Community Communication Strategy

Illabo to Stockinbingal (I2S)

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Document Control

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2	17/09/2024	Approved for use. Amendment to – Table 9 - Community notifications. – Notification to impacted stakeholders will be sent out a minimum of 7 days before works

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Glossary

Specific terms and acronyms used throughout this strategy are listed and described in the table below.

Table 1: Terminology

ACRONYM	DEFINITION
ABS	Australian Bureau of Statistics
ARTC	Australian Rail Track Corporation
CALD	Culturally and Linguistically Diverse
CCC	Community Consultative Committee
CSEMP	Communication and Stakeholder Engagement Management Plan
CSSI	Critical State Significant Infrastructure
CM	Consultation Manager –a cloud-based knowledge sharing platform used for effective stakeholder engagement. Consultation Manager allows project teams to capture interactions, tasks, and actions in a secure and readily accessible manner.
CoA	Conditions of Approval set by the for Minister for Planning and Public Spaces
The strategy	Community Communication Strategy
Construction Contractor or "the contractor"	Any contractor engaged by IRPL to undertake works on the project
DCCEEW	Department of Climate Change, Energy, the Environment and Water
DITRDCA	The Department of Infrastructure, Transport, Regional Development, Communications, and the Arts (formerly the Department of Infrastructure, Transport, Regional Development and Communications)
DPHI or "the Department"	NSW Department of Planning, Housing, and Infrastructure (formerly NSW Department of Planning and Environment)
EIS	Environmental Impact Statement
EPA	Environmental Protection Authority NSW
EP&A Act	*Environmental Planning and Assessment Act 1979* (NSW)
EPBC Act	*Environment Protection and Biodiversity Conservation Act 1999* (Cth)
EPL	Environment Protection Licence
ER	The Environment Representative for the project
FAQs	Frequently asked questions
I2S	Illabo to Stockinbingal project
IAP2	International Association for Public Participation
IRPL	Inland Rail Proprietary Limited
LALCs	Local Aboriginal Land Councils
LEMC	Local Emergency Management Committee
LGA	Local Government Area
LOTE	Language other than English
NSW	New South Wales
OOHW	Out-of-hours work
RAPs	Registered Aboriginal Parties

ACRONYM	DEFINITION
Planning Secretary or "the Secretary"	Secretary of the Department of Planning, Housing and Infrastructure
SEARs	Secretary's Environmental Assessment Requirements
SEIFA	Socio-Economic Indexes for Areas
SSI	State Significant Infrastructure
TfNSW	Transport for NSW
Work	Any physical activity for the purpose of the I2S project including Construction and Low Impact Work.

Table 2: Compliance matrix

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE
B1	A Community Communication Strategy must be prepared to facilitate communication about construction and operation of the CSSI with: (a) the community (including, adjoining affected landowners and businesses, Registered Aboriginal Parties (RAPs), relevant LALCs, traditional owners and others directly impacted by the CSSI); and (b) the relevant state agencies and councils.	This Strategy
B2	The Community Communication Strategy must:	
B2 (a)	– identify people, organisations, relevant council(s) and state agencies to be consulted, during the design and work phases of the CSSI	Section 5.2 Table 6
B2 (b)	– identify details of the community and its demographics	Section 5 and 5.1 Table 5
B2 (c)	– set out the procedures and mechanisms for the regular distribution of accessible information, including to CALD and vulnerable communities, about or relevant to the CSSI. The information to be distributed must include details regarding current site construction activities, schedules and milestones at each construction site	Section 6 Table 8
B2 (d)	– identify opportunities for education within the community and make provision for the community to visit construction sites (taking into consideration workplace, health and safety requirements)	Section 7 Table 9
B2 (e)	– detail the measures for advising the community in advance of upcoming construction including upcoming out-of-hours work as required by Condition E5 and blasting activities	Section 7 and 7.1
B2 (f)	– identify the mechanisms for engaging with the community to determine periods of respite, as required by Condition E2	Section 7 and 7.1 Table 9
B2 (g)	– provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies)	Section 7 and 7.1 Section 8
B2 (h)	– set out the procedures and mechanisms for consulting with relevant councils and state agencies required by Condition A10	Section 5.2 Table 6 Table 7 Section 7 Table 9 Table 10
B2 (i)	– describe the method for broadcasting the 24-hour toll-free telephone complaints number and postal and email addresses for enquiries, as required by Condition B7;	Section 7 Table 9 Section 8 Table 11
B2 (j)	– set out the procedures and mechanisms: (i) through which the community can discuss or provide feedback to the Proponent; (ii) through which the Proponent will respond to enquiries or feedback from the community; (iii) to resolve any issues and mediate any disputes that may arise in relation to the environmental management and delivery of the CSSI, including disputes regarding rectification or compensation; (iv) address who will engage with the relevant stakeholders. (v) to resolve any issues and mediate any disputes that may arise in relation to property and infrastructure impacts, including but not limited to Individual Property Management Plans required by Condition E95.	Section 8 Section 8.1 Table 11 Table 12 Table 13

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE
	The Proponent must continue the operation of the existing Community Consultative Committee as part of its Communication Strategy. The Community Consultative Committee must continue to be operated in accordance with the Department's Community Consultative Committee Guideline. Continuing the Community Consultative Committee must not be the only form of community consultation in the Communication Strategy.	Section 7 Table 9

1 Introduction

This Community Communication Strategy (the strategy) has been developed to support communication and engagement for works associated with the Inland Rail—Illabo to Stockinbingal (I2S) project (the project). This is an all-encompassing strategy covering all construction works including low impact works and 12 months following the completion of construction.

This strategy is informed by the definition of consultation outlined in B1 of the Conditions of Approval. The definition as per the condition is to provide information and actively engage with and obtain and consider feedback from stakeholders during development of post approval documents. How the feedback has been considered and whether any changes have been made in response to this feedback is then documented and communicated back to stakeholders. Consultation should not be limited to one-way notification about the project.

This strategy has been prepared in accordance with the NSW Minister for Planning and Public Spaces' Project Conditions of Approval (CoA) (Application Number: SSI-9406). As per Condition B2 of the CoA, this strategy seeks to:

- identify people, organisations, relevant council(s) and state agencies to be consulted, during the design and work phases of the CSSI;
- identify details of the community and its demographics;
- set out procedures and mechanisms for the regular distribution of accessible information, including to CALD and vulnerable communities, about or relevant to the CSSI.
- identify opportunities for education within the community and make provision for the community to visit construction sites (taking into consideration workplace, health and safety requirements);
- detail the measures for advising the community in advance of upcoming construction including out-of-hours work and blasting activities;
- identify the mechanisms for engaging with the community to determine periods of respite;
- provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies);
- set out procedures and mechanisms for consulting with relevant councils and state agencies;
- describe the method for broadcasting the 24-hour toll-free telephone complaints number and postal and email addresses for enquiries;
- set out procedures and mechanisms:
  - through which the community can discuss or provide feedback to the Proponent;
  - through which the Proponent will respond to enquiries or feedback from the community;
  - to resolve any issues and mediate any disputes that may arise in relation to the environmental management and delivery of the CSSI, including disputes regarding rectification or compensation;
  - address who will engage with the relevant stakeholders; and
  - to resolve any issues and mediate any disputes that may arise in relation to property and infrastructure impacts, including but not limited to Individual Property Management Plans.

Compliance with CoA B2 is demonstrated in Table 2: Compliance matrix above.

1.1 Approval and review of this strategy

This strategy was submitted to the Secretary of the Department of Planning, Housing and Infrastructure (Planning Secretary) for approval in September 2024. Refer to the document revision table for further information and revision history.

