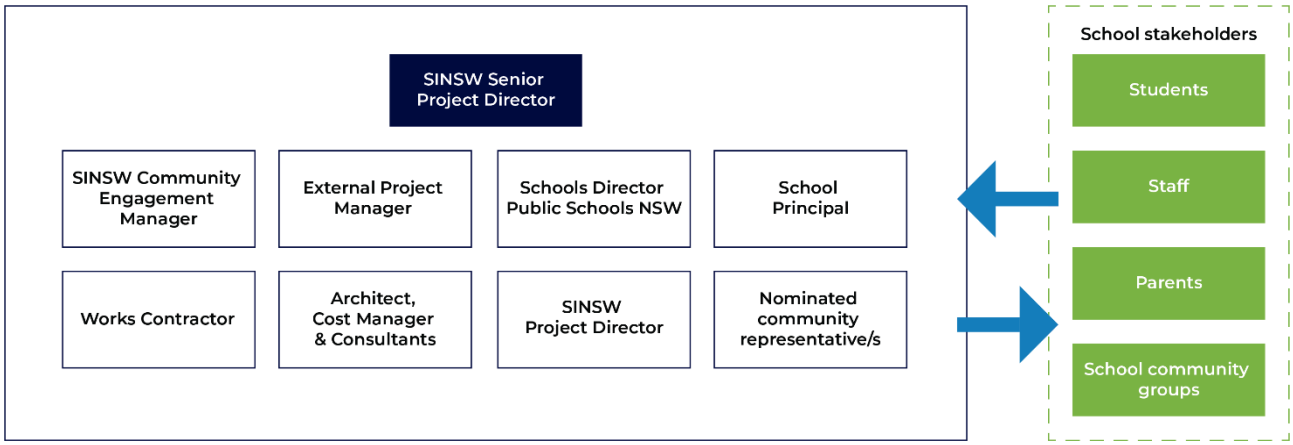
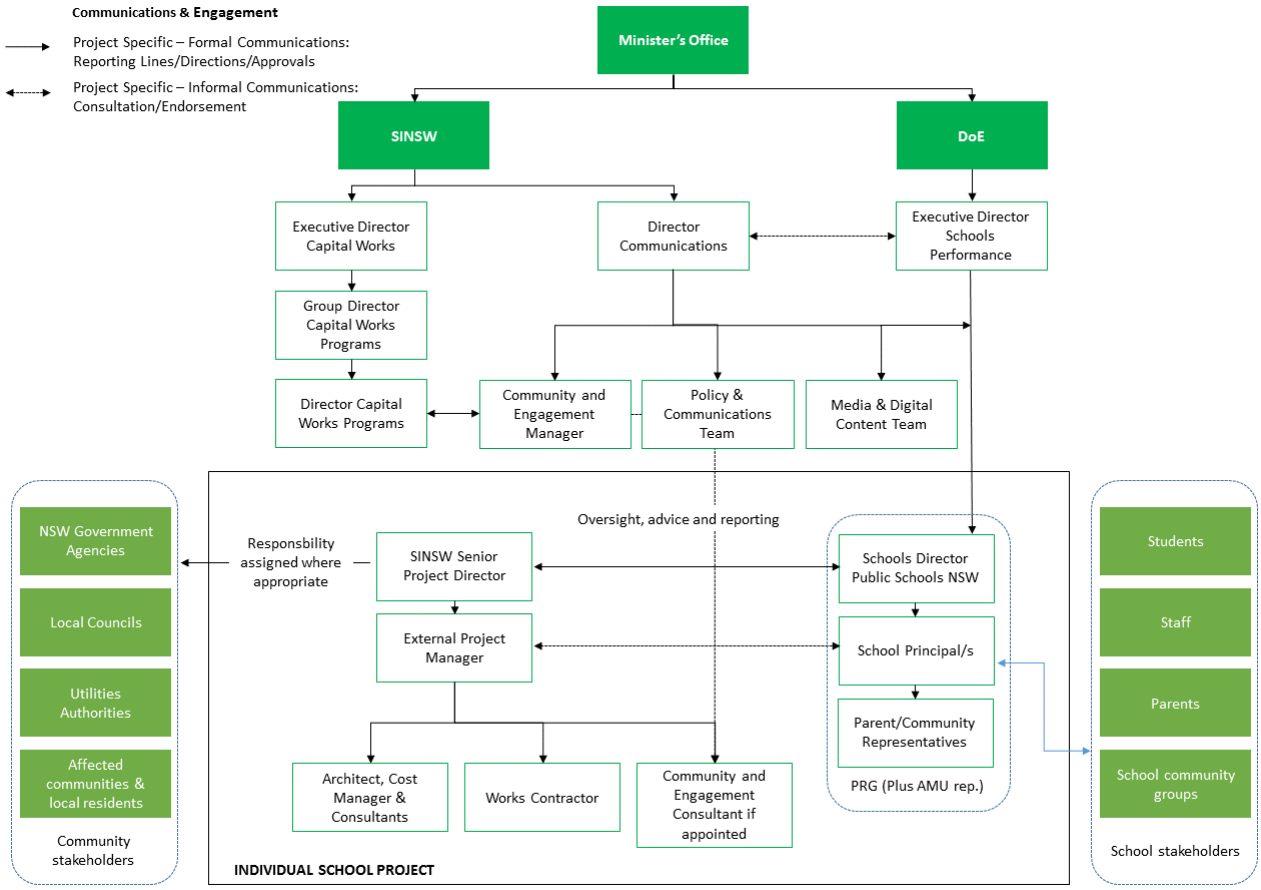


