



Community Consultation Strategy and Complaints Handling Procedure

Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade (Phase 1 and Phase 2)

Land Owners Group – East

Prepared by:

SLR Consulting Australia

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Basis of Report

This report has been prepared by SLR Consulting Australia (SLR) with all reasonable skill, care and diligence, and taking account of the timescale and resources allocated to it by agreement with Land Owners Group - East (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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Acronyms and Abbreviations

AARU	Adlington and Abbots Road Upgrade (phase 1 and phase 2)
CAQMP	Construction Air Quality Management Plan
CCSHP	Community Consultation Strategy and Complaints Handling Procedure
CEMP	Construction Environment Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CTMP	Construction Traffic Management Plan
DPE	Department of Planning and Environment
DPHI	Department of Planning, Housing and Infrastructure
EIE	Explanation of Intended Effect
ER	Environmental Representative
LOG-E	Land Owners Group – East (ESR, Fife/Stockland, Frasers)
MAIU	Mamre / Abbots Road Intersection Upgrade
MRP	Mamre Road Precinct
MRU	Mamre Road Upgrade
SSD	State Significant Development
TfNSW	Transport for New South Wales
The Project	Mamre / Abbots Road Intersection Upgrade and Aldington and Abbots Road Upgrade
VPA	Voluntary Planning Agreement
WAD	Works Authorisation Deed
WSA	Western Sydney Airport
WSGA	Western Sydney Growth Area



1.0 Project Overview

1.1 Purpose of this document

SLR Consulting Australia has been engaged by Land Owners Group – East (LOG-E), to prepare a Community Consultation Strategy and Complaints Handling Procedure (CCSCHP) to support a Construction Environment Management Plan (CEMP), for the construction of Mamre Abbots Road Intersection Upgrade (MAIU) and Aldington Abbots Road Upgrade (AARU) (Phase 1 and Phase 2) (the Project).

This CCSCHP applies to the works and operations undertaken by LOG-E and their engaged contractors and provides the following:

- Identification of stakeholders to be consulted during the CCSCHP implementation including directly and indirectly affected community, key stakeholders, and relevant agencies/organisations.
- Engagement tools and activities to support the construction program, including notification timeframes to disseminate project updates to the community and key stakeholders and provide opportunities for enquiries and feedback.
- Enquiry and complaint management protocols.
- Monitoring, reporting and feedback mechanisms.

1.2 Project background

The Mamre Road Precinct (MRP) is located within the Western Sydney Employment Area, where 850 hectares of rural land has been rezoned for industrial development and use. This rezoning provides opportunities for immense employment and economic growth in the area, including the potential for around 5,200 construction jobs and 17,000 ongoing jobs when fully developed and operational.

Located near the future Western Sydney Airport (WSA) and major road networks, the MRP will benefit from significant government and private infrastructure investment enabling it to become the most connected industrial precinct in Australia.

Mamre Road is a key transport corridor passing through the Western Sydney Growth Area (WSGA) and provides connections to the Mamre Road Precinct via Abbots Road and Aldington Road, Kemps Creek.

Construction is currently underway on several industrial and logistic estates within the MRP, and the Project which includes road widening, upgrade and intersection works is required to support the overall planned industrial redevelopment, projected traffic growth in the area and typical Distributor Road Requirements.

Developments within the MRP include:

- Frasers/Barings: The Yards
- Mirvac: Aspect Industrial Estate
- ESR: Westlink Industry Park
- Frasers: The Edge Estate
- Fife/Stockland: 200 Aldington Road, 90 Aldington Road and 270 Aldington Road.
- Barings: Access Logistics Park
- GPT: Yiribana Estate



- Dexus: Vescent
- Icon Oceana: Westgate
- Gibb Group: 1-51 Aldington Road

It is anticipated more than 50% of these estates will be operational by 2026. Three developments who have significant land holdings (representing approximately 40-50% of the developable land within the MRP) will utilise the Mamre Road / Abbots Road intersection to access Abbots and Aldington Roads. These landowners make up the LOG-E and include ESR, Frasers and Fife/Stockland. Dexus, Icon and Gibb Group will also access their developments off Aldington Road through MAIU. All other developments will utilise alternate intersections along Mamre Road.

The Project is part of a Significant State Development (SSD) application, SSD-10479 and a condition of the LOG-E subdivision development consent was to upgrade the external roads which will be delivered through a joint Voluntary Planning Agreement (VPA) between LOG-E and Penrith City Council (Council) for Aldington Road and Abbots Road Upgrade (AARU) (Phase 1 and Phase 2) and Department of Planning and Environment (DPE) for the Mamre Road / Abbots Road intersection upgrade (MAIU).

1.2.1 Transport for NSW - Mamre Road Upgrade

Transport for NSW (TfNSW) are undertaking a greater project, called the Mamre Road Upgrade (MRU) which extends from the M4 Motorway, St Claire to Kerrs Road, Kemps Creek. The project is being delivered by TfNSW to meet the future transport demand associated with the Western Sydney Priority Growth Area. The NSW Government is working towards completing the concept design and review of environmental factors (REF) for the MRU from Erskine Park Road, Erskine Park to Kerrs Road, Kemps Creek.

To deliver the Project, LOG-E have entered a Works Authorisation Deed (WAD) with TfNSW to construct the MAIU and to ensure the design is coordinated to the MRU, TfNSW have advised the scope of the MAIU to reduce the risk of abortive works.

The scope of MRU is limited to the constraints of road corridor works. There will be no works on private land.

1.3 Project objectives and benefits

The objectives of the Project are to:

- Meet future transport demand associated with the WSGA and MRP.
- Reduce future road transport costs by improving corridor performance.
- Improving liveability and sustainability and support economic growth.
- Deliver good urban design outcomes.
- Minimise the impact of the Project on the environmental and community.

The benefits of the Project include:

- Improved pedestrian connectivity and cycling environment.
- Supports industrial redevelopment through meeting Distributor Road Requirements.
- Improved road safety, efficiency, and capacity.
- Road widening to two lanes in both directions along Mamre Road with provisions to six lanes in the future.
- Support the development of the MRP and WSGA.



1.4 Project scope

The Project is being delivered as three separable portions, as shown in **Figure 1** and includes:

- Unavoidable physical impacts (batters) to private lots to the West of Mamre Road, East of Mamre, South and North of Abbots Road and West and East of Adlington Road.
- Bulk earthworks and site preparation works including vegetation clearing.
- Road widening works to two lanes along Mamre Road, with provisions to six lanes in the future.
- Upgrades to the existing intersection of Abbots Road and Mamre Road, with new turning lanes.
- Upgrades to the existing intersection of Abbots Road and Adlington Road to achieve a signalised intersection with new turning lanes and slip lanes.
- Three new signalised intersections on Adlington Road to create new local road connections for future development.

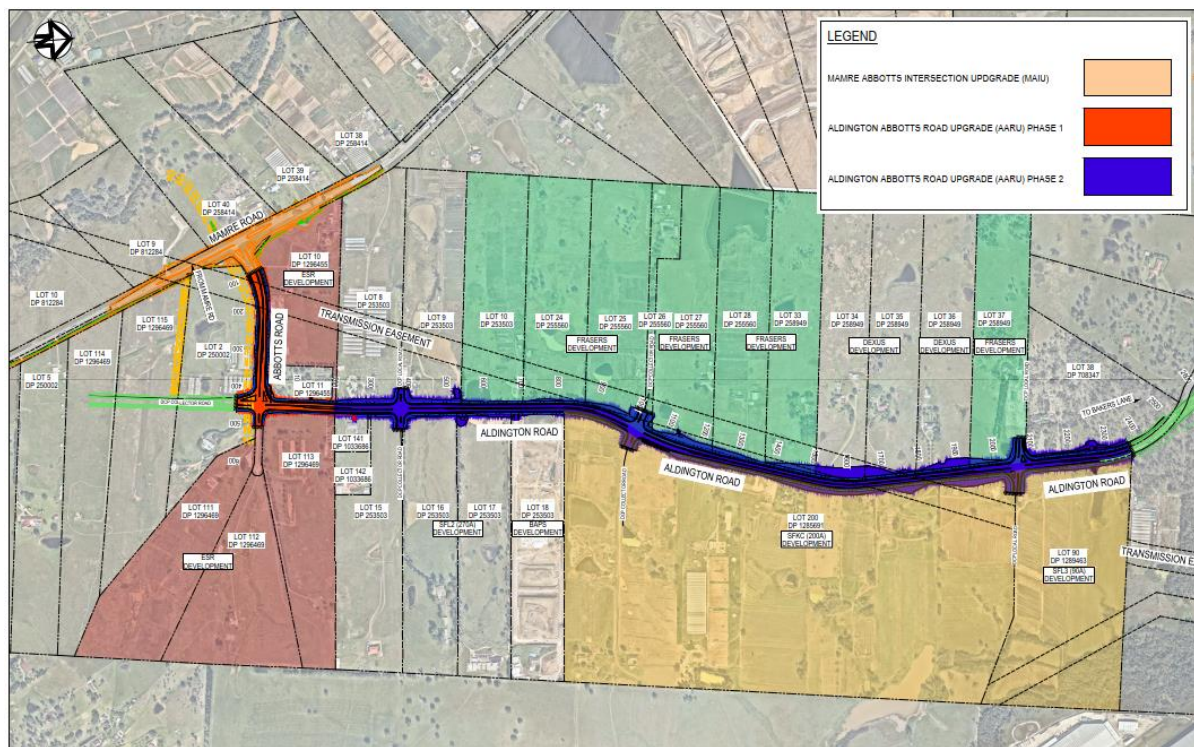


Figure 1. MARIU and AARU ultimate design and separable portions

1.5 Project location

Mamre / Abbots Road Intersection and Adlington and Abbots Roads, service the MRP, located in Kemps Creek, NSW within Penrith City Council, and the Western Sydney Employment Area (WSEA). Land surrounding the Project and MRP is generally rural in nature comprising a variety of rural dwellings, rural land, and scattered vegetation. An existing residential community is located to the east and community aged care and education facilities located to the northwest (refer to **Figure 2**).



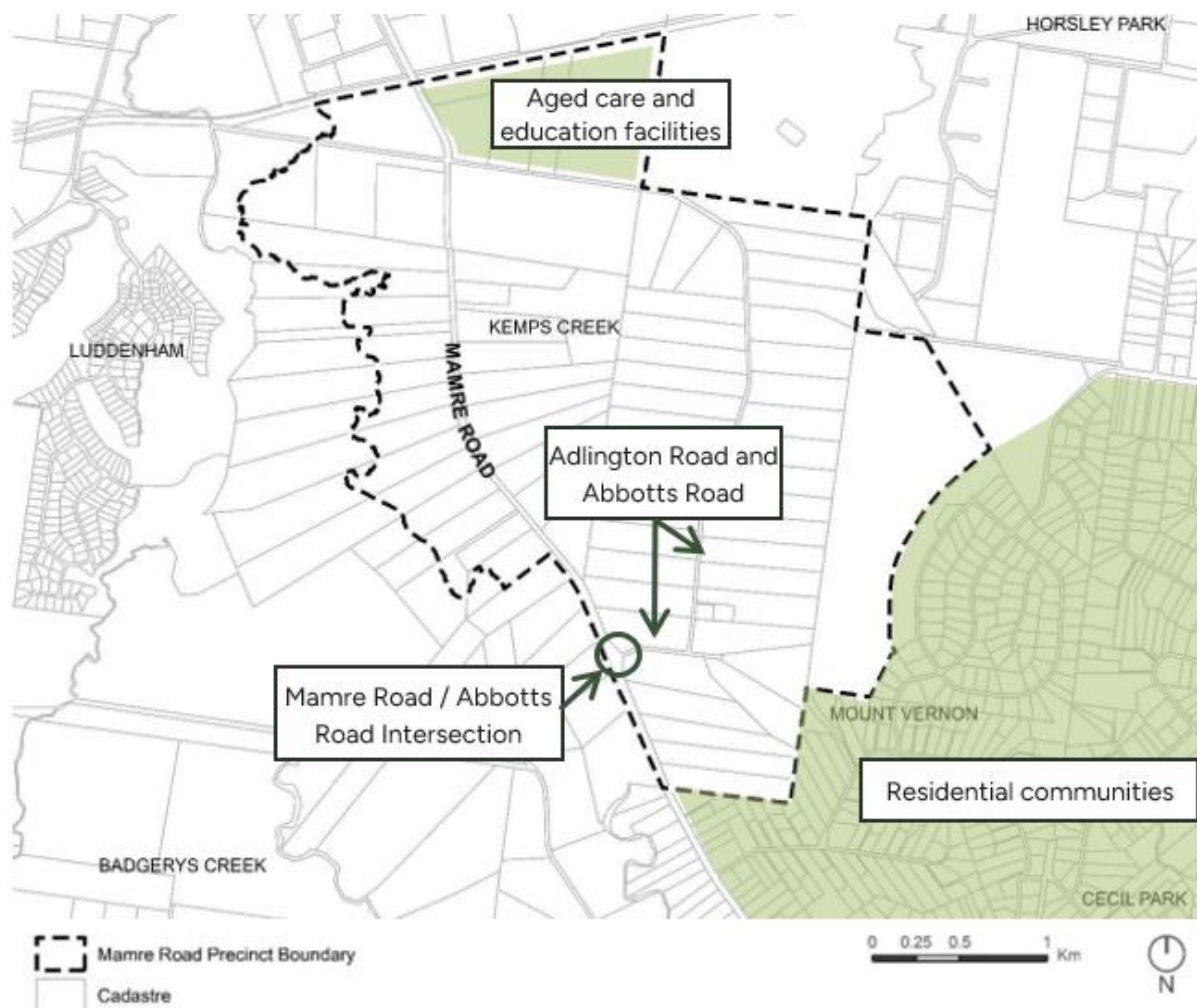


Figure 2. MARIU and AARU project locality

Construction work fronts for this Project will be located in, but not limited to:

- Roads and easements including state-controlled roads
- Footpaths and verges.