This strategy will be reviewed every 12 months, or as required. Details of any review and/or amendments made to the strategy will be provided to the Environmental Representative (ER) for review and approval, prior to submitting to the Planning Secretary (if deemed required by the ER).

2 Inland Rail Program overview

Inland Rail is a project that will enhance national freight and supply chain capabilities, connecting existing freight routes through rail, roads, and ports, to support Australia's growth. Inland Rail will transform the way we move freight around the country, connect regional Australia to markets more efficiently, drive substantial cost savings for producers and consumers, and deliver significant economic opportunities.

Comprising 12 individual projects and spanning approximately 1,600 kilometres (km), Inland Rail is the largest freight rail infrastructure project in Australia and one of the most significant infrastructure projects in the world.

2.1 Inland Rail Program details

The objectives of the Inland Rail Program, as stated in the Service Offering, are to:

- provide a rail link between Melbourne and Brisbane to serve future rail freight demand and stimulate growth for interstate and regional/bulk rail freight
- provide an increase in productivity that will benefit consumers through lower freight transport costs
- provide a step-change improvement in rail service quality in the Melbourne–Brisbane corridor to deliver a freight rail service that is strongly competitive with road
- improve road safety, ease congestion, and reduce environmental impacts by moving freight from road to rail
- bypass bottlenecks on the congested metropolitan Sydney rail network, and free up train-path capacity for other services on the coastal route, including passenger services through the Sydney region and bulk freight through the NSW Southern Highlands
- act as an enabler for regional economic development along the Inland Rail corridor.

For more information on the Inland Rail Service Offering, please visit inlandrail.com.au/what-is-inland-rail/using-inland-rail/.

Figure 1: Beveridge to Kagaru projects

2.2 The Illabo to Stockinbingal project

The I2S project is one of 12 individual projects in the Inland Rail Program and will form a vital freight rail link in southern New South Wales (NSW). The project will create a new rail line linking the existing Main South line north of Illabo directly to the existing Stockinbingal to Parkes line, bypassing the steep and windy section of rail at Bethungra and the township of Cootamundra. The I2S project is a greenfield project designed to accommodate double stacked freight trains. The project area covers the two Local Government Areas (LGAs) of Junee and Cootamundra-Gundagai. It also includes interface and connections with neighbouring Inland Rail projects: Albury to Illabo (A2I) and Stockinbingal to Parkes (S2P).

Key components of the I2S project include:

- 39km of new, greenfield track
- upgrades to 3.5km of existing track for tie-in works to Main South Line at Illabo and the Stockinbingal to Parkes line at Stockinbingal
- construction of approximately 1.7km of new rail track to maintain the existing connection of the Lake Cargelligo rail line at Stockinbingal (CRN network/ ARTC network interface)
- one crossing loop and maintenance siding
- eight new bridges crossing watercourses
- two rail over road bridges
- one grade-separated bridge (road over rail) at Burley Griffin Road, Stockinbingal (State road) including realignment of approximately 1.4km of road and closure of an existing public level crossing
- realignment of Ironbong Road, Bethungra to allow for safe sight lines at a new active public level crossing
- five new public level crossings (2 activated, 3 passive)
- eight new private level crossings (all passive)
- ten new private stock underpasses
- ancillary works, including fencing and modifications to utilities
- one workforce accommodation camp at Stockinbingal.

Construction of the project would require:

- construction compounds (including laydown areas) and other areas needed to facilitate construction works
- temporary changes to the road network to undertake works on new road/rail interfaces
- other ancillary works.

Figure 2: Illabo to Stockinbingal

2.3 Project timeline

Table 3: I2S project timeline

YEAR	MILESTONE
2015–2019	Preliminary engagement with stakeholders and reference design commenced.
2018	In August 2018, the project was classified as a “Controlled Action’ under the Environment Protection and Biodiversity Conservation Act 1999 (Cth) (EPBC Act).
2020	In May 2020, the project was declared State Significant Infrastructure (SSI) and, as a result, commenced the Environmental Impact Statement (EIS) approvals pathway.
2021	In March 2021, the project was upgraded to Critical State Significant Infrastructure (CSSI) and the environmental assessment requirements of the Secretary of the (then) NSW Department of Planning, Industry and Environment (DPIE) (the SEARs) were issued in April 2021.
2022	From mid-2021 and into 2022, the reference design and EIS were progressed and finalised. The I2S EIS was placed on public exhibition between 14 September and 26 October 2022.
2023	In November 2023, a Response to Submissions Report was submitted to DPHI who subsequently made the report public on 27 November 2023.
2024	In September 2024, the CSSI approval was granted by the NSW Minister for Planning and Public Spaces

3 Engagement approach

3.1 Engagement approach and principles

In delivering the I2S project, Inland Rail seeks to:

- Build trust through quality engagement and open and ongoing interactions with stakeholders, including affected landowners, community groups, First Nations/Aboriginal and Torres Strait Islander peoples, and government authorities; and by providing clear and up-to-date information and accessible channels to provide feedback
- Build credibility by forging consistent connections with local councils, business, and industry groups, and affected landowners, with a focus on responsive engagement practices. Credibility is also built by fostering and delivering on community benefits and opportunities, including sponsorship opportunities and capability and skills workshops
- Build visibility by building a predominantly regionally-based engagement team that is responsive to the needs of the community where they work and live; being available to the community and by playing an active role in supporting local businesses, and regional community events as well as broader industry conferences.

The engagement approach is founded on the following principles:

- Timing: ensure regular engagement and timely communication through various channels over the lifecycle of the project.
- Inclusivity: demonstrate an understanding for the regional context and ensure all stakeholders are provided with open and accessible engagement opportunities.
- Transparency: encourage a diverse range of views and opinions and ensure that this feedback is accurately captured and considered throughout the lifecycle of the project.
- Equitability: ensure relevant groups are included in the conversation with recognition of those voices that may not often be readily heard. This may include Traditional Owners, people with disabilities, youth, and the elderly.
- Accessibility: encourage engagement and participation of different socio-economic groups in the community.
- Materiality: focus on identifying and addressing the issues that matter most to stakeholders.
- Responsiveness: demonstrate how engagement has influenced project considerations or decisions.

3.2 Alignment with IAP2 public participation spectrum

Inland Rail is committed to active engagement in accordance with the International Association for Public Participation (IAP2) spectrum. Inland Rail is committed to engaging with local communities along the proposed alignment openly and in a collaborative manner and will aim to collaborate on project outcomes wherever feasible.

The IAP2 spectrum and core values helps organisations, decision makers and practitioners make better decisions that reflect the interests and concerns of potentially affected people and entities. The IAP2 notes:

'*Public participation means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision*'.

The IAP2 spectrum for public participation is an informative tool to help clarify the role of the public (or community) in planning and decision making. The IAP2 spectrum allows for the setting of appropriate goals, expectations and activities. It also assists in better understanding community and project outcomes.

For the purpose of this strategy, consultation is defined as any element of public participation, or combination of elements, as outlined in Figure 3: IAP2 Spectrum of public participation below.

Figure 3: IAP2 Spectrum of public participation

INCREASING IMPACT ON THE DECISION

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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4 Structure and accountabilities

The Inland Rail I2S Stakeholder Engagement team will have overall responsibility for stakeholder and community relations in partnership with the Construction Contractor's communication and stakeholder engagement team.

The delivery of engagement and communication activities will also involve contributions from broader Inland Rail teams including Media, Social Media, Corporate Affairs, Property, Social Performance, Sustainability, Engineering, Project Delivery and Environment.

