

COMMUNITY COMMUNICATION STRATEGY

Moorebank Precinct West Stage 2

29 MARCH 2021

SYDNEY INTERMODAL TERMINAL ALLIANCE MOOREBANK PRECINCT WEST STAGE 2

Community Communication Strategy

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REVISIONS

Revision	Date	Description	Prepared by	Approved by
A	10/08/2018	First draft issued for client review	ZQ	KP
B	27/08/2018	Addressing Tactical comments	MWR	JC
C	30/10/2018	Updated to align with the PDC Stakeholder and Community Liaison Plan	ZQ	JC
D	13/12/2018	Updated to address ER comments	JH	JC
E	02/08/2019	Updated with Recommended Conditions of Consent	KP	KP
F	23/08/2019	Updated to address ER comments	MWR	JC
G	24/01/2020	Updated to address DPIE comments	ZQ	JC

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18/02/2021

Updated to reflect annual review

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ACRONYMS AND DEFINITIONS

Acronym/Term	Meaning
CAQMP	Air Quality Management Plan
CBD	Central Business District
CCC	Community Consultative Committee
CCS	Community Communication Strategy
CCT	Crisis Communications Team
CEC	Community Engagement Consultant
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CMP	Contamination Management Plan
CoC	Conditions of Consent
Contractor's CLM	Contractor's Community Liaison Manager
Contractor's CM	Contractor's Construction Manager
Contractor's EM	Contractor's Environmental Manager
DPIE	Department of Planning, Industry & Environment
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ER	Environmental Representative
FCMM	Final Compilation of Mitigation Measures. These are the management and mitigation measures (2 November 2018) included in Appendix 2 of the SSD 7709 Consent.
GFA	Gross floor area
IAPP	International Association of Public Participation
IMT	Intermodal terminal
ISCA	Infrastructure Sustainability Council of Australia
km	kilometre
LGA	Local Government Area
m	metre
MIC	Moorebank Intermodal Company

Acronym/Term	Meaning
MLP	Moorebank Logistics Park which includes Moorebank Precinct East (MPE) and Moorebank Precinct West (MPW)
MPE	Moorebank Precinct East
MPW	Moorebank Precinct West
MPW Site	The site which is the subject of the MPW Concept Approval (SSD 5066) and MPW EPBC Approval (2011/6086) comprising Lot 1 DP1197707 and Lots 100, 101 DP1049508 and Lot 2 DP 1197707. The MPW site does not include the rail link as referenced in the MPW Concept Approval or MPE Concept Plan Approval.
OEH	Office of Environment and Heritage
PAC	Planning Assessment Commission
PD	Precinct Developer
REMMs	Revised Environmental Management Measures. These are the management and mitigation measures presented in the MPW Concept Plan Supplementary RtS (August 2017).
RtS	Response to Submissions
SIMTA	Sydney Intermodal Terminal Alliance
SIMTA CEC	SIMTA Community Engagement Consultant
SIMTA CES	SIMTA Community Engagement Strategy
SSD	State significant development
SSFL	Southern Sydney Freight Line
TEU	Twenty-foot equivalent units
The Project	MPW Stage 2 Project, involves the construction and operation of a multi-purpose IMT facility, rail link connection, warehousing and upgraded Moorebank Avenue intersection as described in Section 4.1 of the EIS and as approved under SSD 7709.

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1 INTRODUCTION

The Sydney Intermodal Terminal Alliance (SIMTA) received approval for the construction and operation of Stage 2 of the Moorebank Precinct West (MPW) Project (SSD 7709), which comprises the second stage of development under the MPW Concept and Stage 1 Early Works Approval (SSD 5066). This Community Communication Strategy (CCS) has been developed to provide the mechanism by which to facilitate communication with Liverpool City Council and community stakeholders during the construction phase of Stage 2 of the MPW Project (hereafter, 'the Project').

Within this plan, a strategy has been established to demonstrate the contractor's approach to the management of community engagement and complements the overarching SIMTA Moorebank Intermodal Communication and Engagement Strategy (SIMTA CES) and Stakeholder and Community Liaison Plan (Stakeholder & CLP). This CCS addresses the relevant requirements of the Project Approvals, including the Environmental Impact Statement (EIS), Response to Submissions (RtS) and Conditions of Consent (CoC), and is applicable from pre-construction through to a period of 24 months following the completion of construction. The requirement of an Operational CCS will be reviewed at this time, subject to DPIE's consideration.

Additionally, this CCS also addresses all applicable guidelines and standards specific to the management of community engagement during both preconstruction and construction.

The Project involves the construction and operation of a multi-purposes Intermodal Terminal (IMT) facility, rail link connection, warehousing, freight village and upgrades to the Moorebank Avenue and Anzac Road intersection.

The location of the Project site is shown in Figure 1-1.

LEGEND

- MPW Stage 2 construction area
- Moorebank Avenue site
- Existing railway
- Watercourse

ARCADIS AUSTRALIA PROPIO PTY LTD
 ABN 78 104 485 289
 Level 16, 580 George St | Sydney NSW 2000
 P: +61 (0) 2 9607 8000 | F: +61 (0) 2 9607 8001
 Coordinate System: GDA 1984 MGA Zone 56
 Aerial Imagery supplied by GeoEye (Sept. 2018)

1:15,000 at A4

ARCADIS

SIMTA

Figure 1-1: Site Location

Figure 1-1: Site Location

1.1 Environmental Planning Approval

The MPW Stage 2 Project has been assessed by the Department of Planning, Industry and Environment (DPIE) under Part 4.7 of the *Environmental Planning and Assessment Act 1979* (EP&A Act) as State significant development (SSD). The Planning Assessment Commission granted approval for the MPW Stage 2 Project on the 11th November 2019 and subject to the CoC (SSD 7709).

The Project, including its potential impacts, consultation and proposed mitigation and management is documented in the following suite of documents:

- State Significant Development (SSD) Consent SSD 7709
- Moorebank Precinct West – Stage 2 – Environment Impact Statement (Arcadis Australia Pacific Pty Limited, October 2016)
- Moorebank Precinct West – Stage 2 – Response to Submissions (Arcadis Australia Pacific Pty Limited, July 2017)
- *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6086) granted on 27 September 2016).

1.2 Purpose and Application

This CCS has been developed to address the CoC and Final Compilation of Mitigation Measures (FCMM), and aims to demonstrate how communications with community and stakeholders will be facilitated during the Project. This CCS has been prepared to align with the SIMTA CES and Stakeholder & CLP prepared for the Moorebank Precinct (both MPE and MPW Project sites).

This strategy provides the methods to measure and reduce the impact to nearby sensitive receivers by the Construction Contractor during construction, including all sub-contractor and consultant partners.

The CCS will be implemented for the duration of the MPW Stage 2 construction and for 12 months following the commencement of operation. The requirement of an Operational CCS will be reviewed at this time, subject to DPIEs consideration.

1.3 Objectives and Targets

The SIMTA CES and Stakeholder & CLP provide a high level overarching framework for communication and engagement activities associated with the MPE and MPW precincts. SIMTA will lead all stakeholder and community engagement activities. SIMTA contractors will communicate and engage with key stakeholders and the community where approached directly or with the prior consent of SIMTA.

The objectives and targets outlined in Table 1 directly support and underpin the objectives outlined in the SIMTA CES.

Table 1 Objectives and Targets

Objective	Target	Timeframe	Accountability
Minimise project related complaints through consultation and awareness	< 3 substantiated complaints per month	Throughout construction	Contractor's PM
Provide accurate, timely and reliable information about construction activities and impacts	100% of communiques are delivered within project timeframes specified in Section 3.3.2	Throughout construction	Contractor's PM
Under the guidance of the SIMTA Community Engagement Consultant (CEC), respond in a timely and professional manner to	100% of complaints to be responded to within agreed timeframes	Throughout construction	SIMTA CEC

Objective	Target	Timeframe	Accountability
complaints raised by community stakeholders			

2 ENVIRONMENTAL MANAGEMENT

2.1 Legal and Other Obligations

Table 2 details the legislation, planning instruments and guidelines considered during the development of this strategy.

Table 2 Legislation, Planning Instruments and Guidelines

Legislation	Description	Relevance to this CCS
<i>Environmental Planning and Assessment Act 1979</i>	This Act establishes a system of environmental planning and assessment of development proposals for the State that provides for conditioning of consents under s 4.38.	The CoC are incorporated into this strategy.
ISO10002-2006 – Customer Satisfaction – Guidelines for Complaints Handling in Organisations	This international standard provides guidance on complaints handling for all commercial and non-commercial activities.	The CEC have developed the complaints management system in accordance with this standard.
International Association of Public Participation (IAPP) Core Values and Principles	This international member association provides values and principles that guide the practice of community engagement incorporating governments and individuals that impact the public interest.	The values and principles of the IAPP are incorporated into this strategy.

