



Oakdale East Industrial Estate – Project Silverback (SSDA- 120888992)

Community Consultation and Complaints Handling Strategy

Goodman Property Services (Aust) Pty Ltd

The Hayesbery
1-11 Hayes Road
Rosebery NSW 2018

Prepared by:

SLR Consulting Australia Pty Ltd

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Basis of Report

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Acronyms and Abbreviations

AA1000SES	AA1000 Stakeholder Engagement Standard
CCCHS	Community Consultation and Complaints Handling Strategy
CCLR	Communications and Community Liaison Representative
CEMP	Construction Environmental Management Plan
DPHI	Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Statement
EPA	Environment Protection Authority
IAP2	International Association for Public Participation
LALC	Local Aboriginal Land Council
OEIE	Oakdale East Industrial Estate
SEARs	Secretary's Environmental Assessment Requirements
SIA	Social Impact Assessment
SLO	Social Licence to Operate
SSD	State Significant Development
SSDA	State Significant Development Application
TfNSW	Transport for NSW
WSEA	Western Sydney Employment Area



1.0 Project background and overview

This Community Consultation and Complaints Handling Strategy (CCCHS) has been prepared to support the proposed development at 2–10 Old Wallgrove Road, Horsley Park (the Site), within the Oakdale East Industrial Estate (OEIE). The CCCHS relates to the following Development Applications:

- Concept Plan Amendments (Mod 6) to State Significant Development Application (SSDA) 37486043 (as modified), pursuant to Section 4.24 of the *Environmental Planning and Assessment Act 1979*; and
- Detailed Application (Proposed Works) SSDA 120888992, prepared in response to the Industry-Specific Secretary's Environmental Assessment Requirements (SEARs) dated 8 May 2026.

The proposed development is being undertaken by Goodman on behalf of BGMG 14 Pty Ltd as trustee of BGMG 1 Oakdale East Trust No.2. The Site forms part of the broader OEIE precinct, a strategically significant industrial and logistics hub within the Western Sydney Employment Area (WSEA).

The proposed applications seek approval for amendments to the approved Concept Plan and associated infrastructure works, together with the construction, fit-out, operation and use of 2 warehouse buildings and distribution facilities and supporting estate infrastructure. Key components of the proposed development include:

- Amendments to the approved masterplan and subdivision layout
- Construction, operation, fit-out and use of warehouse and distribution facilities, including a large-scale automated parcel processing and logistics facility operating on a 24/7 basis
- Associated hardstand areas, loading bays, vehicle access, landscaping, signage and supporting operational infrastructure
- Bulk earthworks, retaining walls, stormwater infrastructure and internal road and servicing amendments
- Subdivision and associated estate infrastructure works.

The project also interfaces with previously approved rehabilitation and bulk earthworks activities under Fairfield City Council Development Application DA 347.1/2021 (as modified), which established approved site levels and associated rehabilitation requirements for the Site.

Given the scale of the proposed development, the duration of construction activities and the proposed 24/7 operational characteristics of aspects of the development, ongoing consultation with stakeholders and the surrounding community will form an important component of project delivery.

This CCCHS has also been informed by the broader environmental assessment and stakeholder engagement activities undertaken for the OEIE, including the Environmental Impact Statement (EIS), Social Impact Assessment (SIA), Response to Submissions documentation and associated consultation activities undertaken as part of the broader OEIE approvals framework. These processes identified key stakeholder interests and recurring community themes relating to construction impacts, traffic, noise, visual amenity, environmental management and ongoing community expectations. Further detail regarding previous consultation activities is provided in Section 5.3 of this report and Appendix C.



1.1 Purpose of this document

This CCCHS has been prepared to provide a framework for community consultation, stakeholder communication and complaints management during construction and operation of the project.

It applies to all works associated with SSDA-120888992, including bulk earthworks, infrastructure works and built form construction activities. All contractors and subcontractors engaged to undertake works associated with the project will be required to comply with the requirements of this CCCHS.

The objectives of this CCCHS are to:

- Provide timely, accurate and accessible information to stakeholders and the community
- Facilitate proactive engagement regarding upcoming works and project activities
- Establish clear processes for the receipt, management and resolution of enquiries and complaints
- Minimise disruption to surrounding stakeholders and sensitive receivers, where practicable
- Support ongoing communication between the project team, regulatory agencies, stakeholders and the broader community.

This CCCHS also documents consultation undertaken during preparation of SSDA-120888992 and identifies how stakeholder engagement requirements identified within the SEARs have been addressed throughout the strategy.

This CCCHS is intended to be a live document and may be updated throughout the lifecycle of the project to reflect changes to construction staging, methodology, stakeholder requirements or regulatory obligations.

1.2 Community communication strategy scope

This CCCHS applies to works and operations undertaken by Goodman and its engaged contractors associated with the project.

The CCCHS outlines the consultation, notification, communication and complaints handling processes to be implemented during construction and operation of the development. This includes:

- Stakeholder identification and analysis
- Communication and engagement methods
- Notification protocols
- Enquiries and complaints management procedures
- Monitoring, reporting and evaluation measures
- Contingency and escalation procedures.



This CCCHS has been prepared with consideration of the applicable project approval framework, relevant management plans and broader stakeholder engagement commitments associated with the OEIE development.

The strategy has also been informed by consultation undertaken during the preparation of SSDA-120888992, including agency consultation, stakeholder meetings, community consultation activities and engagement with surrounding landowners, businesses and sensitive receivers. Outcomes of this consultation have informed stakeholder identification, communication methods, notification procedures and complaints management measures outlined throughout this CCCHS.

Table 1 identifies the primary approval and management framework relevant to the implementation of this CCCHS.

Table 1: Relevant approval and management framework

Document/Approval	Relevance to CCCHS
SSDA-120888992	Primary development application for the proposed works
SSD37486043 (as modified)	Existing Concept Plan approval and associated operational requirements
Secretary's Environmental Assessment Requirements (SEARs)	Requirements relating to stakeholder engagement and impact management
Environmental Impact Statement (EIS)	Identifies stakeholder issues, mitigation measures and consultation outcomes
Social Impact Assessment (SIA) / Social and Economic Report	Identifies social context, stakeholder interests and community considerations
Construction Environmental Management Plan (CEMP)	Environmental management framework including incident and communication interfaces
Relevant sub-plans	Supporting environmental and operational management measures

In response to the stakeholder engagement and community consultation requirements identified within the SEARs, this CCCHS establishes a framework for:

- Stakeholder and community consultation
- Identification and engagement of relevant stakeholders and sensitive receivers
- Notification and communication procedures
- Management of enquiries, complaints and incidents
- Ongoing communication and reporting mechanisms
- Monitoring and continuous improvement of engagement activities.

Table 2 identifies where key stakeholder engagement and consultation requirements relevant to the CCCHS have been addressed within this strategy.



Table 2: Stakeholder engagement and consultation framework response summary

Engagement requirement	Relevant CCCHS Section/s	Response summary
Stakeholder and community engagement approach	Sections 2.0 and 3.0	Establishes engagement principles, communication objectives, consultation methodology and stakeholder engagement framework for the project.
Stakeholder identification and analysis	Section 5.0 and Appendix A	Identifies key stakeholders, sensitive receivers, stakeholder interests and proposed engagement approaches.
Community and stakeholder notification procedures	Sections 3.2 and 5.4	Outlines notification triggers, communication methods and notification timeframes for construction and operational activities.
Consultation undertaken during preparation of SSDA-120888992	Section 5.3 and Appendix C	Summarises agency, stakeholder and community consultation activities undertaken to support the project assessment process.
Enquiries, complaints and incident management	Section 6.0 and Appendix B	Establishes complaints handling procedures, escalation pathways and consultation recording requirements.
Ongoing communication and reporting mechanisms	Sections 3.0 and 7.0	Outlines communication channels, reporting measures, stakeholder contact methods and monitoring requirements
Monitoring and continuous improvement	Section 7.0	Identifies monitoring indicators, reporting processes and mechanisms for ongoing review and improvement of engagement activities.

2.0 Engagement approach and principles

2.1 Approach

This CCCHS has been prepared having regard to:

- The applicable SEARs for SSDA-120888992
- The broader Oakdale East Industrial Estate approvals framework
- The NSW Department of Planning, Housing and Infrastructure's *Undertaking Engagement Guidelines for State Significant Projects*
- International Association for Public Participation (IAP2) principles and spectrum
- AA1000 Stakeholder Engagement Standard (AA1000SES)
- Relevant stakeholder engagement commitments identified within the project EIS, SIA, Social and Economic Report and associated technical documentation.

Consultation undertaken during preparation of SSDA-120888992 has informed the engagement approach, stakeholder identification, communication methods and complaints management measures outlined within this strategy. A summary of consultation activities undertaken for this SSDA is provided in Appendix C.