The Construction Contractor, in collaboration with Inland Rail, will develop a Communication and Stakeholder Engagement Management Plan (CSEMP), which will be updated as required.

Inland Rail will remain responsible for the implementation of the communications strategy for the duration of the work and for 12 months following the completion of construction.

The following positions hold key responsibilities for the engagement activities, within Inland Rail, the construction contractor and externally.

Table 4: Position and responsibilities for the I2S project

POSITION	RESPONSIBILITIES
Inland Rail	
Head of Stakeholder Relations	Oversees all Inland Rail Engagement teams from a program level.
Engagement Manager	Accountable for managing the I2S stakeholder engagement team and activities. The Manager will act as the interface with the Construction Contractor on community engagement matters.
Stakeholder Engagement Lead	Responsible for the delivery of engagement activities associated with the I2S project and leads engagement with key stakeholders.
Stakeholder Engagement Advisor	Provides support to the Inland Rail Stakeholder Engagement Lead and undertakes engagement activities, planning, review and reporting requirements associated with the project.
First Nations Engagement Advisor	Responsible for leading and will retain primary relationships with Local Aboriginal Land Councils. Will lead engagement with key First Nations stakeholders, organisations and the wider First Nations community.
Communications Lead Southern NSW	Oversees all communication activities on the I2S project, including the provision of input and advice to the Inland Rail Stakeholder Engagement team relating to engagement and project material; interface with the Construction Contractor to support project delivery communication; and facilitate communication approvals.
The Construction Contractor These responsibilities will align with the strategy articulated in the CSEMP.	
Communications and Stakeholder Engagement Manager	Co-ordinate and manage all communications and interactions with the Inland Rail communications and stakeholder engagement team, project stakeholders and the communities located in and adjacent to the project area. The Communications and Stakeholder Engagement Manager is responsible for making sure that stakeholder engagement and communication activities meet the needs of all project stakeholders and adhere to the standards set by Inland Rail. Act as a key conduit for the flow of information to/from the Construction Contractor's project team.
Community and Stakeholder Leads/Advisors	The construction contractor will engage Stakeholder Engagement Leads/Advisors to be based in the regional. They will be the 'on the ground' personnel, responsible for liaising with stakeholders, landowners and the community regarding construction impacts and requirements as well as preparing community notifications, construction updates, plans and attending community events.

POSITION	RESPONSIBILITIES
First Nations engagement	Responsible for implementation of social performance actions which require engagement with First Nations stakeholders. Responsible for implementation of Indigenous workforce development and industry participation actions.
External - Independent	
Community Complaints Mediator	As required, independent personnel will review unresolved disputes within the Complaints Management System to mediate and make recommendations to resolve issues and concerns when a member of the public is not satisfied by Inland Rail's response.

5 Stakeholders and community

Stakeholders of the I2S project are individuals or groups affected by, or with an interest in, Inland Rail between Illabo and Stockinbingal (see Table 6: I2S Key Stakeholders).

Inland Rail will consult with relevant stakeholders during the design and construction of the project and update/review the stakeholder list during these phases.

Inland Rail will minimise, where possible, impacts on stakeholders and the community, and ensure stakeholders and the community fully understand the activities to be undertaken, their objectives, benefits, potential impacts and expected outcomes, with consideration to other related infrastructure.

We will encourage community involvement and participation by being accessible and available to the community by maintaining a strong and visible presence within their townships and communities, and by tailoring the communication and the tools used to the requirements of individual stakeholders and their circumstance.

5.1 Community demographics

The following table provides an overview of some of the key community demographics of the I2S communities. These community demographics will be considered when determining communication methods and developing communication material to ensure the methods and materials are suitable for the audiences they are being targeted on.

The townships of Junee, Cootamundra, Bethungra and Illabo are not directly impacted by the project's rail corridor due to their distance from the project, however, they are indirectly impacted during the construction phase where impacts on local roads, local services and employment in particular need to be considered. Data is therefore provided for these localities in addition to data for the Wagga Wagga Local Government Area for comparative purposes as the regional capital.

Data is included for the Dirnaseer locality and Stockinbingal village where some residents are directly impacted during both the construction and operational phases.

Table 5: Community demographics

SUBURB AND LOCALITY (OR LGA AS NOTED)	POPULATION	ABORIGINAL AND/OR TORRES STRAIT ISLANDER	MEDIAN AGE	COMPLETED YEAR 12 OR EQUIVALENT	BORN IN AUSTRALIA	SEIFA*
Cootamundra	6,885	7.8%	51 years	30.6%	85.8%	943
Junee (LGA)	6,415	9.2%	41 years	28.8%	85.0%	934
Bethungra	137	4.4%	57 years	28.0%	88.3%	NA
Dirnaseer	89	NA	NA	NA	NA	NA
Illabo	132	5.3%	57 years	38.5%	70.5%	NA
Stockinbingal	347	5.2%	53 years	34.6%	86.7%	926
Wagga Wagga (LGA)	67,609	6.6%	35 years	34.4%	83.0%	989

Source: Australian Bureau of Statistics 2021

*SEIFA Index of Relative Socio-economic Disadvantage 2021
NA = not available or not included as ABS recommend the data should be used with caution as the area is not well represented

Socio-Economic Indexes for Areas (SEIFA) are developed by the Australian Bureau of Statistics (ABS), based on data from the five-yearly Census, to rank areas according to relative socio-economic advantage and disadvantage. SEIFA scores are compared to the standardised baseline (state) score of 1,000 where a

lower score indicates relatively greater disadvantage. Across Australia's local government areas SEIFA scores ranged from 1,110 (least disadvantaged) to 492 (most disadvantaged).

5.2 Key stakeholders to be consulted during design and construction

I2S Key Stakeholders below (Table 6) identifies key stakeholders that will be consulted during the design and construction of the project. Other identified stakeholders will be informed, and provided with objective information that will assist them in understanding the project.

The level of engagement with these key stakeholders aligns with the IAP2 public participation spectrum highlighted in Section 3.2.

Table 6: I2S Key Stakeholders

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT (IAP2)	ENGAGEMENT TIMING	RESPONSIBILITY
Commonwealth Government	Department of Climate Change, Energy, the Environment and Water (DCCEEW)	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team
NSW Government	Department of Planning, Housing, and Infrastructure (DPHI)	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team
	Environmental Protection Authority NSW (EPA)	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team
	Transport for NSW	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team Construction Contractor
	Crown Lands	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team Construction Contractor
Local Government	Cootamundra-Gundagai Regional Council	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team Construction Contractor
	Junee Shire Council	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team Construction Contractor
First Nations/Aboriginal and Torres Strait Islander peoples	Registered Aboriginal Parties (RAPs) Local Aboriginal Land Councils (LALCs)	Consult/Involve	During design and construction	Inland Rail Project Delivery Team Construction Contractor
Affected landowners	Directly impacted stakeholders including landowners, business	Consult/Involve	During design, construction, and post construction	Inland Rail Project Delivery Team

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT (IAP2)	ENGAGEMENT TIMING	RESPONSIBILITY
	operators and residents along the alignment			Construction Contractor
Broader community	Community members residing in the Junee and Cootamundra-Gundagai Local Government Areas I2S Community Consultative Committee	Consult and Involve (as required)	During design and construction	Construction Contractor Inland Rail Project Delivery Team
Emergency services	NSW Police	Consult	During design and construction	Construction Contractor
	NSW Ambulance	Consult	During design and construction	Construction Contractor
	Fire and Rescue NSW	Consult	During design and construction	Construction Contractor
	Rural Fire Service	Consult	During design and construction	Construction Contractor
	State Emergency Services	Consult	During design and construction	Construction Contractor
	Local Emergency Management Committees (LEMC)	Consult	During design and construction	Construction Contractor
Utilities	Essential Energy	Consult	During design, construction, and post construction	Construction Contractor
	NBN	Consult	During design, construction, and post construction	Construction Contractor
	Telstra	Consult	During design, construction, and post construction	Construction Contractor
	Goldenfields Water County Council	Consult	During design, construction, and post construction	Construction Contractor
	Australian Pipeline Authority (APA)	Consult	During design, construction, and post construction	Construction Contractor
Educational Institutions	Stockinbingal School	Consult	During design and construction	Construction Contractor

Table 7 below outlines the process for managing document review.