2.1.1 Compliance Matrices

The Project is being delivered under Part 4, Division 4.7 of the EP&A Act. The CoC include requirements to be addressed in this plan and delivered during the Project. These primary conditions related to the development of this strategy and how they are addressed is provided within Table 3. Secondary conditions are addressed in Appendix E.

Table 3 Primary Conditions of Consent

CoC No.	Condition	Section Reference	How Addressed
Primary Conditions			
A31	A Community Communication Strategy must be prepared and submitted to the Planning Secretary for approval no later than one month before the commencement of construction. The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, the Council(s) and the community (including adjoining affected landowners and businesses, and others directly impacted by the development). The Community Communication Strategy must:	This plan	The CCS (this plan) has been prepared to address the requirements of this condition.
	(a) assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the development;	Section 2.5	The SIMTA CEC will be the central contact for all community enquiries and will develop content to be distributed to the community. The Contractor's Community Liaison

CoC No.	Condition	Section Reference	How Addressed
			Manager will be responsible for timely provision of information to the SIMTA CEC to enable the community to be kept up to date and informed.
	(b) detail the mechanisms for regularly consulting with the local community throughout the development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results;	Section 2.5 Table 7	Table 7 indicates that community information and feedback sessions will be scheduled as required to update the community on the progress of construction works and to seek feedback.
	(c) detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works, vibration intensive activities or manage traffic disruptions;	Section 3.3.5	Section 3.3.5 provides the procedure for consulting with nearby sensitive receivers to schedule high noise generating activities and to manage traffic disruptions.
	(d) include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders; and	Section 3.1 Table 8	Table 8 provides the contact details of key community groups, relevant regulatory authorities, RAP and other interested stakeholders
	(e) include a complaints procedure for recording, responding to and managing complaints, including: (i) email, toll-free telephone number and postal addresses for receiving complaints,	Section 3.3.7 Section 2.5 Table 7	The procedure for recording, responding and managing complaints in explained in Section 3.3.7 Table 7 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints.
	(ii) advertising the contact details for complaints before and during operation, via the local newspaper and through on-site signage,	Section 2.5 Table 7	Table 7 indicates that Project contact details will be published in local newspapers and through on-site signage during construction.
	(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	Section 3.3.7	Section 3.3.7 describes the information that will be recorded in the complaints register. The information that will be recorded include: the name, address, form, time, date, nature of the complaint and actions taken to address the complaint.

CoC No.	Condition	Section Reference	How Addressed
	(iv) procedures for the resolution of any disputes that may arise during the course of the development.	Section 3.3.7	The ER will act as a mediator to resolve disputes that are unable to be resolved by the Project team. Section 3.3.7 further describes the procedure.
A32	The Applicant must: (a) not commence Construction until the Community Communication Strategy has been approved by the Planning Secretary.	This plan	Upon approval of this plan. The plan will address the requirements of this condition.
	(b) implement for the Community Communication Strategy for the duration of construction and for 12 months following the commencement of operation.	Section 1.2 Section 1.3	Section 1.2 and Section 1.3 of this plan address the requirement of this condition.

The Management and Mitigation Measures referred to in SSD 7709 CoC A3(d) (Appendix 2) are provided as the Final Compilation of Mitigation Measures (FCMM) (Arcadis, November 2018). A list of the FCMM as relevant to the Project and how they have been compiled in this plan are provided in Table 4.

Table 4 Final Compilation of Mitigation Measures (FCMM)

FCMM	Requirement	Document reference
15A	A community information awareness strategy would be included in the CEMP and would outline measures to maintain communication with the community and all relevant stakeholders throughout the construction process of the Proposal. Additionally, written notification would be provided to potentially affected and adjoining landowners prior to commencement of site operations.	This plan

The MPW Concept Plan and Stage 1 Early Works (SSD 5066) was approved on 3 June 2016. The conditions of consent relate primarily relate to the management of Stage 1 Early Works or the assessment of later stages of development and are therefore not included in this plan.

The Revised Environmental Management Measures (REMM) were presented in the MPW Concept Supplementary Response to Submissions Report Modification 1 (Arcadis, August 2017). The REMM relevant to this plan are identified in Table 5.

Table 5 MPW Concept Plan Modification 1 REMM

REMM	Requirement	Document Reference
2A	A Community Engagement Plan (CEP) (or equivalent) would be prepared to outline community involvement and consultation activities during early works, construction and operation phases. As a minimum, the CEP would include appropriate measures for community involvement, including: - a direct telephone number (24 hour) - an email address - a postal address - regular project updates	Table 7 provides details on the measures that will be made available to encourage community involvement in the Project including the 24-hour telephone number, email address, postal address, where regular project updates will be posted and the Community Consultative Committee. Table 10 outlines communication and engagement timeframes to be adhered

REMM	Requirement	Document Reference
	a community liaison representative; and scheduled meetings with a local representative body such as a community consultation (or liaison) committee The CEP would also set out a guide on expectations for responding to relevant information received from community members.	to by the contractor when responding to complaints and/or enquiries.
2B	The CEP would be prepared to ensure: - the community and stakeholders have a high level of awareness of all processes and activities associated with the Project - accurate and accessible information is made available; and - a timely response is given to issues and concerns raised by stakeholders and the community.	Table 7 provides details on how SIMTA will communicate with the community to ensure they are aware of the Project and that information is accurate and easily accessible. Table 10 outlines communication and engagement timeframes to be adhered to by the contractor when responding to issues and concerns raised by stakeholders and the community.

The EPBC Act approval for the MPW Concept was granted by the Department of Environment and Energy in September 2016 (No. 2011/6086). This approval was provided for the impact of the MPW Project on listed threatened species and communities (Sections 18 and 18A of the EPBC Act) and Commonwealth action (Section 28 of the EPBC Act). There are no specific EPBC Conditions of Approval requirements related to the CCS.

2.2 Roles and Responsibilities

Table 6 outlines the key responsibilities associated with this CCS.

Table 6 Roles and Responsibilities

Roles	Responsibilities
Community Engagement Consultant (CEC)	The CEC will act as the 'control tower' for all public communications; they will be the central contact to keep nearby residential receivers and the CCC informed of the progress of the development. Their responsibilities are as follows: - Manage the relevant enquiries and complaints in accordance with the CCS - Working with contractors in the organisation and delivery of community notifications and/or information dissemination - Reviewing contractor community relations materials, including notifications, letters, advertising, signs and factsheets - Monitoring, responding to and triaging Project calls and emails - Attend Community Consultative Committee meetings - Working with Contractor's EM and CLM on environmental complaints received from the public
SIMTA Precinct Developer (PD)	Responsible for management of all media enquiries
Contractor's Community Liaison Manager (Contractor's CLM)	- Implement the Community Communication Strategy CCS - Assist the Community Engagement Consultant (CEC) in the management of the relevant enquiries and complaints in accordance with the CCS - Communicate results of complaint, audit report findings and incident investigations to the community and relevant stakeholders

Roles	Responsibilities
Contractor's Environmental Manager (Contractor's EM)	- Assist the Contractor's CLM in the management of community complaints where required - Address CoC and other project requirements and attend stakeholder meetings as required
Contractor's Construction Manager (Contractor's CM)	- Provide updates and information to enable the development of communiques - Support in the response to complaints and enquires and ensure actions/resolutions are implemented - Provide information for reporting as required - Attend stakeholder meetings as required
Environmental Representative (ER)	Act as a mediator to resolve unresolved disputes between a complainant and the Project team
All Personnel	- Report any community interaction to the Contractor's CLM - Identify potential impacts on the community and notify the site supervisor
Site Supervisors	- Support in the response to complaints and enquires where required - Interact with members of public in a positive and respectful manner - Consider impacts on stakeholders and the community during planning and implementation of work - Report any community interaction to the Contractor's CLM
Principal's Representative	- Review the CCS to ensure that it meets all relevant regulatory and Project requirements - Issue a stop work direction immediately where an unacceptable environmental or community impact may occur

2.3 Training

All personnel working on the Project shall undergo general environmental awareness training and training about their responsibilities under the Construction Environmental Management Plan (CEMP), sub-plans to the CEMP and other relevant post approval documents including the CCS in accordance with Section 2.7 of the CEMP. Records of Project environmental induction and other environmental training will be maintained in the Construction Contractor's site office.

