

# ASPECT INDUSTRIAL ESTATE

## Community Consultation and Complaints Handling Strategy

**Prepared for:**

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## BASIS OF REPORT

This report has been prepared by SLR Consulting Australia Pty Ltd (SLR) with all reasonable skill, care and diligence, and taking account of the timescale and resources allocated to it by agreement with Mirvac Projects Pty Ltd (the Client). Information reported herein is based on the interpretation of data collected, which has been accepted in good faith as being accurate and valid.

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## DOCUMENT CONTROL

Reference	Date	Prepared	Checked	Authorised
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# 1 Introduction

## 1.1 Background

Aspect Industrial Estate (AIE) is a regional warehouse, distribution and industrial centre located at Kemps Creek within the Penrith local government area (LGA) and forms part of the broader Mamre Road Precinct located within the Western Sydney Employment Area (WSEA) (see **Figure 1**).

Mirvac Property Services (Aust) Pty Ltd (Mirvac) lodged State Significant Development application SSD-10448 to the Department of Planning, Industry and Environment (DPIE) for the AIE Concept Masterplan and Stage 1 Development estate-wide earthworks, infrastructure and services, and construction and use of warehouse and distribution centre buildings proposed in Lots 1 and 3. Development consent for SSD-10448 was granted on 24 May 2022.

This Community Consultation and Complaints Handling Strategy (CCCHS) has been prepared on behalf of the Proponent. Specifically, it details how the Proponent and their contractors will engage and interact with relevant stakeholders and the community. The CCCHS integrates with the Construction Environmental Management Plan (CEMP) and associated suite of documents to provide a comprehensive guide and benchmark for the construction process that aligns with the Development Consent conditions.

## 1.2 Purpose

The CCCHS includes the following key aspects:

- Identification of consultation triggers and methods with adjacent landowners and residents, key stakeholders, relevant agencies, and the wider community
- The tools and actions to be undertaken throughout the construction program to disseminate information through notification of relevant stakeholders
- Enquiry and Complaint management protocols; and
- Monitoring and feedback mechanisms.

The CCCHS will be updated as the Project progresses to account for variations in the construction program and methodology and modifications to SSD-10448, along with changes in stakeholder situation that impacts on stakeholder interests, with these articulated through the feedback mechanisms.

SSD-10448 contains the following conditions of relevance to this CCCHS used to benchmark the contents:

- E17 – Access to Information
- C32 – Environmental Representative
- E3 – Construction Environmental Management Plan

The details of these conditions are identified within **Table 1** below, along with a cross reference to the relevant section of this CCCHS.

**Table 1 Relevant Conditions of Consent**

Condition Number	Condition Detail	Report Reference
E3	As part of the CEMP required under condition E2 of this consent, the Applicant must include the following: ... (i) Community Consultation and Complaints Handling.	This Report
C32	The Applicant must provide the ER with all documentation requested by the ER in order for the ER to perform their functions specified in condition C31 (including preparation of the ER monthly report), as well as: (a) the complaints register (to be provided on a daily basis); and ...	Section 5.2
E17	At least 48 hours before the commencement of construction until the completion of all works under this consent, the Applicant must: (a) make the following information and documents (as they are obtained or approved) publicly available on its website: (i) the documents referred to in condition C2 of this consent; (ii) all current statutory approvals for the development; (iii) all approved strategies, plans and programs required under the conditions of this consent; (iv) the proposed staging plans for the development if the construction, operation or decommissioning of the development is to be staged; (v) regular reporting on the environmental performance of the development in accordance with the reporting requirements in any plans or programs approved under the conditions of this consent; (vi) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs; (vii) a summary of the current stage and progress of the development; (viii) contact details to enquire about the development or to make a complaint; (ix) a complaints register, updated monthly; (x) the Compliance Report of the development; (xi) audit reports prepared as part of any Independent Audit of the development and the Applicant's response to the recommendations in any audit report; (xii) any other matter required by the Planning Secretary; and (b) keep such information up to date, to the satisfaction of the Planning Secretary.	Section 4.3.1

## 1.3 Community Communications and Complaints Handling Strategy Scope

The CCCHS applies to works undertaken by the Proponent and their engaged contractors. This CCCHS outlines the method, triggers and timing of consultation, notification and complaints and queries handling required in the course of the construction of the development and arising from the requirements of the relevant consent conditions outlined in **Table 1**.