Table 7: Process for managing document review

STEP	APPROACH
1	The relevant document will be provided to the respective stakeholder. The document will be sent via email or Aconex with a request for comments by a specified date and requesting a response even if the stakeholder has nil comments.
2	A review period will be established unless specified otherwise in the CoA. Stakeholders will be encouraged to communicate early with any limitation to meet timeframes, and requests for additional time will be duly considered.
3	Where necessary and where requested by a stakeholder, a briefing will be held.
4	Where no response is received within the review period provided, a follow up phone call and/or email will be made. If no response is received within a further two (2) days, a further effort will be made to contact the stakeholder. If there is still no response, the document will be progressed, and it will be assumed that the stakeholder has no comments to provide.
5	Where a stakeholder has raised an issue, Inland Rail will work with the stakeholder to resolve and provide an overview of how the issue was addressed.
6	Records of engagement (including follow-up engagement) and outcomes will be kept. An associated comments register will be kept recording issues raised, how they were addressed (with associated explanation/reasoning as applicable). These records will be provided to DPHI as required to demonstrate consultation undertaken in accordance with the Conditions of Approval. All engagement is also registered in the Consultation Manager database.

6 Accessibility mechanisms and procedures

The table below identifies the procedures and mechanisms Inland Rail has in place for the regular distribution of accessible information including to culturally and linguistically diverse (CALD) and vulnerable communities.

Table 8: Accessibility mechanisms and procedures

MECHANISM	PROCEDURE
English as a Second Language (ESL) disclaimer /footer	Inland Rail will include the following disclaimer on all works notifications provided to stakeholders and communities: *Please call our free translation and interpreter service on 131 450 (24 hours a day) if English is your second language and you need help reading this document.*
Website	Inland Rail is committed to providing a website that is easily accessible to the widest possible audience, regardless of ability or technology. The Inland Rail website aims to meet the Australian Government's web accessibility requirements, including the World Wide Web Consortium's Web Content Accessibility Guidelines version 2.1 (WCAG 2.1) (available at w3.org/TR/WCAG21/) at level A and AA.
Engagement	**First Nations Community and stakeholders** Engagement is undertaken with an understanding of historical, cultural and social complexity of specific local or regional First Nations contexts via First Nations Engagement Advisors in alignment with best practice Free, Prior and Informed consent framework.

7 Communication tools and engagement methods

Inland Rail and the Construction Contractor will keep stakeholders and the community up to date about the progress of the I2S project through a range of communication tools and engagement methods outlined in Table 9 below. These tools present an opportunity to engage with, and educate, the community about construction sites and will be used to inform the community about upcoming construction, impacts, milestones, and project achievements.

The Construction Contractor will explore options to facilitate a visit to the construction site by interested community members to further engage and educate the community on the I2S construction project. The Construction Contractor will need to assess a variety of options and consider the workplace health and safety requirements prior to determining the safest option(s) for the community to visit an active construction site.

Table 9: Communication tools and engagement methods

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
Planning engagement					
Communication Action Plan (CAPs)	These plans will be developed for specific packages of work, activities, and issues management	Internal	Preconstruction and construction Developed and endorsed for use prior to the start of contractor works.	As required.	Detailed communication action plans will be developed to guide the communications and stakeholder engagement to be undertaken for specific packages of work, activities, and issues management. These plans will be developed to be consistent with this communication strategy and will include, but not be limited to, stakeholders to be engaged, engagement tools and activities to be utilised, roles and responsibilities.
Crisis Communication Plan	The Crisis Communication Plan will clearly outline the process and procedures for communication which will be followed in the event of an emergency or crisis	Internal	Preconstruction Developed and endorsed for use prior to the start of contractor works.	One month before start of contractor works. Updated as required.	The crisis communication plan will detail the method of managing communication response to an emergency or crisis. The strategy of the plan is to communicate the response promptly to mitigate or reduce adverse impacts to stakeholders.
Keeping the community up to date – notifications and communication					
Community notifications	Community notification will be used regularly to distribute information on nearby upcoming works	Impacted community as identified in the construction noise and vibration impact statement for	Construction Notification to impacted stakeholders will be sent out a minimum of 7 days before works	As required.	Notification will be used to advise the community of upcoming construction including out-of-hours work and blasting activity. Works notifications will be sent via mail and will appear on the Inland Rail website and,

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
		the proposed works. Community members impacted by construction works e.g.. traffic diversions).	commence or change comes into effect. Unless otherwise stipulated by the EPL.		depending on impact, will be advertised in the local newspapers.
Door knocking	Doorknocks will be used to facilitate face-to-face interactions with directly impacted residents and businesses where no other contact details such as phone or email are available, or the resident has nominated this as their preferred method of contact.	Directly affected residents and businesses.	Construction Doorknocks to notify and discuss general works will be carried out a minimum 5 to 7 days prior to the activity starting. Unless otherwise stipulated by the EPL. Doorknocks to notify of emergency situation or works are to be carried as soon as practical.	As required.	Doorknocks will be carried out as required and will focus on directly impacted residents and businesses. Doorknocks will be carried out in pairs.
Frequently asked questions (FAQs) and factsheets/information sheets	Frequently asked questions (FAQs) will be developed to capture and respond to the questions frequently asked by the community and stakeholders. Factsheets will be developed as needed to explain key parts of the project or specific issues or concerns raised.	Community and stakeholders, any interested parties.	Preconstruction and construction For the duration of the project.	As required.	These FAQs will be available on the Inland Rail website. Factsheets will be used to provide an overview of the project, its environment approvals/construction process and to support engagement on specific issues such as noise mitigation, managing dust during construction etc. Information sheets provide a more technical description of activities specifically undertaken by the Construction Contractor (e.g. track laying and environmental monitoring).

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
					Both fact sheets and information sheets will be displayed on the Inland Rail website and will include the project's 24/7 1800 number, email address, postal address and website address.
Advertising	Press and radio advertisements will be used to: – raise awareness and understanding of the project – provide information and promote channels through which stakeholders can communicate their views, issues and concerns – celebrate project milestones publicly – support the Construction Contractor's recruitment and supplier engagement efforts – provide regular updates on upcoming construction activity and timeframes	Local community, community and stakeholder groups, residents and any interested parties	Preconstruction and construction Between five and 14 days before works. Project milestones. As required for recruitment and supplier engagement.	As required.	Written advertisements will be placed in local papers relevant to the proposed works. Radio advertisement to be agreed based on impacts and specific activities.
Media releases	To inform and raise awareness about the project among the project's Australian Government shareholders, government agency stakeholders, local communities and businesses, and broader industry, potentially leading to coverage in news and media channels.	Local community and businesses, government agencies, broader industries, stakeholder and community groups and any interested parties.	Preconstruction and construction Project milestones, quarterly project updates. Issues of importance to Shareholding Ministers and the Department.	As required.	Inland Rail is a highly visible and important project to the Government and to ARTC and comes with a high level of reputational and political risk. By working together, Inland Rail and the Construction Contractor will reduce the reputational risks to the Australian Government and ARTC associate with the project that may attract media attention.