The environmental induction will include the following stakeholder management requirements:

- Procedure for reporting of complaints and enquiries
- Adequate behaviour when interacting with stakeholders including the local community
- Management of media enquiries.

Toolbox meetings will also be undertaken, as and when required reiterating stakeholder management requirements.

2.4 Incident Management

Incidents will be managed in accordance with Section 2.8.2 of the CEMP. The Construction Contractor will notify the Principal's Representative of any incident which can reasonably be expected to attract the attention of the media, the Minister for Finance, Minister for Infrastructure and Regional Development, a local Member of Parliament, local council or the broader community immediately after the incident is made safe or is contained. Where there is potential for the community to be impacted by an incident, any response or notification required will be undertaken in coordination with the appropriate emergency services.

In the event of an incident, no information will be provided to any person, other than that which is required to directly manage the incident or to comply with law, without the approval of the Principal's Representative.

Senior and experienced personnel will be made available to support SIMTA in responding to stakeholders, the media or the public as required and assist in the development of communications materials that may need to be disseminated as a result of an incident.

2.5 Communication Tools

The SIMTA CES outlines the overarching project engagement tools, purpose and responsibility. Table 7 summarises the interaction between the Construction Contractor and SIMTA and how these tools will be used to contribute to and/or develop the communication tools for the Project.

Where relevant all communication tools will reference access to the information via a community language Information Line in the five most commonly spoken languages, in addition to English, in the Liverpool region – Fijian, Arabic, Vietnamese, Hindi and Filipino.

Table 7 Communication Tools

Tool	Purpose	Responsibility
Project Contacts		
Project Email	simta@elton.com.au This email is the primary contact point for use on the project and managed by the CEC. Incoming emails relating to the Project will be redirected to the Contractor's CLM for actioning, as necessary.	CEC
24 Hour Project information line	1800 986 465 The CEC will be responsible for managing the information line. All calls coming through to the line will be triaged to the appropriate package of work.	CEC to direct calls to Contractor's CLM or Contractor's Environmental Manager who will manage these appropriately
Postal address	PO Box 1488 Bondi Junction NSW 2022 The CEC will be responsible for managing incoming letters. Where required, letters will be triaged to the appropriate package of work.	CEC
Community Information		
Project Website	www.simta.com.au The Project website will be managed by the CEC and relevant content provided by the Construction Contractor would be made available. This content would include: • MPW Stage 2 EIS and RtS • MPW Stage 2 Conditions of Consent • MPW Stage 2 Revised Compilation of Mitigation Measures • EPBC approval, Conditions of Approval and REMMs • Development Layout Plans, design plans and amended water-sensitive urban design (WSUD) and architectural design plans • All approved strategies, plans and programs required under the MPW Stage 2 development consent • Comprehensive summary of monitoring results • Complaints register • Annual reviews of the development • Independent environmental audit reports • Updated Biodiversity Assessment Report	Contractor's CLM to provide information to CEC

Tool	Purpose	Responsibility
	- All statutory approvals for the Moorebank development - Summary of the current stage and progress of the development - Contact details to enquire about the development or make a complaint - Regular reporting on the environmental performance of the Moorebank development. As reports, plans, programs and strategies are updated, they would be made available on the project website.	
Website and newsletter community update	Project updates will be posted on the website and newsletters will be distributed at least quarterly.	Contractor's CLM to provide detail to CEC
Community Notification	Specific notifications regarding works being undertaken for potentially affected neighbouring property owners and businesses before undertaking major activity or milestones. These include: - Commencement and completion of works - Noisy works - Audible (at receptor) Out of Hours works - Changes to traffic, parking or access Community notifications include all Community Updates, Out-of-Hours notices, project information flyers and other communications material. The notifications will proactively notify the community and key stakeholders of current and forthcoming activities including those that have the potential to impact on the community. All notifications will include the project contact numbers, details of the Project website and an email address to refer any enquiries.	Contractor's CLM to provide detail to CEC, CEC to approve and distribute
Advertisements	Used to inform the wider community about works and upcoming engagement opportunities. In particular, advertisements may be used to inform the community about changes to traffic conditions. The project contact details will be published in the newspaper(s) circulating in the local area prior to the commencement of early works and prior to the commencement of operation. Long term or permanent changes to a public road will be advertised in both the Liverpool Leader and Liverpool Champion.	Contractor's CLM to provide detail to CEC and CEC to approve and distribute
Face to face, phone calls, letters	This may include door knocking, face to face contact or phone calls with affected residents or businesses. Particularly if works impacts on individuals. A record of conversation will be logged on Consultation Manager. Whenever possible, written notice and verbal notification will be provided to properties adjacent to or directly impacted by emergency works at least two hours before the work is scheduled to start.	Contractor's CLM with CEC in attendance
Signage	Signage will be placed a minimum of seven days prior to changes which may impact on pedestrian routes, cycle ways, traffic conditions and access to public transport.	Contractor's CLM with CEC liaison

Tool	Purpose	Responsibility
	Project contact details will be included in on-site signage	
Community Information and Feedback Sessions	Drop-in sessions will be used to update the community on construction works and to seek feedback. The sessions will be scheduled as required with a minimum of two held per year. The sessions will be held in locations accessible to the local community.	Organised by CEC and attended by relevant Construction Contractor personnel
Meetings		
Stakeholder meetings	Where required, key stakeholders will be invited to meetings to resolve issues or be provided with additional information etc. as required. These meetings will be attended by the Contractor's CLM and Construction Manager (or delegate). CEC will be notified and attend if required. Details of the meeting will be recorded in Consultation Manager.	Contractor's CLM and CEC to organise meetings
Community Consultative Committee (CCC) meetings	The CCC will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Project, level of public interest and sensitivity of the site and surrounding area. Meetings will be attended by the independent chairperson, applicant, Council, members of the local community and stakeholder groups. Meetings will discuss the progress of the Project, consider community issues and concerns, review environmental impacts of the Project and provide information on the progress of the Project.	CEC to attend.
Communication coordination meetings	Fortnightly meetings between the Construction Contractor and SIMTA will be undertaken. This may include subcontractors as required.	Contractor's CLM to attend
Reporting		
Monthly	A monthly report summarising key stakeholder engagement activities will be provided to SIMTA.	Contractor's CLM
Compliance	Details of stakeholder engagement will be provided to SIMTA in order to undertake compliance reporting in accordance with the Project Conditions of Consent.	Contractor's CLM
Consultation Manager	Consultation Manager is a database which will be used by CEC to record any stakeholder engagement.	CEC. Contractor's CLM to provide information to CEC
Training		
Site induction, pre-start meetings and toolbox talks	All site staff will attend the site induction which will outline the project community requirements. Pre-start meetings and toolbox talks will be used to reiterate this message and detail specific concerns as required.	Contractor's CLM and Contractor's Environment Manager

3 IMPLEMENTATION

3.1 Stakeholder Identification

Various stakeholder groups will be consulted at different times throughout construction. Table 8 outlines the stakeholders to be proactively communicated with.