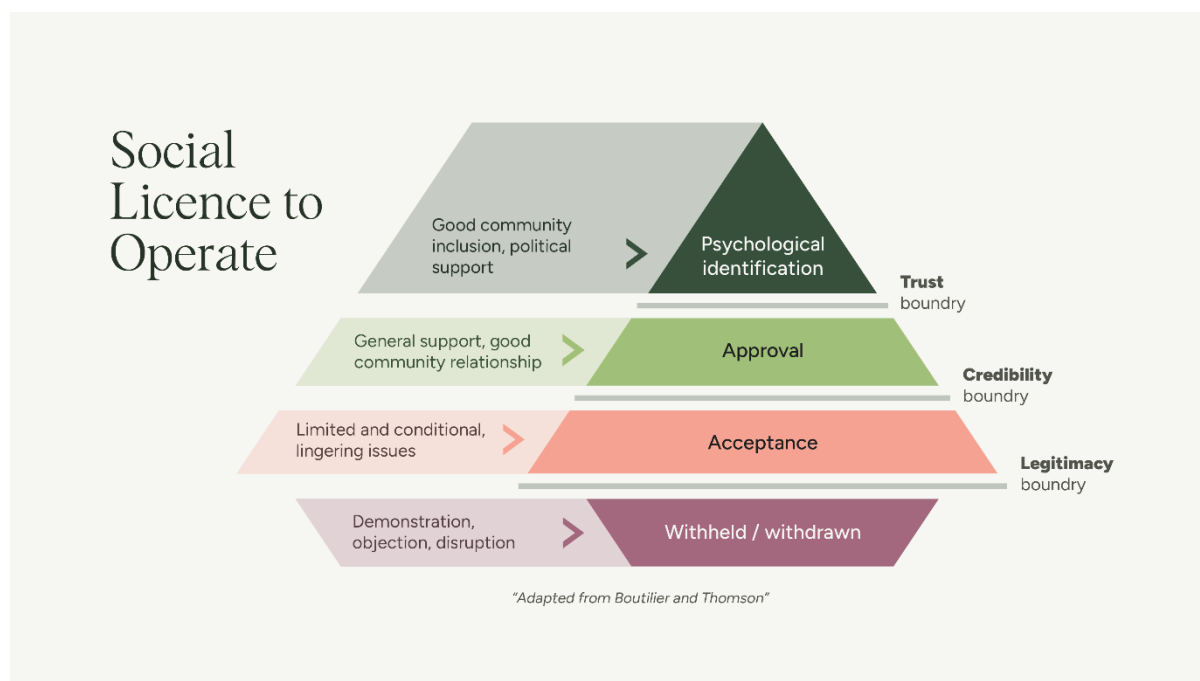
The engagement approach for the project is based on proactive, transparent and accessible communication with stakeholders and the broader community throughout the project lifecycle.

Recognising the scale, duration and operational characteristics of the project, maintaining a positive relationship with stakeholders and the surrounding community is an important component of project delivery. Goodman acknowledges that effective consultation and responsive communication are key factors in establishing and maintaining a Social Licence to Operate (SLO) throughout the lifecycle of the project.

SLO refers to the level of ongoing acceptance, trust and confidence afforded to a project by stakeholders and the broader community. While not a formal regulatory approval, SLO is influenced by the extent to which stakeholders consider a project to be transparent, responsive, well-managed and respectful of community interests and expectations.

Figure 1 presents the SLO framework adapted from Boutilier and Thomson, which demonstrates the progressive relationship between legitimacy, credibility and trust in establishing and maintaining stakeholder acceptance. The framework reinforces the importance of proactive engagement, timely communication and effective issue resolution in supporting positive stakeholder relationships over the duration of the project.

Figure 1 Social Licence to Operate, adapted from Boutilier and Thomson



Goodman will seek to maintain positive and constructive relationships with stakeholders through timely notification, responsive communication and effective management of community issues and concerns.

The following principles will be paramount in all communication and engagement activities associated with the project:

- Clarity – Information will be communicated in a clear, accurate and easy-to-understand manner
- Proactivity – Stakeholders and surrounding receivers will be notified in advance of activities that may result in disruption or impacts, where practicable



- Transparency – Communication and engagement activities will be undertaken openly and honestly, with stakeholders provided opportunities to raise questions or concerns
- Accessibility – Multiple communication channels will be maintained to ensure stakeholders can readily access project information and contact the project team
- Responsiveness – Enquiries and complaints will be managed in a timely, respectful and consistent manner
- Continuous improvement – Feedback received through consultation and complaints processes will be used to inform ongoing improvement of communication and management measures.

In undertaking communications and consultation activities, Goodman and its representatives will comply with the requirements of the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Privacy Act 1988 (Cth)*.

2.1.1 Key objectives

The key objectives of the CCCHS are to:

- Keep stakeholders and the community informed regarding project activities and construction progress
- Ensure enquiries and complaints are managed in a timely and effective manner
- Notify potentially affected stakeholders in advance of activities likely to generate impacts
- Provide clear and accessible communication channels
- Support positive relationships with the surrounding community and stakeholders
- Identify opportunities for ongoing improvement in communication and engagement practices.

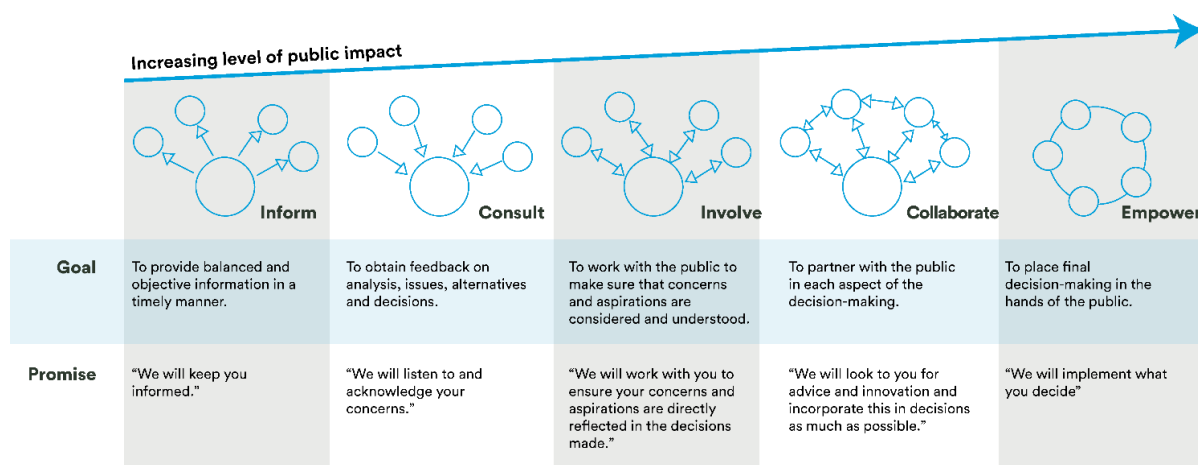
2.1.2 IAP2 Core Values

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 2.



Figure 2. IAP2 Spectrum



2.2 SLR Social Performance roles and responsibilities

The Social Performance team includes a dedicated Communications and Community Liaison Representative to support the project's delivery. Additional resources will include a Practice Lead, Social Performance, who has been made available to provide project governance and quality assurance. The responsibilities for each SLR role and resource are captured in Table 3.

Table 3: SLR team roles and responsibilities

Role	Responsibility	Resource
Governance and Quality Assurance Lead	Oversee and review project communications and engagement activities. Maintain quality assurance on the project and ensure deliverables are being achieved.	Esther Diffey 0423 686 002 ediffey@slrconsulting.com
Communications and Community Liaison Representative	Lead and review project communications and engagement activities	Stephanie Skordas 0434 279 633 sskordas@slrconsulting.com

2.3 Communications and Community Liaison Representative

The Communications and Community Liaison Representative (CCLR) will act as the primary point of contact for community members and stakeholders regarding enquiries or complaints associated with the project.

The CCLR will:

- Coordinate community and stakeholder communication activities
- Manage enquiries and complaints in accordance with this CCCHS
- Maintain the Complaints Register
- Coordinate notification activities
- Maintain awareness of planned construction activities and potential impacts
- Support communication between the project team, stakeholders and the broader community.



A project phone number and project email address will be included on project notifications, signage and communication materials.

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 CCCHS.

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

- Emerging stakeholders
- Planned construction activities
- Planned traffic arrangements, 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 Goodman.

The CCLR will be responsible for recording, actioning and providing responses to comments, queries or complaints received with relation to the construction of the project and will maintain the Complaints Register in accordance with Section 5.2 of this strategy.

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

Person: Stephanie Skordas, Associate – Social Performance (SLR)

Email: community.oakdaleeast@slrconsulting.com

Phone: 1300 004 917

3.0 Engagement methodology

To support effective implementation of this CCCHS, Goodman and the SLR Social Performance team will implement a structured engagement methodology designed to facilitate timely, accurate and accessible communication with stakeholders and the broader community throughout construction and operation of the project.

The engagement methodology outlined in this section identifies the communication channels, consultation tools and notification processes that will be used to:

- Provide stakeholders with advance notice of relevant activities
- Communicate potential impacts and mitigation measures
- Facilitate stakeholder feedback and enquiries
- Maintain accessible project contact channels
- Support ongoing community awareness of project activities and progress.