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
Out-of-hours work (OOHW) notifications and notices	Community notifications will adhere to the requirements of the project specific Construction Noise and Vibration Impact Statements (CNVIS), Environmental Protection Licence (EPL) and Out of Hours Work (OOHW) protocol. These protocols will be developed in compliance with the CoA and appropriate levels of consultation carried out for all OOHW activities.	Local community, directly impacted residents and businesses, emergency services.	Construction Between 14 to 30 days prior to commencement of the OOHW works. Unless stipulated otherwise by the EPL.	As required.	Consultation will be consistent with the CoA and any OOHW will identify a range of reasonable and feasible mitigation measures and respite options. These options will be consulted with affected community members at each location.
Photographs, videography, timelapse and visualisations	Photos and timelapse opportunities will be taken during construction to visually demonstrate the progress of construction. Visualisations will be used to demonstrate construction progress and design elements of key infrastructure assets throughout the delivery cycle to raise community awareness of what has changed.	Community and stakeholder groups, any interest parties.	Construction As required throughout the duration of the project.	As required.	Timelapse opportunities will be explored at all major construction sites. Updated visualisations will be uploaded to the project website and Social PinPoint throughout the duration of construction.
Project signage and hoarding	Signage to include contact details and information about the project, gives the public easy access to the project team. Part of site signage and site protection. Hoarding and fencing wrap will identify the project, provide contact information and offer the opportunity to promote key	Community and stakeholder groups, any interested parties.	Preconstruction and construction Before the commencement of construction and for the duration of the project.	Reviewed and updated as required.	Signposts notifying of changed conditions will be installed before changes are implemented. Wayfinding and directional signage will be installed to support any temporary detours.

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
	project messages. Hoarding and site signage will be used in publicly visible areas such as roads and towns.				
Getting in touch with the team – communications tools					
Community hotline	A 24-hour community hotline number (1800 732 761) has been established for the community to ask questions, provide feedback or make complaints about the project.	Community and stakeholder groups, any interested parties.	Preconstruction, construction and post construction	Ongoing.	The hotline number will be included on all project communication material. Records of calls received, and their responses will be captured in Consultation Manager.
Email address	An email address (InlandRailNSW@inlandrail.com.au) has and will continue to be maintained to provide a means for the community to contact the stakeholder and project teams and ask questions or make complaints about the project.	Community and stakeholder groups, any interested parties.	Preconstruction, construction and post construction	Ongoing.	The email address will be included on all project communication material. Records of received emails and their responses will be captured in Consultation Manager.
Project website	The project website (inlandrail.com.au/I2S) will provide access to digital material and provide reference point to obtain further information.	Community and stakeholder groups, any interested parties.	Preconstruction, construction and post construction	Ongoing. Content reviewed quarterly.	Information about the I2S project will be uploaded to the existing project website. The website will be referenced in all communication materials as a source of information and will be updated throughout construction. All documentation required under the CoA and approvals will be uploaded to the site. Stakeholder and community members can submit enquiries, feedback and comment via the contact us feature (Contact Inland Rail: Enquiries, Information & Feedback - Inland Rail).
Social PinPoint	The I2S Social Pinpoint (Illabo to Stockinbingal | Social Pinpoint (inlandrail.com.au)) provides community and	Community and stakeholder groups, any	Preconstruction and construction	Ongoing. Content reviewed quarterly.	The I2S Social PinPoint will continue to be updated throughout construction with updated information such as detours and construction timeframes.

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
	stakeholders with an avenue to engage with project in an online forum through an interactive map. The map shows the project and includes updated designs and visualisations. The public can drop a comment on the map to provide feedback or ask a question.	interested parties.			
How the community can learn more – digital tools					
Website and Social PinPoint	– As described above, the website has been developed to provide access to digital materials and to facilitate two-way communication. These tools are designed to increase community interaction and understanding of the project. – The projects Social PinPoint map will continue to be utilised throughout construction to update community and stakeholder groups.	Community and stakeholder groups, any interested parties.	Preconstruction, construction and post construction	Ongoing. Content reviewed quarterly.	Information about the I2S project will be uploaded to the existing project website. Where a condition(s) of this approval requires a document(s) to be prepared before work, construction or operational activity commences, a current copy of the relevant document(s) will be published on the website before the work, construction or operational activity is undertaken. The website will include: – information on the current implementation status of the CSSI and updates on proposed works to be undertaken in the coming month – a copy of all required documents and any associated documentation related to modifications made to the CCSI – a copy of the EIS CoA, in its original form, a current consolidated copy of the approval, and copies of any approval granted to a modification of the terms of the CoA – a copy of the Environment Protection Licence, EPBC approval, any licenses and approvals under the Water Management Act 2000 (NSW)

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
					– copies of documents that are prepared before construction or on operational activity—these will be uploaded before work commences – all fact sheets, notifications, and FAQs – notification of upcoming events and forums.
I2S e-newsletter	To provide impacted stakeholders registered for emails regular updates on site construction activities, schedules, key milestones and rail safety messages.	Local community and businesses, stakeholder and community groups and any interest parties.	Preconstruction and construction	Quarterly (with the option to move to monthly as construction activity increases).	One month before site establishment, the e-newsletter will be prompted through socials, emails, distributed at community meetings/events. Community contact information will be provided in this communication.
Social media platforms	Various social media platforms such as Facebook, LinkedIn and Instagram assist in raising awareness and understanding of the project, support the Construction Contractor's recruitment and supplier engagement efforts and share updates and achievements of both the project and the broader Inland Rail Program.	Community and stakeholder groups, any interested parties.	Preconstruction and construction As required during project milestones and key consultation periods including public information sessions.	As required.	Engagement through social media can be targeted and designed to engage with communities according to interests and concerns. As the project moves through construction, social media will assist in providing targeted information to targeted communities, such as road detour notifications.
Opportunities for community to get involved					
Community information sessions	These sessions will provide an opportunity for community members to find out more about the work, discuss environmental issues, and ask questions about the project and construction.	Community and stakeholder groups, any interested parties.	Preconstruction and construction As required throughout the duration of the project.	As required throughout the duration of the project.	Sessions will be held in public venues such as shopping centres, libraries or local events.
Community Consultative Committee (CCC)	Continuing to engage with the CCC will assist Inland Rail to further facilitate open and	CCC members	Preconstruction and construction	To be held quarterly through the duration of the project.	The CCC will be used as a communication method throughout the delivery of the I2S

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
	inclusive engagement on all aspects of the I2S project, beyond the EIS.				project, and will ensure the community and stakeholder groups are: – kept informed of the status of the project, any new initiatives, and the performance of Inland Rail – consulted on the development of, management plans and proposed changes to I2S project – able to provide feedback to Inland Rail on key issues that may arise during the implementation of the project. The I2S CCC will be operated in accordance with the Department's CCC Guideline.
Meetings (one on one and small group)	Direct interaction with community members and stakeholders will be held to obtain feedback and raise or measure awareness of the project. Meetings may also be scheduled to address specific questions and issues in person.	Community and stakeholder groups, residents and businesses, any interested parties.	Preconstruction and construction Meeting with key stakeholders, nearby residents and businesses will proactively be offered for the duration of the project.	The frequency will be determined by the works being completed and the preferences to meet from the stakeholders/community .	Meetings may be formal or informal depending on the purpose of the meeting. Meetings minutes will be recorded in Consultation Manager.
Stakeholder presentations/briefings	To provide technical or specific issue-related information for specific stakeholder groups and agencies. These forums may be targeted based on location and impacts on those communities.	Councils and agencies, local organisations, key stakeholders, community groups and any interested parties.	Preconstruction and construction Ahead of key milestones and as required. Meeting with key stakeholders and agencies will proactively be offered for the duration of the project.	As required.	Inland Rail and the Construction Contractor will provide update presentations to community groups. This may be at the request of community groups or at the initiative of Inland Rail and/or the Construction Contractor. Records of engagement will be captured in Consultation Manager.