Two construction site offices will service the project and be located along Abbots Road and Northern Aldington Road.

1.5.1 Local context

The Project is located within one Australian Bureau of Statistics (ABS) geographical boundary – Kemps Creek (**Figure 3**), with Luddenham to the west, Orchard Hills and Erskine Park to the north and Mount Vernon and Horsley Park to the East. The ABS community profile data below has been used to inform the communications methodology, with appropriate media and language used to reflect the statistical data.

- Kemps Creek has a population of 2,121 accommodated in 681 dwellings. The median age is 44 compared to a state median of 39. The top ancestry response is Italian, followed by Australian, English, Maltese then Lebanese, with 49.6% of households speaking non-English language at home. Languages other than English spoken at home include Italian (8.6%), Arabic (7.6%), Cantonese (3.9%), Assyrian Neo- Aramaic (3.2%) and Maltese (2.1%).



- 15.2% of the Kemps Creek population completed Year 12 compared to 14.5% for the State, with 46.9% of the population employed full time compared to a state average of 55.2%. Managers comprised the highest percentage of employment, equating to 19.6%, with a median weekly income of \$633, compared to \$813 for the State.
- The top methods of travel to work include car as driver (39.1%), walk only (4.2%) and car as passenger (4.0%).

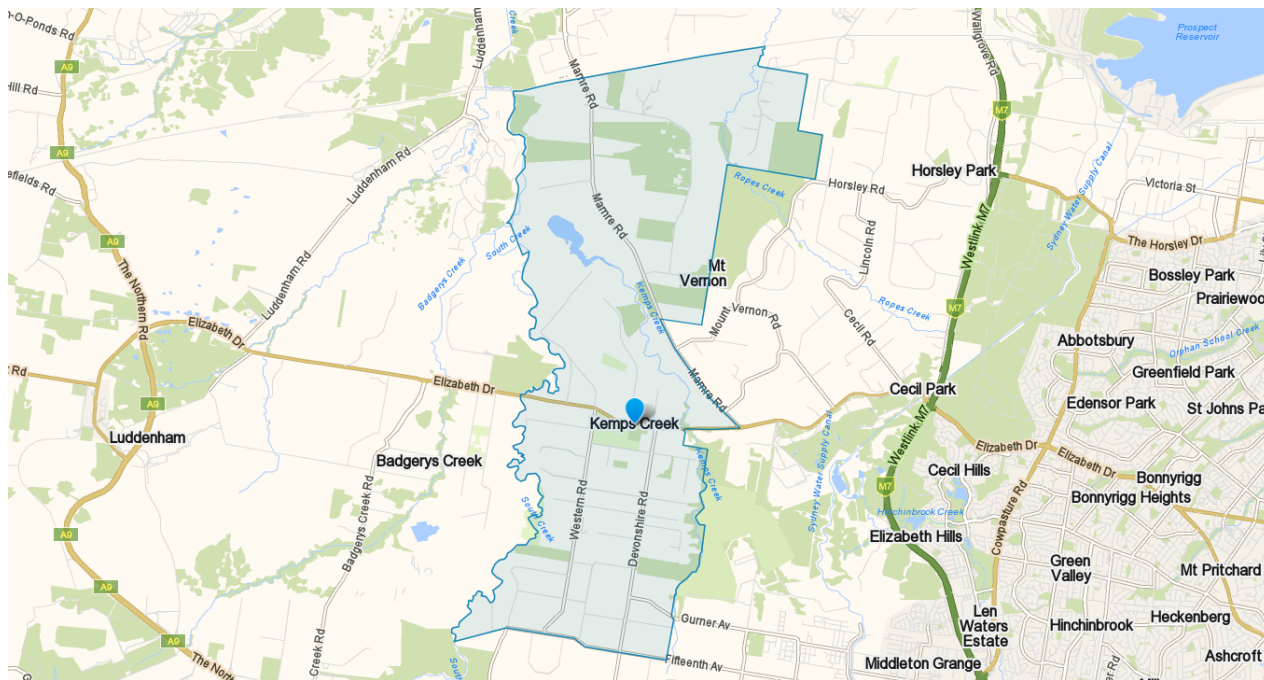
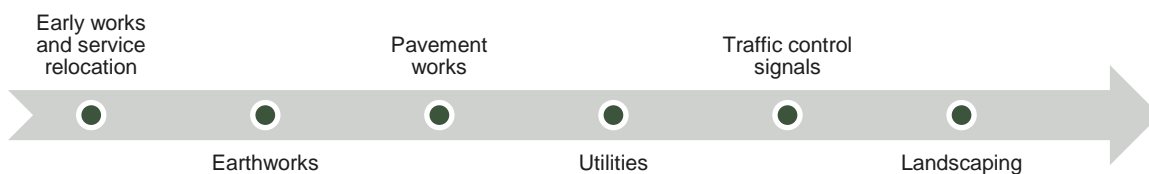


Figure 3. Kemps Creek suburb and locality

1.6 Project timeframes and key milestones

Construction is anticipated to commence in September 2024 and will take up to 24 months to complete, weather and site conditions permitting.

Key project milestones include:



1.6.1 Construction hours

Construction activities, including the delivery of materials to and from site, will mostly take place during the day between 7.00am and 6.00pm, Monday to Friday and 8.00am and 1.00pm on Saturdays.

The Construction Noise and Vibration Management Plan (CNVMP) and the Out of Hours Works Protocol will be adhered to during these activities. Works conducted outside of the hours identified above are allowed in the following circumstances:

- Works that are inaudible at the nearest sensitive receivers;



- Works agreed to in writing by the Planning Secretary;
- For the delivery of materials required outside these hours by the NSW Police Force or other authorities for safety reasons; or
- Where it is required in an emergency to avoid the loss of lives, property or to prevent environmental harm.

Up to 20 out-of-hours work shifts are required, including night works and Sunday works to facilitate the following construction activities which require lane closures and speed reductions. In accordance with Conditions of Consent, these activities include:

- Works that are inaudible at the nearest sensitive receivers.
- Works agreed to in writing by the Planning Secretary.
- for the delivery of materials required outside these hours by the NSW Police Force or other authorities for safety reasons;
- Where it is required to prevent loss of life, property damage, or environmental harm.
- Installation of drainage infrastructure.
- Asphaltting works.
- Other work required to be completed at night for safety reasons, as detailed in an approved CTMP.

1.7 State Significant Development Community Consent Conditions

The method, triggers, timing of consultation, notification and complaints, and queries handling required during the development and arising from the requirements of SSD-10479 consent conditions are outlined in **Table 1**.

Table 1: Relevant Conditions of Consent to Community Consultation

Condition #	Condition Detail	Reference
SSD-10479		
F33.	<p>The Applicant must prepare a Community Consultation Plan for the Interim Road Works to the satisfaction of the Planning Secretary. The Plan must:</p> <ul style="list-style-type: none"> (a) be approved by the Planning Secretary prior to the commencement of the Interim Road Works; (b) be implemented for the duration of the Interim Road Works; (c) assign a central contact person to keep the community regularly informed throughout the works; (d) detail the mechanisms for regularly consulting with the nearest sensitive receivers and wider residential communities, to keep them informed about: <ul style="list-style-type: none"> (i) upcoming works, duration and any night-time or out of hours works; (ii) changes to property access and details of traffic disruptions; (iii) schedule for high noise generating works and vibration intensive activities, including details 	<p>CCSCHP (This report)</p> <p>Section 2.2 (Table 3)</p> <p>Section 3.3 (Table 7)</p> <p>Section 5 (Table 9)</p>



	<p>of the specific mitigation measures that would be implemented in accordance with the construction noise and vibration management plan approved;</p> <p>(iv) procedures to minimise dust impacts including details of the controls that would be implemented in accordance with the air quality management plan approved;</p> <p>(v) relocation of services including utilities and drainage; and</p> <p>(vi) details of environmental monitoring results;</p> <p>(e) include contact details for key project personnel, relevant regulatory authorities and key community stakeholders;</p> <p>(f) include a complaints procedure for recording, responding to and managing complaints, including:</p> <p>(i) website, email, toll-free telephone number and postal address for receiving complaints;</p> <p>(ii) advertising the contact details for complaints prior to and during the works through on-site signage;</p> <p>(iii) a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and</p> <p>(iv) procedures to resolve any disputes that may arise during the course of the Interim Road Works.</p>	<p>Section 5 (Table 9)</p> <p>Section 7</p> <p>Section 2.2 (Table 3)</p> <p>Section 6</p> <p>Appendix E</p>
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1.8 Consultation to date

Key stakeholders and the local community have been involved in consultation activities relating to the MPR since 2009 (refer to **Table 2**).

To date, each party within LOG-E have also been involved in ongoing consultation with government agencies, include DPHI, Penrith City Council, Sydney Water and Transport for NSW on the Project and MRP developments. Consultation has also been undertaken with adjoining landowners and the community and intermittent meetings currently take place with Transport for NSW and Council on the road upgrade works.

With this, the community and directly impacted landowners are likely to have a high-level of interest and/or impact prior to and during the Project's construction.

Table 2: Broader consultation to date

Year	Consultation
2009	The Department of Planning, Housing and Infrastructure (DPHI) undertook extensive engagement with stakeholders and community for the amendments to State Environmental Planning Policy (Western Sydney Employment Area) (WSEA SEPP) to rezone the MRP primarily for industrial purposes.
2017	A strategic design and preferred option for upgrading Mamre Road between the M4 Motorway, St Clair, and Kerrs Road, Kemps Creek was displayed for



	community comment by TfNSW. The selection process was used to determine the preferred option and all feedback received was responded to by TfNSW in 2019.
2019	The MPR draft rezoning package was exhibited by DPIE in late 2019. Public notices were placed in local newspapers and the Department notified key stakeholders and landowners within and adjoining the precinct in writing. Two information sessions were also held, and more than 150 landowners and community members attended. A total of 88 submissions were received, with submissions requesting the confirmation on the proposed zoning, land acquisition requirements and timing for the Mamre Road upgrade. Submissions also identified that the upgrade should be prioritised.
2022 2023	In August 2022, AT&L distributed a letter to landowners advising of upcoming investigative works to inform the MAIU and AARU design. Additional engagement has been completed by LOG-E during this time with directly impacted private property owners relating to consent, design, impact and approvals.
2024	In early 2024, the DPHI placed an Explanation of Intended Effect (EIE) document on public exhibition. The EIE proposed changes to the State Environmental Planning Policy (Industry and Employment) 2021 (Industry and Employment SEPP) to allow the upgrade works to Abbots Road and Aldington Road. Several landowners received a letter during this time to notify of the public exhibition and intent to partially acquire their private land to accommodate the road widening works. Feedback from the community and stakeholders will be detailed in the DPHI finalisation report.

2.0 Community Consultation

All community engagement activities prior to and during construction of the Project will be undertaken by LOG-E representatives and their engaged contractors on behalf of LOG-E.

2.1 Approach

This CCSCHP has been prepared to include national and international best practice principles and guidelines, including the following:

- International Association for Public Participation (IAP2)
- AA1000SES: International standard for stakeholder engagement

In addition, ensuring a Social Licence to Operate is attained and retained throughout the Project’s lifecycle is key to the Projects ongoing success. LOG-E will have regard to the community and key stakeholders who may be directly impacted by the Project, and will seek to identify the level of, and ways of, mitigating any impacts and implement agreed mitigation strategies.