Figure 2 below maps how the department and SINSW will communicate both internally and externally.

Figure 2: SINSW Project Governance



5. Stakeholders

The stakeholder list below summarises who will be consulted during the construction phase via ongoing face to face meetings, communications collateral and digital engagement methods.

Table 2: Stakeholders

Stakeholders	Interest and involvement
Local Members of Parliament: ▪ NSW Member for Tweed, Geoff Provest MP ▪ Federal Member for Richmond, The Hon. Justine Elliot MP	▪ Meeting the economic, social and environmental objectives of state and federal governments. ▪ Delivering increased public education capacity on time. ▪ Delivering infrastructure which meets expectations. ▪ Addressing local issues such as traffic, congestion and public transport solutions.
Government agencies and peak bodies: ▪ Transport for NSW ▪ Roads and Maritime Services NSW ▪ Fire and Rescue NSW ▪ NSW Department of Education ▪ NSW Department of Planning, Industry and Environment ▪ NSW Environmental Protection Authority ▪ NSW Rural Fire Service ▪ Sydney Water ▪ NSW Heritage Council ▪ NSW Office of Environment and Heritage ▪ NSW Department of Premier and Cabinet	▪ Traffic and congestion on the local road system. ▪ Adequate public transport options and access. ▪ Ensuring new infrastructure meets standard requirements for safety and fire evacuation. ▪ Ensuring the development is compliant. ▪ Ensuring the development does not impact heritage items. ▪ Easing overcrowding in local schools.
Local Council - Tweed Shire Council ▪ Councillors Clr Reece Byrnes (Deputy Mayor) Clr Rhiannon Brinsmead Clr Meredith Dennis Clr Nola Firth Clr James Owen Clr Warren Polglase ▪ Bureaucrats ▪ Mayor, Chris Cherry ▪ General Manager, Troy Green	▪ Schedule for construction and opening of school. ▪ Plans for enrolled students during the operation of the temporary school. ▪ Impacts to the local community including noise, congestion and traffic. ▪ Shared use of community spaces. ▪ Providing amenities to meet increase population density. ▪ Copies of information distributed to local residents. ▪ Processes and protocols in place to manage interactions with local residents.
School community ▪ Principal ▪ Teachers	▪ Safe pedestrian and traffic access to the temporary school during construction. ▪ Construction impacts and how these will be