The level and method of engagement undertaken will be proportionate to:

- The scale and nature of proposed activities
- The level of potential impact on stakeholders and surrounding receivers



- The timing and duration of activities
- Stakeholder interest and feedback received throughout the project lifecycle.

3.1 Communication and engagement channels

A range of communication and engagement tools will be used throughout the project to inform and engage with stakeholders and the broader community.

Table 4 provides an overview of the communication and engagement mechanisms proposed for the project and the intended purpose of each tool.

Table 4: Communication and engagement tools

Tool/ Technique	Description	Responsible Party	Audience	Frequency/timing	Purpose
Consultation Meetings	Meetings undertaken to discuss project activities, impacts, mitigation measures or stakeholder concerns. Meetings may be undertaken in-person or virtually.	CCLR	Stakeholders, sensitive receivers, agencies and community members.	As required	Facilitate direct consultation and discussion regarding project activities and impacts.
Complaints Register	Register used to record enquiries, complaints, stakeholder interactions and associated actions or resolutions.	CCLR	Internal project team and regulators (where required)	Ongoing throughout project	Record and track stakeholder interactions and complaints management activities.
Agency Consultation	Consultation with relevant agencies regarding project activities, approvals, traffic management, environmental management or community impacts.	Goodman Project Manager and/or CCLR	Relevant government agencies and authorities	As required	Facilitate coordination with relevant agencies and approval authorities.
Letterbox Drop	Distribution of project notifications to surrounding receivers and stakeholders potentially impacted by works.	CCLR	Surrounding landowners, occupiers and sensitive receivers	As required	Notify stakeholders of upcoming works and potential impacts.



Tool/ Technique	Description	Responsible Party	Audience	Frequency/timing	Purpose
Email and phone communication	Direct communication with stakeholders regarding notifications, enquiries, complaints or project updates.	CCLR	Stakeholders and community members	As required	Facilitate direct communication and issue resolution.
Site Signage	Signage displaying project information and contact details.	Contractor / Goodman	Community members and site visitors	Throughout construction	Provide accessible project and contact information.
Website	Project website containing project information, updates and contact details.	Goodman	Stakeholders and community members	Maintained throughout project	Provide publicly accessible project information and updates.
Toolbox and Pre-start Meetings	Internal workforce communication regarding community obligations, complaints handling and stakeholder considerations.	Contractor	Site personnel and subcontractors	Ongoing throughout construction	Reinforce stakeholder and communication obligations to project personnel.

3.1.1 Project website

Goodman has established a project website for the OEIE development (www.oakdaleopportunities.com), which will be maintained throughout the duration of the project.

The website will act as a central source of publicly accessible project information and will include, where relevant:

- Project updates and notifications
- Project contact details
- Approved management plans and strategies, where required
- Complaints and enquiries contact information
- Project status and construction updates
- Relevant approvals documentation
- Community notification materials
- Monitoring and compliance information where required under the project approval framework.



The website will be periodically updated throughout construction and operation of the project to ensure publicly available information remains current and accurate.

Where required under the applicable Conditions of Consent, information and reporting required to be made publicly available will be uploaded to and maintained on the project website.

3.2 Notification procedure

Notifications will be the key channel for effectively informing the community of works through the duration of the Project. To ensure the community receives the notification, within a suitable timeframe, the following requirement has been set:

- All collateral for approval must be submitted to Goodman at least 3 business days prior to distribution for approval, prior to release.

Where notification is required pursuant to Condition(s) of SSD-120888992, notification shall be undertaken within the timeframes outlined within the Consent. Where notification is required due to a potential impact or issue, notification shall be undertaken in accordance with Table 5 and Table 6.

Table 5: Notification requirements for Goodman prior to construction activities

Activity	Notification Required
Work at night (any time between 6pm and 7am)	2 weeks where possible, a minimum of 1 week
Work on weekends (including public holidays)	2 weeks where possible, a minimum of 1 week
Major changes to configuration of road traffic	At least 4 weeks
Impacts on pedestrians and/or bicyclists	At least 4 weeks
Commencement, rescheduling or completion of key construction activities	At least 4 weeks for commencement and completion, 24 hours' notice for rescheduling
Commencement or rescheduling of property adjustment work	At least 2 weeks (four weeks for businesses)
Alteration to property access arrangements	At least 4 weeks
Other activities not identified above which may impact on the community stakeholders	At least 24 hours
Any form of community protest on site	Immediately

Table 6: Notification requirements for construction works

Notification Type	Submission to Goodman	Distribution Community and Stakeholder
Out of Hours Works / Night Works	Draft a notification letter at least 24 hours prior to the works being carried out	2 weeks where possible, a minimum of 1 week prior to the works being carried out
Traffic Conditions	Draft letter at least 4 weeks prior to the traffic conditions changing	At least 5 business days prior to the traffic conditions changing if deemed necessary by Goodman
Individual private properties 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



Notification Type	Submission to Goodman	Distribution Community and Stakeholder
Access for bridgeworks over the Water NSW pipelines	Final draft of notification at least 4 weeks prior to be works being carried out	At least 4 weeks prior to the works being carried out
Individual businesses regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 4 weeks prior to the works being carried out of access changes

4.0 Potential risks and mitigations

Goodman is committed to undertaking proactive and responsive communication with stakeholders and the broader community throughout construction and operation of the project. This includes providing timely information regarding project activities, potential impacts and mitigation measures, as well as responding appropriately to enquiries, complaints and emerging issues

Table 7 identifies key issues that may be of interest or concern to stakeholders and surrounding receivers during the project lifecycle and outlines the communication and engagement measures proposed to manage these matters.

Where environmental incidents, non-compliances or emergency events occur outside the scope of stakeholder consultation and communication management, these matters will be managed in accordance with the relevant project environmental management plans, including the Construction Environmental Management Plan (CEMP) and supporting sub-plans.

Table 7: Potential risks and mitigation measures

Potential Issue	Potential community/stakeholder impact	Communication and mitigation measures
Noise, vibration and air quality impacts	Construction activities, vehicle movements and earthworks may result in temporary impacts relating to noise, vibration and dust.	Potentially affected stakeholders and sensitive receivers will be notified in advance of high-impact works, including out-of-hours activities where relevant. Project updates and contact information will be maintained on the project website. Environmental mitigation measures will be implemented in accordance with the CEMP and supporting management plans, including the Construction Noise and Vibration Management Plan and Construction Air Quality Management Plan.
Construction traffic and access changes	Increased traffic movements associated with construction activities and fill importation may impact local traffic conditions, road safety and property access.	Stakeholders will be notified of significant traffic changes, access impacts and altered traffic conditions, where practicable. Traffic management measures will be implemented in accordance with the Construction Traffic Management Plan and associated traffic controls.
Out-of-hours works	Construction activities undertaken outside standard construction hours may result in increased disturbance to nearby receivers.	Potentially affected stakeholders will be notified in advance of out-of-hours works, including information regarding timing, duration, likely impacts and relevant mitigation measures. Out-of-hours works will be undertaken in accordance with



Potential Issue	Potential community/stakeholder impact	Communication and mitigation measures
		applicable approvals and management plans.
Visual amenity and lighting	Construction activities, earthworks, lighting and temporary infrastructure may result in visual amenity impacts.	Stakeholders will be notified of major construction activities where relevant. Site management measures will be implemented to minimise unnecessary lighting spill, visual clutter and amenity impacts, where practicable.
Stormwater, erosion and sediment control	Construction activities and rainfall events may result in localised erosion, sedimentation or water quality impacts.	Environmental management measures will be implemented in accordance with the CEMP and supporting erosion and sediment control measures. Stakeholder enquiries and complaints relating to water quality or drainage issues will be responded to in accordance with this CCCHS.
Waste management and site housekeeping	Construction waste, stockpiles and site activities may result in concerns regarding cleanliness, odour or visual amenity.	Waste management measures will be implemented in accordance with the Waste Management Plan and site environmental controls. Complaints and enquiries relating to site housekeeping or waste management will be managed in accordance with this CCCHS.
Hazardous materials and contamination	Construction activities may encounter contamination or hazardous materials requiring management.	Environmental incidents and contamination issues will be managed in accordance with the CEMP and relevant contamination management procedures. Where necessary, relevant authorities and stakeholders will be notified in accordance with applicable requirements.
Misinformation or lack of project awareness	Stakeholders may have limited awareness or misunderstanding regarding project activities, approvals or impacts.	Project information will be made available through the project website, notifications, signage and direct communication channels. Clear and consistent messaging will be maintained throughout the project lifecycle.
Emergency or unplanned events	Unplanned incidents or emergency events may generate stakeholder concern or temporary disruption.	Communication regarding emergency or unplanned events will be coordinated by the project team in accordance with relevant emergency management procedures and this CCCHS. Where appropriate, stakeholders will be provided with timely updates regarding impacts, mitigation measures and response actions.