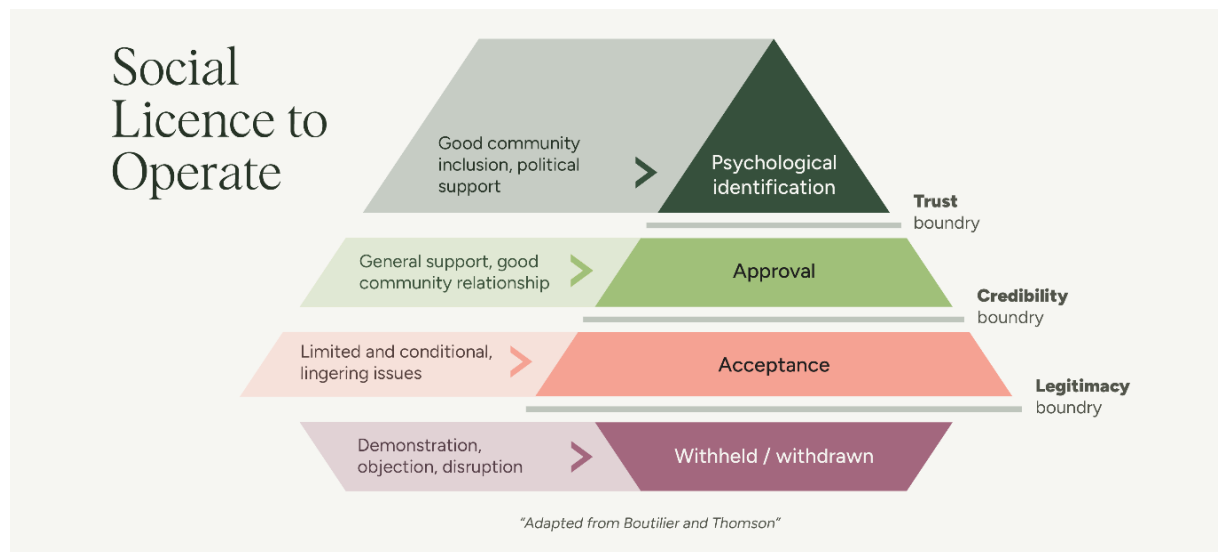


Figure 4. Social Licence to Operate, adapted from Boutilier and Thomson

Additionally, LOG-E is committed to delivering community and stakeholder engagement outcomes utilising the following principles at the core of their approach:

- **Clarity** – Communication and engagement will be delivered in a clear and easy to understand manner to ensure the project and all associated works are fully understood by the community and stakeholders.
- **Proactivity** – Consultation and notice shall be given prior to the commencement of works or the undertaking of potentially impactful activities.
- **Transparency** – Communication and engagement will be undertaken in an open and transparent fashion, with information shared between the community and the project team.
- **Accessibility** – Information relating to the project will be accessible via a broad range of mediums and will be made readily available to the community and stakeholders. Several avenues of contact shall be provided for the purposes of enquiry or complaint.

In their communications and consultation with the community and key stakeholders, LOG-E and their representatives will always comply with the requirements of the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Privacy Act 1988 (Cth)*.

2.1.1 Key community engagement objectives

The key objectives of this CCCHP are to:

- reduce construction fatigue and streamline community consultation activities
- keep the local community and key stakeholders informed of the commencement and progress of works relating to the Project
- adopt a 'no surprises' approach and educate the community on works, impacts and mitigation methods and benefits
- ensure enquires and complaints received from the community and/or key stakeholders for the duration of the project are addressed and responded to in a timely and effective manner

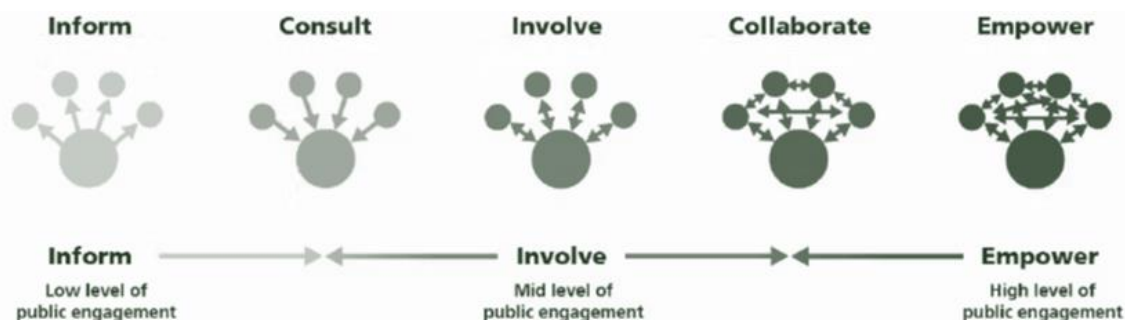


- inform nearby sensitive receivers in advance of potential disturbances and events likely to cause impact
- provide an open communications channel to allow ongoing, collaborative engagement
- seek opportunities for improvement throughout the Project
- assist all site staff and contractors to be involved in positive interactions with the community, where required, and maintain LOG-E reputation.

2.1.2 IAP2 Core Values

The proposed engagement methodology will follow the principles and values outlined in the International Association of Public Participation’s (IAP2) Quality Assurance Standard. These high-level frameworks and standards outline best-practice expectations of principle, process, and value and provide a consistent model for design and delivery of engagement. The proposed level of engagement for the Project will be to *inform* and *consult* as per the IAP2 Spectrum in **Figure 5**.

Figure 5. IAP2 Public Participation Spectrum



2.2 Roles and responsibilities

Roles and responsibilities are key in managing proactive and reactive situations. Key members of the project team will be involved in identifying, acknowledging, managing, and responding to key issues, incidents and potential impacts and opportunities. **Table 3,4,5** provides an overview of key project roles and responsibilities for the different project phases.

Table 3: Roles and responsibilities for MAIU

Role	Contact details	Responsibilities
Communications and Community Liaison Representative	See section 3.2	Outlined in section 2.2.1 below.
Project Manager	Gerard Noone Gerard.noone@robsoncivil.com.au 0439 246 804 (100% on Project)	Oversee all aspects of the project, ensuring it stays on time and within budget. Coordinate between various project teams, including design,



		<p>construction, and community relations.</p> <p>Ensure project objectives, scope, and deliverables are met according to specifications.</p> <p>Manage project risks, including technical, financial, and operational risks.</p> <p>Ensure compliance with contractual obligations, safety, and environmental regulations.</p>
Project Engineer	<p>Jarrod Griffith Jarrod.griffith@robsoncivil.com.au 0478 557 225 (100% on Project)</p>	<p>Manage and oversee road design plans, ensuring they meet project specifications, standards, and safety requirements.</p> <p>Coordinate with design teams, contractors, and regulatory bodies to align all project activities and resolve technical challenges.</p> <p>Monitor project timelines, budgets, and deliverables to ensure the project stays on track and within scope.</p> <p>Conduct site visits and inspections to ensure quality control and compliance with safety and environmental standards.</p> <p>Prepare and present project reports, including updates on progress, risks, and any required adjustments to stakeholders.</p>
Site Engineer	<p>Mitch Robinson Mitch.robinson@robsoncivil.com.au 0418 874 187</p>	<p>Supervise on-site construction activities to ensure compliance with design specifications.</p>



	(100% on Project)	<p>Monitor the progress of the work and report on any delays or issues encountered.</p> <p>Coordinate with contractors, suppliers, and other technical teams on site.</p> <p>Conduct quality control checks and ensure construction meets required standards.</p> <p>Ensure all site work adheres to safety regulations and environmental guidelines.</p>
Safety Co-ordinator	<p>Derek Doohan Derek.doohan@robsoncivil.com.au 0420 345 527 (70% on Project)</p>	<p>Develop and enforce safety management plans for the project.</p> <p>Ensure compliance with safety regulations on-site.</p> <p>Conduct regular safety audits to identify potential risks.</p> <p>Investigate incidents and accidents, reporting findings and implementing corrective actions.</p>
Environmental Co-ordinator	<p>Peter LeRoy Peter.leroy@robsoncivil.com.au 0497 142 591 (50% on Project)</p>	<p>Develop and enforce environmental management plans for the project.</p> <p>Ensure compliance with environmental protection standards on-site.</p> <p>Conduct regular environmental monitoring to identify potential risks.</p> <p>Work closely with the Independent Environmental Representative to address any environmental issues.</p>



<p>Independent Environmental Representative</p>	<p>Carl Vincent, 0424203046 Richard Peterson, 0429227775</p>	<p>Monitor and audit the project’s environmental compliance independently from the project team.</p> <p>Ensure the project adheres to environmental regulations and any specific environmental conditions.</p> <p>Report any non-compliance or environmental risks to regulatory bodies as required.</p> <p>Liaise with the Safety & Environmental Coordinator to provide advice on managing environmental impacts.</p> <p>Review and approve environmental management plans and other related documentation.</p>
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Table 4: Roles and responsibilities AARU phase 1:

Role	Contact details	Responsibilities
<p>Communications and Community Liaison Representative</p>	<p>See section 3.2</p>	<p>Outlined in section 2.2.1 below.</p>
<p>Project Manager</p>	<p>Gerard Noone Gerard.noone@robsoncivil.com.au 0439 246 804 (100% on Project)</p>	<p>Oversee all aspects of the project, ensuring it stays on time and within budget.</p> <p>Coordinate between various project teams, including design, construction, and community relations.</p> <p>Ensure project objectives, scope, and deliverables are met according to specifications.</p>



		<p>Manage project risks, including technical, financial, and operational risks.</p> <p>Ensure compliance with contractual obligations, safety, and environmental regulations.</p>
Project Engineer	<p>Jarrood Griffith</p> <p>Jarrod.griffith@robsoncivil.com.au</p> <p>0478 557 225</p> <p>(100% on Project)</p>	<p>Manage and oversee road design plans, ensuring they meet project specifications, standards, and safety requirements.</p> <p>Coordinate with design teams, contractors, and regulatory bodies to align all project activities and resolve technical challenges.</p> <p>Monitor project timelines, budgets, and deliverables to ensure the project stays on track and within scope.</p> <p>Conduct site visits and inspections to ensure quality control and compliance with safety and environmental standards.</p> <p>Prepare and present project reports, including updates on progress, risks, and any required adjustments to stakeholders.</p>
Site Engineer	<p>Mitch Robinson</p> <p>Mitch.robinson@robsoncivil.com.au</p> <p>0418 874 187</p> <p>(100% on Project)</p>	<p>Supervise on-site construction activities to ensure compliance with design specifications.</p> <p>Monitor the progress of the work and report on any delays or issues encountered.</p> <p>Coordinate with contractors, suppliers,</p>



		<p>and other technical teams on site.</p> <p>Conduct quality control checks and ensure construction meets required standards.</p> <p>Ensure all site work adheres to safety regulations and environmental guidelines.</p>
Safety Co-ordinator	<p>Derek Doohan Derek.doohan@robsoncivil.com.au 0420 345 527 (70% on Project)</p>	<p>Develop and enforce safety management plans for the project.</p> <p>Ensure compliance with safety regulations on-site.</p> <p>Conduct regular safety audits to identify potential risks.</p> <p>Investigate incidents and accidents, reporting findings and implementing corrective actions.</p>
Environmental Co-ordinator	<p>Peter LeRoy Peter.leroy@robsoncivil.com.au 0497 142 591 (50% on Project)</p>	<p>Develop and enforce environmental management plans for the project.</p> <p>Ensure compliance with environmental protection standards on-site.</p> <p>Conduct regular environmental monitoring to identify potential risks.</p> <p>Work closely with the Independent Environmental Representative to address any environmental issues.</p>
Independent Environmental Representative	<p>Carl Vincent, 0424203046 Richard Peterson - 0429227775</p>	<p>Monitor and audit the project's environmental compliance independently from the project team.</p>



		<p>Ensure the project adheres to environmental regulations and any specific environmental conditions.</p> <p>Report any non-compliance or environmental risks to regulatory bodies as required.</p> <p>Liaise with the Safety & Environmental Coordinator to provide advice on managing environmental impacts.</p> <p>Review and approve environmental management plans and other related documentation.</p>
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Table 5: Roles and responsibilities for AARU phase 2:

Role	Contact details	Responsibilities
Communications and Community Liaison Representative	See section 3.2	Outlined in section 2.2.1 below.
Project Manager	To be determined and will be put out for tender in future.	TBC
Project Site Engineer	To be determined and will be put out for tender in future.	TBC
Safety & Environmental Co-ordinator	To be determined and will be put out for tender in future.	TBC
Independent Environmental Representative	Carl Vincent, 0424203046	TBC

2.2.1 Communications and community liaison representative

The Communications and Community Liaison Representative (CCLR) will act as a first point of contact for community members and stakeholders should they have an enquiry or complaint specific to the Project. A project phone number and project reference number will



be provided through all collateral to community members to facilitate the ability to submit an enquiry or complaint relating to the Project.

Calls during working hours will be received by the CCLR, calls outside of working hours (6pm – 7am) and on weekends will be recorded via voicemail for action the next business day. The CCLR will record, follow up and respond to enquiries and complaints in accordance with the CCSCHP.