Stakeholders	Interest and involvement
▪ Staff ▪ Parents and carers ▪ Students	minimised. ▪ Quality of infrastructure and resources upon project completion. ▪ How to access the new school once completed.
Local community ▪ Orient St ▪ Orient Lane ▪ Omar Lane ▪ Sutherland St ▪ Viking St	▪ Noise and truck movements during construction. ▪ Increased traffic and congestion on nearby streets. ▪ Local traffic and pedestrian safety. ▪ Changed traffic conditions during pick-up and drop-off. ▪ Shared use of school facilities and amenities.
Nearby public schools ▪ Kingscliff High School ▪ St Anthony's Catholic Primary School ▪ Kingscliff Mini School ▪ Cudgen Public School ▪ Duranbah Public School ▪ Bogangar Public School ▪ Banora Point Public School ▪ Lindisfarne ▪ Banora Point Primary School ▪ Banora Point High School ▪ Terranora Public School ▪ Caldera School ▪ Centaur Primary School ▪ St James Primary School ▪ Tweed Heads South Public School ▪ Tweed River High School ▪ Pacific Coast Christian School	▪ Impact on school resources. ▪ Impact on current students. ▪ Implications for teaching staff. ▪ Possible impacts on enrolments. ▪ Opportunities to view the new facilities.
Community groups ▪ Tweed Byron Local Aboriginal Land Council	▪ Consultation process. ▪ Communication and engagement. ▪ Protection of Aboriginal Heritage.

6. Engagement Approach

The way that we engage may change temporarily, in compliance with any social distancing requirements and/or relevant and active NSW public health guidelines. Please refer to Appendix A for more details on alternative methods and tools that may be used where required. The table below outlines both traditional and alternative methods to be used in line with the changes.

The key consideration in delivering successful outcomes for this project is to make it as easy as possible for anyone with an interest to find out what is going on. In practice, the communications approach across all levels of engagement will involve:

- Using uncomplicated language.
- Taking an energetic approach to engagement.
- Encouraging and educating whenever necessary.
- Engaging broadly including with individuals and groups that fall into harder to reach categories.
- Providing a range of opportunities and methods for engagement.
- Being transparent.
- Explaining the objectives and outcomes of planning and engagement processes.

In addition to engagement with Government Departments and Agencies and Council, two distinct streams of engagement will continue for the project as follows:

- School community for existing schools being upgraded, or surrounding schools for new schools, and
- Broader local community.

This allows:

- School-centric involvement from school communities (including students, parents/caregivers, teachers, admin staff) unencumbered by broader community issues, and
- Broad community involvement unencumbered by school community wants and needs. Broad community stakeholders include local residents, neighbours and local action groups.

6.1. General community input

Members of the general public impacted by the construction phase are able to enquire and complain about environmental impacts via the following channels:

- Information booths and information sessions held at the school or local community meeting place, and advertised at least 7 days before in local newspapers, on our website and via letterbox drops.
- 1300 number that is published on all communications material, including project site signage.
- School Infrastructure NSW email address that is published on all communications material, including project site signage.

Refer to Section 8.5 of this document for detail on our enquiries and complaints process.

A number of tools and techniques will be used to keep stakeholders and the local community involved as summarised in table 3 below.For reference, project high level milestones during the delivery phase include:

- Site establishment/early works.
- Commencement of main works construction.
- Term prior to project completion.
- Project completion.
- First day of school following project completion.
- Official opening.

Table 3: School Infrastructure NSW Communications Tools

Communications Tool	Description of Activity	Frequency
1300 community information line	The free call 1300 482 651 number is published on all communication materials and is manned by SINSW. All enquiries that are received are referred to the appointed C&E Manager and/or Senior Project Director as required and logged in our CRM. Once resolved, a summary of the conversation is updated in the CRM.	Throughout the life of the project and accessible for 12 months post completion.
Advertising (print)	Advertising in local newspapers is undertaken with at least 7 days' notice of significant construction activities, major disruptions and opportunities to meet the project team or find out more at a face to face event.	At project milestones or periods of disruption.
Call centre scripts	High level, project overview information provided to external organisations who may receive telephone calls enquiring about the project, most namely stakeholder councils.	Throughout the project when specific events occur or issues are raised by stakeholders.
Community contact cards	These are business card size with all the SINSW contact information. The project team/ contractors are instructed to hand out contact cards to stakeholders and community members enquiring about the project. Cards are offered to school administration offices as appropriate. Directs all enquiries, comments and complaints through to our 1300 number and School Infrastructure NSW email address.	Throughout the life of the project and available 12 months post completion.
CRM database	All projects are created in SINSW's Customer Relationship Management system – Darzin - at project inception. Interactions, decisions and feedback from stakeholders are captured, and monthly reports generated. Any enquiries and complaints are to be raised in the CRM and immediately notified to the Senior Project Director, Project Director and Community Engagement Manager.	Throughout the life of the project and updated for 12 months post completion.
Display boards	A0 size full colour information boards to use at info sessions or to be permanently displayed in appropriate places (school admin office for example).	As required.
Door knocks	Provide timely notification to nearby residents of upcoming construction works, changes to pedestrian movements, temporary bus stops, expected impacts and proposed mitigation. Provide written information of construction activity and contact details.	As required prior to periods of construction impacts.
Face-to-face meetings/briefings	Activities include meeting, briefings and "walking the site" to engage directly with key stakeholders, directly impacted residents and business owners and the wider community.	As required.