5.0 Stakeholder identification and analysis

Stakeholders include any individual, group or organisation that may be affected by, have an interest in, or influence the project and its outcomes. The project involves a broad and diverse stakeholder environment, including government agencies, local councils, surrounding landowners, businesses, sensitive receivers, service authorities, Traditional Owner groups and the broader community.



Stakeholders may have varying levels of interest, influence and potential exposure to project impacts. These factors influence the level, timing and method of engagement undertaken throughout the project lifecycle. This stakeholder analysis process has informed stakeholder prioritisation, communication and notification requirements, consultation methods, complaints and management processes, and identification of sensitive receivers and potentially impacted stakeholders.

Targeted consultation has also been undertaken with relevant government agencies, infrastructure providers, councils and surrounding stakeholders during preparation of SSDA-120888992. These consultation activities have informed the refinement of technical assessments, construction management measures and stakeholder communication approaches associated with the Project.

Figure 3 presents the stakeholder interest and influence matrix adopted for the project. The matrix supports prioritisation of engagement activities and assists in determining appropriate communication and consultation approaches for different stakeholder groups.

Figure 4 identifies the surrounding stakeholder and sensitive receiver environment in proximity to the site.



Figure 3. Interest/influence matrix for stakeholder prioritisation

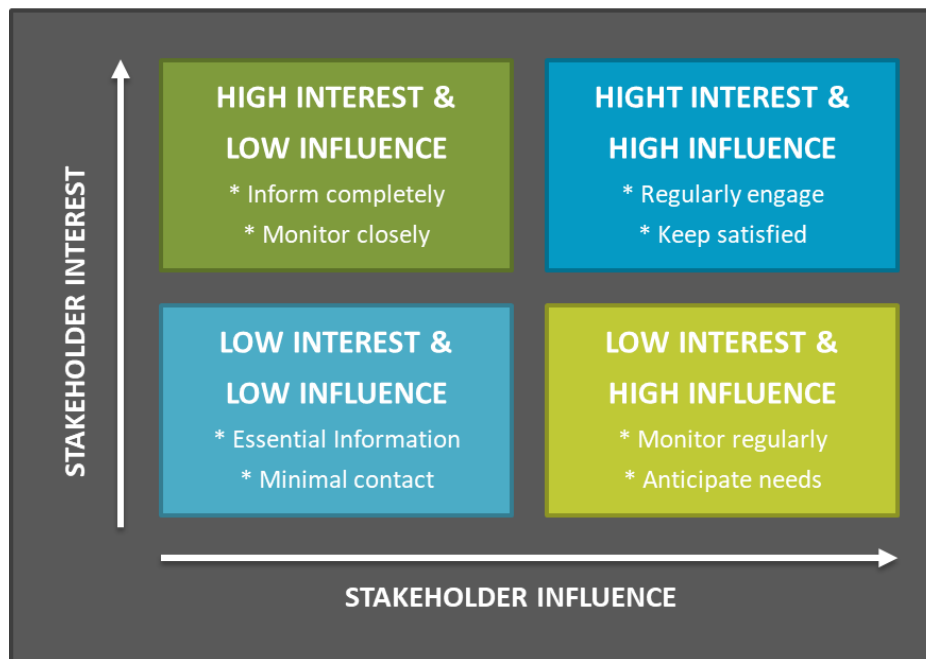
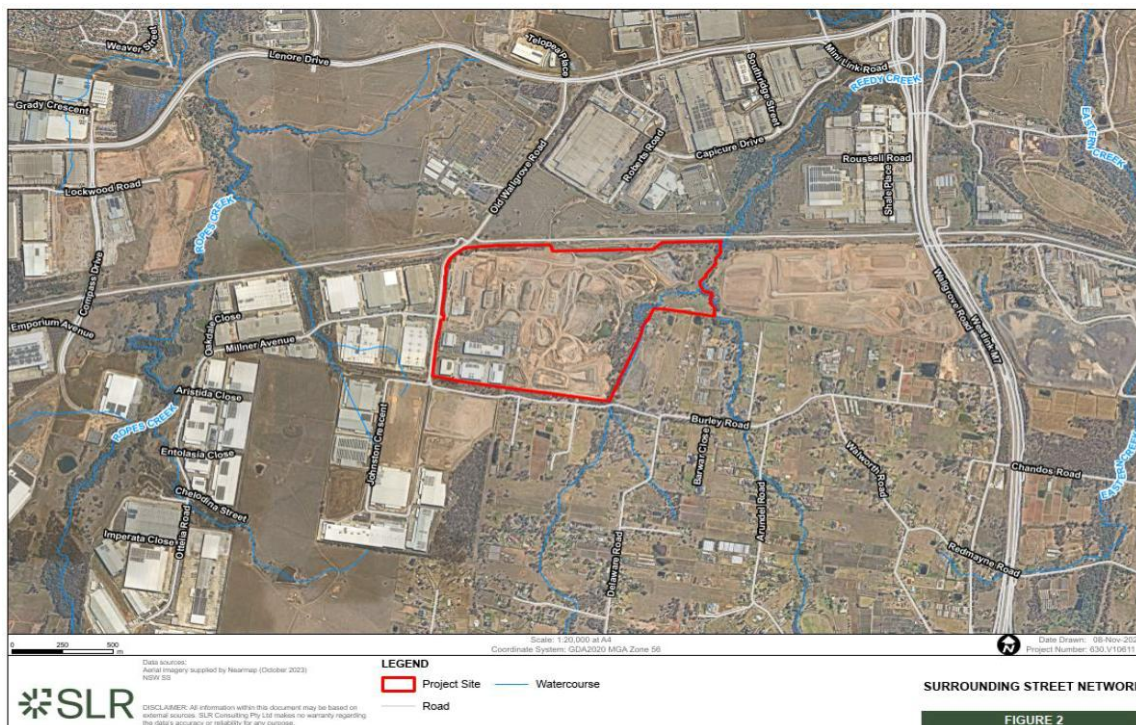


Figure 4 Street locations of surrounding residents and stakeholders



5.1 Community overview

The project is located within the broader Western Sydney Employment Area (WSEA), a strategically significant industrial and logistics precinct characterised by large-scale warehousing, freight, infrastructure and industrial development.

The surrounding area includes a mix of industrial land uses, freight infrastructure, rural residential properties and agricultural land uses. The Site is located within proximity to major transport corridors including the M4 and M7 Motorways, which support the freight and logistics function of the broader precinct.

The local community context is characterised by relatively low-density residential settlement patterns, strong private vehicle reliance and ongoing industrial and infrastructure growth associated with the broader Western Sydney region. These characteristics are relevant to the project as nearby stakeholders and sensitive receivers may be particularly sensitive to:

- Changes in traffic conditions and road access
- Heavy vehicle movements and haulage traffic
- Out-of-hours works and operational activity
- Noise, vibration and dust impacts
- Cumulative impacts associated with ongoing industrial development within the WSEA.

Consultation undertaken for the broader OEIE, including consultation associated with the EIS, SIA, Social and Economic Report and modification applications, identified recurring stakeholder interests relating to traffic management, construction impacts, environmental management, visual amenity and ongoing communication requirements. Further detail regarding previous consultation activities is provided in Section 5.3 and Appendix C.

5.1.1 Horsley Park

Horsley Park is a relatively low-density locality within Fairfield Local Government Area (LGA). According to the 2021 Census, Horsley Park had a population of 1,790 people and a median age of 45 years. The locality recorded 598 private dwellings, an average household size of 3.2 people and an average of three motor vehicles per dwelling.

These characteristics indicate a relatively low-density and vehicle-dependent local community. The comparatively high level of vehicle ownership suggests surrounding residents are likely to rely heavily on the local and regional road network. As a result, traffic conditions, road access, heavy vehicle movements and construction haulage activities may represent key stakeholder interests during construction and operation of the project.

The broader Horsley Park-Kemps Creek area is similarly characterised by lower-density settlement patterns, high private vehicle dependence and ongoing industrial and infrastructure growth. The area recorded a high proportion of separate housing and elevated levels of vehicle ownership compared with broader New South Wales averages.

Fairfield City is also recognised as one of the most culturally and linguistically diverse local government areas within Greater Sydney. In 2021, 69.7% of Fairfield City residents spoke a language other than English at home. While engagement associated with the project is expected to primarily involve existing OEIE stakeholders, nearby landowners, agencies and surrounding businesses, the broader demographic context highlights the importance of clear, accessible and inclusive communication practices.



The broader social and economic context for the project is further detailed within the OEIE SIA and the project Social and Economic Report.

5.2 Key stakeholders

Key stakeholders identified for the project include government agencies, infrastructure and utility providers, Traditional Owner representatives, surrounding landowners and businesses, sensitive receivers and the broader community.

The level and method of engagement undertaken with stakeholders will vary depending on the stakeholder's level of interest or influence, the nature and scale of potential impacts, regulatory or operational requirements, and the project stage and construction activities being undertaken.