The CCLR will be available for contact by landowners 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, including any temporary traffic switches
- current landowner discussions with members of staff
- planned community and stakeholder consultation
- complaints or enquiries received
- duties and accountabilities of staff
- commitments to stakeholders made by LOG-E.

The CCLR will be responsible for recording, actioning and providing response to comments, queries or complaints received with relation to the construction of the project and will maintain the Consultation Register in accordance with **Section 6 and Section 7** of this strategy.



3.0 Engagement Methodology

3.1 Communication and engagement channels

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 regularly inform and consult with the local community and key stakeholders and measures to mitigate potential issues prior to and during construction.

Table 6: Communication Management and Mitigation Tools

Tool/ Technique	Description	Responsibility	Audience	Frequency/ timing	Specifications
Workshop	Workshop to identify opportunities to collaborate and combine community notifications and engagement activities and review complaints handling procedures.	CCLR and Project Manager	MRP Working Group and MRP Developers	Prior to and on a quarterly basis during construction.	Explore the potential to distribute joint newsletters and host collaborative community information sessions to reduce consultation fatigue.
Project Website	The project website to provide key stakeholders and the community with information and updates on project milestones and various stages of construction.	CCLR and/or Contractor	Landowners, community, website users, and stakeholders.	Continual updates based on new project information and updates.	The website to be updated with details on the timing of construction activities and expected impacts.
One-to-one Meetings	Meetings with landowners, community, and stakeholders to notify, discuss or consult on matters, or as requested. Meetings will be held face-to-face, phone or online via Microsoft Teams.	CCLR	Landowners, community, and stakeholders.	As requested, or required 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. Interactions



Tool/ Technique	Description	Responsibility	Audience	Frequency/ timing	Specifications
					will be included in the Consultation Register and actioned as required.
Meetings	Meetings with relevant key stakeholders (agencies, MRP developers etc.) to discuss matters relevant to them, including opportunities to reduce landowners and community impact.	CCLR and/or Project Manager	Relevant key Stakeholders.	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 LOG-E or facilitated by the CCLR at LOG-E's discretion.
Agency/Key Stakeholder Notification	Project notifications would be provided to specific receivers identified as having a high interest in the project.	CCLR and/or Contractor	Local Council Agencies MPR developers.	As required for the project duration.	Provision of project notification via email. Notification details to be recorded in the Consultation Register.
Project letters	Project letters will introduce the project and provide overarching project updates as required.	CCLR and/or Contractor	Landowners, community, and stakeholders.	As required for the project duration.	Project introduction and updates, including the timing of construction activities and anticipated impacts to be identified along with relevant contact details.
Project notification cards	Project notification cards will provide key information on specific upcoming works.	CCLR and/or Contractor	Landowners, community, and stakeholders.	As required for the project duration.	
Notification Letterbox Drops / Emails	Project notifications would be provided to specific receivers identified as being potentially affected by construction. This may be undertaken in tandem with door knocking.	CCLR and/or Contractor	Landowners and occupiers of the immediate area.	As required for the project duration.	Letterbox drop/email distribution details to be recorded in the Consultation Register.
Text Message and Email Alerts	Text messages and emails providing prompt updates.	CCLR and/or Contractor	Landowners and occupiers of the immediate area.	As required for the project duration.	Text Messages and email alerts will provide important information at short notice to potentially affected receivers where consent has been



Tool/ Technique	Description	Responsibility	Audience	Frequency/ timing	Specifications
					granted to utilise contact detail for this purpose.
Email and phone	Where agreed to by the stakeholder and contact details provided, contact will be 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 stakeholder's consent, contact details will be used to provide project notifications or further contact to respond to query or complaint. Recorded contact details are to be kept private and used exclusively for the purpose of consultation on the Project.
Project Site Signage	Project information details.	CCLR and/or Contractor	Visitors to the site, landowners, and community in the immediate area.	Prior to and during construction.	Contain project contact points, along with project timing and relevant project and safety information.
Project Contact Points	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 and email to be included on site signage, 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.	Contractor's Project Manager / Site Supervisor	Staff and visitors to the site.	Project duration.	Induction training can be used as a means to communicate community engagement and complaints handling requirements and procedures relating to this Plan.
Toolbox and Prestart Meetings	Project information details.	Site Manager and Contractor's Project Manager.	Staff and visitors to the site.	Project duration.	As required, toolbox and pre start meetings can be used to ensure all staff and contractors are aware of external and internal communications procedures a



Tool/ Technique	Description	Responsibility	Audience	Frequency/ timing	Specifications
		CCLR to provide inputs as necessary.			current community concerns and/or issues.
Record of Contact	Recording all landowners, community, and stakeholder one-to-one conversations.	CCLR, LOG-E representatives and Contractor	Landowners, community, and stakeholders.	Project duration.	The Record of Contact form will be used to capture all face-to-face interactions and will be used to inform the consultation register.
Consultation 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 register will be continually updated to record community engagement, including information provided by LOG-E representative and contractors, feedback received, and remedial action undertaken where required.



3.2 Project specific contact points

The following project contact points are to be provided on all project specific collateral and communications, including site signage and notifications.

Contact	MAIU and AARU Community Consultation Liaison Representative
Name/s	The Community Consultation and Liaison Representative role will be managed by the following team: <ul style="list-style-type: none"> • Esther Diffey – Technical Director +61 423 686 002 • Stephanie Skordas – Senior Consultant +61 434 279 633
Email	info@mamrealdingtonupgrades.com.au
Phone	1800 960 071
Website	mamrealdingtonupgrades.com The website's backend will be handled by SRL and the subcontracted web developer. <ul style="list-style-type: none"> • Esther Diffey – Technical Director +61 423 686 002 • Stephanie Skordas – Senior Consultant +61 434 279 633

Enquiries or complaints may also be received by a range of other channels and escalated via email, phone or in person to LOG-E including, but not limited to:

- Elected representatives.
- Penrith City Council offices and call centres.
- TfNSW offices and call centres.
- in-person during meetings or door knocks, or when a member of the public approaches the workforce directly.

All enquiries and complaints, received directly via the project specific contact points or in person, or indirectly via other channels where the complaint has been reported and/or escalated to LOG-E will be recorded in the Consultation Register (**Appendix E**).

3.3 Notification procedures

Notifications will be the key channel for effectively informing landowners, the community, and key stakeholders of works through the duration of the Project.

The notification requirements outlined in **Table 5** and **Table 6** will ensure all notifications are distributed by the contractor and received by the community within a suitable timeframe relevant to the impact, including all activities prior to and during construction. All notifications will be drafted by the CCLR and must be submitted to Log-E for approval at least 3 business days prior to contractor distribution.

Table 7: Notification requirements prior to construction

Project activity	Notification to be provided
Commencement of construction activities	At least 4 weeks prior to commencement
Rescheduling or completion of construction activities	At least 2 weeks prior to completions and 2 business days' notice for rescheduling



Major changes to configuration of road traffic, including speed, lane closures, temporary public transport impacts etc.	At least 2 weeks
Impacts on pedestrians and/or bicyclists	At least 2 weeks
Alteration to property access arrangements	At least 2 weeks
Commencement or rescheduling of property adjustment work	At least 2 weeks
Other activities not identified above which may impact the community	At least 2 business days
Night works and out of hours works	At least 2 business days

Table 8: Notification requirements during construction

Notification Type	Submission to LOG-E	Distribution
Out of Hours Works	Draft a notification letter at least 5 business days prior to the works being carried out	At least 2 business days prior to the works being carried out
Significant change in project schedule	Draft a notification letter at least 5 business days prior to the works being carried out	At least 2 business days prior to the works being carried out
Traffic Conditions	Draft letter at least 10 business days prior to the traffic conditions changing	At least 5 business days prior to the traffic conditions changing if deemed necessary by LOG-E
Individual private properties regarding property impacts or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 2 weeks prior to the works being carried out of access changes
Individual businesses regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 2 weeks prior to the works being carried out of access changes

3.3.1 Traffic management

- Site specific Traffic Management Plans (TMP) will be developed for each project stage.
- LOG-E contractors are to communicate any changes to road closures, driveway impacts or detours with the CCLR at least 14 days in advance to allow for collateral preparation, communication activities and liaison with internal and external stakeholders.
- LOG-E will proactively engage with landowners and key stakeholders, including the MRPWG, Council, TfNSW and DPHI for traffic changes and/or temporary or partial road closures. Consultation will also include liaison with local emergency services if required.

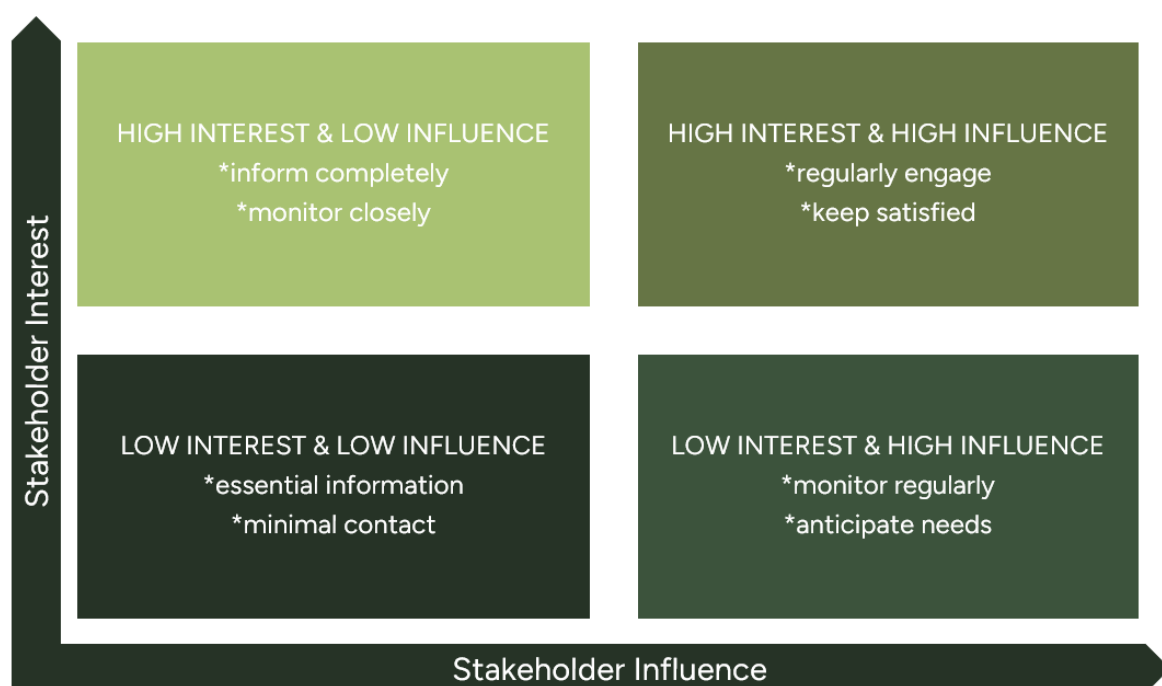


4.0 Stakeholders

Stakeholders refer to any person or group of persons who have an interest or can affect/be affected by an issue or decision. The Project covers a diverse range of stakeholders with varying levels of interest, influence, power, or impact relative to any issue. The level of influence/interest of a stakeholder group should be a consideration in shaping their level of participation in engagement, timing of engagement and the subsequent methodology for engagement.

The interest/influence matrix shown in **Figure 6** categorises stakeholders based on their level of interest in the project, and their level of influence or power to affect the project’s outcomes. The matrix supports the prioritisation of engagement efforts and the development of appropriate strategies for managing and communicating with stakeholders.

Figure 6. Interest/Influence Matrix for Stakeholder Prioritisation



4.1 Key stakeholders

The key stakeholders previously engaged and likely to require ongoing consultation, notification and or likely to raise comment or complaint during the construction of the Project include (but are not limited to):

- Penrith City Council.
- Mamre Road Precinct Working Group.
- NSW Department of Planning, Housing & Infrastructure (DPHI).
- NSW Department of Planning, Housing and Infrastructure (Central Western)
- NSW Environment and Heritage Group.
- Fire and Rescue NSW.
- Heritage Council of NSW.
- NSW Rural Fire Service.
- Fairfield and Blacktown City Council.
- NSW Department of Primary Industries (Land and Fisheries).



- Green and Resilient Places, Biodiversity Planning, Environment and Science teams).
- Freight Hub - Transport for NSW
- NSW Government Water.
- NSW Department of Natural Resources Access Regulator (NRAR).
- Sydney Water.
- Western Sydney Airport Corporation.
- Airport Operator.
- Endeavour Energy.
- WaterNSW.
- Bakers Lane School
- NSW Department of Primary Industries (Agricultural).
- Environmental Protection Authority (EPA).
- TransGrid.
- Derubbin Local Aboriginal Land Council.
- Environment, Energy and Science Group (EES).
- Western Sydney Planning Partnership (WSPP).
- Directly impacted landowners and sensitive receivers.
- Surrounding local businesses and broader community.
- Media bodies.
- Other Interested Parties.