## 1.4 Project Description

SSD-10448 was approved on 24 May 2022, granting approval for the Aspect Industrial Estate comprising 11 industrial lots and Stage 1 works for site preparation, construction and use of two warehouse and distribution buildings, stormwater and associated works, internal road network, and signage. The development, as approved under SSD-10448 is outlined in **Table 2** below:

**Table 2** Approved Development

Application Number	Development Description
SSD-10448	Aspect Industrial Estate including: <ul style="list-style-type: none"><li>• a Concept Proposal for the staged development of an industrial estate comprising of 11 buildings with a total GFA of up to 247,990 square metres (m<sup>2</sup>) for industrial, warehousing and distribution centres, and café uses; and</li><li>• Stage 1 development comprising site preparation works, vegetation clearing, realignment of the existing creek, construction of access roads and eastern half of Mamre Road/ Access Road 1 intersection works, construction, fitout and operation of one warehouse and one industrial building with ancillary offices, car parks, landscaping, signage and a café, construction and operation of services and utilities, and subdivision of the site into three lots.</li></ul>

This CCCHS has been prepared to address all works approved under SSD 10448 including earthworks, infrastructure and built form. All contractors and sub contractors involved in delivering the project will be required to comply with the approved CCCHS.

**Figure 1** below identifies the site masterplan.

Figure 1 Site Masterplan



## 2 Key Stakeholders and Potential Issues

### 2.1 Key Stakeholders

The key stakeholders likely to require consultation, notification and or likely to raise comment or complaint in the course of the construction of the project include (but are not limited to):

- Adjacent or nearby property owners or occupiers
- Local Council (Penrith City Council)
- State Government Departments, Offices or Agencies, including:
  - Environmental Protection Authority
  - Fire and Rescue NSW
  - NSW Rural Fire Service
  - Transport for New South Wales, including the former Roads and Maritime Services
  - Western Parkland City Authority
  - Western Sydney Airport
  - Western Sydney Planning Partnership
  - Department of Planning and Environment, specifically the:
    - Greater Sydney, Place and Infrastructure, Central Western Team
    - Industry Assessment
    - Environment, Energy and Science Group
    - Natural Resource Access Regulators and Water Group
  - Transport for NSW
  - NSW Rural Fire Service
  - Western City and Aerotropolis Authority
  - Western Sydney Airport
  - Western Sydney Planning Partnership
- Utility and Services Providers, including:
  - TransGrid
  - WaterNSW
  - Endeavour Energy
  - Sydney Water; and
- Other Interested Parties.

## 2.2 Previous Consultation

The Proponent and their representatives have previously undertaken consultation with agencies, the community and stakeholders during the development of the Project.

In response to public notification of the proposal, a total of 18 submissions were received, including one submission from the general public, five submissions from businesses or organisations, and 12 submissions from government or public authorities. In response to the issues raised, the Proponent revised several plans and consultant reports, which informed a Response to Submissions Report (Urbis, 2021) and Amended Development Report (Urbis, 2022).

For more information, refer to the Department of Planning and Environment's Major Project Assessments webpage at: <https://www.planningportal.nsw.gov.au/major-projects/project/10448>.

Consultation has also been undertaken to date with relevant stakeholders to satisfy conditions of SSD-10448 and to inform the preparation of management plans required under the Consent. Record of this consultation, where relevant is included within the management plans located within the Project CEMP.

## 2.3 Potential Issues and Strategies

The Proponent is committed to ongoing proactive consultation with the community and stakeholders while understanding the importance of addressing potential issues and minimising construction related impacts. **Table 3** outlines potential project issues that are likely or known to be of interest or concern to the community and stakeholders. The table also details communications related measures and strategies that the Proponent will undertake to manage and mitigate impacts.

Where an incident or non-compliance arises relating to environmental management and beyond the scope of matters relating to consultation, the CEMP identifies management and mitigation measures to address those matters, with reference to be made to Section 3.5 of the CEMP outlining Incident and Non-Compliance Response and Handling Procedure.