Communications Tool	Description of Activity	Frequency
FAQs	Set of internally approved answers provided in response to frequently asked questions. Used as part of relevant stakeholder and community communication tools. These are updated as required, and included on the website if appropriate.	Throughout the life of the project.
Information booths	Information booths are held locally and staffed by a project team member to answer any questions, concerns or complaints on the project. Info booths are scheduled from the early stages of project delivery through to project completion. Information booths are to be held both at the school/ neighbouring school, as well for the broad community: ▪ School information booths are held at school locations at times that suit parents and caregivers, with frequency to be aligned with project milestones and as required. ▪ Community information booths are usually held at local shopping centres, community centres and places that are easily accessed by the community. They are held at convenient times, such as out of work hours on weekdays and Saturday's. Collateral to be provided include community contact cards, latest project notification or update, with internal FAQs prepared. All liaison to be summarised and loaded in the CRM. Notice of at least 7 days to be provided.	At project milestones and as required.
Information sessions (drop in)	Information sessions are a bigger event than an info booth, held at a key milestone or contentious period. We have more information on the project available on display boards/ screens and an information pack handout – including project scope, planning approvals, any impacts on the school community or residents, project timeline, FAQs. Members from the project and communications team will be available to answer questions about the project. These events occur after school hours on a week day (from 3pm – 7pm to cover working parents). All liaison summarised and loaded on the CRM.	As required.
Information pack	A 4 page A4 colour, fold out flyer that can include: ▪ Project scope ▪ Project update ▪ FAQs ▪ Contact information ▪ Project timeline To be distributed at info sessions or at other bigger events/ milestones in hard copy and also made available electronically.	As required.

Communications Tool	Description of Activity	Frequency
Media releases/events	Media releases are distributed upon media milestones. They promote major project milestones and activities and generate broader community awareness.	Media milestones: ▪ Project announcement ▪ Concept design completed ▪ Planning approval lodged ▪ Planning approval granted ▪ Construction contract tendered ▪ Construction contract awarded ▪ SOD turning opportunity ▪ Handover ▪ Official opening
Notifications and updates	A4, single or double sided, printed in colour that can include FAQs if required Notifications are distributed under varying templates with different headings to suit different purposes: ▪ **Works notification** are used to communicate specific information/ impacts about a project to a more targeted section of the community. This template doesn't have an image so it can be more appropriately targeted for matters like hazardous material. ▪ **Project update** is used when communicating milestones and higher level information to the wider community i.e. project announcement, concept design/DA lodgement, construction award, completion. Always includes the project summary, information booths/ sessions if scheduled, progress summary and contact info.	As required according to the construction program. Distributed (refer construction works notification distribution methodology in Section 6.2) via letterbox drop to local residents and via the school community prior to construction activities or other milestones throughout the life of the project. Specific timings indicated in table 5 – Section 8.
Photography, time-lapse photography and videography	Captures progress of construction works and chronicles particular construction activities. Images to be used in notifications, newsletters and report, on the website and Social Media channels, at information sessions and in presentations. Once the project is complete, SINSW will organise photography of external and internal spaces to be used for a range of communications purposes.	Project completion (actual photography and video of completed project). Prior to project completion - artist impressions, flythrough, site plans and construction progress images are used.
Presentations	Details project information for presentations to stakeholder and community groups.	As required.