A more detailed stakeholder analysis, including their anticipated interests, level or interest/influence and required level of engagement is included in **Appendix A**.

4.2 Directly impacted landowners

Properties and landowners directly impacted by the project are provided in **Appendix C**. Properties highlighted in red are landowners who have either:

- Objected to the road upgrade and an interim arrangement is proposed.
- Are expected to object to the road upgrade and an interim arrangement will be required.
- Are physically impacted by the road upgrade (unavoidable) and consent is required before construction can commence.

5.0 Potential Risks and Mitigations

LOG-E are committed to ongoing proactive consultation with the community and stakeholders while understanding the importance of addressing potential issues and reviewing methodologies to reduce construction and operational related impacts, where possible. **Table 7** outlines 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 LOG-E representatives and contractors 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 Project Construction Environmental Management Plan (CEMP) provides the management and mitigation measures to address those matters.



Table 9: Potential Risks and Mitigations

Potential issues	Potential key impacts	Proposed mitigation strategy
Project acceptance not achieved from directly impacted landowners, stakeholders, or broader community	Needs of property owners with access/acquisition requirements are at conflict with broader project needs and priorities. Consent is not achieved from landowners. Complaints resulting in project delays, change to scope of works and negative media attention.	Provide opportunity for property owners to discuss concerns and priorities. Provide transparency/communicate impacts, outcomes and next steps of project progression in accordance with Section 3 of this CCCHP.
Noise, Vibration, and Air Quality	High traffic volumes due the amount on concurrent construction activity in the MRP. 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.	Sensitive receivers and affected stakeholders will be informed prior to actions likely to generate high levels of noise or vibration in accordance with Section 3 of this CCCHP. 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.
Construction Traffic	Additionally, construction activities will take place within the road reserve, which is expected to have a notable impact on local traffic. Further, A temporary increase in traffic movements is anticipated due to the import of materials, the transportation of construction machinery to and from the site, and the movement of workers' light vehicles.	All key stakeholders will be informed of changed traffic conditions via an initial project letter prior to construction and kept updated (as required). The CEMP and supporting Construction Traffic Management Plan will also identify specific mechanisms to manage and mitigate these impacts including the development.
Stormwater, Sediment Control, Erosion, Water Quality	High rainfall events could result in localised flooding.	Surrounding sensitive receivers will be consulted with in relation to adjacent



Potential issues	Potential key impacts	Proposed mitigation strategy
	<p>Construction could result in impacts to local water quality, associated with sediment laden runoff.</p>	<p>works regarding erosion and water quality issues, with these items discussed as they arise via the construction phone line, in accordance with Section 3 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.</p>
<p>Waste Management</p>	<p>Earthworks, demolition, and construction waste present at the site during works.</p>	<p>The CEMP and supporting Waste Management Plan identify specific mechanisms to manage and mitigate these impacts.</p>
<p>Removal of Flora and Fauna</p>	<p>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.</p>	<p>Potentially affected receivers would be advised of works with the potential for impact via letter box drop and phone contact.</p> <p>(If appropriate) and with these items discussed as they arise via the Project contact points, in accordance with Section 3 of this Strategy.</p> <p>The CEMP, along with the supporting Flora and Fauna Management Plan identify specific mechanisms to manage and mitigate these impacts.</p>
<p>Visual Amenity and Privacy</p>	<p>Visual impacts of earthwork and construction activities, along with potential impacts on the privacy of adjacent sensitive receivers.</p>	<p>Potentially affected receivers would be advised of works with the potential for impact via letter box drop and phone contact.</p> <p>(If appropriate) and with these items discussed as they arise via the Project contact points in accordance with Section 3 of this Strategy.</p>



Potential issues	Potential key impacts	Proposed mitigation 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.	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 3 of this Strategy and in accordance with the Construction Noise and Vibration Management Plan (CNVMP).
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.
Misinformation and Misunderstanding	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. 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.	This CCSCHP includes measures in Section 3 to provide regular updates in plain English, supported by imagery to stakeholders and the wider community through public and private media. The Project contact points will be provided on site signage and in all information issued.
Emergency Event	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.	This CCSCHP includes measures in Section 3 to provide updates in emergency events, with the CEMP identifying specific mechanisms to manage and mitigate these impacts from an environmental management perspective.

6.0 Enquiry and Complaint Procedures

LOG-E are committed to the timely and effective management of enquiries and complaints relating to the Project. The following protocols and procedures must be adhered to by all



LOG-E representatives and contractors to enable the receipt, recording and resolution of enquiries and complaints in a consistent and timely manner appropriate to the issues raised.

6.1 Key messages and frequently asked questions

As the project progresses, project key messaging should be reviewed and updated as new information becomes available. Issues raised or enquires made, generally illustrate a need for more information on a specific topic such as the project schedule and/or anticipated construction activities including traffic management, noise, dust, or similar. Frequently asked questions can be developed to support key messaged and provide additional information. Current key messages are found in **Appendix B**.

6.2 Phone call, email enquiries and website

The following outlines the procedures and protocols for managing enquiries via the public email **info@mamrealdingtonupgrades.com.au** or phone line **1800 960 071**. Both of these channels will be managed by the CCLR in the first instance, with contributions from specialists or the broader team as required. These contact details will also be available on the website at **mamrealdingtonupgrades.com**

6.2.1 Email

The public enquiry email address is: **info@mamrealdingtonupgrades.com.au**

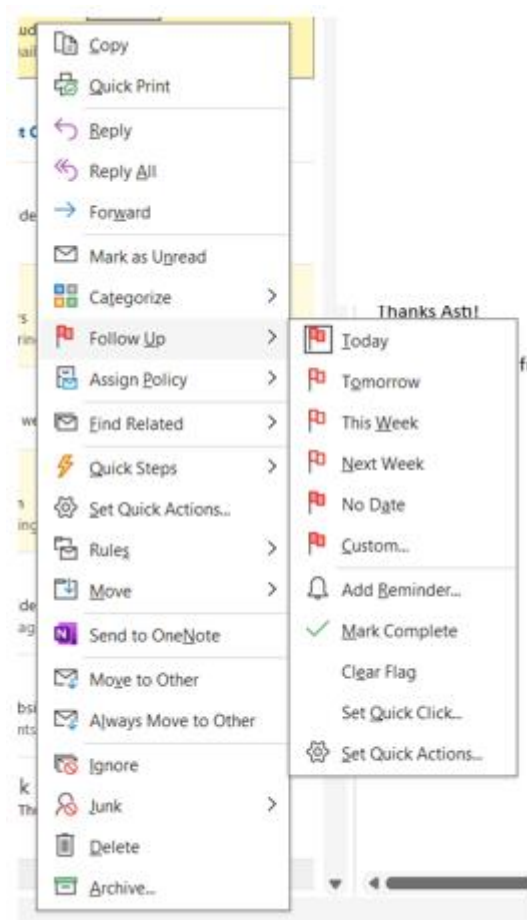
This account will be consistently monitored during business hours. Every email sent to this address will receive an automatic acknowledgment confirming receipt and a commitment to respond within a designated timeframe, usually between 2 to 5 business days if a reply is required. The CCLR will check the inbox daily and notify the project team of any complaints received. All responses to public emails should be issued via the project email account.

Email protocols

The following outlines the process for emails received via the public enquiry address.

1. Incoming emails receive automated response acknowledging receipt and committing to response within two business days (where a response if required)
2. Email account is checked at least three times per day (morning, midday, afternoon)
3. All junk and spam emails will be deleted
4. All new legitimate emails are opened and recorded in the consultation database
5. Emails not requiring a response are marked as complete (right click, follow up, green tick)





6. Emails requiring response that can be provided through established messaging or FAQs will be replied within 2 business days.
 - a) Ensuring that email reply is captured in the consultation database and event closed out
 - b) Marked as complete
7. Emails requiring additional information or response from a third party (technical specialists etc) will be marked with a red flag:
 - a) Project team member will reply to email to acknowledge receipt and provide progress update to sender
 - b) Forward email to relevant team member/specialist requesting confirmation of receipt and estimated response timeframe
 - c) Record email and assign actions in the consultation database
 - d) Compile response and reply to sender via project email account OR follow up with phone call or direct email where further discussion is required.

6.2.2 Phone enquiry line

The toll-free public enquiry phone line is: **1800 960 071**, calls to this line will be managed by the CCLR. Calls not answered will be forwarded to a message bank and callers will hear a recorded messages acknowledging receipt and committing to a response time frame – typically **1 business day**.

Callers will then be asked to record a message including any relevant information and contact details.

1.1.1.1 Phone protocol

The following outlines the process for emails received via the public enquiry address.



1. Nominated team member to record call in consultation database
 - a) Close out entry where no response is required
2. Where a response is required and can be provided using approved messaging, the nominated team member will return the call using their direct line
 - a) Record enquiry and response in consultation database
3. Where a response requires additional information or contribution from a third party. The nominated team member will:
 - a) Forward the enquiry to the relevant team member/specialist and seek confirmation of receipt and an estimated response timeframe
 - b) Provide an update to the caller including estimated response time
 - c) Record enquiry and actions in the consultation database.

6.2.3 Project website

The project website, mamrealdingtonupgrades.com, has been launched to keep the community informed and engaged. Access to the latest project updates, as well as project contact details, including the email address and phone number, can be accessed. This platform ensures that everyone can stay up to date with the project's progress and have a direct line of communication with the team.

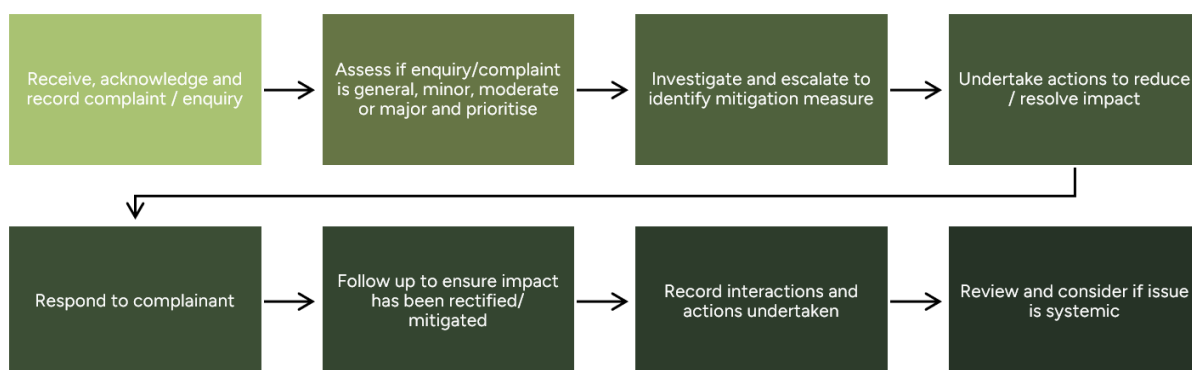
6.2.4 Postal address for receiving complaints

A postal address for receiving enquiries and feedback on the project can be received via the Australian postal services at Level 11, **176 Wellington Parade, East Melbourne, Victoria 3002**. Any mail sent to this address will be responded to upon receipt, typically within 2 to 5 business days, if a reply is deemed required. The CCLR will inform the project team of any post received. All responses to public correspondence will be issued using LOG-E formatted letters.

6.3 Complaints and enquiries handling

Complaints and enquiries are anticipated from neighbouring landowners, local community, and key stakeholders once engagement commences and during works on site. As multiple developments and construction activities progress in the area, it is assumed the Project will receive complaints in association with other works. Key to managing community expectations will be through provision of timely project information, identification of complaint source and applying appropriate mitigations to resolve the impact (if required). Some enquiries and complaints may be one-off occurrences and others may require keeping track of multiple emails or issues related to the one stakeholder.

Figure 7. Complaints and enquiries handling procedure



6.3.1 Receiving and recording complaints and enquiries

Where a general enquiry is received, the CCLR or responsible party will attempt to provide an immediate response, if in possession of relevant information, in person or via phone/email. Where more specific or detailed information is required, the CCLR or responsible party will liaise with the project manager or relevant project engineer/site supervisor to obtain the information required to respond to the enquiry and provide this information to the enquiring party once in hand within 24 hours.

In the event of a complaint, the CCLR or responsible party will assess whether the complaint is minor, moderate, or major and if necessary, delegate the remediation of the issue to the project manager or relevant project engineer/site supervisor for action. The CCLR or responsible party will oversee the rectification of the issue and respond to the complainant once the issue has been resolved (within 24 hours for minor complaints, 48 hours for moderate complaints and within five business days for major complaints).

Where a complaint or enquiry cannot be responded to immediately the responsible party 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 five business days.

Where the above protocol is unsuccessful in resolving complaints, mediation may be undertaken at the discretion of LOG-E to facilitate negotiation between affected parties. This shall be performed by an independent person (mediator) appointed by LOG-E.