**Table 3 Issue Identification and Mitigation**

Potential Issue	Potential Key Impacts	Mitigation Strategy
Noise, Vibration, and Air Quality	Truck, machinery, and light vehicle movements within, to and from the site, along with civil works have potential to result in negative impacts associated with noise, vibration, and dust.	<p>Sensitive receivers and affected stakeholders will be consulted prior to actions likely to generate high levels of noise or vibration in accordance with Section 4 of this Strategy.</p> <p>Up to date information on current works will be accessible to stakeholders and the wider public on the project web page.</p> <p>Additionally, should any works be likely to generate impacts beyond those identified within the approval's documentation consultation would be undertaken with the applicable managing agency.</p> <p>The CEMP, along with the supporting Construction Noise and Vibration Management Plan and Construction Air Quality Management Plan contain specific measures to manage these impacts. These management plans have been informed by commitments contained within the SSD approvals package, EPA standards and guidelines.</p>
Construction Traffic	A temporary increase in traffic movements may be experienced associated with the import of fill material, the movement of construction machinery to and from the site and the movement of workers light vehicles.	The CEMP and supporting Construction Traffic Management Plan identify specific mechanisms to manage and mitigate these impacts including the development and implementation of a Driver Code of Conduct to be adhered to by all vehicle operators undertaking works in relation to the Site.
Stormwater, Sediment Control, Erosion, Water Quality	<p>High rainfall events could result in localised flooding.</p> <p>Construction could result in impacts to local water quality, associated with sediment laden runoff.</p>	<p>Surrounding sensitive receivers will be consulted with in relation to adjacent works regarding flooding and water quality issues, with these items discussed as they arise via the construction phonline, in accordance with Section 4 of this Strategy.</p> <p>The CEMP, along with the supporting Erosion and Sediment Control Plan identify specific mechanisms to manage and mitigate these impacts in accordance with the relevant Penrith City Council standards and commitments within the SSD approvals package.</p>
Waste Management	Earthworks, demolition, and construction waste present at the site during works.	The CEMP and supporting Waste Management Plan identify specific mechanisms to manage and mitigate these impacts.

Potential Issue	Potential Key Impacts	Mitigation Strategy
Removal of Flora and Fauna	The project approval requires the removal of native and exotic flora and fauna to facilitate the development, with the associated potential for impacts on safety of immediately adjacent receivers, along with biodiversity and visual amenity.	Potentially affected receivers would be advised of works with the potential for impact via letter box drop and phone contact (if appropriate) and with these items discussed as they arise via the construction phonenumber, in accordance with Section 4 of this Strategy.  The CEMP, along with the supporting Vegetation Management Plan identify specific mechanisms to manage and mitigate these impacts.
Visual Amenity and Privacy	Visual impacts of earthwork and construction activities, along with potential impacts on the privacy of adjacent sensitive receivers.	Potentially affected receivers would be advised of works with the potential for impact via letter box drop and phone contact (if appropriate) and with these items discussed as they arise via the construction phonenumber, in accordance with Section 4 of this Strategy.  The CEMP and supporting Vegetation Management Plan identifies specific mechanisms to manage and mitigate these impacts.
Out of Hours Work	The identified impacts could be magnified due to the works being carried out while surrounding receivers are more likely to be home in the early morning/evening, or asleep, with correspondingly lower background noise levels.	Out of hours works to only be undertaken in accordance with Condition D42, where necessary and subject to endorsement from the applicable managing agency (where relevant). Should out of hours work with the potential for impact be proposed the potentially affected receivers would be advised via letter box drop in accordance with Section 4.4 of this Strategy.
Aboriginal Heritage	There is the potential for encountering items of Aboriginal Heritage during excavation.	Monitoring of works by appropriately qualified personnel, along with the implementation of an unexpected finds protocol in consultation with Aboriginal Stakeholders and Heritage Division of the Department of Planning, Industry and Environment  The CEMP identifies specific mechanisms to manage and mitigate these impacts.
Hazardous Goods and Contamination	There is the potential for environmental incidents relating to the hazardous goods and contamination on site during construction.	The CEMP and supporting Unexpected Contamination Procedure identify specific mechanisms to manage and mitigate these impacts.

Potential Issue	Potential Key Impacts	Mitigation Strategy
Misinformation and Misunderstanding	<p>Lack of project awareness within the wider community may result in complaints being raised by those unaware of the extent of the approval, with these complaints not directed through the appropriate project hotline.</p> <p>Unauthorised release of project information by the project team to the media, stakeholders or the community has potential to impact on project perception in the community.</p>	<p>The CCCHS includes measures at Section 4.3 to provide regular updates in plain language, supported by imagery to stakeholders and the wider community through public and private media.</p> <p>Contact details will be provided on site, the project web page and in all information issued. Information on project works, reporting and compliance is to be maintained and updated on the project website.</p>
Emergency Event	<p>Unforeseen emergency with the potential to impact on the community either directly, or indirectly through out of hours activities that may generate additional traffic or noise.</p>	<p>The CCCHS includes measures at Section 4.4 to provide updates in emergency events, with the CEMP identifying specific mechanisms to manage and mitigate these impacts from an environmental management perspective.</p>

### 3 Communications and Community Liaison Representative

The Proponent will nominate a Communications and Community Liaison Representative (CCLR) who will provide the community and stakeholders with a single point of contact for all aspects of the project, responsible for receiving and disseminating information requests and complaints, along with addressing any interface issues. The CCLR will also facilitate property access should it be required.

The CCLR will be available for contact by local residents and the community at all reasonable times to answer any questions and address any concerns relating to the project. The CCLR will have up-to-date information on:

- Emerging stakeholders
- Planned construction activities
- Planned traffic arrangements
- Current landowner discussions with members of staff
- Planned community and stakeholder consultation
- Complaints or enquiries received
- Duties and accountabilities of staff; and
- Commitments to stakeholders made by the Proponent.