Communications Tool	Description of Activity	Frequency
Priority correspondence	Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to the Premier, Minister, SINSW and other key stakeholders. SINSW is responsible for drafting responses as requested within the required timeframes.	As required.
Project Reference Group	SINSW facilitated Project Reference Group sessions providing information on the design solution, construction activities, project timeframes, key issues and communication and engagement strategies.	Meets every month or as required. More information on the PRG is detailed in Section 4.
Project signage	A0 sized, durable aluminium signage has been installed at Kingscliff Public School. Provides high level information including project scope, project image and SINSW contact information. Fixed to external fencing/ entrances etc. that are visible and is updated if any damage occurs.	Throughout the life of the project and installed for 12 months post completion.
Site visits	Demonstrate project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.	As required.
School Infrastructure NSW email address	Provide stakeholders and the community an email address linking direct to the Community Engagement team. Email address (schoolinfrastructure@det.nsw.edu.au) is published on all communications materials.	Throughout the life of the project.
School Infrastructure NSW website	A dedicated project page for Kingscliff Public School is located on the SINSW website: https://www.schoolinfrastructure.nsw.gov.au/projects/k/kingscliff-public-school-upgrade.html#about-project-tab	Updated at least monthly and is live for at least 12 months post completion of the project.
Welcome pack/ thank you pack	At project completion the following flyers are utilised: ▪ **Welcome pack** – project completion for school community - A 2 to 4 page A4 flyer which is provided to the school community on the first day/week they are returning to school when new facilities are opening, or attending a new school. Includes project overview, map outlining access to the school and key locations, FAQs, contact information. ▪ **Thank you pack** – A 2 to 4 page A4 flyer tailored to the local residents to thank them for their patience and support of the project.	Project completion only.

6.2 Construction works notification distribution methodology

Construction works notifications will be distributed to targeted properties in the vicinity of the project. These properties have been identified as part of the technical studies and plans submitted as part of the planning and assessment approval pathway and post approval requirements. Specifically, the notification distribution map at **Figure 1** has been prepared through an analysis of the potential project impacts and requirements identified in:

- the transport assessment supporting the SSD application

- the Construction Worker Transportation Strategy
- the acoustic assessment supporting the SSD application
- the Construction Environmental Management Plan, including the:
    - Construction Noise and Vibration Management Sub Plan
    - Construction Traffic and Pedestrian Management Sub Plan
    - Acoustic assessment supporting the SSD application.

This methodology has been used to identify the anticipated construction impacts identified for this project. It does not include an arbitrary distribution area due to the robust impact analysis that has been carried out during planning and assessment phase of the project. The distribution area may be altered:

- To address specific construction activities where the impact/s affect fewer or greater properties, depending on the nature of the work
- Where ongoing monitoring shows more widespread impacts to that predicted in the environmental impact assessment
- If complaints are received outside of the distribution area
- If there is an approved project modification in the future that results in more widespread impacts
- At the discretion of School Infrastructure NSW.

Additional project updates and notifications will also be distributed when communicating milestones and higher-level information to the wider community such as project completion.

Such updates and notifications may not detail construction impacts and may be distributed to a greater number of addresses to widely publicise the project's achievements.

Figure 3: Map of construction works notification distribution area

Distribution area for works notifications, general project updates etc.

Broader distribution area for major milestones only (i.e. completion and handover)

The below details the nearest noise sensitive receivers. These stakeholders will receive notifications for unplanned out of hours works before undertaking the activities or as soon as is practical afterwards. This will also consider residents that may be impacted by heavy vehicle movements and other non site specific impacts (e.g. truck movements).

Map is inclusive of: 1-30 Orient St, 5-11 Sutherland St and 24-52 Sutherland St.

7. Engagement Delivery Timeline

The following engagement delivery timeline maps tailored communications tools and activities by key milestone.

Table 4: Engagement timeline

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
Site establishment	School community Local community Neighbouring organisations Local Council	Works notification	Mid-March, 2022
Main Construction works, including but not limited to: ▪ Remediation ▪ Works commenced ▪ Key impact periods – noise, dust, traffic, vibration	School community Local community Neighbouring organisations Local Council	Notifications as required Project update SINSW website updated monthly	September 2020 to late 2022 (at key construction events as required, as per our notification process in Table 5)
Term prior to project completion	School community Local community Neighbouring Organisations Local Council Local Members of Parliament	SINSW website update Information session ▪ Display boards ▪ Info pack Notification as required for remaining works	Late 2022
Handover and welcome to new school facilities	All	Media release SINSW website update Photography and videography Welcome pack Thank you pack (residents and businesses)	Late 2022
Opening	All	Official opening ceremony	Late 2022
Post-opening	All	Website remains live Project signage remains installed 1300 phone and email still active, and CRM still maintained for complaints and enquiries.	12 months post construction completion