All general enquiries and complaints must be recorded in the complaints and enquiries database to be included in weekly and monthly reports.

6.3.2 Dispute resolution procedure

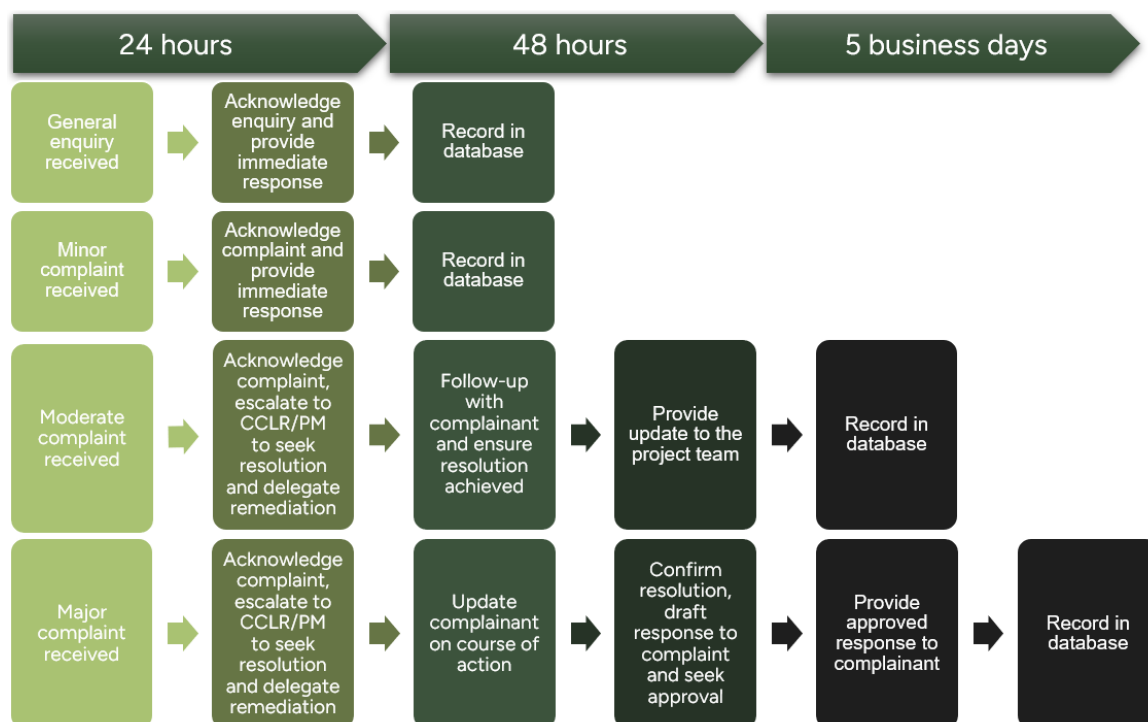
Where a dispute has been raised, it will be received by the Community and Client Liaison Representative (CCLR) or designated project member. Complaints will be categorised as minor, moderate, or major. Minor complaints will be resolved within 24 hours, moderate complaints within 48 hours, and major complaints within five business days.

If a complaint cannot be resolved at the initial stage or involves significant environmental concerns, it will be escalated to the Environmental Representative (ER). The ER will review the complaint, assess the environmental impact, and recommend necessary corrective actions in line with Condition A35. The ER also monitors the Construction Environmental Management Plan (CEMP) to ensure compliance.

All complaints will be logged in a database for reporting, with the ER preparing quarterly updates for the Planning Secretary, summarising complaint management and resolution.



Figure 8. Receiving and recording enquiries and complaints



6.3.3 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 support team’s health, safety, resourcing or equity of service, LOG-E shall adhere to the procedures and practices outlined within the NSW Ombudsman’s *“Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition”*.

6.3.4 Media enquiries and events

All LOG-E representatives and contractors working on the Project must not provide any information or comment regarding the Project to any media or political representatives. If approached or contacted, it is important to remain polite and courteous, record the person’s contact details including their name and number and report the activity immediately to the project’s CCLR.

6.4 Engagement feedback and data management

A record of contact form (**Appendix D**) and consultation register (**Appendix E**) will be used to record all interactions, noting the types of issues being raised, contact details and action required. When recording contact the following will be undertaken:

- Advise the person you will be taking notes to ensure their query can be passed on to the project team to address.



- Check with the person, that you have understood their query or comments.
- Confirm that the contact details are correct.
- The contact should be recorded as soon as possible and reported to the CCLR as soon as practical.
- Any unfavourable contact (complaints, aggression, threats) must be reported immediately to the site supervisor and CCLR to escalate.

The consultation register will be used to record, track, and manage issues and will aid in feedback of engagement outcomes to project team members and key stakeholders. The consultation register must 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.
- If no action was taken, the reasons why no action was taken.

Complaints will be provided to the Environmental Representative (ER) daily, in accordance with Condition A36, and reported to DPHI monthly through the ER Report, in line with Condition A35.

7.0 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 CCSCHP undertaken to formalise these incremental improvements.

The CCLR will record all external stakeholder and community interaction for the Project using a consultation database (spreadsheet or CRM platform).

It is important that this platform is updated following engagement activities to ensure interactions, feedback and outcomes can be adequately monitored and reported. This assists in maintaining the principles of transparency, accountability and responsiveness and to manage engagement and Project risk.

LOG-E will monitor the following to inform periodic evaluation of consultation:

- 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



- 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**.

Table 10: 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.	Performance for complaints will be based on construction activities and their relative avoidable or unavoidable impact e.g. day works; vs nights works and crew behaviour (avoidable) vs land closures (unavoidable).	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
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



7.1 Reporting

A monthly community and stakeholder consultation summary will be prepared by the CCLR and included in the ER report, which will be submitted to DPHI, and will cover the following:

- 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.

7.2 Evaluation

Where performance criteria are not being satisfied, review of this strategy and its implementation will be undertaken by LOG-E and 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.

8.0 References

International Association for Public Participation (IAP2) 2015 *Quality Assurance Standard for Community and Stakeholder Engagement*, viewed 31 January 2024, Available: International Association for Public Participation Australasia, [IAP2_Quality+Assurance+Standard.pdf \(iap2content.s3-ap-southeast-2.amazonaws.com\)](https://iap2content.s3-ap-southeast-2.amazonaws.com/IAP2_Quality+Assurance+Standard.pdf)

IAP2 2014, *Public Participation Spectrum*, viewed 31 January 2024, Available: International Association for Public Participation Australasia, [IAP2_Public_Participation_Spectrum.pdf](https://iap2content.s3-ap-southeast-2.amazonaws.com/IAP2_Public_Participation_Spectrum.pdf)

NSW Ombudsman (2012) *Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition*.



Appendix A Stakeholders

Community Consultation Strategy and Complaints Handling Procedure

**Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade
(Phase 1 and Phase 2)**

Land Owners Group – East

SLR Project No.: 630.031625.00001

28 May 2025

Stakeholders Analysis

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
Mamre Road Precinct Working Group	— SLR Consulting	TBC	Consult and coordinate construction works within the MRP to assist with managing and mitigating potential cumulative environmental impacts.	<ul style="list-style-type: none"> — Engagement with agencies regarding the Mamre Road Precinct — Opportunities to collate work program communications — Cumulative impact on broader community and neighbouring landowners — Project timing/delivery/impacts. 	High	High	Collaborate
Local Government, Councillors and Representatives	— Penrith City Council. Contact Information: Phone: (02) 4732 7777 Email: council@penrith.city Website: www.penrithcity.nsw.gov.au	Mayor Todd Carney and relevant Council department stakeholders	Represent local communities as elected officials and ensure local government laws and regulations are observed.	<ul style="list-style-type: none"> — Concern with Project timing/delivery — Maintaining reputation and promoting Council — Advocating for constituents to ensure mutually beneficial outcomes — Precinct activation, accessibility, and connectivity — Economic development of Western Sydney — Keep regularly informed on project/community updates and environmental issues management — Environmental considerations such as noise, air quality, contamination, and waste management. 	High	High	Consult
Government Departments, Agencies and Service Providers	— SW Department of Planning, Housing & Infrastructure (DPHI) Contact Information: Phone: 1300 305 695 Email: information@planning.nsw.gov.au Website: www.dpie.nsw.gov.au/home — NSW Department of Planning and Environment (Central Western, Green and Resilient Places, Biodiversity Planning, Environment and Science teams) Contact: Phone: 1300 305 695 Email: information@planning.nsw.gov.au Website: planning.nsw.gov.au	Key stakeholders identified within each department, agency, and service provider.	Maximise development opportunities and services to the community. Ensure the Project meets legislative and/or operative requirements and meets organisational needs.	<ul style="list-style-type: none"> — Interest in Project delivery including timing, impacts, communications, contact points etc. — Maintenance of service connections and opportunities to upgrade service networks in concurrence with project works — Traffic management and safety management plans — Regulatory approvals — potholing and service location 	High	High	Consult

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
	<ul style="list-style-type: none"> — Transport for NSW (Freight and Road) Contact: <ul style="list-style-type: none"> • Phone: 13 22 13 • Website: transport.nsw.gov.au — NSW Department of Natural Resources Access Regulator (NRAR) Contact: Phone: 1800 633 362 Email: nrar.enquiries@nrar.nsw.gov.au Website: nrar.nsw.gov.au — Sydney Water Contact: Phone: 13 20 92 Website: sydneywater.com.au — Western Sydney Airport Corporation Contact: Address: Western Sydney International Airport Experience Centre 100 Eaton Rd, Luddenham NSW 2745 Phone: 1800 972 972 Email: info@wsaco.com.au — Airport Operator Contact: Email: info@wsaco.com.au Phone: 1800 972 972 Mailing Address: Western Sydney Airport PO Box 397 Liverpool NSW 1871 — Endeavour Energy Contact: Email Address: enquiries@endeavourenergy.com.au Phone Number: 133 718 Postal Address: PO Box 6366 Blacktown NSW 2148 — WaterNSW Contact: Phone: 1300 662 077 Email: enquiries@waternsw.com.au Website: waternsw.com.au — Western Sydney Planning Partnership (WSPP) Contact: Email: engagement@ppo.nsw.gov.au Website: https://theparks.nsw.gov.au/wspp/ — NSW Government Water Contact: Phone: 1300 081 047 			<ul style="list-style-type: none"> — Opportunities for future connections, including public transport — Vision for Western Sydney — Accessibility and connectivity during construction for pedestrians, traffic, and public transport users — Improved congestion, safety, efficiency, and access along Mamre road for emergency services — Impact to local Fauna and Flora and mitigations — Impact to the Kemps Creek community and the community consultation strategy and complaints handling procedure. 			

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
	<p>Email: water.enquiries@dpie.nsw.gov.au Postal Address: Locked Bag 5022 Parramatta NSW 2124 Website: water.dpie.nsw.gov.au</p> <p>— NSW Environment and Heritage Group Contact: Phone: 300 361 967 (within NSW) or (02) 9995 5550 (outside NSW) Email: info@environment.nsw.gov.au</p> <p>— Fire and Rescue NSW Bonnyrigg Heights Fire Station (Station 78) Contact: Address: 70 Gloucester Street, Bonnyrigg Heights NSW 2177 Phone: (02) 9823 4844</p> <p>— Ambulance NSW Address: 145 Bringelly Rd, Leppington NSW 2179 Phone: (02) 9320 777 Email: feedback@ambulance.nsw.gov.au</p> <p>— Heritage Council of NSW Contact: Phone: (02) 9873 8500 Email: heritagemailbox@environment.nsw.gov.au Postal Address: Locked Bag 5020 Parramatta NSW 2124</p> <p>— NSW Rural Fire Service — Middleton Rural Fire Brigade Contact: — Address: Lot 1 Twenty Seventh Ave, West Hoxton NSW 2171 — Phone: (02) 8741 5555 — Email: info@rfs.nsw.gov.au</p> <p>— NSW Department of Primary Industries (Land and Fisheries) Contact: Phone: (02) 6391 3100 Website: www.dpi.nsw.gov.au</p> <p>— NSW Department of Primary Industries – Agricultural Contact: Phone: (02) 6391 3100 Website: www.dpi.nsw.gov.au</p> <p>— Environmental Protection Authority (EPA) Contact: Phone: 131 555 (within NSW) or (02) 9995 5555 (outside NSW) Email: info@epa.nsw.gov.au</p>						