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
Attendance at markets and events	Provide community with the opportunity to provide feedback, obtain project information and raise awareness of the project.	Community and stakeholder groups, any interested parties.	As required during construction.	As required.	Examples of local events include Farmers Markets and local annual shows.
Community and business capability workshops	These sessions will help regional businesses understand how to engage with buyers, to prepare compliant tender submissions, and to manage contracts for work on major projects and within regional supply chains.	Local businesses, stakeholder groups and any interest parties.	Preconstruction	As required.	Currently underway to build local businesses capability prior to works commencing.
Feedback surveys	A structured format for community feedback on the project includes written, web-based or telephone feedback. Feedback surveys will help measure awareness of and engagement with the project.	Community and stakeholder groups, residents and businesses, any interested parties.	Construction Survey to be conducted six months into construction.	Frequency to be assessed after first survey results.	Feedback surveys may also be used to understand community attitudes towards noise barriers or other noise mitigation measures.
Education opportunities	An education campaign will be developed to increase community awareness around construction sites, this may include promoting safe travel through worksites/detours.	Community and stakeholder groups, residents and businesses, any interested parties.	Construction As required throughout the duration of the project.	As required.	Community education will include a variety of mediums to reach the community and may include social media, site signage and digital tools.
Site visits	Provide community with the opportunity to undertake site visits whilst ensuring workplace, health and safety requirements are followed.	Community and stakeholder groups, any interested parties.	Construction.	As required.	The construction contractor will explore options to facilitate a visit to the construction site by interested community members to further engage and educate the community on the I2S construction project. The construction contractor will need to assess a variety of options and consider the workplace health and safety requirements prior to determining the safest option(s) for the community to visit an active construction site.

TOOL/ACTIVITY	DESCRIPTION	AUDIENCE	TIMING	FREQUENCY	SPECIFICATIONS
Engaging with culturally and linguistically diverse and vulnerable communities					
LOTE, CALD and other vulnerable and marginalised groups and communities	Information and engagement to be available for all members of the community including those in LOTE, CALD and other vulnerable and marginalised groups or communities.	LOTE, CALD and vulnerable and marginalised communities.	Preconstruction and construction	As required.	To provide for all members of the community, Inland Rail has adopted: – Disclaimer on all works communication materials for interpreting services. – Website is WCAG accessible. – First Nations Advisors to provide engagement with an understanding of historical, cultural and social complexity of specific local or regional First Nations contexts.

7.1 Community information for construction activities

Inland Rail will use a combination of measures, identified in Table 8 above, to advise the community in advance of upcoming construction activities, including track authorisations and possessions; out-of-hours work and blasting activities.

Key methods of communication with the community will vary depending on the work activity, duration, assessment of predicted impacts, and mitigation and management measures, including what, if any, respite requirements may need to be implemented. The main forms of communicating with the broader community on track authorisations and possessions, out-of-hours work and blasting activities are identified below and include:

- project e-newsletters
- project fact sheets/information sheets
- media (e.g. local newspapers advertisement)
- project website
- social media
- works notifications sent to impacted residents.

Where out-of-hours works (OOHW) are required to be completed, Inland Rail will undertake these works in accordance with the Environment Protection Licence (EPL) or the approved OOHW protocol where the works are not covered by an EPL, as required by Condition E5.

The Construction Contractor will undertake noise and vibration assessments to determine the impacts to affected residents and sensitive land users and will communicate and notify impacted residents where required by the assessment undertaken and in accordance with Condition E2 (where required).

Additional communication tools will be utilised to communicate and notify impacted residents of the OOHW and respite requirements depending on predicted impacts associated with the work activities. These may include:

- works notifications sent to impacted residents
- media (e.g. local newspapers advertisements)
- letterbox drop
- website notifications displayed on the Inland Rail I2S webpage
- phone call
- door knock
- meetings with highly impacted residents
- negotiated agreements.

The Contractor’s Construction Noise and Vibration Management Plan will set out the specific details relating to OOHW.

7.1 Consultation on documents and monitoring programs

The I2S Conditions of Approval specify documents and monitoring programs to be prepared or a review to be undertaken in consultation with identified parties. Table 10 below, lists these items with reference to the condition, the deliverable, stakeholders and level of engagement required.

Table 10: Consultation on Condition of Approval Deliverables

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT

A18	Temporary Accommodation Facility Management Plan	– Cootamundra-Gundagai Regional Council
		– Relevant emergency Services:
		  – LEMC
		  – NSW Police
		  – NSW Ambulance
		  – NSW Fire and Rescue
		  – SES
		  – RFS
		– Environmental Representative (Endorsement)
		– Planning Secretary (Approval)
			Consult