Table 8 Stakeholder identification

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
Client Delivery Team	Qube/ SIMTA	1800 986 465 simta@elton.com.au	Collaborate
	Arcadis	(02) 8907 9000	
	Tactical Group	(02) 8907 0700	
	Contractors	TBC upon contract award	
Government Agencies	Department of Planning, Industry and Environment	1300 305 695	Consult/ Involve
	Department of Agriculture, Water and Environment	1800 803 772	
	Campbelltown City Council	(02) 4645 4000	
	Liverpool City Council	1300 362 170	
	Western Sydney Regional Organisation of Councils (WSROC)	9671 4333	
	Infrastructure NSW	(02) 9255 1700	
	Office of Environment and Heritage	(02) 9995 5000	
	Environment Protection Authority	131 555	
	Department of Primary Industries – Fisheries	1300 550 474	
	Department of Planning, Industry and Environment - Water	9338 6600	
	State Emergency Services	Ambulance NSW (02) 9320 7777	
		Police NSW 131 444	
		NSW RFS (02) 8741 5555	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
		NSW Fire and Rescue Service (02) 9265 2999	
	Heritage Council of NSW	(02) 9873 8500	
	Department of Defence	1800 333 362 Yourcustomer.service@defence.gov.au	
	Transport for NSW - Roads and Maritime	13 22 13	
	Transport for NSW	(02) 8202 2200	
	Sydney Trains	9219 1500	
	Australian Rail Track Commission (ARTC)	8217 4366	
	Australian Competition and Consumer Commission (ACCC)	1300 302 502	
	Transport Management Centre	(02) 8396 1400	
	Utilities companies	Sydney Water 13 20 92	
		Endeavour Energy (02) 9853 6666 gipa@endavourenergy.com.au	
		Jemena 1300 536 362	
		Telstra 1300 368 387	
		AGL Upstream Investments 131 245	
		AAPT 1800 801 036	
Federal Government Ministers	Minister for Infrastructure, Transport and Regional Development	Minister for Infrastructure and Transport 6277 7520 Minister for Communications, Urban Infrastructure, Cities and the Arts 6277 7480	Inform
	Minister for Finance	6215 2222	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
Federal Members	Federal Member for Fowler	9726 3988	Inform
	Federal Member for Hughes	6277 4366	
	Federal Member for Werriwa	6277 2103	
State Government Ministers	NSW Minister for Transport and Roads	8574 5807	Inform
	NSW Minister for Energy and Environment	8574 6150	
State Members	State Member for Holsworthy	9825 3653 holsworthy@parliament.nsw.gov.au	Inform
	State Member for Liverpool	9602 0040 liverpool@parliament.nsw.gov.au	
	State Member for Macquarie Fields	9618 2077 macquariefields@parliament.nsw.gov.au	
Interested Parties	Registered Aboriginal Parties:	Tharawal Local Aboriginal Land Council (LALC) (02) 4681 0059 informationofficer@tharawal.com.au	Consult / Involve
	– Tharawal Local Aboriginal Land Council	Cubbitch Barta Native Title Claimants Aboriginal Corporation (02) 4684 3829	
	– Cubbitch Barta Native Title Claimants Aboriginal Corporation	Darug Tribal Aboriginal Corporation (02) 9622 4081 Darug_tribal@live.com.au	
	– Darug Tribal Aboriginal Corporation	Darug Aboriginal Cultural Heritage Assessments (02) 9410 3665	
	– Darug Aboriginal Cultural Heritage Assessments	Darug Land Observations daruglandobservations@gmail.com	
	– Tocomwall Darug Land Observations	Tocomwal Land Observations (02) 9542 7714	
	– Darug Custodian Aboriginal Corporation	Darug Custodian Aboriginal Corporation 0415 770 163	
	– Darug Aboriginal Landcare Inc	Darug Aboriginal Landcare Inc 0408 360 814	
	Moorebank Heritage Group	info@moorebankheritage.org.au	
	Pedestrian and bicycle user groups	bmx.info@cycling.org.au	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	East Liverpool Progress Association	Elpa2008@gmail.com	
	Residents Against Intermodal Development	info@raidmoorebank.org	
	No Intermodal Committee	Not publicly available	
Impacted Community and Business	Travelling public	Community notice in newspapers	Inform
	Residents of Casula; Wattle Grove, Moorebank, Glenfield	Letterbox drop	
	All Saints College	9821 1822 info@allsaintscasula.catholic.edu.au	
	Casula Powerhouse	9824 1121 reception@casulapowerhouse.com	
	Glenfield Farm	131 555 info@environment.nsw.gov.au	
	Neighbouring businesses	ABB (02) 9821 0111	
	Glenfield Waste Facility	9601 8766 http://www.glenfieldrecycling.com/contact/	
	Ingleburn Business Chamber	info@ingleburnchamber.com.au	
	Liverpool Chamber of Commerce	9600 5200 info@liverpoolchamber.org.au	
	Sydney Business Chamber, Western Sydney	8838 0400 enquirieswestsyd@thechamber.com.au	
	Wattle Grove Public School	9731 1355 wWattlegrov-p.school@det.nsw.edu.au	
	Users of Leacocks Trail/Weaving Garden Path	Community notice in newspapers	
Other	Local and national media such as the Liverpool Leader, Liverpool Champion	Campbelltown Macarthur Advertiser 4640 5151	Inform
		Liverpool Leader 8778 2833 editor@liverpoolleader.com.au	
		Liverpool Champion 9794 6082	

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
		ihorner@fairfaxmedia.com.au	

3.2 Aspects and Impacts

Table 9 outlines the potential impacts to stakeholders from construction activities and provides a list of mitigation measures that will be implemented to address these impacts.

Table 9 Potential impacts to stakeholders

Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
Noise and vibration	Noise due to operation of machinery and equipment impacting residents, businesses and visitors to community venues Complaints from nearby residents and businesses Negative media Reputational damage	Abatement measures such as acoustic hoarding Implementation of mitigation measures as outlined in the CEMP and Construction Noise and Vibration Management Plan (CNVMP) Training of site staff in mitigation measures through toolbox talks and pre-start meetings Noise and vibration monitoring Community notifications as appropriate
Human health	Contact with contaminated materials such as asbestos and PFAS (poly-fluoroalkyl substances)	Asbestos and dust monitoring will be undertaken in accordance with the Construction Air Quality Management Plan (CAQMP) and the Contamination Management Plan (CMP) Implementation of Contractor Health and Safety Management Plan to ensure the safety of all staff and visitors and members of public in the vicinity of the Project Training of staff through site induction, toolbox talks and pre-start meetings Community notifications as appropriate
Traffic	Heavy vehicles and oversized deliveries causing delays/ access impacts to local businesses, residents and community venues Noise associated with increased traffic Increased traffic on local roads and the associated safety risks Queuing of delivery trucks Trucks using non-approved haul routes Damage to roads	Site induction to ensure understanding of access routes and contractor parking areas on site Truck access parameters as per the Construction Traffic Access and Management Plan and monitoring by the Site Supervisors Variable message signage (VMS) on Moorebank Avenue advising motorists of construction traffic access routes during peak times of construction traffic Community notifications as appropriate
Air Quality	Reduction in air quality and increase in dust Complaints from nearby residents and businesses Negative media Reputational damage	Implementation of mitigation measures as outlined in the CAQMP Air quality monitoring as outlined in the CAQMP

Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
Visual and Social Amenity	Community concern regarding visual impacts during works Visual impact of sedimentation to Georges River resulting from inadequate erosion and sediment control Changes in visual amenity to the local area	Delivery of the Project strictly in accordance with the Principal's Requirements and Conditions of Consent and tightly aligned to all approved Project Plans and strategies Community notifications as appropriate
Cultural Heritage	Impact on indigenous or other heritage sites	Site induction to ensure understanding location (as appropriate) and responsibilities in relation to known and unknown cultural heritage Implementation of Unexpected Finds Procedure Implementation of salvage strategy Appropriate engagement with Registered Aboriginal Parties

3.3 Community Communication Process

3.3.1 Community Consultative Committee

As part of the MPE Stage 2 (SSD 7628) development consent, CoC B154 a Community Consultative Committee (CCC) was established for the Moorebank Intermodal Precinct (MPE and MPW). This CCC will remain in place to meet the requirements of the MPW Stage 2 Consent (SSD 7709).

The CCC acts as an advisory committee and comprises the Applicant, Council, members of the local community, stakeholder groups and an independent chairperson. Meetings involve discussion on the progress of the Project, consider community issues and concerns, involve a review of environmental impacts of the Project and provide information on the progress of the Project. The CCC will operate for the duration of construction and at least 6 months following the commencement of decommissioning. The Committee will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Project, level of public interest and sensitivity of the site and surrounding area. The frequency of such meetings may vary as the project progresses through its different phases of construction and into operation. Public interest and sensitivity of the site and surrounding area may also impact the frequency of meetings.

3.3.2 Notification Timeframes

The SIMTA CES outlines the communication and engagement timeframes to be adhered to by the Contractor. These are detailed below in Table 10. Any external notifications relating to environmental incidents will be managed in accordance with the Construction Environmental Management Plan Section 2.8.3.