Key stakeholders identified for the project include, but are not limited to:

- NSW Department of Planning, Housing & Infrastructure (DPHI).
- Transport for NSW (TfNSW)
- WaterNSW
- NSW Environment Protection Authority (EPA)
- Endeavour Energy
- NSW Rural Fire Service
- Fairfield City Council
- Penrith City Council
- Sydney Water
- TransGrid
- Derubbin Local Aboriginal Land Council (LALC)
- Surrounding landowners, businesses and sensitive receivers
- Utility and infrastructure providers
- Community members and community groups
- Media representatives and other interested stakeholders.

Consultation with stakeholders will be undertaken in a manner proportionate to the nature of the stakeholder relationship and the potential impacts associated with relevant project activities.

A detailed stakeholder mapping register, including stakeholder interests, influence levels and proposed engagement approaches, is provided in Appendix A

5.3 Previous consultation

Consultation has been undertaken for both the broader OEIE development and the preparation of SSDA-120888992 as part of the project planning and environmental assessment process. Engagement has been progressive throughout project development and has included consultation with government agencies, infrastructure providers, utility



authorities, surrounding landowners, nearby residents, community stakeholders and other interested parties.

Consultation undertaken specifically for SSDA-120888992 has focused on project-specific matters including traffic management, construction staging, environmental management, utility coordination, infrastructure interfaces and operational considerations. This consultation has built upon the engagement previously undertaken for the broader OEIE development and has enabled project design and management measures to continue to evolve in response to stakeholder feedback.

Key themes consistently raised through previous consultation have included traffic and road safety, construction noise and vibration, air quality and dust management, out-of-hours works, construction staging and timing, visual amenity, environmental management, and the need for timely communication with surrounding stakeholders throughout construction.

Consultation has also been undertaken with utility and infrastructure providers to ensure the proposed development appropriately interfaces with existing essential infrastructure. This has included consultation with electricity transmission authorities regarding the protection of transmission infrastructure, maintenance access arrangements and operational safety requirements. In June 2026, Transgrid completed a technical review of the SSDA-120888992 proposal and advised that the development was conditionally acceptable subject to a number of design and operational requirements. Matters raised through the review included maintaining unrestricted access to transmission infrastructure, protecting easement functionality, managing earthworks and stormwater adjacent to transmission assets, ensuring appropriate clearances are maintained, and providing additional design information to facilitate detailed technical assessment. Recommendations relating to future maintenance access, vehicle layover areas, construction controls and utility interface requirements have been incorporated into ongoing project design development and will continue to inform detailed design and construction planning.

Feedback received throughout previous consultation has informed the preparation of technical assessments and project mitigation measures, including traffic management, noise and air quality controls, environmental management measures, construction planning and stakeholder communication processes.

In addition to consultation undertaken during the planning and assessment phases, Goodman facilitates ongoing agency and community consultation meetings for the broader OEIE development. These meetings provide a regular forum for project updates, discussion of upcoming works, coordination with neighbouring developments and infrastructure providers, and consideration of stakeholder feedback regarding estate activities and future development staging.

Ongoing communication is also maintained with surrounding landowners, nearby residents, sensitive receivers, utility providers and relevant government agencies regarding construction activities, operational matters and project updates across the broader OEIE precinct. In May 2026, a project notification letter introducing the project was distributed to existing OEIE stakeholders. The project was also presented during the May 2026 agency and community consultation meetings to provide an overview of the proposed development, anticipated construction activities and available project communication channels.

These engagement activities have directly informed the stakeholder engagement, notification and complaints management framework described within this CCCHS. Consultation associated with SSDA-120888992 will continue throughout the assessment process and, where relevant, during construction and operation to ensure stakeholder feedback continues to inform project implementation and communication activities.



Further detail regarding previous consultation activities and stakeholder feedback is provided in the OEIE Environmental Impact Statement, Social Impact Assessment, Social and Economic Report and associated technical documentation. A consultation register documenting engagement activities undertaken during preparation of SSDA-120888992, including consultation with government agencies, infrastructure providers and other stakeholders, is provided in Appendix C.

5.4 Notification procedure

Where notification is required pursuant to Condition(s) of SSD-120888992, notification shall be undertaken within the timeframes outlined within the Consent. Where notification is required due to a potential impact or issue, notification shall be undertaken in accordance with Table 8 and Table 9.

Table 8: Notification Requirements for Goodman Prior to Construction Activities

Activity	Notification Required
Work at night (any time between 6pm and 7am)	2 weeks where possible, a minimum of 1 week
Work on weekends (including public holidays)	2 weeks where possible, a minimum of 1 week
Major changes to configuration of road traffic	At least 4 weeks
Impacts on pedestrians and/or bicyclists	At least 4 weeks
Commencement, rescheduling or completion of key construction activities	At least 4 weeks for commencement and completion, 24 hours' notice for rescheduling
Commencement or rescheduling of property adjustment work	At least 2 weeks (four weeks for businesses)
Alteration to property access arrangements	At least 4 weeks
Other activities not identified above which may impact on the community stakeholders	At least 24 hours
Any form of community protest on site	Immediately

Table 9: Notification Requirements for Construction Works

Notification Type	Submission to Goodman	Distribution Community and Stakeholder
Out of Hours Works / Night Works	Draft a notification letter at least 24 hours prior to the works being carried out	2 weeks where possible, a minimum of 1 week prior to the works being carried out
Traffic Conditions	Draft letter at least 4 weeks prior to the traffic conditions changing	At least 5 business days prior to the traffic conditions changing if deemed necessary by Goodman
Individual private properties 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
Access for bridgeworks over the Water NSW pipelines	Final draft of notification at least 4 weeks prior to be works being carried out	At least 4 weeks prior to the works being carried out



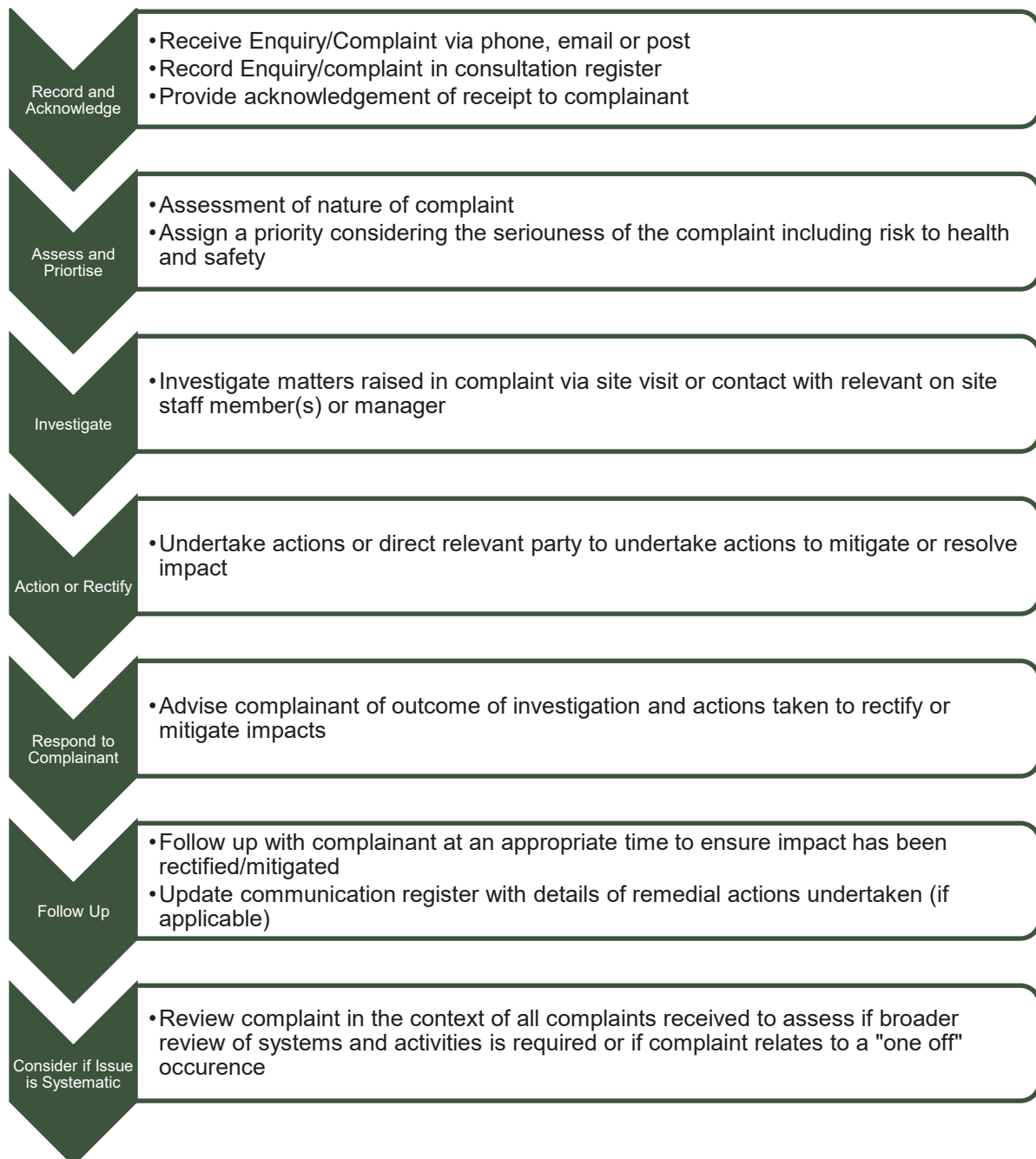
Notification Type	Submission to Goodman	Distribution Community and Stakeholder
Individual businesses regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 4 weeks prior to the works being carried out of access changes

6.0 Enquiries, complaints and incidents

Goodman are committed to the timely and effective management of enquiries and complaints relating to construction and operational activities for the Project. To this end, the following complaints procedure shown in SSDA-120888992 will be adhered to, enabling the receipt, and recording of enquiries and complaints, along with the methods of response and resolution of issues raised. Figure 5 outlines the project complaints handling process.