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement	
	Postal Address: Locked Bag 5022 Parramatta NSW 212 — TransGrid Contact: Address: 180 Thomas Street, Sydney NSW 2000 Phone: +61 2 9284 300 Email: community@transgrid.com.au — Environment, Energy and Science Group (EES) Contact: Phone: (02) 9995 5000 Email: info@environment.nsw.gov.au							
Mamre Road Precinct	— Frasers/Barings: The Yards — Mirvac: Aspect Industrial Estate — ESR: Westlink Industry Park — Frasers: The Edge Estate — Fife/Stockland: 200 Aldington Road — Barings: Access Logistics Park — GPT: Yiribana Estate	Developers, tenants, and employees	Continuity of planned development and business operations	<ul style="list-style-type: none"> — Interest in Project delivery including timing, impacts, communications, contact points etc. — Accessibility and connectivity during road upgrade works — Proposed mitigation measures, including but not limited to dust suppression, erosion, and sediment control, working hours, revegetation etc. — Community engagement activities and complaints handling procedure. 	High	Medium	Consult	
Near neighbours	<ul style="list-style-type: none"> — 1016 Mamre Road — 285 Aldington Road — 287 Aldington Road — 269 Aldington Road — 253 Aldington Road — 235 Aldington Road — 219 Aldington Road — 201 Aldington Road — 199 Aldington Road — 183 Aldington Road — 169 Aldington Road — 155 Aldington Road — 141 Aldington Road — 129 Aldington Road — 113 Aldington Road — 99 Aldington Road — 290-308 Aldington Rd — 284 Aldington Road — 282A Aldington Road — 272 Aldington Road — 258 Aldington Road — 244 Aldington Road 	Private landowner/s and/or tenants directly impacted	Represent land ownership and organisation/ community interest	<ul style="list-style-type: none"> — Property impacts, including access — Interest in Project delivery including timing, impacts, communications, contact points etc. — Project contact points — Construction impacts including, but not limited to noise, dust, vibration, traffic changes, visual amenity, tree, and vegetation removal etc. — Cumulative traffic impacts, during and post construction — Proposed mitigation measures, including but not limited to dust suppression, erosion, and sediment control, working hours, revegetation etc. 	High	Medium	Consult	

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
	<ul style="list-style-type: none"> — 230 Aldington Road — 106-228 Aldington Road — 74-104 Aldington Road 			<ul style="list-style-type: none"> — Construction fatigue and reduced acceptance of cumulative impacts. 			
Directly impacted sensitive receivers	<ul style="list-style-type: none"> — 1080 Mamre Road — 1066 Mamre Road — 1050 Mamre Road — 1030 Mamre Road — 53A Aldington Road — 63 Abbots Road — 59 Abbots Road — 54-72 Aldington Road — 20 Aldington Road 						
Heavy vehicle industry, operators, and drivers	<ul style="list-style-type: none"> — National Heavy Vehicle Regulator Contact: Phone: 13 NHVR (13 64 87) Email: info@nhvr.gov.au Website: www.nhvr.gov.au — Austroads — Road Freight NSW — Australian Logistics Council 	Key stakeholders and members	Represent transport agencies and advocate for the supply chain / logistics industry and trucking operators	<ul style="list-style-type: none"> — Heavy vehicle road safety — Design meets heavy vehicle requirements and distributor road requirements — Interest in Project delivery, including timing and construction impacts — Project contact points — Impact on haulage route, including travel times and speed reductions — Reduction in vehicle operating costs for freight. 	Medium	Medium	Consult

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
Traditional Owners	— Derubbin Local Aboriginal Land Council	Chair: Athol Smith Board members: - Maisie Cavanagh - Suzanne Ingram - Graham Davis-King	Ensure the preservation of Aboriginal land rights and ensure ongoing cultural connections to land and community.	<ul style="list-style-type: none"> — Cultural Heritage and areas of cultural significance including archaeological sites — Early and ongoing engagement — Interest in Project delivery including timing, impacts, communications, contact points etc. 	Medium	High	Consult
	— Cabrogal people of the Gandangara Nation	Elders and Traditional Owners					
	— Guntawang Aboriginal Women's Group	Founder / president: Wendy Morgan					
Broader Community	Businesses within the immediate project area	Businesses and developers along Mamre Road, Abbots Road, Aldington Road, Barkers Lane	Continuity of normal business operations	<ul style="list-style-type: none"> — Interest in Project delivery including timing, impacts, communications, contact points etc. — Access to properties and businesses is maintained — Interest in project benefits — Road design, including Mamre Abbots interchange and cycleway / pedestrian / public transport treatments — Concern with construction and potential impacts on business activities — Traffic management and safety management plans — Accessibility and connectivity. 	Medium	Low	Inform
	Community service providers, including education and healthcare	Mamre Anglican School	Represent community interest				
		Little Smarties Early Learning Centre					
		Emmaus Catholic College					
		Catholic Healthcare Emmaus Retirement					
		Trinity Catholic Primary School					
		Kemps Creek Public School					
	Local community facilities and groups	Kemps Creek Sporting and Bowling Club					
		Penrith Landcare and Bushcare					
		Penrith and Hawkesbury Environmental Educators					
Kemps Creek & Surrounding Areas Community Notice Playgroup – Kemps Creek							

Stakeholder Group	Organisation/ Department	Stakeholder/s	Role	Potential Interests/Concerns	Level of Interest	Level of Influence	Level of Engagement
		Protect Penrith Action Group					
Media bodies	Local and Metropolitan Newspapers/E-News, Television and Radio	Penrith Press	Inform community, provide local coverage of events, entertain, and engage audiences.	— Newsworthy detail of project milestones and events community updates and events, potential project impacts and community support of the project.	Medium	Medium	Inform
		The Western Weekender					
		WowFM					
		2GLF Community Radio					
		9News					
		ABC News NSW					
		7News					
		SBS Australia					
		Channel 10 News					

Appendix B Key messages

Community Consultation Strategy and Complaints Handling Procedure

**Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade
(Phase 1 and Phase 2)**

Land Owners Group – East

SLR Project No.: 630.031625.00001

28 May 2025

Key messages

Project information

- Construction is currently underway on several industrial and logistic estates within the Mamre Road Precinct and construction activities will soon commence to upgrade the existing Aldington Road and Abbots Road corridor as well as the Mamre Road / Abbots Road intersection.
- Once complete, the road upgrades will improve road safety, efficiency, and capacity, enhance active and public transport connectivity, and support industrial redevelopment through the application of Distributor Road Requirements.

LOG-E

- Three developments with significant land holdings in the Mamre Road Precinct will utilise the Mamre Road / Abbots Road intersection to access Abbots and Aldington Roads. These landowners make up the Land Owners Group - East and include ESR, Frasers and Fife/Stockland. All other developments will utilise alternate intersections along Mamre Road.

Project delivery

- The project will be delivered in three consecutive stages, known as:
 - Mamre / Abbots Road Intersection Upgrade
 - Aldington and Abbots Road Upgrade, Phase 1
 - Aldington and Abbots Road Upgrade, Phase 2
- Construction will commence from September 2024 and the works will be delivered by [subcontractor]. It is anticipated the project will take up to 24 months to complete, weather and site conditions permitting.
- Construction **activities** will mostly take place during the day, between 7.00am and 6.00pm, Monday to Friday and 8.00am and 1.00pm on Saturdays. In some instances, night works and out of hours works may be necessary to facilitate activities requiring road and lane closures. The community will be notified in advance of these works. There will be no work outside of these approved working hours, including Sundays or public holidays.

Construction impacts

- During construction, nearby residents and business will experience an increase in vehicle movements in the area, noise and dust from heavy machinery and minor vibration and changes to traffic conditions.
- Traffic control will be in place to manage the changed traffic conditions along Mamre Road, Aldington Road and Abbots Road, including the flow of traffic to ensure the safety of road users, community, and construction workers and to maintain local access.
- Site signage, safety fencing and barriers will be installed around all work sites. Please take care and observe all signposting, speed limits and any direction given by Traffic Controllers.

Construction mitigations

- LOG-E are committed to minimising construction impacts to the extent possible, including managing noise and dust at the source, utilising traffic control and reviewing work methods as required.

Restoration activities

- All work area's will be restored as close to original condition as possible. Additional landscaping will ensure the above ground components blend with the existing environment as much as possible.

Project benefits

- Enhanced connectivity, with improved pedestrian and cycling connectivity along Mamre Road.
- Facilitating industrial growth, by meeting Distributor Road Requirements, the project supports industrial redevelopment, enhancing regional economic prospects and infrastructure.
- Improved road safety and efficiency, the Project will significantly improve road safety, efficiency, and capacity along Mamre Road, ensuring smoother traffic flow and reducing congestion.
- Future-proofing infrastructure, by road widening to two lanes in each direction, with provisions for future expansion to six lanes, anticipates and accommodates future growth and increased traffic demands.
- Provision of new local connections, through introducing three new signalised intersections on Aldington Road will create vital local road connections, facilitating future community development and enhancing accessibility.
- Supporting the development of the Western Sydney Growth Area, fostering sustainable urban expansion and enhancing regional connectivity.

Appendix C Landholder and key stakeholder register

Community Consultation Strategy and Complaints Handling Procedure

**Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade
(Phase 1 and Phase 2)**

Land Owners Group – East

SLR Project No.: 630.031625.00001

28 May 2025

Location	Lot /DP	Address	Fronting (Phase)	Land Use	Future developer	SSD or DA #	NOTES	Current Land Owner
East of Mamre	Lot 6 DP25002	1080-1094 Mamre Road	MAIU	Dwellings	Gibb Group	NA	No physical impact.	Gibb Group
East of Mamre	Lot 5 DP25002	1066 Mamre Road	MAIU	Dwellings	N\A	N/A	No physical impact.	-
East of Mamre	Lot 114 DP1296469	1050 Mamre Road	MAIU	Construction site	ESR	SSD33516329	LOG-E controlled land	ESR
East of Mamre	Lot 115 DP1296469	1030-1048 Mamre Road	MAIU	Construction site	ESR	SSD33516329	LOG-E controlled land	ESR
East of Mamre/South Abbotts	Lot 2 DP25002	1016-1028 Mamre Road	MAIU and AARU Phase 1	Dwellings	N/A	N/A	Unresponsive to all mediums of communication from developers and authorities (TfNSW, PCC and Sydney Water). Interim road width to be constructed to avoid impact/acquisition.	-
East of Mamre / North Abbotts	Lot 10 DP1296455	285 Aldington Road	MAIU AARU Phase 1 AARU Phase 2	Demolished Dwelling	ESR	NA	LOG-E Controlled Land. Note, was formerly Lot 1 DP25002, but was subdivided and lot 10 portion sold to ESR.	ESR
East of Mamre / North Abbotts	Lot 11 DP1296455	1 Abbotts Road	AARU Phase 1 AARU Phase 2	dwelling	N/A	NA	Not to be impacted, interim road width to be constructed to avoid impact/acquisition.. Note, was formerly Lot 1 DP25002, but was subdivided and lot 10 portion sold to ESR.	-
East of Mamre/West Aldington	Lot 8 DP253503	269 Aldington Road	AARU Phase 2	Dwelling	N/A	N/A	Expected to consent to road upgrade and land acquisition.	-
West of Aldington	Lot 9 DP253503	253-267 Aldington Road	AARU Phase 2	Dwelling	Oceania	SSD23480429	Expected to consent to road upgrade and land acquisition.	Oceania
West of Aldington	Lot 10 DP253503	235-251 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552045	LOG-E controlled land	Frasers
West of Aldington	Lot 24 DP255560	219-233 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552046	LOG-E controlled land	Frasers
West of Aldington	Lot 25 DP255560	201-217 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552047	LOG-E controlled land	Frasers
West of Aldington	Lot 26 DP255560	199 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552047	LOG-E controlled land	Frasers
West of Aldington	Lot 27 DP255560	183-197 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552047	LOG-E controlled land	Frasers
West of Aldington	Lot 28 DP255560	169-181 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552047	LOG-E controlled land	Frasers
West of Aldington	Lot 33 DP258949	155-167 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	SSD17552047	LOG-E controlled land	Frasers
West of Aldington	Lot 134 DP1303991	141-153 Aldington Road	AARU Phase 2	Demolished Dwelling	Dexus	SSD32722834	Expected to consent to road upgrade and land acquisition.	Dexus
West of Aldington	Lot 135 DP1303991	129-139 Aldington Road	AARU Phase 2	Demolished Dwelling	Dexus	SSD32722834	Expected to consent to road upgrade and land acquisition.	Dexus
West of Aldington	Lot 136 DP1303991	113-127 Aldington Road	AARU Phase 2	Demolished Dwelling	Dexus	SSD32722834	Expected to consent to road upgrade and land acquisition.	Dexus
West of Aldington	Lot 37 DP258949	99-111 Aldington Road	AARU Phase 2	Demolished Dwelling	Frasers	NA	LOG-E controlled land	Frasers
West of Aldington	Lot 38 DP708347	53 Aldington Road	AARU Phase 2	Dwelling	N/A	NA	C2 land - not being developed. Interim road width to be constructed to avoid impact/acquisition.	-
East of Aldington	Lot 111 DP1296469	63-72 Abbotts Road	AARU Phase 1	Construction site	ESR		LOG-E controlled land	ESR
East of Aldington	Lot 112 DP1296469	59-62 Abbotts Road	AARU Phase 1	Construction site	ESR		LOG-E controlled land	ESR
East of Aldington	Lot 113 DP1296469	290-308 Aldington Rd	AARU Phase 1 AARU Phase 2	Construction site	ESR		LOG-E controlled land	ESR
East of Aldington	Lot 141 DP1033686	284-288 Aldington Road	AARU Phase 2	Dwelling	N/A	N/A	Expected to reject road upgrade and land acquisition.	-
East of Aldington	Lot 142 DP1033686	282 Aldington Road	AARU Phase 2	Dwelling	N/A	NA	Expected to reject road upgrade and land acquisition.	-
East of Aldington	Lot 15 DP253503	272 Aldington Road	AARU Phase 2	Dwelling	N/A	NA	Expected to reject road upgrade and land acquisition.	-
East of Aldington	Lot 16 DP253503	258-270 Aldington Road	AARU Phase 2	Vacant Dwelling	SFL3		LOG-E controlled land	SFL3
East of Aldington	Lot 17 DP253503	244-256 Aldington Road	AARU Phase 2	Vacant Dwelling	SFL3		LOG-E controlled land	SFL3
East of Aldington	Lot 18 DP253503	230-242 Aldington Road	AARU Phase 2	Construction site	BAPS	DA17/1247	Expected to consent to road upgrade and land acquisition.	BAPS
East of Aldington	Lot 200 DP1285691	106-228 Aldington Road	AARU Phase 2	Construction site	FKC	SSD10479	LOG-E controlled land	FKC
East of Aldington	Lot 90 DP1289463	74-88 Aldington Road	AARU Phase 2	Construction site	FKC	SSD10479	LOG-E controlled land	FKC