The CCLR will be responsible for recording, actioning and provided response to comments, queries or complaints received with relation to the construction of the project and will maintain the Complaints Register, including provision of periodic summary reports to the Environmental Representative in accordance with **Section 5.2** of this strategy.

At the time of writing, the contact details for the CCLR are as follows:

- Kate McKinnon – Associate – SLR  
[kmckinnon@slrconsulting.com](mailto:kmckinnon@slrconsulting.com) 0402 626 049.

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## 4 Community and Stakeholder Engagement

### 4.1 Objectives

The key objectives of the strategy are to meet the requirements of Condition E3(i) of SSD-10448 and:

- Keep the local community and key stakeholders informed of the progress of works relating to the Project
- Ensure that enquires and complaints received from the community or key stakeholders are addressed and responded to in a timely and effective manner
- Inform relevant parties in advance of potential disturbances and events likely to cause impact
- Be good neighbours and members of the local community throughout the duration of the project's lifespan
- Providing an open two communications channel to allow ongoing, iterative engagement; and
- Seek opportunities for improvement throughout the project.

### 4.2 Conduct

In their communications and consultation with the community and key stakeholders, the Proponent and their representatives will comply at all times with the requirements of the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Privacy Act 1988 (Cth)*.

### 4.3 Communication, Management and Mitigation Tools

A range of tools and techniques will be used to inform and engage with the community and stakeholders regarding the project. **Table 4** below provides an overview of the mechanisms to be utilised to notify and consult with local community and key stakeholders and measures to mitigate potential issues throughout the development.

**Table 4 Communication Management and Mitigation Tools**

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Consultation Meetings	Meetings held to notify, discuss or consult on matters arising of relevance to community and or key stakeholders.  Meetings to be held either face to face or on virtual platform(s)	CCLR	The wider community and key stakeholders.	Meetings to be held on an as needs basis dependant on matters to be discussed and appropriate timing of discussions	Details and matters to be discussed to be tailored to the purpose and aims of the meeting.  Record of conversation (informal) or minutes of meeting (formal) to be recorded, retained by the CCLR and provided to all attendees following the meetings. A record of the discussion shall be included in the Complaints Register and actioned as required.
Complaints Register	Recording community and stakeholder interactions (including notification, consultation, queries, comments and complaints), along with associated remedial actions as required.	CCLR	The wider community and key stakeholders.	Project duration	The maintenance of the Complaints Register is required to satisfy the requirements of Condition (E1(g)(ii), E3(i) and E17(ix) of SSD-10448. The register will be continually updated to record community engagement, including information provided by the Proponent, feedback received, and remedial action undertaken where required.
Agency Meetings	Meetings with agencies to discuss matters relevant to their agency	CCLR and/or the Proponent	Relevant Agency	As required.	Meetings will be held as required to address matters relevant to specific agencies including the satisfaction of conditions of consent. These shall be undertaken either directly by the proponent or facilitated by the CCLR at the Proponent's discretion.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Notification Letterbox Drop	Letters would be provided to specific receivers identified as being potentially affected by construction. This may be undertaken in tandem with door knocking.	CCLR	Landowners and occupiers of the immediate area.	As required for the project duration.	Letter box drop details to be recorded in the Complaints Register. Timing of construction activity to be identified along with relevant contact details.
Email and phone	Where agreed to by the stakeholder and contact details provided, contact is made via email, phone and/or text message to notify or respond to query or complaint	CCLR	The wider community and key stakeholders.	As required for the project duration.	With the stakeholders consent, contact details shall be utilised to provide notification or further contact to respond to query or complaint. Recorded contact details are to kept private and used exclusively for the purpose of consultation on the project.
On Site Signage	Project information details.	CCLR	Visitors to the site and residents of the immediate area.	Project duration.	Contain key project contact details including the hotline and web page, along with relevant project and safety information.
Project Information and Complaints Number	Phone number to be contacted should information on the project be required or complaint lodged.	CCLR	The wider community and key stakeholders.	Project duration.	Phone number to be included on site signage, the web page and all project information material. Feedback provided to be incorporated into the Complaints Register and actioned as required.
Staff and Visitor Induction and Training	Project information details.	Site Forman and Management Staff	Staff and visitors to the site.	Project duration.	Key project safety information, contact details, emergency procedures and site information.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Toolbox and Prestart Meetings	Project information details.	Site Forman and Management Staff	Staff and visitors to the site.	Project duration.	Task specific safety information, emergency procedures and relevant project updates. All staff and subcontractors to be made aware of external and internal communications procedures
Website	A web page shall be established for the project	The Proponent	The wider community and key stakeholders.	Project duration.	Website address and phone number located on site signage and all project information material. Web page to provide all details outlined in <b>Section 4.3.1</b> below.