C5	Site Establishment Management Plan	– Relevant councils – Relevant state agencies – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C12, C14	Construction Environmental Management Plan	– Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(a)	Construction Environmental Management Plan (CEMP) Sub-plan – Construction Traffic, Transport and Access	– TfNSW – Relevant councils – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(b)	Construction Environmental Management Plan (CEMP) Sub-plan – Noise and Vibration	– Relevant councils – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(c)	Construction Environmental Management Plan (CEMP) Sub-plan – Biodiversity	– Biodiversity, Conservation and Science Division of the Environment and Heritage Group of the NSW Department of Climate Change, Energy, the Environment and Water (BCS) – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(d)	Construction Environmental Management Plan (CEMP) Sub-plan – Soil and Water	– Relevant councils – BCS – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(e)	Construction Environmental Management Plan (CEMP) Sub-plan – Heritage	– Heritage NSW – Registered Aboriginal Parties (RAPs) – Relevant councils – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C17(f)	Construction Environmental Management Plan (CEMP) Sub-plan – Flood Emergency Management	– SES – BCS – Relevant councils – Environmental Representative (Endorsement)	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
		– Planning Secretary (Approval)	
C17(g)	Construction Environmental Management Plan (CEMP) Sub-plan - Biosecurity	– BCS – DPI Agriculture – Local Land Services (LLS) – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C27(a)	Construction Monitoring Programs – Noise and vibration	– Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C27(b)	Construction Monitoring Programs – Surface water	– DCCEEW Water – Crown Lands – Relevant councils – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
C27(c)	Construction Monitoring Program – Traffic, transport and access management	– TfNSW – Relevant councils – Environmental Representative (Endorsement) – Planning Secretary (Approval)	Consult
D5(a)	Operational Monitoring Programs – Fauna Connectivity Monitoring, Predator Prevention and Adaptive Mitigation Program	– BCS – Relevant councils	Consult
D5(b)	Operational Monitoring Programs – Surface Water Monitoring Program	– DCCEEW Water	Consult
D8	Ongoing need for Operational Monitoring Programs	– BCS – Planning Secretary (Approval)	Consult
E3(c)(iii)	Variation to Work Hours	– Directly affected residents and sensitive land uses	Consult
E5	Out-of-Hours Work Protocol	– EPA – Planning Secretary (Approval)	Consult
E10	Blast Management Strategy	– Utility asset owners and managers – Planning Secretary (Approval)	Consult
E15	Operational Noise and Vibration Review - Rail	– EPA – Impacted sensitive receivers – Relevant councils	Consult
E16	Operational Noise Compliance Report - Rail	– Planning Secretary (Approval) – EPA (Approval)	Consult
E17	Operational Noise and Vibration Review - Road	– EPA – Impacted sensitive receivers – Relevant councils – TfNSW – Planning Secretary (Approval)	Consult
E18	Operational Noise Compliance Report - Road	– Planning Secretary – NSW EPA	Inform
E24	Biodiversity - SAII	– BCS – Planning Secretary	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
E26	Biodiversity – updated Credit Report (if required)	– BCS – DCCEEW (Cth) – Planning Secretary (Approval)	Consult
E33	Confirmation of Biodiversity Impacts of Unsurveyed Land Report	– BCS – Planning Secretary (Approval)	Consult
E35	Box Gum Woodland Restoration Plan	– BCS – Planning Secretary (Approval)	Consult
E37	Box Gum Woodland Restoration Report	– BCS	Consult
E40	Fauna Crossings – Baseline Monitoring	– BCS	Consult
E44	Connectivity Strategy	– BCS – DPI Fisheries – Planning Secretary (Approval)	Consult
E58	Impacts on Flood Behaviour (if triggered)	– Relevant road authorities – Affected landowners	Consult
E59	Flood Design Consultation Protocol	– Landowners – Road authorities – TfNSW	Consult
E63	Erosion Threshold Velocities Report	– DPHI – Planning Secretary (Approval)	Consult
E66	Flood Design Verification Report	– BCS – DCCEEW Water – TfNSW – Councils – Planning Secretary (Approval)	Consult
E67	Interim Flood Design Verification program	– BCS – DCCEEW Water – TfNSW – Councils – Planning Secretary (review)	Consult
E69	Operational Erosion Mitigation and Monitoring Program	– BCS – DCCEEW Water – Relevant landowner(s) – Relevant council(s)	Consult
E70	Operational Erosion Mitigation and Monitoring Program	– Affected parties	Consult
E71	Flood Review Reports(s)	– Affected parties – Planning Secretary (inform) – BCS (inform) – Relevant road authority (inform) – Relevant council(s) (inform)	Consult and inform
E72	Monitoring methodology for spatially defined monitoring zones	– BCS – DCCEEW Water – Planning Secretary (Approval)	Consult
E73	Flood Emergency Response Plan	– Relevant agencies	Inform
E79	Culvert impacts	– Affected landowners – Relevant road authority	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
E80	Farm dam register	– Landowners	Consult
E84 & E85	Surface Water Monitoring Program	– DCCEEW Water – Planning Secretary (Approval)	Consult
E88 & E90	Public Level Crossing Treatment Report	– TfNSW – Relevant road authority – Planning Secretary (Approval)	Consult
E89 & E90	Private Level Crossing Treatment Report	– Landowner – Planning Secretary (Approval)	Consult
E91	Level Crossing Performance Report	– TfNSW – Relevant council	Consult
E94 & E95	Individual Property Management Plans	– Landowners	Consult
E99	Report on communication system of train movements	– Landowners – Stock operators – Local Land Services – Planning Secretary (Approval)	Consult
E101	Road Dilapidation Report	– Relevant road authority	Inform
E109	Social Impact Management Plan	– Directly affected communities and businesses – LALC/s – Community organisations and representative groups – Councils – Planning Secretary (Approval)	Consult
E120 & E121	Bushfire Management Plan	– RFS – FRNSW	Consult
E126	Visual and Landscape Impact Mitigation Plan	– Landowners and residents	Consult
E132	Aboriginal Community and Stakeholder Engagement Strategy	– Heritage NSW – Relevant RAPs – LALCs	Consult
E133	Aboriginal Cultural Values Plan	– Relevant RAPs – LALCs – Planning Secretary (Approval)	Consult
E135, E136 & E138	Additional Aboriginal Archaeological Survey Methodology, Aboriginal Archaeological Test Excavation Methodology and Aboriginal Archaeological Salvage Excavation Methodology	– Heritage NSW – RAPs – Planning Secretary (inform)	Consult and inform
E139	Aboriginal Cultural Heritage Excavation Report(s)	– RAPs – Planning Secretary (inform) – Heritage NSW (inform) – Relevant Councils (inform) – Relevant LALCs (inform) – RAPs (inform)	Consult and inform
E143	Unexpected Heritage Finds and Human Remains Procedure	– Planning Secretary (inform)	Inform
E149	Water Reuse Strategy	– Relevant agencies (seek advice)	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
E156	Remedial Action Plan (if required)	– Planning Secretary (if requested)	Inform
E161	Unexpected Finds Procedure for Contamination	– Planning Secretary (if requested) – EPA (if requested)	Inform.

8 Feedback channels and complaints management

Responding to complaints, feedback and enquiries is essential to the successful delivery of the project and maintaining a positive reputation within the community. Complaints, feedback and enquiries may be received from a range of sources including through phone calls, emails and face-to-face interactions.

8.1 Definitions

8.1.1 Complaints

Complaints may include any interaction with a community member or stakeholder who expresses dissatisfaction with the project and/or project works, policies, activities of Inland Rail's contractor's services, or their staff, complaints handling process itself, and/or actions or proposed actions during the project.

8.1.2 Feedback

Inland Rail will classify feedback in accordance with Australian Standard AS/NZS 10002:2014 Guidelines for Complaint Management in Organisations, which defines feedback as "opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about the organisation, its products, services, staff or its handling of a complaint".

8.1.3 Enquiry

An enquiry is defined as an act of a stakeholder asking for information relating to the Project.

8.2 Feedback channels

Inland Rail will use the following channels to maintain contact with the community and other stakeholders throughout the life of the I2S project.

Table 11: Feedback channels

CHANNEL	WHERE CAN IT BE FOUND
Email address: inlandrailnsw@inlandrail.com.au	All communication materials and the website display this email address.
Community information line, toll free: 1800 732 761 (24 hours, 7 days a week)	The community information line number is displayed on all communication material (signage, project updates and calling cards, etc.) and on the Inland Rail website (inlandrail.com.au/I2S). The number is monitored and answered by a team member 24 hours a day and is not automatically diverted to a message bank. All calls are registered and recorded on Consultation Manager. The proponent will also run a 24/7 on-call roster to respond to complaints.
Postal address and Reply-Paid facility: Inland Rail Engagement Team GPO Box 14 Sydney NSW 2000 Reply Paid 89629 SYDNEY NSW 2001	This central postal address is displayed and included on all the communication material and the Inland Rail website. It offers another way for the community and other stakeholders to contact the project team, with the Reply-Paid facility providing further encouragement. Correspondence will be redirected to the relevant project team and contractors as required.
Project Information Centres	The Construction Contractor will establish a physical presence in the community(ies) and ensure all stakeholders have easy access to face-to-face engagement with representatives from the contractor.

CHANNEL	WHERE CAN IT BE FOUND
	The Construction Contractor will ensure that relevant community engagement personnel are available to assist with enquiries at the project information centre(s) during business hours. The location of the project information centre(s) will be available on the Inland Rail website.

8.3 Responsibilities

The Inland Rail Stakeholder Engagement team and the Construction Contractor will work closely to respond to all complaints, feedback, and enquiries. Whoever receives the complaint will gather details of the complaint and the complainant's contact details and will immediately pass the details onto the Stakeholder Engagement team to resolve as per the Complaint Management System. All details of complaints will be recorded in Consultation Manager.

Complaints will be managed in accordance with the CoA and other relevant conditions or licences, such as the EPL.