8. Protocols

8.1. Media engagement

SINSW manages all media relations activities, and is responsible for:

- Responding to all media enquiries and instigating all proactive media contact.
- Media interviews and delegation to SINSW media spokespeople who are authorised to speak to the media on behalf of the project
- Informing the Minister's Office and SINSW project team members and communications representatives of all media relations activities in advance and providing the opportunity to participate in events where possible.

8.2. Site visits

SINSW in partnership with Schools Operations and Performance organises and hosts guided project site tours and media briefings as required by the Minister's Office. The Project Team will ensure the required visitor site inductions are undertaken and that all required Personal Protective Equipment (PPE) is worn.

For media site visits and events, SINSW creates, or contributes to, the production of an event pack. This will include an event brief, media release, speaking notes and Q&As.

8.3. Social, online and digital media

SINSW initiates and maintains all social and online media channels. These channels can include Facebook, Twitter, LinkedIn and the website. The SINSW Online Content Team upload to the SINSW website.

8.4. Stakeholder and community notification process

Notification letters or project updates will be distributed to the community and stakeholders in advance of any activity with the potential to cause impacts.

Depending on the work activity and stakeholder, notifications are primarily distributed via letterbox drop, via the school, electronically via email, as well as uploaded to the SINSW project webpage. If appropriate, notification may also be delivered in person via door knocks, or via phone call or text message, or one-on-one briefings.

Notifications will be written in plain English and will:

- Outline the reason that the work is required.
- Outline the location, nature, and duration of the proposed works.
- Outline date/s of work, where practicable.
- Outline work hours.
- Include a diagram that clearly indicates the location of the works, where required.
- Include a 1300 community contact number, project email address and website details.
- Provide details for a translation service, where required.

Table 5 below outlines minimum notification periods that will be targeted for work activities with the potential to impact sensitive receivers. All notification periods prescribed within development approvals or by approving bodies will be adhered to. Regular construction updates regarding the general work program and significant milestones will also be provided to the school community and neighbouring properties throughout construction.

The contractor will provide SINSW with the information necessary to meet the notification requirements and target timeframes contained, where practicable.

Table 5: Target community notification periods

Notification period	Work activity
Same day (or as soon as practical)	Major incident, emergency works/unforeseen events
	Unplanned out of hours work (notification provided to affected residents by the contractor before undertaking the works or as soon as practical)
	Unexpected hazardous material find or incident (e.g. asbestos, lead, chemical spill or other harmful material)
7 days	Start of works or site establishment
	Works outside of the site boundary
	Planned out of hours work or change to approved work hours
	Planned investigation and remediation of hazardous materials including asbestos
	Phase of high noise generating works including demolition, tree removal, rock breaking, rock hammering, piling or similar
	Major traffic or pedestrian access changes including parking impacts, detours, and road diversions/closures
	Operational changes for the school community including to school drop-off points, entry and exit points, bus stops, and play space
3 months	Major impacts to school community, including relocation to temporary school, changes to student intake area or similar

8.5. Enquiries and complaints management

SINSW manages enquiries (*called interactions in our Customer Relationship Management (CRM) software, Darzin*), and complaints in a timely and responsive manner.

Prior to project delivery, a complaint could be related to lack of community consultation, design of the project, lack of project progress, etc.

During project delivery, a complaint is defined as in regards to construction impacts – *such as* – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers, other environmental impacts, unplanned or uncommunicated disruption to the school.

As per condition C1, signage will be prominently displayed at the boundaries of the Kingscliff Public School work site. This signage will include details of the approved hours of work, the name of the builder, certifier, structural engineer and the site manager.

If a phone call, email or face-to-face complaint is received during construction, it will be acknowledged within 2 working days and logged in our CRM, actively managed, closed out and resolved by SINSW within 2 to 7 business days, where practicable. Where complaints are unable to be resolved within this timeframe the complainant will be provided with regular updates regarding the complaint resolution process.