### 4.3.1 Project Website

The Proponent will establish a website to be accessible from at least 48 hours prior to commencement of construction until the completion of all works approved under SSD-10448.

The following information will be made available on the website and updated monthly or more frequently when necessary and as required by SSD-10448 Condition E17:

- The documents referred to in Condition C2 of the SSD-10448 consent
- All current statutory approvals for the Development
- All approved strategies, plans and programs required under the conditions of the SSD-10448 consent
- the proposed staging plans for the development if the construction, operation or decommissioning of the development is to be staged
- Regular reporting on the environmental performance of the Development in accordance with the reporting requirements in any plans or programs approved under the conditions of the SSD-10448 consent
- A comprehensive summary of the monitoring results of the Development, reported in accordance with the specifications in any conditions of the SSD-10448 consent, or any approved plans and programs
- A summary of the current stage and progress of the Development
- Contact details to enquire about the Development or to make a complaint
- A complaints register, updated monthly
- The compliance report of the development
- Audit reports prepared as part of any Independent Audit of the development and the Applicant’s response to the recommendations in any audit report; and
- Any other matter required by the Planning Secretary.

## 4.4 Notification Procedure

Where notification is required pursuant to Condition(s) of SSD-10448, notification shall be undertaken within the timeframes outlined within the Consent. Where notification is required due to a potential impact or issue, notification shall be undertaken in accordance with **Table 5** below.

**Table 5 Notification of Potential Impact or Issue**

Potential Impact or Issue	Method of Contact/Consultation	Timeframe
High noise generating work	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Vibration intensive activity	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Traffic management disruption	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours Variable Message Signs	No less than 24 hours prior to the activity

Potential Impact or Issue	Method of Contact/Consultation	Timeframe
Respite offerings	Email or phone calls will be undertaken to determine whether respite is required and appropriate scheduling and duration for respite periods	No less than 24 hours prior to the activity
Emergency Event	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours	As soon as possible

## 4.5 Complaints Procedure

The Proponent is committed to the timely and effective management of enquiries and complaints relating to construction activities for the project. To this end, the following complaints procedure will be adhered to, enabling the receipt and recording of enquiries and complaints, along with the methods of response and resolution of issues raised.

The complaints handling procedure outlined below and illustrated in **Figure 2**.

### 4.5.1 Receiving and Recording Enquiries and Complaints

The Proponent will establish a Project email address and nominate a phone number for the receipt of enquiries and complaints relating to the development. The email account will be regularly monitored to receive and respond to customer feedback and enquiries. The phone number will be available for contact from the commencement of works. The CCLR will manage the phonenumber from the commencement of the project until the completion of works. Where calls are received during hours of construction work (including out of hours works) all calls will be answered by the CCLR. Where calls are received outside of hours of construction works the caller will be invited to leave a message. All approaches from the community and stakeholders will be registered in the project’s Complaints Register. The facilities established for receiving enquiries and complaints about the project during construction are shown in **Table 6**.

**Table 6 Enquires and Complaints Facilities**

Facility	Purpose	Detail
Phone number	A contact phone number and associated contact name (the CCLR) for questions/enquiries and the lodgement of complaints relating to the development.	02 4249 1010
Email Address	An email address for questions/enquiries and the lodgement of complaints relating to the development.	kmckinnon@slrconsulting.com
Postal Address	A postal address for the receipt of questions/enquiries and the lodgement of complaints relating to the development.	TBC
In person verbal	Verbal enquiries and complaints can be made formally during meetings or may be made informally where staff interact with members of the public in informal settings.	Where enquiry or complaint is made face to face to persons other than the CCLR, staff will immediately notify the Contractor’s Project Manager who will then contact the CCLR. Record of the conversation (including the recording of contact details with consent) will be made

		by the staff member and provided to the CCLR immediately
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The Proponent has established a Complaints Register to record all complaints and enquiries received by the above means. The Complaints Register will be maintained on a regular basis. The Complaints Register shall include the following details for all complaints or enquiries received:

- Date and time of complaint or enquiry
- Method by which the complaint or enquiry was made
- Name, address, contact telephone number of complainant (if no such details were provided, a note to that effect)
- Nature of complaint or enquiry
- Action taken in response including follow up contact with the complainant
- Any monitoring to confirm that the complaint or enquiry has been satisfactorily resolved; and
- If no action was taken, the reasons why no action was taken by you.

An excerpt of the Complaints Register is included at **Appendix A**.