Figure 5: Complaints Handling Procedure



6.1 Protocol for receiving and recording enquiries and complaints

Goodman have established a project email and postal address for the receipt of enquiries and complaints relating to the development. The email and postal accounts will be regularly monitored to receive and respond to customer feedback and enquiries. The community information line (1300 004 917) has been established. The facilities established for receiving enquiries and complaints about the project during construction are shown in Table 10.



Table 10: Enquiries and complaints avenues

Facility	Purpose	Detail
Community Information Line	Dedicated contact number for project enquiries and complaints	1300 004 917
Project email Address	Email contact for enquiries, complaints and stakeholder communication	community.oakdaleeast@slrconsulting.com
Postal Address	Postal address for written correspondence	Goodman Property Services (Aust) Pty Ltd The Haysebery 1-11 Hayes Road Rosebery NSW 2018
In person communication	Verbal enquiries or complaints raised during consultation activities or stakeholder interactions	Via project representatives and consultation activities

Goodman have established a consultation register to record all complaints and enquiries received by the above means. The consultation register will be maintained on a regular basis and used to inform discussion at monthly community consultation and project team meetings. The consultation register shall include the following details for all complaints or enquiries received:

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

An excerpt of the Complaints Register is included at Appendix B.

6.2 Protocol for responding to and resolving enquiries and complaints

Where a complaint or enquiry is received the CCLR will attempt to provide an immediate response, if possible, via phone or email. Where a complaint or enquiry cannot be responded to immediately the 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 ten days.

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



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

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

6.2.1 Unreasonable complainant conduct

Where stakeholder behaviour is considered unreasonable and results in substantial impacts on staff health, safety, resourcing or the equitable management of complaints, Goodman may manage the matter in accordance with the NSW Ombudsman's *Managing Unreasonable Complainant Conduct Practice Manual (2nd Edition)*.

Any such matters will continue to be managed respectfully, fairly and consistently, while ensuring the safety and wellbeing of project personnel.

6.2.2 Contingency management framework

A contingency management framework has been developed to support the management of unexpected events, escalation issues and high-risk stakeholder matters.

Table 11 outlines the proposed response framework for enquiries, complaints, media issues and unplanned events.

Table 11: Contingency management framework

Key Element	Trigger/Response	Condition Green	Condition Amber	Condition Red
Submission	Trigger	General feedback/comment (no complaint or query).	Enquiry made by formal or informal channels.	Complaint made by formal or informal channels.
	Response	Acknowledge receipt and record in consultation register. No further response required.	Acknowledge receipt and record in consultation register. Direct enquiry to relevant person for actioning and response within 5 days.	Acknowledge receipt and record in consultation register. Respond to complaint immediately, if possible, if not direct enquiry to relevant person for actioning and provide complainant with a follow up verbal response on what action is proposed within two hours during construction works (including night and weekend works) and 24 hours at other times.



Key Element	Trigger/Response	Condition Green	Condition Amber	Condition Red
Media	Trigger	Positive story in print, online, radio or television.	Neutral or advisory story in print, online, radio or television.	Negative story in print, online, radio or television.
	Response	Record in consultation register and advise Goodman media/marketing team. No further response required.	Record in consultation register and advise Goodman media/marketing team. No further response required.	Record in consultation register and advise Goodman Project Team for further action and response. Contact relevant person for actioning and response within 48 hours
Unscheduled Event	Trigger	Event occurring outside of plan or schedule without impact or potential impact.	Event occurring outside of plan or schedule with minor impact or potential impact.	Event occurring outside of plan or schedule with major impact or potential impact.
	Response	No response required. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response within 48 hours. Acknowledge in consultation register. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response immediately. Acknowledge in consultation register. Identify opportunities for improvement to manage potential future events.
Political Interest	Trigger	General or non-specific enquiry by Local, State or Federal political representative.	Enquiry or complaint relating to minor issue by Local, State or Federal political representative.	Enquiry or complaint relating to major issue by Local, State or Federal political representative.
	Response	Goodman Project Team to prepare and provide response or assign response task to relevant staff member for comment. Record in consultation register.	Goodman Project Team to prepare and provide response within 48 hours. Record in consultation register.	Goodman Project Team to prepare and provide response within 24 hours. Record in consultation register.

7.0 Monitoring, reporting and evaluation

Goodman and the SLR Social Performance team will undertake ongoing monitoring, reporting and evaluation of stakeholder engagement, communication activities and complaints management processes throughout the project lifecycle.

Monitoring and evaluation activities will support:

- Assessment of the effectiveness of communication and engagement measures
- Identification of recurring stakeholder concerns or systemic issues



- Review of complaints management performance
- Continuous improvement of engagement processes
- Compliance with applicable project approval and reporting requirements

Consultation and complaints management activities will be periodically reviewed to ensure communication methods remain appropriate, responsive and proportionate to stakeholder needs and project activities.

7.1 Monitoring

The following indicators will be monitored throughout the project:

- Total number of enquiries and complaints received
- Recurring complaint themes or trends
- Complaints relating to communication or lack of notification
- Stakeholder feedback regarding project communication effectiveness
- Response and resolution timeframes
- Effective of notification measures
- Stakeholder participation in consultation activities.

Monitoring outcomes may be used to inform:

- Refinement of communication methods
- Additional stakeholder engagement activities
- Review of notification procedures
- Escalation of recurring project issues
- Updates to this CCCHS where required.

The monitoring parameters and performance indicators are outlined in Table 12.

Table 12: Summary of monitoring data

Monitoring Parameter	Purpose	Performance Indicator	Monitoring Frequency
Number of complaints received	Measure stakeholder concerns and project impacts	Reduction or stabilisation of recurring complaints over time	Monthly
Complaints relating to communication or notification	Assess effectiveness of communication activities	Reduction in complaints relating to lack of information or notification	Monthly
Number of recurring complaint themes	Identify potential systemic issues requiring mitigation or escalation	Reduction in recurring complaint themes over time	Monthly
Response timeframes	Assess responsiveness of complaints management process	Enquiries and complaints responded to within	Monthly



Monitoring Parameter	Purpose	Performance Indicator	Monitoring Frequency
		project response targets, where practicable	
Stakeholder enquiries	Assess clarity and accessibility of project information	Reduction in repetitive enquiries relating to previously communicated information	Monthly
Stakeholder engagement activities	Monitor implementation of engagement commitments	Consultation and notification activities undertaken in accordance with this CCCHS	Monthly

7.2 Reporting

A summary of stakeholder engagement activities, enquiries and complaints management outcomes will be maintained throughout the project. This will include maintenance of a consultation register documenting agency, stakeholder and community engagement activities undertaken throughout the project lifecycle.

Where required under the applicable Conditions of Consent or project approval framework, reporting information may include:

- Stakeholder engagement activities undertaken
- Notifications issued
- Summary of enquiries and complaints received
- Response and resolution actions
- Recurring complaint themes or trends
- Corrective actions implemented
- Updates to communication or engagement measures.

Where required, relevant reporting information will be made publicly available via the project website and/or provided to relevant regulatory agencies.

Internal reporting may also be undertaken during project and contractors meetings to review stakeholder issues, identify emerging risks, discuss recurring complaints or concerns, and coordinate corrective or mitigation actions.

7.3 Media enquiries and events

Project personnel and contractors must not provide unauthorised comments or information to media representatives regarding the project.

Any media or political enquiries relating to the project will be referred to Goodman or the nominated project representative for coordination and response.

Where media interest or reputational issues arise, communication and stakeholder response measures may be escalated in accordance with the contingency management framework outlined in Section 6.2.3.



7.4 Evaluation and continuous improvement

This CCCHS will be periodically reviewed throughout the project lifecycle to assess the effectiveness of stakeholder engagement, communication and complaints management activities.

Reviews may be undertaken:

- Following significant stakeholder issues or complaints
- Following major project changes or construction staging changes
- In response to recurring stakeholder concerns
- Following emergency or unplanned events
- As part of periodic project review processes.