As per our planning approval conditions, a complaints register is updated monthly, or as required by the planning authority, and is publicly available on the project's website page on the SINSW website.

If the complainant is not satisfied with SINSW response, and they approach SINSW for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period (separate complainants).
- Any construction site receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three-day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint was avoidable.
- The complaint relates to a compliance matter.
- The complaint relates to a community safety matter.
- The complaint relates to a property damage claim.

Complaints will be first escalated to the Senior Manager, Community and Engagement or Director of Communications for SINSW as the designated complaints handling management representatives for our projects. Further escalation will be made to the Executive Director, Office of the Chief Executive to mediate if required.

If a complaint still cannot be resolved by SINSW to the satisfaction of the complainant, we will advise them to contact the NSW Ombudsman - https://www.ombo.nsw.gov.au/complaints.

Table 6 below outlines target timeframes for responding to enquiries and complaints, through each correspondence method:

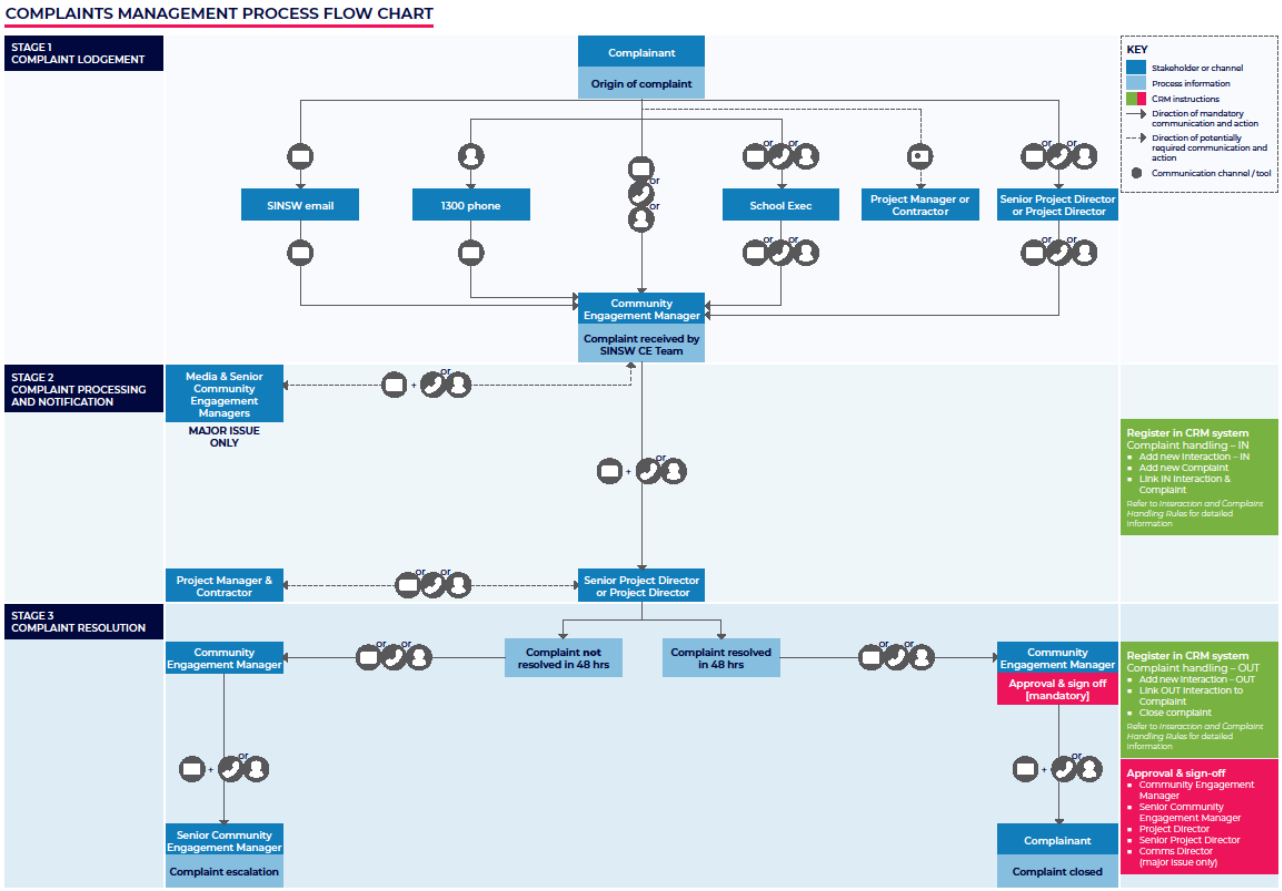
Table 6: Complaint and enquiry response time