#### 4.5.2 Responding to and Resolving Enquiries and Complaints

Where a complaint or enquiry is received the CCLR will attempt to provide an immediate response if possible, via phone or email. Where a complaint or enquiry cannot be responded to immediately the CCLR will assess and prioritise the submission and provide the complainant or enquirer with a follow up verbal response on what action is proposed within two hours during construction works (including night and weekend works) and 24 hours at other times. Where a complaint or enquiry cannot be resolved by the initial or follow-up verbal response, a written response will be provided to the complainant or enquirer within ten days.

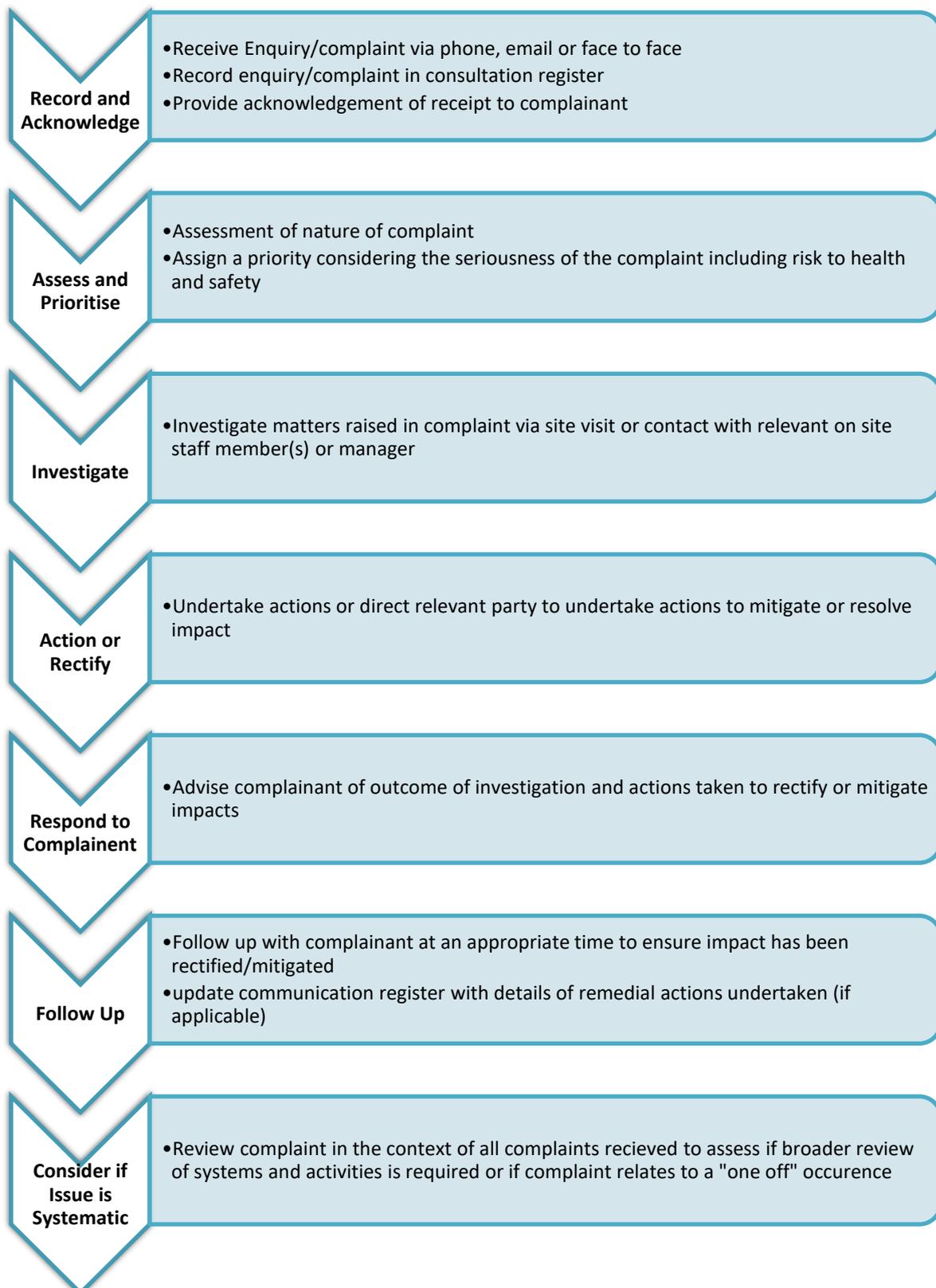
In the event of a complaint, the CCLR will assess whether the complaint is founded or unfounded and if necessary, delegate the resolution of the issue to the project manager for action or to the relevant project engineer. The CCLR will oversee the rectification of the issue and respond to the complainant once the issue has been resolved.