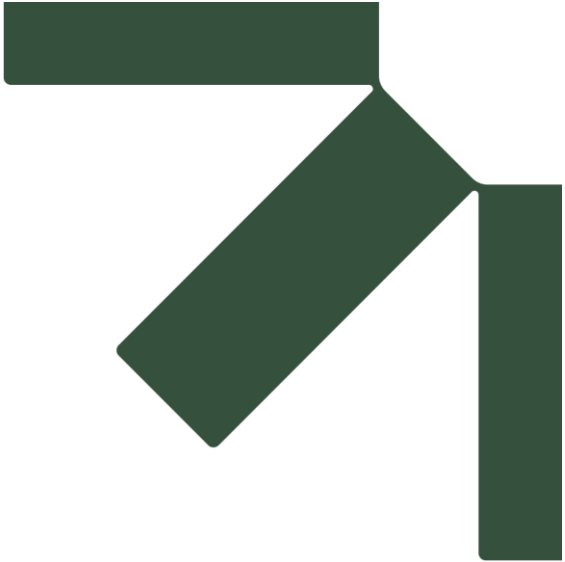
Where opportunities for improvement are identified, communication procedures, notification methods or stakeholder engagement measures may be updated accordingly.

Updates to this CCCHS will be implemented where necessary to ensure the document remains current and responsive to project activities, stakeholder expectations and applicable project requirements.

8.0 References

- Australian Bureau of Statistics (ABS) 2021, *2021 Census QuickStats*
- International Association for Public Participation (IAP2) Australasia, *IAP2 Public Participation Spectrum*
- NSW Department of Planning, Housing and Infrastructure (2024), *Undertaking Engagement Guidelines for State Significant Projects*
- NSW Ombudsman (2022), *Managing Unreasonable Complainant Conduct Practice Manual (2nd Edition)*
- Secretary's Environmental Assessment Requirements (SEARs), SSDA-120888992
- Goodman Property Services (Aust) Pty Ltd, *Oakdale East Industrial Estate Construction Environmental Management Plan and Social Impact Assessment*
- Social and Economic Report prepared for SSDA-12088892.





Appendix A Stakeholder mapping

Oakdale East Industrial Estate – Project Silverback (SSDA-120888992)

Community Consultation and Complaints Handling Strategy

Goodman Property Services (Aust) Pty Ltd

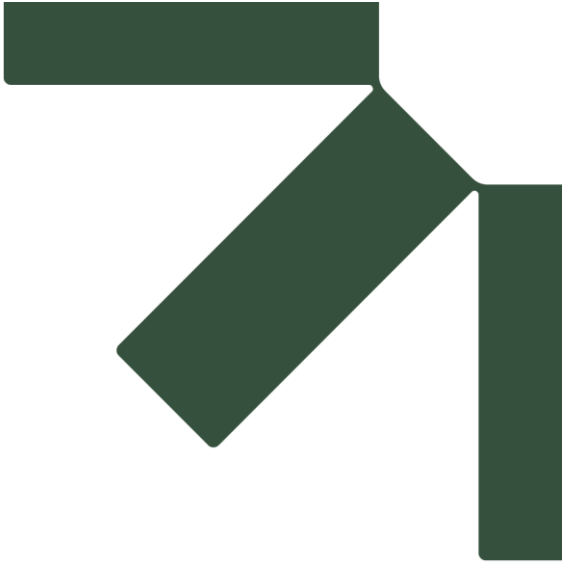
SLR Project No.: 630.033047.00001

2 July 2026

Table A-1: Stakeholder mapping

Stakeholder Group	Stakeholder	Potential Interests/Concerns	Level of Interest	Level of Influence	Proposed Engagement Approach
NSW Government Agencies	NSW Department of Planning, Housing and Infrastructure (DPHI)	Compliance with SEARs, stakeholder engagement requirements, environmental management, impact mitigation, construction management and ongoing reporting obligations	High	High	Consult
	Transport for NSW (TfNSW)	Traffic management, road safety, haulage routes, road network performance and access arrangements	High	High	Consult
	NSW Environment Protection Authority (EPA)	Environmental management, noise, air quality, pollution prevention and incident management	Medium	High	Consult
	WaterNSW	Protection of infrastructure assets, access requirements and construction coordination	Medium	Medium	Consult
Local Government	Fairfield City Council	Community impacts, traffic, road condition, environmental management and stakeholder concerns	High	High	Consult
	Penrith City Council	Regional infrastructure and cumulative development considerations	Medium	Medium	Inform
Utilities and Infrastructure Providers	Endeavour Energy	Protection of utility infrastructure and service coordination	Medium	Medium	Consult
	Sydney Water	Protection of infrastructure assets and service coordination	Medium	Medium	Consult
	TransGrid	Infrastructure protection, access requirements and construction coordination	Medium	Medium	Consult
Traditional Owners and Aboriginal Stakeholders	Deerubbin LALC	Cultural heritage interests and ongoing stakeholder awareness	Medium	Medium	Inform
	Relevant Traditional Owner representatives and Aboriginal stakeholders	Cultural heritage and community interests	Medium	Medium	Inform
Sensitive Receivers	Surrounding landowners, residents and occupiers	Noise, vibration, dust, traffic, visual amenity, out-of-hours works, access changes and communication	High	Medium	Consult
Businesses and Industry Stakeholders	Surrounding businesses and industrial landowners	Access, traffic, operational impacts, timing of works and business continuity	High	Medium	Consult
Community Stakeholders	Local community members and community groups	Construction impacts, environmental management, traffic, communication and complaints management	Medium	Low	Inform/Consult
Media and External Stakeholders	Media representatives and other interested parties	Project information, incidents, stakeholder issues and reputational matters	Medium	Medium	Inform





Appendix B Complaints register

Oakdale East Industrial Estate – Project Silverback (SSDA-120888992)

Community Consultation and Complaints Handling Strategy

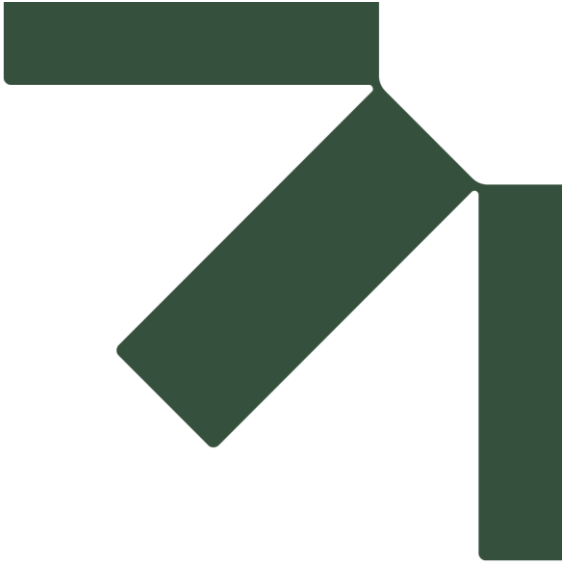
Goodman Property Services (Aust) Pty Ltd

SLR Project No.: 630.033047.00001

2 July 2026

Table B-1: Complaints register template

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Appendix C Consultation summary and engagement register

Oakdale East Industrial Estate – Project Silverback (SSDA-120888992)

Community Consultation and Complaints Handling Strategy

Goodman Property Services (Aust) Pty Ltd

SLR Project No.: 630.033047.00001

2 July 2026

This appendix provides a summary of consultation activities undertaken for the broader OEIE development and consultation undertaken specifically during preparation of SSDA-120888992.

The consultation activities summarised below informed:

- Stakeholder identification
- Communication and engagement approaches
- Notification procedures
- Complaints management measures
- Broader project mitigation and management strategies outlined within this CCCHS.

The consultation activities were undertaken as part of the broader OEIE EIS, modification applications, technical assessments, SSDA-120888992 consultation activities and ongoing estate engagement processes.

This appendix also includes a consultation register documenting agency, stakeholder and community engagement activities undertaken during preparation of SSDA-120888992.

Table C-1: Summary of previous consultation activities

Consultation Activity	Stakeholders Involved	Timing	Key Topics/Issues Raised	Outcome/Influence on Project
Environmental Impact Statement (EIS) consultation	Government agencies, councils, surrounding landowners, businesses, community members and sensitive receivers.	Project planning and assessment phase.	Traffic and road safety, construction noise and vibration, air quality, dust, visual amenity, biodiversity, environmental management, construction staging and operational impacts.	Informed the preparation of technical assessments, environmental mitigation measures, stakeholder engagement approaches and project design refinement.
Agency consultation meetings	Relevant government agencies, utility providers and statutory authorities.	Ongoing	Planning approvals, environmental management, infrastructure coordination, traffic management, servicing requirements and construction staging.	Facilitated ongoing agency coordination and informed project planning, technical investigations and approval requirements.