Table 10 Engagement Timeframes

Communication	Timing
Complaints	- Acknowledge complainant within 4 hours (where contact details are provided), even when an answer has not yet been found - Provide a written and/or verbal response to complainant within 24 hours - Record details of the complaint received and response provided (written and verbal) in the database within 48 hours - Forward information on any complaints received and details of any actions undertaken or proposed or investigations occurring, to SIMTA in writing within one business day
Enquiries	Acknowledge the enquirer within 8 hours (where contact details provided), even when an answer has not yet been found

Communication	Timing
	• Provide a verbal response (where an immediate response cannot be given) within 24 hours from the time of the enquiry being received unless the enquirer agrees otherwise • Provide a written response to letters and emails within 48 hours • Record details of all enquiries received and responses provided (written and verbal) in the database within 48 hours • Report monthly on any enquiries received and responses given.
Community Notification	Community notifications are required in the following circumstances where works may impact on the community: • Modifications to traffic arrangements, pedestrian routes, cycleways and bus stops • Out of hours works • Extended hours of work • Medium and high noise activities • High vibration activities, if applicable • Disruption to residential or business access • Changing or disruption of utility services • Removal of trees or vegetation • Site investigation activities • Establishing site compounds • Start of construction and other significant milestones Notifications will be led and approved by SIMTA CEC. The Contractor must provide written notification to relevant utility service authorities and the Principal at least 7 days before commencing any utility service works, unless the works are for or on behalf of that utility service provider. Works with an impact limited to road users will be notified with a Current Works notice on the SIMTA website and use of VMS boards on approach to worksites, both done in advance of work commencing but not necessarily seven days in advance. Refer to the Construction Noise and Vibration Management Plan (CNVMP) Out of Hours Work Protocol for community notification requirements specific to noise. In summary, low impact out of hours works will not require notification to be distributed to receptors potentially affected by the works. Out of hours works which are medium and high impact will require notification to be distributed to receptors potentially affected by the works at least 7 days prior to the commencement of works which may impact the community or stakeholders. Medium and high noise activities may include jack hammering, vibratory rolling, cutting of pavement, steel of concrete works that may generate noise with impulsive, intermittent, tonal or low frequency characteristics.
Project Signage	Installed at least 7 days before any changes that impact on pedestrian routes, cycle ways, traffic conditions or access to public transport.

3.3.3 Approvals Process

The contractor must provide a minimum of 15 business days' notice to SIMTA prior to the commencement of any activity where a community notification is required. The following information must be provided:

- Works to be undertaken
- Location of work
- Hours of work
- Duration of activity
- Equipment used
- Likely impacts (including noise, vibration, traffic, access and dust)
- 24-hour contact number.

All mass-public communication materials will be submitted to SIMTA for review and approval for at least five business days before it is planned to be released. This includes newsletters, website updates, community notifications, letters, advertisements, signs and proactive project emails. A minimum of 20 business days'

notice will be provided (to SIMTA) of significant development milestones to enable the Principal to develop its media response.

Draft materials will be reviewed and approved by the CEC before being submitted to SIMTA Precinct Developer for final approval. It is expected SIMTA will provide approval to non-urgent material within two business days. No materials will be released until it has been approved.

For urgent communications where it is not feasible to submit the material for approval five business days in advance, written advice will be provided to SIMTA explaining why the approval needs to be expedited and the requested deadline for approval. This situation will apply in the case of emergency works.

Any out of hours works or extended hours' work must be undertaken in line with the Noise and Vibration Management Plan (NVMP) Out of Hours Work Protocol and Extended Hours Works Plan.

3.3.4 Out of Hours Work

An Out of Hours Work Protocol will be prepared in accordance with COC B135. For construction works undertaken outside the hours specified in CoC B125 and circumstances specified in CoC B126 and B127, notification to sensitive receivers will be undertaken in line with measures outlined in Table 10.

3.3.5 High-Noise Activities and Traffic Disruptions

Traffic disruptions and high noise activities are likely to occur during Construction. The following procedure will be followed to inform nearby residential receivers of traffic disruptions and high noise activities:

1. Contractor's CM to identify types and durations of works which may generate high-impact noise or disrupt traffic flows during works scheduling and notify Contractor's CLM prior to quarterly Community Consultative Committee Meetings
2. Works scheduling to be discussed at CCC meetings, with members given the opportunity to raise concerns around timing of works, for example due to school holidays or local events etc.
3. Contractor's CM to review schedule and amend where possible and provide Contractor's CLM details or works being undertaken
4. Contractor's CLM to develop content to be included within community notification and submit content to SIMTA CEC a minimum of 14 days prior to works commencing for review and approval
5. SIMTA CEC to review and approve notification and distribute to the impacted nearby sensitive receivers a minimum of 7 days prior to the works commencing. SIMTA CEC will also update the Project website with the relevant information. Appendix A identifies sensitive receivers that will be notified prior to the commencement of works that will cause traffic disruptions.

The notification will also be included on the Project website.

3.3.6 Crisis Management

A crisis is defined as “... an emergency event, a catastrophe, a disaster, a time of intense difficulty or danger”. Crisis management procedures will be implemented when a 'crisis' event occurs which is likely to generate, widespread negative media coverage that poses a serious threat to the reputation of the project and/or those parties directly associated with its delivery. The decision regarding what issue reaches the threshold of a 'crisis event' will be determined by the SIMTA PD and SIMTA's Stakeholder and Community Liaison Manager.

Refer to Section 9 of the PDC Stakeholder & CLP for further details on crisis management.

3.3.7 Complaints and Enquiries

Complaints and enquiries may be received directly from stakeholders to members of the Project team, or indirectly via the 24-Hour Project information line, email address or postal address. The procedure for recording, responding to, and managing complaints is included within Appendix B.

3.3.7.1 24-hour Contact

The CEC will be the first responder to all calls on the 24-hour Project Information Line and will respond directly to all calls relating to the overarching project.

The Construction Contractor will nominate two 24-hour contacts such as the Contractor's CLM and Contractor's CM who are available to answer and respond to calls relating to the Project.

Community members are also able to use the project email address for project questions and access the project website for additional project information.

3.3.7.2 Complaints Register

All complaints and enquiries will be logged in the Consultation Manager Database by the CEC. The following information will be recorded in the complaints register:

- Name of enquirer/complainant
- Address of enquirer/complainant
- Form of enquiry/complainant
- Time and date of enquiry and/or complaint
- Nature of enquiry/complaint
- Allocation of enquiry to relevant Contractor
- Details of the investigation into the complaint
- Response provided to address the complaint. I.e. Written, or in the case of a verbal response, a transcript of the conversation
- Confirmation of response with SIMTA CEC
- Verification of the closeout of the complaint
- Any follow up with the complainant.

Upon request from the Secretary, the CEC will provide the complaints register to the Secretary within 7 days of request.

In accordance with CoC A38(a) the CEC will provide the complaints register to the Environmental Representative (ER) on a monthly basis for the preparation of the Environmental Representative Monthly Report.

3.3.7.3 Dispute Resolution

Should a complaint not be able to be resolved between the complainant and the Project team including SIMTA, a third party independent mediator may be used to help resolve the dispute. This mediator will be the ER as they are independent of the design and construction personnel and have been approved by the Secretary.

Appendix B details the complaints procedure and how unresolved disputes will be resolved.

3.3.8 Media and Government Resolutions

The SIMTA Precinct Developer (PD) is responsible for managing all media inquiries. All Project personnel will be informed of the media obligations through the Project induction which will include the following detail:

- The Contractor's CLM to be advised immediately of any media inquiries, who will then advise SIMTA as soon as possible, and within 2 hours of any media approach
- All personnel will be required to issue the Project Information number if approached by anyone, including media
- Media will not be permitted to visit the Project without the written approval of the SIMTA PD.

Direct requests from the media to any personnel for information about the Project will be referred directly to the SIMTA PD and the CEC.

4 MONITORING AND REVIEW

4.1 Monitoring

Monitoring under this strategy will be undertaken by the Contractor's EM during weekly inspections of construction activities to monitor compliance with the requirements of the CoC and this strategy. To minimise impact on the community and to rectify any issues to avoid potential complaints, weekly inspections will focus on the following key construction issues:

- Noise and vibration
- Traffic management
- Air quality.

A weekly Environment and Sustainability Inspection, as described in Section 4.2.2 of the CEMP will be undertaken to maintain compliance and effectiveness of controls. Items that require action will be documented during the inspection and notified to the Site Supervisor. The Site Supervisor will be responsible for providing appropriate resources in terms of labour, plant and equipment to enable the items to be rectified in the nominated timeframes.

Daily inspections and maintenance of controls will be made by the Site Supervisors and maintenance will be recorded in site diaries during active site works.

4.2 Environmental Auditing and Reporting

The Consultation Manager database will be used to record all Project Community and Stakeholder interactions. This database will be populated by the CEC for complaints and enquiries received through the 24-Hour Project information line, email address or postal address with the Construction Contractor responsible for providing information to the CEC on how the complaint or enquiry was addressed. The Construction Contractor will provide the CEC with details of any direct enquiries and complaints made to them within 24 hours of receiving the enquiry or complaint.

Environmental reporting requirements are outlined in Section 4.6 of the CEMP. The following information may be provided to inform environmental reporting:

- Number of communications issued
- Number of complaints and enquiries including response times
- Summary of any stakeholder interactions.

Furthermore, a quarterly report outlining Stakeholder Engagement will be submitted to SIMTA a minimum of 20 business days prior to the end of each reporting quarter.