In the event of an enquiry, the CCLR will endeavour to provide an immediate response where they are in possession of the relevant information. Where more specific or detailed information is required, the CCLR will liaise with the project manager or relevant project engineer to obtain the information required to respond to the enquiry and provide this information to the enquiring party once in hand.

Where the above protocol is unsuccessful in resolving complaints, mediation may be undertaken at the discretion of the Proponent to facilitate negotiation between affected parties. This shall be performed with the assistance of the ER and potentially via an independent person (mediator) appointed by the Proponent as required.

A summary of complaints and enquiries will be provided on a monthly basis to the ER for inclusion in their monthly report, with records made publicly available.

**Figure 2 Complaints Handling Procedure**



### 4.5.3 Unreasonable Complainant Conduct

The NSW Ombudsman provides guidelines which define unreasonable complaint conduct as:

*“...any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the parties to a complaint.”*

Whilst it is not envisioned that the project will attract complainants that exhibit this behaviour, where a complainant is seen to potentially have a negative impact on the CCLR or project team’s health, safety, resourcing or equity of service, The Proponent shall adhere to the procedures and practices outlined within the NSW Ombudsman’s *“Managing Unreasonable Complainant Conduct Practice Manual 2<sup>nd</sup> Edition”*.

### 4.6 Contingency Management Plan

In accordance with Condition E1(e) of the SSD-10448 consent, a contingency management plan has been developed to outline the management of unpredicted impacts and their consequences. Details of these events, their severity and response are detailed in **Table 7** below:

**Table 7 Contingency Management Plan**

Key Element	Trigger/ Response	Condition Green	Condition Amber	Condition Red
Submission	Trigger	General feedback/comment (no complaint or query).	Enquiry made by formal or informal channels.	Complaint made by formal or informal channels.
	Response	Acknowledge receipt and record in Complaints Register. No further response required.	Acknowledge receipt and record in Complaints Register. Direct enquiry to relevant person for actioning and response within 5 days.	Acknowledge receipt and record in Complaints Register. Respond to complaint immediately if possible, if not direct enquiry to relevant person for actioning and provide complainant with a follow up verbal response on what action is proposed within two hours during construction works (including night and weekend works) and 24 hours at other times.
Media	Trigger	Positive story in print, online, radio or television.	Neutral or advisory story in print, online, radio or television.	Negative story in print, online, radio or television.
	Response	Record in Complaints Register and advise the proponent media/marketing team. No further response required.	Record in Complaints Register and advise the proponent media/marketing team. No further response required.	Record in Complaints Register and advise the proponent Project Team for further action and response. Contact relevant person for actioning and response within 48 hours
Unscheduled Event	Trigger	Event occurring outside of plan or schedule without impact or potential impact.	Event occurring outside of plan or schedule with minor impact or potential impact.	Event occurring outside of plan or schedule with major impact or potential impact.

Key Element	Trigger/ Response	Condition Green	Condition Amber	Condition Red
	Response	No response required. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response within 48 hours. Acknowledge in Complaints Register. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response immediately. Acknowledge in Complaints Register. Identify opportunities for improvement to manage potential future events.
Political Interest	Trigger	General or non-specific enquiry by Local, State or Federal political representative.	Enquiry or complaint relating to minor issue by Local, State or Federal political representative.	Enquiry or complaint relating to major issue by Local, State or Federal political representative.
	Response	Community consultation team in conjunction with The Proponent Project Team to prepare and provide response or assign response task to relevant staff member for comment. Record in Complaints Register.	Community consultation team in conjunction with the proponent Project Team to prepare and provide response within 48 hours. Record in Complaints Register.	Community consultation team in conjunction with the proponent Project Team to prepare and provide response within 24 hours. Record in Complaints Register.

## 5 Monitoring, Reporting and Evaluation

Monitoring, Reporting and Evaluation will be undertaken to measure the effectiveness of community consultation, stakeholder engagement and responses to complaints and enquiries. Opportunities for improvement will be sought on a continuous basis, with an annual review of the CCCHS undertaken to formalise these incremental improvements.

### 5.1 Monitoring

The performance of this strategy will be monitored monthly based upon an assessment of the following data:

- Total number of monthly complaints
- Review of number of monthly complaints relating to lack of consultation/misinformation/confusion
- Review of number of monthly enquiries relating to information previously disseminated to the community through other channels
- Monthly review of enquiries or complaints of a similar nature or theme indicative of underlying systematic issues with the project or communication strategy; and
- Response timeframes, including initial acknowledgement and the response to enquiries or remediation of issue(s).

The parameters of monitoring and performance criteria are outlined in **Table 8** below.