A complaint is deemed to be resolved when it reaches a conclusion, not necessarily resolved to the satisfaction of the complainant.

8.4 Complaints management process

All complaints received during the I2S project will be actioned and recorded through Consultation Manager and used as an improvement opportunity for Inland Rail and the Construction Contractor.

Inland Rail has already established a Complaints Management Process in the lead-up to construction commencing on the project. The Complaints Management Process will be maintained for the duration of construction and for a minimum of 12 months following completion of construction of the CSSI.

Table 12: Complaints management process

ACTION	TIMEFRAME	TEAM MEMBER RESPONSIBLE
Interaction acknowledged with stakeholder and recorded in Consultation Manager (CM) If received via email, file into the relevant inbox folder	Day of receipt	Receiver
Complaint assigned to responsible team member via CM	Day of receipt	Complaints to be assigned to Project Stakeholder Engagement Lead in the first instance. The lead will allocate responsibility for preparing a response as appropriate and also advise any other team members who may need to be aware of the interaction, including the Stakeholder Engagement Manager, Environment Manager, and relevant Project Manager.
Prepare and send simple responses (e.g. project details)	1-2 days	Team member assigned to response
Information gathered for a more complex response	1-2 days	Team member assigned to response
Draft response	1 day	Team member assigned to response
Response reviewed and approved	1-4 days	Draft to be reviewed/approved by relevant Stakeholder Engagement Lead in the first instance (content of phone call discussed, if responding to an 1800 hotline contact). Lead to secure approvals from Project Manager, Environment Manager and Head of Stakeholder Relations as required. Head of Stakeholder Relations to advise if additional approvals are required.

ACTION	TIMEFRAME	TEAM MEMBER RESPONSIBLE
Response sent	Upon approval being received	Team member assigned to response
Response recorded in CM and action closed out	Day of reply	Team member assigned to response
Document any lessons learned and issues that may need to be followed up	2–3 days after response sent	Relevant Stakeholder Engagement Lead/Advisor
Assist the public with questions and complaints	As required throughout the works	Relevant Stakeholder Engagement Lead/Advisor
Unresolved issue where a member of the public requests the Community Complaints Mediator to review Inland Rail's response	28 days	Community Complaints Mediator.

8.5 Response times to complaints and enquiries

Complaints and enquiries will be responded to in the following timeframes.

8.5.1 Feedback and enquiries

- Provide verbal response to telephone enquiries within two hours if received during work hours or during out of hours construction works; for other times, a response will be provided the next business day
- Provide written response to emails and written enquires within 24 hours or on the next business day if received outside of work hours
- Follow-up calls, emails and letters will be made where required to close out the enquiry.

8.5.2 Complaints and issues

- Provide verbal response to telephone enquires within two hours if received during work hours or during out of hours construction works, for other times a response will be provide the next business day
- Provide written response to emails and written complaints within 24 hours or on the next business day if received outside work hours
- Where possible, all complaints will be resolved within three business days. Where responses require technical assistance, responses may take up to five business days.

8.6 Complaints Register

All complaints will be tracked and recorded in Inland Rail's CM System. Upon the request of the Secretary of the Department of Planning, Housing and Infrastructure (DPHI), a Complaints Register will be provided, within the timeframe stated in the request.

At the request of the Environment Representative, the details of complaints on the I2S project will be provided in a report format within the agreed time frame. The Environment Representative will have access to Inland Rail's CM system to see all complaints related to the I2S project.

The Complaints Register provided to the Secretary, Environmental Representative will include the number of complaints received, the number of people affected in relation to complaint, the nature of each complaint, the timeframe in which the complaint was resolved, and if a resolution was reached and how it was reached.

The Complaints Register will also note whether a complaint has necessitated independent mediation services.

In addition to the information collected in the register, complainants will be advised of the following before, or as soon as practicable after, providing personal information:

- the Complaints Register may be forwarded to Government Agencies such as DPHI to allow them to undertake their regulatory duties
- by providing personal information, the complainant authorises Inland Rail to provide that information to government agencies
- the supply of personal information by the complainant is voluntary
- the complainant has the right to contact government agencies to access personal information held about them and to correct or amend that information (Collection Statement).

A Collection Statement will be included on the project website to make prospective complainants aware of their rights under the *Privacy and Personal Information Protection Act 1998* (NSW).

8.7 Mediation process

Inland Rail will engage a Community Complaints Mediator that is independent of the design and construction and approved by the Planning Secretary in accordance with Conditions of Approval B12. The role of the Community Complaints Mediator is to address any complaint where a member of the public is not satisfied with Inland Rail's response to issues raised through the Complaints Management System. The mediation process will review unresolved disputes relating to the environmental management and delivery of the I2S project where an acceptable resolution to both parties has not been achieved.

Escalation of issues to independent mediation will be in accordance with the Complaint Escalation and Mediation Process (see Table 13).

Any member of the public that has lodged a complaint that is registered within the Complaints Management System may ask the Community Complaints Mediator to review Inland Rail's response. The application must be submitted in writing and the Community Complaints Mediator must respond within 28 days of the request being made, or other specified timeframe, as agreed between the Community Complaints Mediator and the member of the public.

The Community Complaints Mediator will:

- review unresolved disputes where the complaints escalation procedure and mechanisms have not been able to satisfactorily address the complaint
- make recommendations to Inland Rail to address complaints, resolve disputes or mitigate against the occurrence of future complaints and disputes
- provide a copy of the recommendations, and Inland Rail's response to the recommendations, to the Planning Secretary within one month of the recommendations being made.

Inland Rail must implement the recommendations made by the Community Complaints Mediator outlined above, in accordance with Condition B16 and within a timeframe agreed with the Community Complaints Mediator, unless otherwise agreed with the Planning Secretary.

The Community Complaints Mediator will not act before the Complaints Management System has been executed for a complaint and will not consider issues, such as property acquisition, where other dispute processes exist to manage those issues in accordance with Condition B17.

The Environmental Representative will assist in the resolution of community complaints as may be requested by the Planning Secretary.

This mediation process will be available at the commencement of work, maintained for the duration of construction and for 12 months following the completion of construction.

Table 13: Complaints escalation and mediation process

STEPS	PROCEDURE	TIMEFRAME
1	Complaint will be referred to Inland Rail I2S Stakeholder Engagement Lead and/or Project Environment Advisor for Environmental Complaints. They will complete an investigation of the complaint and advise the complainant of the outcome within three (3) business days.	Three business days
2	If not resolved at Step 1, details of the investigation and complaint will be escalated by Inland Rail I2S Stakeholder Engagement Lead to the I2S Senior Project Manager and/or HSE Manager for Environmental Complaints. The relevant level of management will subsequently complete an investigation of the complaint and advise the complainant of the outcome within three business days.	Three business days
3	If not resolved at Step 2, details of the investigation and complaint will be escalated to Inland Rail Head of Stakeholder Relations and Inland Rail I2S Project Director. The relevant level of management will subsequently complete an investigation of the complaint and advise the complainant of the outcome within five business days.	Five business days
4	If not resolved at Step 3, the complainant may request (in writing) the Community Complaints Mediator to review Inland Rail's response to the issue where they are not satisfied with the response. The Community Complaints Mediator must respond within 28 days of the request being made, or other specified timeframe, as agreed between the Community Complaints Mediator and the member of the public. Inland Rail must implement the recommendations made by the Community Complaints Mediator within a timeframe agreed with the Community Complaints Mediator, unless otherwise agreed with the Planning Secretary.	Within 28 days of receiving written application by the complainant, or as agreed by the Community Complaints Mediator.