4.3 Review and Improvement

Review and improvement of this plan will be undertaken in accordance with the CoC and Section 4 of the CEMP. Continuous improvement will be achieved by the ongoing evaluation of environmental management performance and effectiveness of this plan against environmental policies, objectives and targets.

Revisions of this plan will be undertaken in accordance with Section 1.1.5 of the CEMP. Any revisions to this plan may result from:

- Review of this plan
- Audits (either internal or by external parties)
- Changes to the environmental management system
- Changes to the procedures, scope of works and/or systems after an incident or potential incident
- Design changes
- Changes in the CoC
- Identification of opportunities for improvement of deficiencies in the project system (e.g. through the course of site inspections)

- Following complaints.

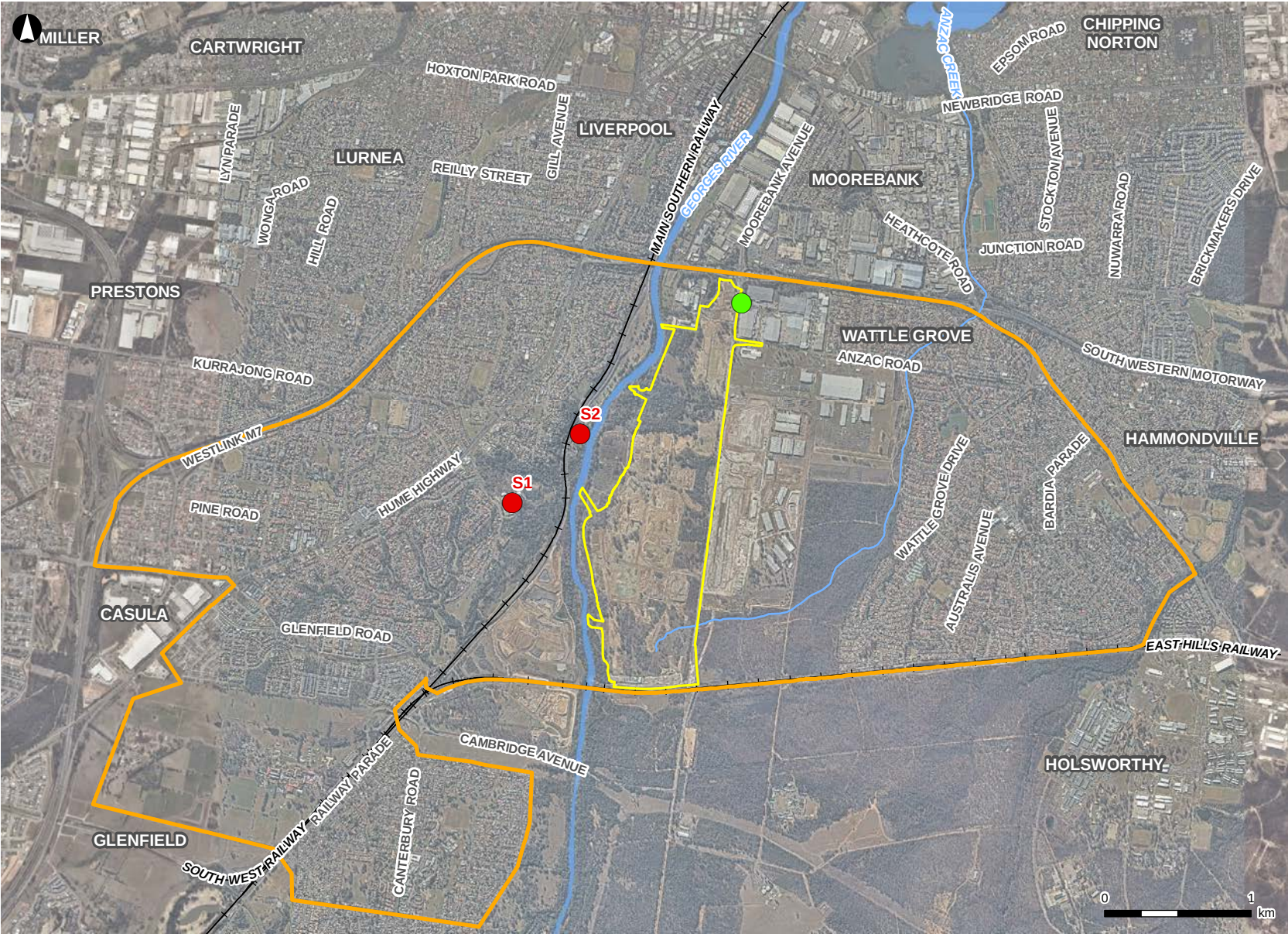
A copy of the updated plan and changes will be distributed to all relevant stakeholders in accordance with the approved document control procedure.

4.4 Non-Compliance

It is the responsibility of all site personnel to report non-compliances to the Site Supervisor and/or the Contractor's EM. Non-compliances will be managed in accordance with Section 4.4 of the CEMP.

APPENDIX A NOTIFICATION DISTRIBUTION AREA

MPW Stage 2 Community Communication Strategy



- LEGEND
- MPW Stage 2 construction area
 - Indicative community notification area (subject to further refinement)
 - Watercourse
 - Existing railway
 - Educational Receivers
 - Kitchener House

1:40,000 at A4

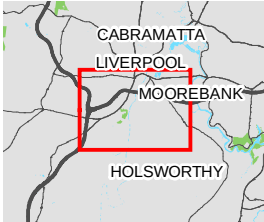
SIMTA

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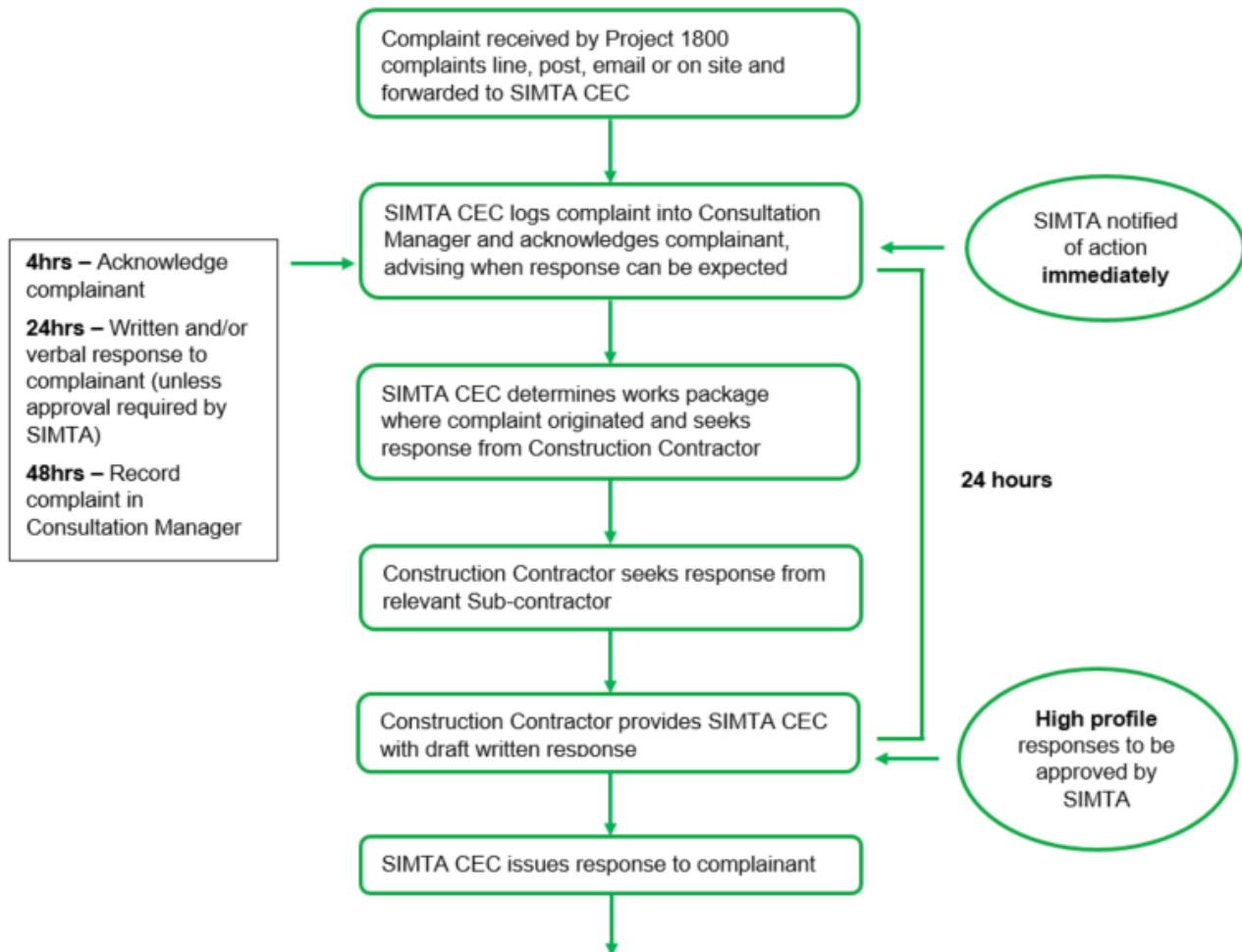
Aerial imagery supplied by nearmap (September, 2018)