Appendix D Record of contact form

Community Consultation Strategy and Complaints Handling Procedure

**Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade
(Phase 1 and Phase 2)**

Land Owners Group – East

SLR Project No.: 630.031625.00001

28 May 2025

Record of Contact Form

		CCLR Use Only	
Project phase:		Date entered in register	
Date:			
Time:			
Team member:			
Event/Enquiry type	<input type="checkbox"/> In person <input type="checkbox"/> Media Release <input type="checkbox"/> Letter Box Drop <input type="checkbox"/> Ministerial <input type="checkbox"/> Notification <input type="checkbox"/> Phone call (in)	<input type="checkbox"/> Phone call (out) <input type="checkbox"/> Advertisement <input type="checkbox"/> Email (in) <input type="checkbox"/> Email (out) <input type="checkbox"/> Door knock <input type="checkbox"/> Bulk Mail out <input type="checkbox"/> Community event	
Stakeholder name:			
Organisation:			
Address:			
Telephone:		Email:	
Mobile:		Other:	
Stakeholder type:	<input type="checkbox"/> Landowner <input type="checkbox"/> Directly impacted <input type="checkbox"/> Indirectly impacted <input type="checkbox"/> Business <input type="checkbox"/> Broader community	<input type="checkbox"/> Local interest group: <input type="checkbox"/> Media <input type="checkbox"/> Developer <input type="checkbox"/> Elected representative <input type="checkbox"/> Other:	
Stakeholder issue/s:	<input type="checkbox"/> Construction impact <input type="checkbox"/> Approvals <input type="checkbox"/> Need for consultation <input type="checkbox"/> Property value <input type="checkbox"/> Noise	<input type="checkbox"/> Dust <input type="checkbox"/> Vibration <input type="checkbox"/> Community safety <input type="checkbox"/> Erosion/sediment control <input type="checkbox"/> Other:	
Sentiment:	<input type="checkbox"/> Negative <input type="checkbox"/> Neutral <input type="checkbox"/> Positive		
Stakeholder comments	_____ _____ _____ _____ _____ _____		
Team response	_____ _____ _____ _____ _____		
Action	Assigned to	Date to complete	

Appendix E Consultation register and supporting evidence

Community Consultation Strategy and Complaints Handling Procedure

**Mamre Abbots Intersection Upgrade and Aldington Abbots Road Upgrade
(Phase 1 and Phase 2)**

Land Owners Group – East

SLR Project No.: 630.031625.00001

28 May 2025

Stakeholders	Contact Details	Notification by	Notification date

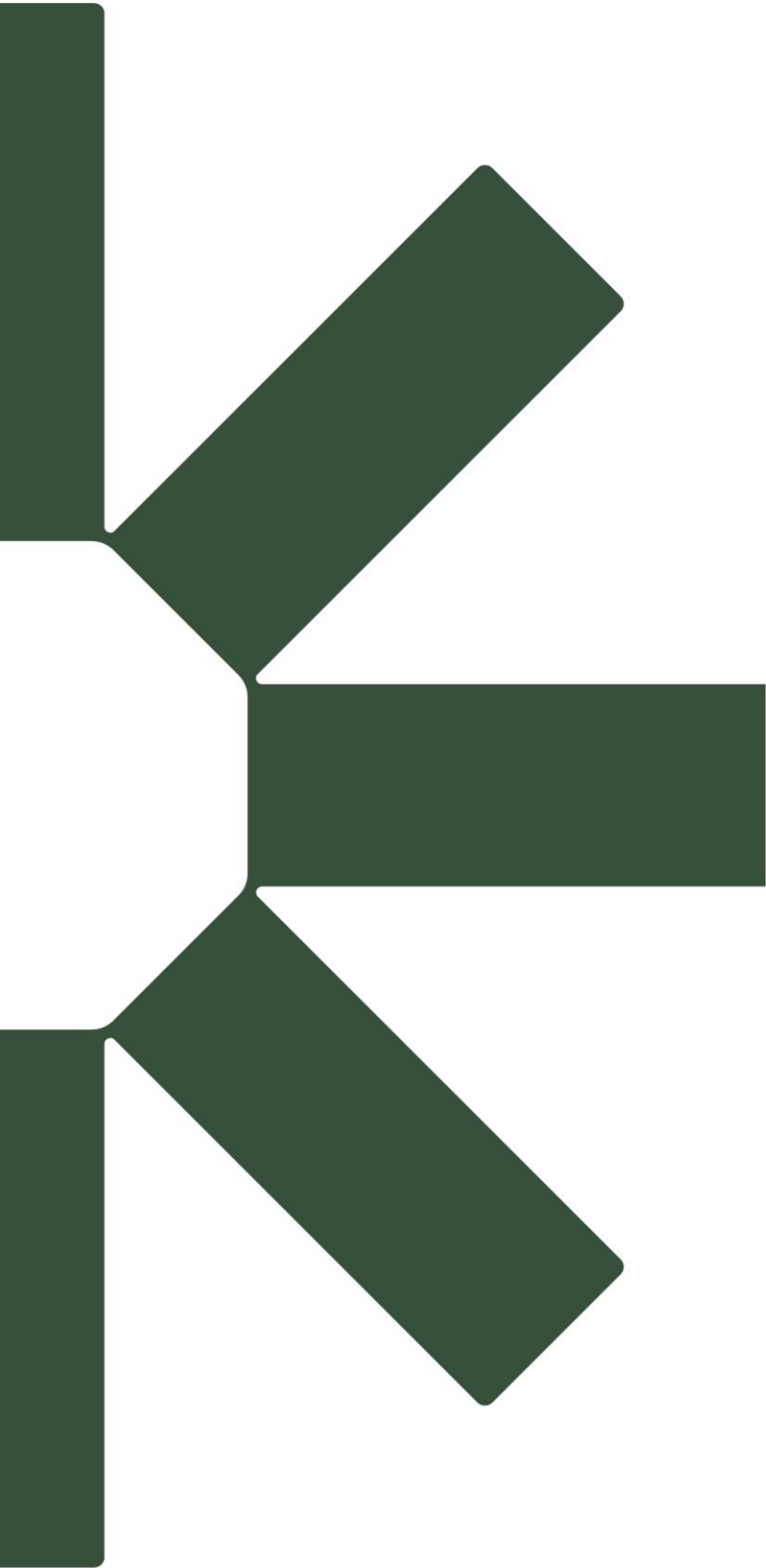
Supporting Evidence

Supporting evidence can be found below.

Address	Lot/DP	Road Works Impact	Consultation Outcome
54–72 Aldington Road, Kemps Creek	43/DP708347	Directly adjacent to proposed Aldington Road works	Attended site at 9:12 AM Vacant residential property currently operating as a basil farm Discussed works with worker on-site and left contact information
53 Aldington Road, Kemps Creek	38/DP708347	Directly adjacent to proposed Aldington Road works	Attended site at 9:16 AM No one at the property Identified to reattend within two weeks
269 Aldington Road, Kemps Creek	8/DP253503	Directly adjacent to Aldington Road works In proximity to Mamre Road / Abbotts Road intersection works	Attended site at 10:10 AM No one at the property Understood property is under transaction to a developer ESR and FKC to contact developer
284–288 Aldington Road, Kemps Creek	141/DP1033686	Directly adjacent to Aldington Road works In proximity to Mamre Road / Abbotts Road intersection works	Attended site 9:26 AM – 9:37 AM Met with landowner Discussed road upgrade and environmental impacts (noise, dust) No major issues raised Further discussion on driveway tie-in Ongoing consultation identified
282 Aldington Road, Kemps Creek	142/DP1033686	Directly adjacent to Aldington Road works In proximity to Mamre Road / Abbotts Road intersection works	Attended site at 9:21 AM No one at property Met with relative at Lot 141 – refer to previous conversation Ongoing consultation identified
287 Aldington Road, Kemps Creek	11/DP296455	Directly adjacent to proposed Abbotts and Aldington Road works Directly adjacent to proposed Mamre Road / Abbotts Road intersection works	Attended site at 10:11 AM - 10:30 AM Met with the landowner No issues with noise Concern regarding retaining fence on property boundary ESR advised proposed upgrade will not touch his fence Ongoing consultation identified ESR to organise meeting with road contractor closer to construction commencement to discuss fence protection
1016–1028 Mamre Road, Kemps Creek	2/DP250002	Directly adjacent to proposed Abbotts and Aldington Road works Directly adjacent to proposed Mamre Road / Abbotts Road intersection works	Attended site at 10:34 AM No one at the property Identified to reattend site in the next two weeks

272 Aldington Road, Kemps Creek	15/DP253503	Directly adjacent to proposed Aldington Road works	<p>Attended site from 9:44 AM - 10:09 AM Met with the landowner Landowner requested road upgrade plans be sent FKC to attend her site on Monday, 20 May 2024 to discuss proposed plans Wanting to coordinate driveway access Concerned about traffic controllers and ongoing traffic arrangement entering and exiting Abbots Road Advised a website would be set up with a mailing list subscription Landowner concerned regarding length of time to upgrade road Requested ESR and FKC to shut down road to accelerate road upgrade. ESR and FKC advise this was not possible due to prohibition of using Bakers Lane for construction and operational traffic.</p>
1005-1023 Mamre Road, Kemps Creek	40/DP258414	Directly adjacent to proposed Mamre Road/Abbots Road intersection works	<p>Attended site from 10:56AM – 11:30AM Met with the landowner Concern regarding construction traffic management and stormwater Discuss the need to reduce the speed limit, which ESR and FKC advised would occur under the WAD Discussed the need to relocate the power poles Discussed the compulsory acquisition of Sydney Water and the proposed regional stormwater scheme ESR and FKC advised we could work with the landowner on impacts associated with the road works Discuss road tie into the proposed road upgrade ESR and FKC agreed to share IPART submission once completed in relation to the regional stormwater matters ESR issued plan of road works on 17 May for information Outcomes of discussion were to have a follow up meeting with all landowners on western half of Mamre Road. Tentatively scheduled for the 27 May 2024</p>
20 Aldington Road, Kemps Creek	44/DP708347	Directly adjacent to proposed Aldington Road works	<p>Attended site at 9:08AM No one answered Identified to reattend site in the next two weeks</p>
983 Mamre Road, Kemps Creek	39/DP258414	Directly adjacent to proposed Mamre Road/Abbots Road intersection works	<p>Landowner attended meeting with ESR, FKC and landowner at Lot 40, DP 258414 Refer to above consultation outcomes for further information</p>

967-981 Mamre Road, Kemps Creek	38/DP258414	Directly adjacent to proposed Mamre Road/Abbotts Road intersection works	Unable to attend site Landowner to join drop in with residents on 27 May 2024
1066-1078 Mamre Road, Kemps Creek	5/DP250002	Directly adjacent to proposed Mamre Road/Abbotts Road intersection works	Attended site at 10:45AM ESR called resident and left message on 16 May 2024 No one at property ESR discussed proposed works on 17 May 2024 via phone No major issues Site is currently under due diligence by a developer
930-966 Mamre Road, Kemps Creek	51/DP259135	Directly adjacent to proposed Mamre Road/Abbotts Road intersection works	Attended site at 10:48AM Talked to resident via intercom Did not want to discuss the proposed road works Left contact card should they have any questions



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