**Table 8 Summary of Monitoring Data**

Monitoring Parameter	Rationale	Performance Criteria	Monitoring Frequency
Total number of complaints	The number of complaints received in total is indicative of the community's satisfaction with the project.	A reduction in number of complaints, baseline determined by number of complaints received in preceding months.	Monthly
Number of complaints relating to lack of consultation/misinformation/confusion	Number of complaints relating to lack of consultation/ misinformation/ confusion is indicative of the effectiveness and clarity of communication tools utilized.	A reduction in number of complaints, baseline determined by number of complaints received in preceding month.	Monthly
Number of enquiries relating to information previously disseminated	Number of enquiries relating to information previously disseminated is indicative to the effectiveness of the delivery of information.	A reduction in number of enquiries, baseline determined by number of enquiries received in preceding month.	Monthly
Number of complaints/enquiries within defined categories based on theme or subject	A large number of complaints or enquiries relating to a single issue may be indicative of a systematic issue to be addressed as a priority.	A reduction in number of complaints, baseline determined by number of complaints received in preceding month.	Monthly

Monitoring Parameter	Rationale	Performance Criteria	Monitoring Frequency
Response timeframes	Response to enquiries and complaints should be timely to ensure effective responsiveness and rectification of issues and to encourage trust within the community.	Enquiries and complaints acknowledged within 48 hours. Urgent enquiries and complaints responded to within 48 hours of receipt, non-urgent enquiries and complaints responded to within 5 days.	Monthly

## 5.2 Reporting

Reporting shall be undertaken directly to the ER, with the Complaints Register to be provided to the approved ER in accordance with Conditions C32(a) of SSD-10448.

A monthly community consultation summary will be made publicly available on the project web page and shall include:

- A summary of community consultation activities undertaken within the preceding month
- A summary of all enquiries and complaints received within the preceding month, including details of response and/or remediation activities.

## 5.3 Evaluation and Review

Review of this strategy shall be undertaken in accordance with the provisions of the project CEMP (SLR, 2021).

Where performance criteria are not being satisfied, review of this strategy and its implementation will be undertaken by the CCLR and changes to the strategy may be made to rectify the short fall. Where systematic issues are identified associated with construction activities, the project manager will be advised and immediate rectification of the issue will be requested.

This strategy will be reviewed in accordance with Condition E8 of SSD-10448 and where necessary updated or revised in accordance with Condition E9 of SSD-10448.

## 6 References

- NSW Ombudsman (2012) *Managing Unreasonable Complainant Conduct Practice Manual 2<sup>nd</sup> Edition*
- SLR Consulting Australia (2022) *Construction Environmental Management Plan*
- Urbis (2020) *Aspect Industrial Estate Environmental Impact Statement*
- Urbis (2021) *Response to Submissions*
- Urbis (2022) *Amended Development Report*

# APPENDIX A

## Complaints Register



## ASIA PACIFIC OFFICES

### ADELAIDE

60 Halifax Street  
Adelaide SA 5000  
Australia  
T: +61 431 516 449

### BRISBANE

Level 16, 175 Eagle Street  
Brisbane QLD 4000  
Australia  
T: +61 7 3858 4800  
F: +61 7 3858 4801

### CANBERRA

GPO 410  
Canberra ACT 2600  
Australia  
T: +61 2 6287 0800  
F: +61 2 9427 8200

### DARWIN

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Australia  
T: +61 8 8998 0100  
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Varsity Lakes QLD 4227  
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Mackay QLD 4740  
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### MELBOURNE

Level 11, 176 Wellington Parade  
East Melbourne VIC 3002  
Australia  
T: +61 3 9249 9400  
F: +61 3 9249 9499

### NEWCASTLE CBD

Suite 2B, 125 Bull Street  
Newcastle West NSW 2302  
Australia  
T: +61 2 4940 0442

### NEWCASTLE

10 Kings Road  
New Lambton NSW 2305  
Australia  
T: +61 2 4037 3200  
F: +61 2 4037 3201

### PERTH

Grd Floor, 503 Murray Street  
Perth WA 6000  
Australia  
T: +61 8 9422 5900  
F: +61 8 9422 5901

### SYDNEY

Tenancy 202 Submarine School  
Sub Base Platypus  
120 High Street  
North Sydney NSW 2060  
Australia  
T: +61 2 9427 8100  
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### TOWNSVILLE

12 Cannan Street  
South Townsville QLD 4810  
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### WOLLONGONG

Level 1, The Central Building  
UoW Innovation Campus  
North Wollongong NSW 2500  
Australia  
T: +61 2 4249 1000

### AUCKLAND

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Auckland 1010  
New Zealand  
T: 0800 757 695

### NELSON

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### WELLINGTON

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### SINGAPORE

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