Complaint	Acknowledgement times	Response times
Phone call during business hours	At time of call – and agree with caller estimated timeframe for resolution.	Complaint to be closed out within 2 business days. If not possible, continue contact, escalate as required and resolve within 7 business days.
Phone call after hours*	Within two (2) hours of receiving message upon returning to office.	Following acknowledgement, complaint to be closed out within 2 business days. If not possible, continue contact, escalate as required and resolve within 7 business days.
Email during business hours	At time of email (automatic response)	Complaint to be closed out within 2 business days. If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Email outside of business hours	At time of email (automatic response)	Complaint to be closed out within 2 business days. If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Interaction/ Enquiry		
Phone call during business hours	At time of call – and agree with caller estimated timeframe for response.	Interaction to be logged and closed out within 7 business days.
Phone call after hours	Within two (2) hours of receiving message upon returning to office.	Interaction to be logged and closed out within 7 business days.
Email during business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.
Email outside of business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.

Complaint	Acknowledgement times	Response times
Letter	N/A	Interaction to be logged and closed out within 10 business days following receipt.

The below diagram outlines our internal process for managing complaints.

Figure 3 - Internal Complaints Process



8.5.1. Disputes involving compensation and rectification

School Infrastructure NSW is committed to working with the school and broader community to address concerns as they arise. Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Depending upon the results of the investigation, School Infrastructure NSW may seek legal advice before proceeding.

8.6. Incident management

An incident is an occurrence or set of circumstances that causes or threatens to cause material harm and which may or may not be or cause a non-compliance. Material harm is harm that:

(a) involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial; *or*
(b) results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding $10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

8.6.1. Roles and responsibilities following an incident

In the event of an incident, once emergency services are contacted, the incident must be immediately reported to the SINSW Senior Project Director who will inform:

- SINSW Executive Director
- SINSW C&E Manager

- SINSW Senior Manager, C&E
- SINSW Communications Director

SINSW Communications Director will:

- Lead and manage all communications with the Minister's office in the event of an incident, with assistance as required
- Direct all communications with media to the SINSW Media Manager in the first instance for management
- Notify all other key project stakeholders of an incident.

The school and local community will be notified within 24 hours in the event of an incident, as per our notification timelines in Table 5.

The SINSW Senior Project Director will issue a written incident notification to Department of Planning & Environment (DPE) and Local Council (if required) immediately following the incident to set out the location and nature of the incident.

This must be followed within seven days following the incident of a written notification to the Department of Planning and Environment that:

(a) identifies the development and application number;
(b) provides details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident);
(c) identifies how the incident was detected;
(d) identifies when SINSW became aware of the incident;
(e) identify any actual or potential non-compliance with conditions of consent;
(f) describes what immediate steps were taken in relation to the incident;
(g) identifies further action(s) that will be taken in relation to the incident; and
(h) provides the contact information for further communication regarding the incident (the Senior Project Director).
(i) Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, SINSW will provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below:
(j) a summary of the incident;
(k) outcomes of an incident investigation, including identification of the cause of the incident;
(l) details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and
(m) details of any communication with other stakeholders regarding the incident.

8.7. Reporting process

Throughout the project, data will be recorded on participation levels both face to face and online, a record of engagement tools and activities carried out in addition to queries received and feedback against emerging themes.

Stakeholder and community sentiment will be evaluated throughout to ensure effectiveness of the engagement strategy and to inform future activities. Reporting will include but not be limited to:

- Stakeholder engagement reporting – numbers of forums, participation levels and a summary of the outcomes Community sentiment reporting – outputs of all community engagement activities, including numbers in attendance at events, participation levels and feedback received against broad themes
- Online activity – through the project website and via social media
- Media monitoring – as part of the proactive media campaign
- Engagement risk register – to be updated regularly