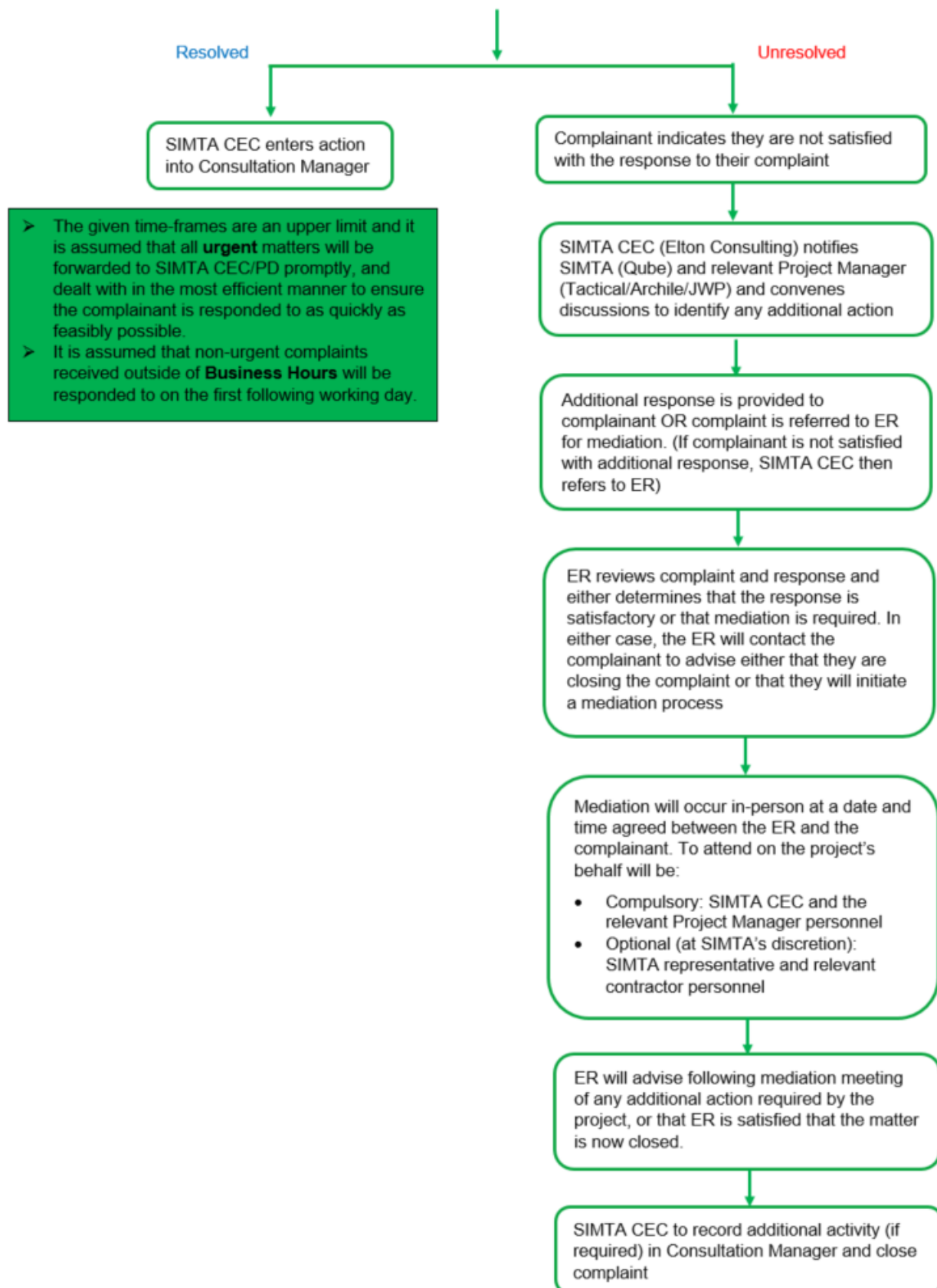
Appendix A: Notification Distribution Area

APPENDIX B COMPLAINTS HANDLING

The below is an extract from the CES, which has been updated in this strategy to provide further clarity on how unresolved disputes are resolved. As per the requirements identified in Section 3.3.7.2, a copy of the complaints register will be submitted to the ER on a monthly basis for the preparation of the ER Monthly Report.