Consultation Activity	Stakeholders Involved	Timing	Key Topics/Issues Raised	Outcome/Influence on Project
Community consultation meetings	Surrounding landowners, nearby residents, businesses and community stakeholders.	Ongoing	Construction impacts, traffic, noise, communication expectations, operational activities and estate development.	Supported ongoing stakeholder awareness, provided opportunities for feedback and informed communication and mitigation measures.
Doorknock and direct stakeholder consultation	Surrounding residents and sensitive receivers.	Previous assessment phases	Noise, air quality, traffic and amenity impacts.	Informed specialist technical assessments and mitigation measures incorporated into the project design and management framework.
Modification application consultation	Government agencies, stakeholders and surrounding receivers	Modification assessment process	Development staging, operational impacts, construction management and environmental controls.	Informed modification assessment documentation and ongoing stakeholder communication measures.
Project notification letter distribution	Existing OEIE stakeholders, surrounding businesses and nearby receivers.	May 2026	Project introduction, anticipated construction activities, timing, contact details and communication channels.	Established early stakeholder awareness and provided clear communication pathways for enquiries and feedback.
OEIE agency and community consultation meetings	Government agencies, infrastructure providers, surrounding stakeholders and community representatives.	May 2026	Project overview, construction program, traffic management, stakeholder enquiries and communication arrangements.	Introduced SSDA-120888992 within the broader OEIE engagement program and enabled early stakeholder feedback to inform project planning.



Table C-2: SSDA-120888992 Consultation Register

Stakeholder	Consultation commenced	Consultation method	Key engagement activities	Current status/Outcome
Water NSW	8 May 2026	Agency meeting and email correspondence	Initial discussion undertaken during agency meeting on 8 May 2026. Follow up email issued 12 May 2026 regarding project interface with WaterNSW infrastructure.	No formal written response has been received. During the agency meeting, WaterNSW advised that no significant issues had been identified, noting that the proposal is generally consistent with the approved concept plan footprint. Consultation will continue as required throughout the assessment process.
TfNSW	11 May 2026	Email correspondence and meeting	Meeting held 20 May 2026. Meeting notes provided to TfNSW. Consultation related to traffic management, haulage routes and road network considerations.	Consultation is ongoing. Discussions have focused on traffic management, haulage routes and road network performance. Meeting outcomes have informed ongoing traffic assessment and coordination with TfNSW pending formal agency advice.
EPA	12 May 2026	Email correspondence and meeting	Meeting held 19 May 2026 regarding environmental management, operational impacts and approvals considerations.	Consultation remains ongoing. Discussions have informed environmental management considerations, operational controls and approval requirements.



Stakeholder	Consultation commenced	Consultation method	Key engagement activities	Current status/Outcome
				Formal agency advice is awaited.
Endeavour Energy	12 May 2026	Email correspondence	Follow up issued 20 May 2026 regarding utility coordination and infrastructure interface matters.	No formal response received to date. Separate response received relating to feeder supply via UIL8298.
Transgrid	12 May 2026	Email correspondence and technical review	Consultation undertaken regarding the proposed development interface with Transgrid transmission infrastructure, easements, maintenance access arrangements and asset protection requirements. Additional technical information was provided to support Transgrid's assessment.	Formal response received on 29 June 2026. Transgrid advised the proposal is conditionally acceptable subject to detailed design requirements relating to easement protection, maintenance access, earthworks, stormwater management, asset clearances, underground services and ongoing operational access to transmission infrastructure. Transgrid requested additional design information, including a geo-referenced 3D DXF model, and recommended provision of a dedicated maintenance layover area adjacent to Structure 12. Consultation will continue during detailed design to ensure Transgrid's technical

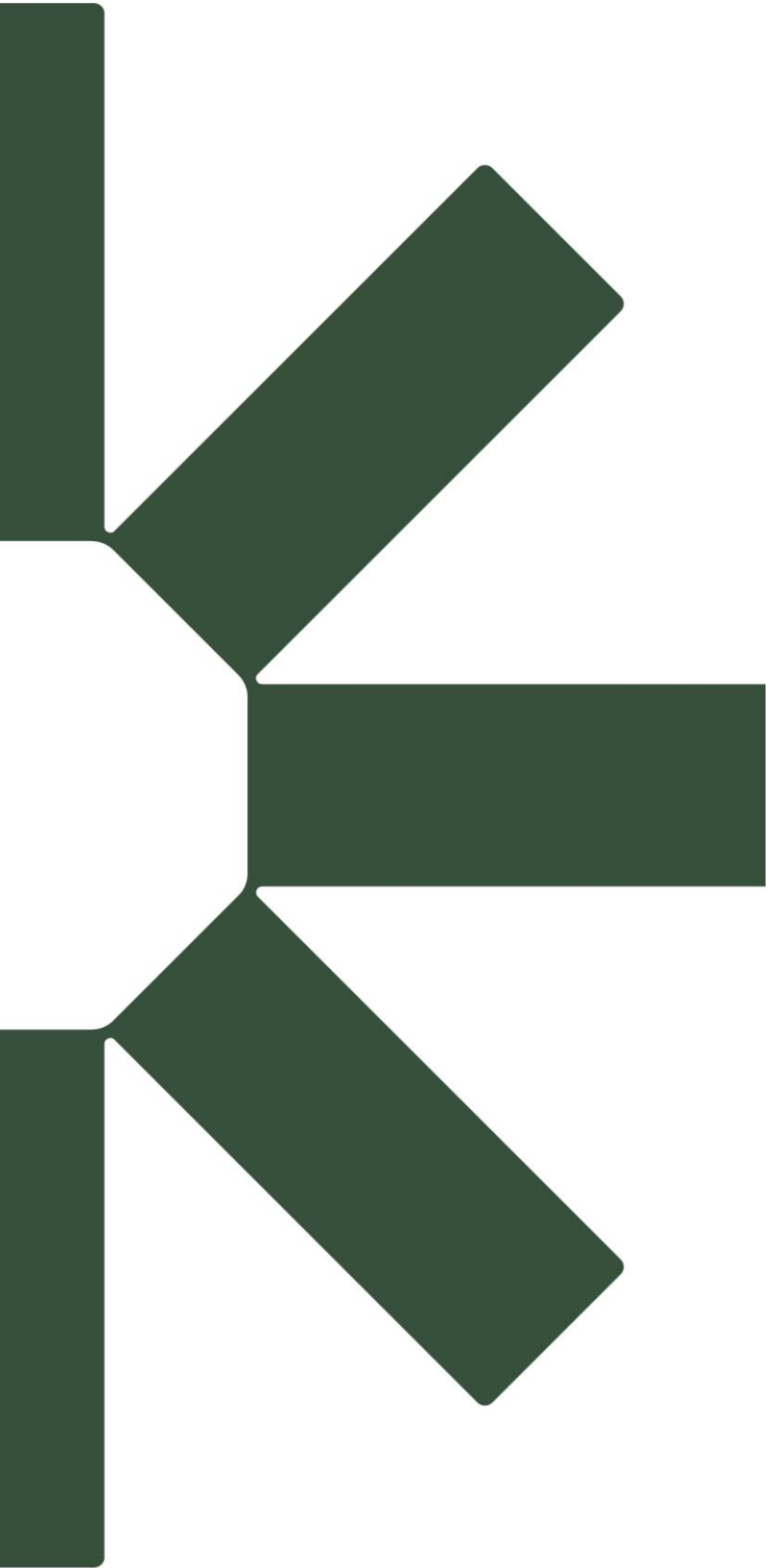


Stakeholder	Consultation commenced	Consultation method	Key engagement activities	Current status/Outcome
				requirements are appropriately addressed.
Fairfield City Council	13 May 2026	Email correspondence and meeting	Meeting held 26 May 2026 regarding construction activities, traffic and stakeholder communication.	Council advised that a formal submission would be provided during the statutory exhibition process. Consultation has informed ongoing communication regarding construction activities, traffic management and stakeholder engagement.
NSW Resources	17 May 2026	Email correspondence	Consultation initiated regarding project assessment and relevant resource considerations.	Acknowledgement received 20 May 2026. Awaiting response.
DPHI	9 April 2026	Scoping meeting	Scoping meeting undertaken with DPHI Industry Team regarding project scope, assessment pathway and engagement expectations.	Ongoing coordination continues through the SSD assessment process. Early consultation has informed project scope, assessment expectations and stakeholder engagement requirements.
Community	Ongoing	Meetings, notifications and consultation activities	Community consultation undertaken through OEIE agency and community consultation meetings, stakeholder discussions and project notification activities. The project was introduced to stakeholders during the May	Community consultation has been undertaken through the broader OEIE agency and community consultation program, stakeholder meetings, direct discussions, project notifications and ongoing



Stakeholder	Consultation commenced	Consultation method	Key engagement activities	Current status/Outcome
			2026 OEIE consultation meetings, including discussion regarding proposed construction activities, traffic, operational characteristics and communication channels.	communication activities. The project was introduced during the May 2026 OEIE consultation meetings, providing stakeholders with information regarding the proposed development, anticipated construction activities, traffic arrangements and project communication channels. Feedback received has informed ongoing stakeholder communication, notification procedures and the complaints management framework incorporated into this CCCHS.





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