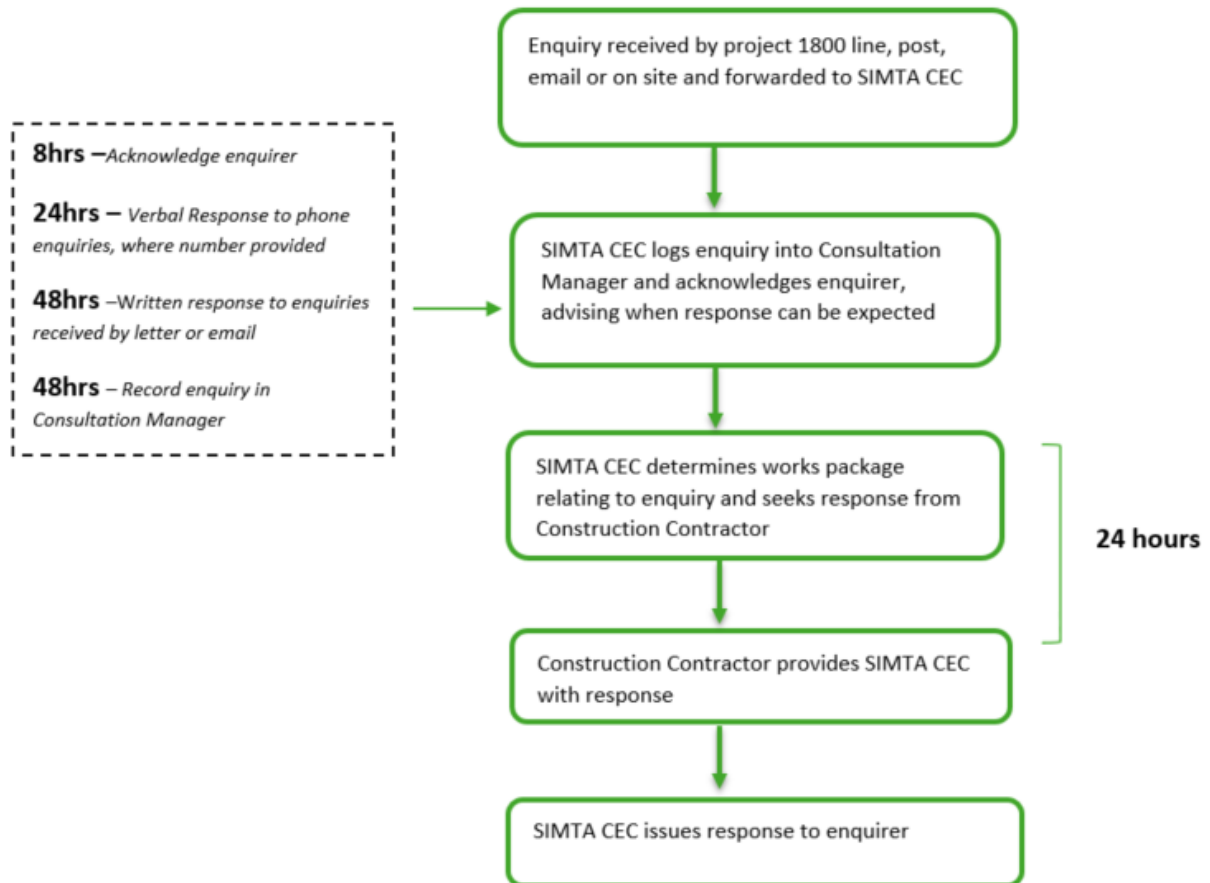


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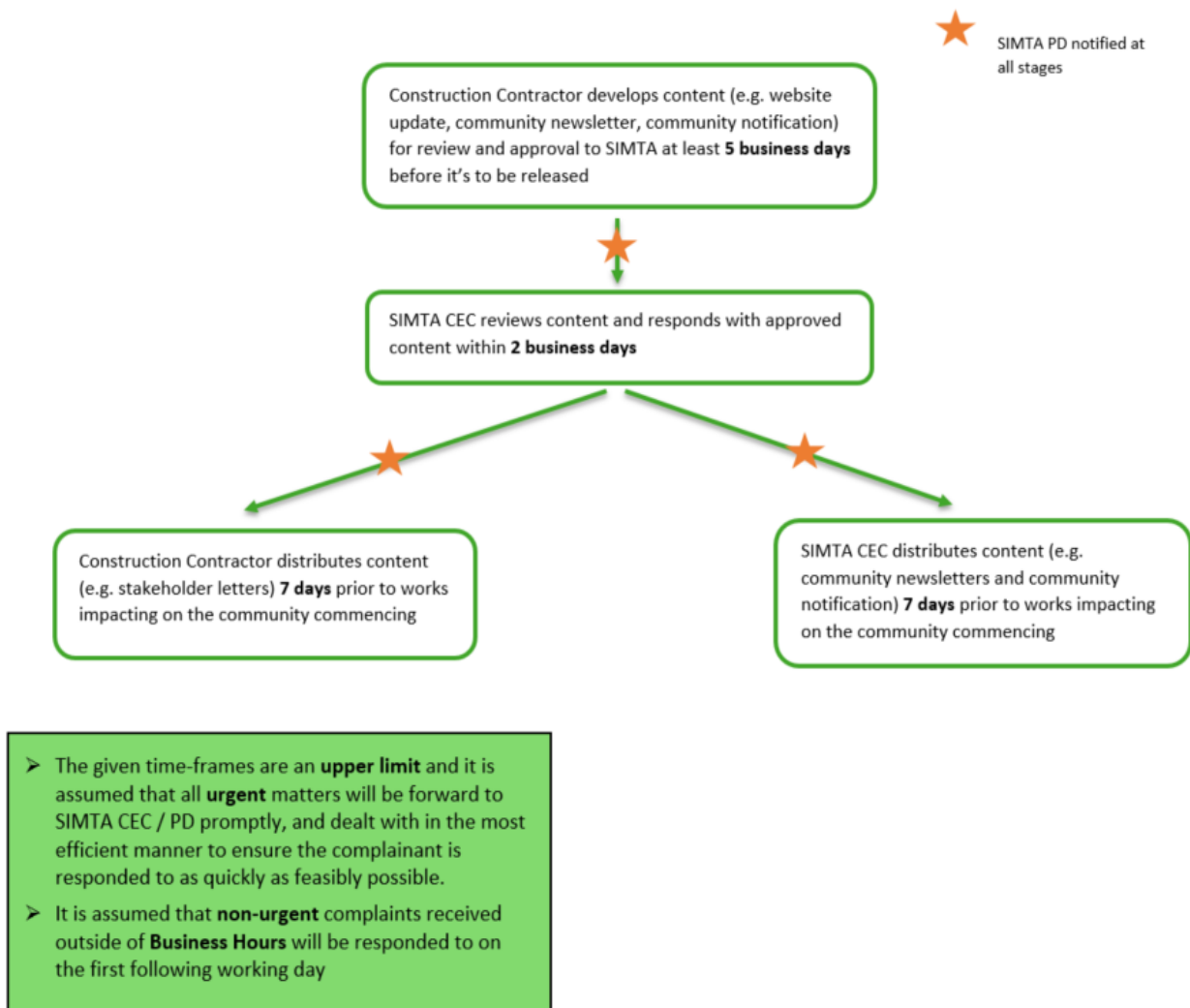
APPENDIX C ENQUIRIES HANDLING

The below is an extract from the CES. As per the requirements identified in Section 3.3.7.2, a copy of the complaints register will be submitted to the ER on a monthly basis for the preparation of the ER Monthly Report.



- The given time-frames are an **upper limit** and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.
- It is assumed that **non-urgent** complaints received outside of **Business Hours** will be responded to on the first following working day

APPENDIX D GENERAL CONTENT APPROVAL PROCESS



APPENDIX E SECONDARY CONDITIONS OF CONSENT

Conditions of Consent

CoC	Requirement	Plan Section	How Addressed
Secondary Conditions			
A1	In addition to meeting the specific performance measures and criteria in this consent, all reasonable and feasible measures must be implemented to prevent, and if prevention is not reasonable and feasible, minimise, any material harm to the environment that may result from the construction and operation of the development, and any rehabilitation required under this consent.	Section 3.2 Section 4	Section 3.2 of this CCS identifies the management measures to be implemented to prevent and minimise environmental harm to the community. Section 4 sets out the processes for monitoring and reviewing the effectiveness of these management measures. Opportunities to further minimise environmental harm will be identified through the ongoing evaluation of environmental management performance and effectiveness of this plan.
A29	Before the commencement of construction, a Community Consultative Committee (CCC) must be established for the development in accordance with the Department's Community Consultative Committee Guidelines: State Significant Projects (2019). The CCC must begin to exercise functions in accordance with such Guidelines before the commencement of construction and continue to do so for the duration of construction, upgrading and operation and for at least six months following the completion of decommissioning.	Section 3.3.1	The SIMTA Community Engagement Consultant (CEC) has established a CCC for the Moorebank Intermodal Precinct. The CCC will meet quarterly or at a frequency agreed by the Committee members. Section 3.3.1 of this plan discusses the role of the CCC for the Project.
A38	The Applicant must provide all documentation requested by the ER in order for the ER to perform their functions specified in Condition A37 (including preparation of the ER monthly report), as well as: the complaints register (to be provided on a monthly basis); and	Section 3.3.7	Section 3.3.7 address the requirement of this condition.
B77 (I)	A Construction Noise and Vibration Management Plan (CNVMP) must be prepared for the development to the satisfaction of the Secretary. The plan must form part of the CEMP required by C1 and detail how construction noise and vibration impacts will be minimised and managed. The Plan must be consistent with the guidelines contained in the ICNG (DECC, 2009). The plan must be developed in consultation with the EPA and include: (I) a community consultation and complaints handling procedure	Appendix B	Appendix B provides a diagram of the complaints handling procedure for construction of the Project. Details of complaint handling regarding noise and vibration are also included in the NVMP required under CoC C1.

CoC	Requirement	Plan Section	How Addressed
B114 (d)	The CTAMP must form part of the CEMP required by Condition C2 and, in addition to the general management plan requirements listed in Condition C1, the CEMP must: d) detail procedures for notifying residents and the community of any potential traffic disruptions.	Section 2.5 Table 7 Section 3.3.2 Table 10	Table 7 and Table 10 provide details on how the community will be notified about traffic impacts caused by construction of the Project. Notification will be issued to the community 7 days prior to works that may cause traffic disruptions being undertaken. Details of notification regarding traffic impacts are also included in the Construction Traffic and Access Management Plan (CTAMP) required under CoC C1.
B163	Should the Applicant identify a potential risk to off-site receptors due to PFAS contamination, the Applicant must contact the EPA as soon as practicable to discuss requirements for community consultation.	Section 3.3.2 Table 10	Table 10 details the procedure for community notification regarding potential traffic disruptions. Notification will be issued to the local community 7 days prior to works that may disrupt potential transport routes being undertaken. Details of notifications regarding traffic impacts are also included in the CTAMP required under CoC C1
C21	C21. At least 48 hours before the commencement of construction until the completion of all works under this consent, the Applicant must: (a) make the following information and documents (as they are obtained or approved) publicly available on its website: (i) the documents referred to in Condition A3 of this consent and the final, approved revised Development Layout Drawings, Stormwater Design Drawings, Landscape Drawings and Architectural Drawings for the development; (ii) all current statutory approvals for the development; (iii) all approved strategies, plans and programs required under the conditions of this consent; (iv) the proposed staging plans for the development if the construction, operation or decommissioning of the development is to be staged; (v) minutes of CCC meetings; (vi) regular reporting on the environmental performance of the development in accordance with the reporting requirements in any plans or programs approved under the conditions of this consent; (vii) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this	Section 2.5 Table 7	Table 7 indicates that the Project website will make the documents listed in this condition publicly available.

CoC	Requirement	Plan Section	How Addressed
	consent, or any approved plans and programs; (viii) a summary of the current stage and progress of the development; (ix) contact details to enquire about the development or to make a complaint; (x) a complaints register, updated monthly; (xi) the Compliance Reporting of the development; (xii) audit reports prepared as part of any Independent Audit of the development and the Applicant's response to the recommendations in any audit report; (xiii) any other matter required by the Planning Secretary; and		