



Community Consultation and Engagement Plan

Eastern Creek Quarter Stage 2

Client: Frasers Property Australia

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Elton Consulting is now part of the WSP Group.

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1 Introduction

1.1 About the project

Eastern Creek Quarter Stage 2 is the second of three stages in the development of the Eastern Creek Quarter retail precinct. Stage 2 will be a major addition to Western Sydney's retail infrastructure, creating an opportunity for large format retailers and showrooms in a key growth area.

After obtaining **development consent SSD 8858**, Frasers Property Australia (FPA) is aiming to commence early construction works in the first week of April, with major construction scheduled to commence later in April.

Stage 2 plans to deliver approximately 10,800 sqm GFA for approximately 20 specialised retailing tenants, 598 sqm for convenience retailing (café 100sqm and future development site 498 sqm) and 350 parking spaces.

The staging of construction will be carried out according to the following:

Stage 1 Building 1, carpark public domain and landscaping

Stage 2 Building 2 and 3.

1.2 About the Community Consultation and Engagement Plan (CCEP)

This Community Consultation and Engagement Plan responds to **Conditions C13 – 17** as outlined below:

13. A Community Consultation and Engagement Plan (CCEP) shall be prepared prior to the commencement of works and shall include how notification of residents and complaints associated with the proposal will be managed.

14. The CCEP must be implemented during the design and construction of the development and for a minimum of 12 months following the completion of construction.

15. The CCEP must:

- (a) identify people to be consulted during the design and construction phases;*
- (b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;*
- (c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;*
- (d) set out procedures and mechanisms:*
 - (i) through which the community can discuss or provide feedback to the Applicant;*
 - (ii) through which the Applicant will respond to enquiries or feedback from the community; and*
 - (iii) to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.*

16. The CCEP must be submitted to the Planning Secretary for information no later than one month before the commencement of any work.

17. The CCEP must be implemented for a minimum of 12 months following the completion of construction.

1.3 Objectives of this CCEP

This Community Consultation and Engagement Plan has been developed to establish processes for proactive communication, and to establish a blueprint to foster positive relationships with the community and stakeholders. Other objectives include:

- » Guide the community communications, engagement, notification and complaint management in the lead up to, during and for a minimum of 12 months following the completion of construction
- » Manage community expectations and build trust by delivering on reliable commitments
- » Provide timely information to impacted stakeholders, community and the broader community
- » Provide and manage channels for stakeholder feedback and complaints
- » Reduce the risk of project delays caused by negative third-party intervention through dispute resolution.

1.4 Responsibility for community liaison

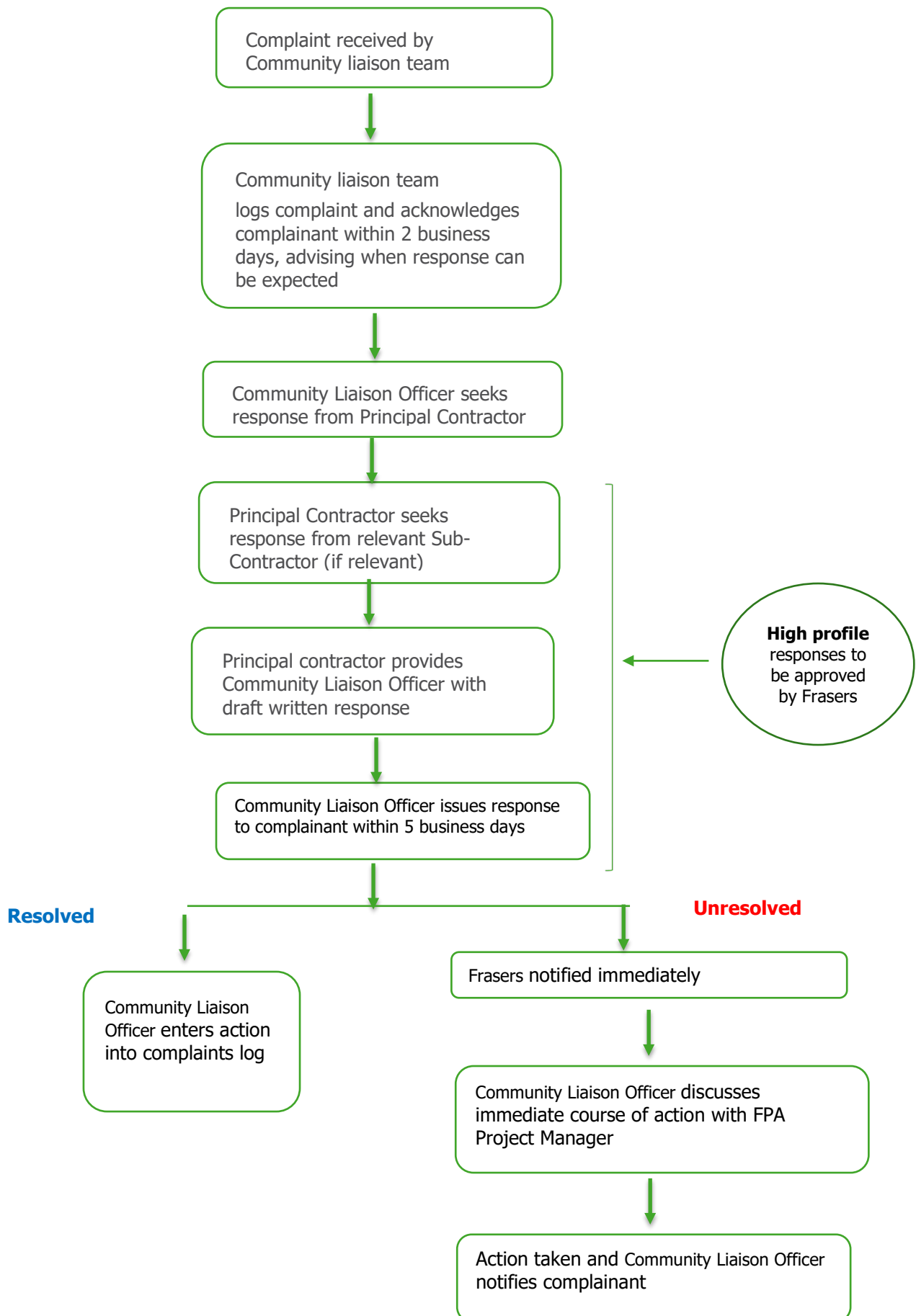
Responsibilities

A community Liaison team (external to FPA) will implement the CCEP and continue its implementation for a minimum of 12 months following the completion of construction. Queries received by the community liaison team will be directed to the FPA project manager for clarification. The community liaison team will finalise the responses and issue to the community member. They will also be responsible to managing the complaints handling log.

Frasers will keep the community liaison team informed about what to expect during construction including timing and potential impacts, for the team community liaison team to then notify the relevant stakeholders and provide responses to any inquiries.

The construction contractor will be responsible for construction signage and wayfinding and construction notifications if required related to road closures, remediation, out of hours works etc and providing FPA answers to community and stakeholder queries.

1.5 Complaints Handling Flowchart



1.6 **Dispute resolution**

Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Where a satisfactory resolution for both parties cannot be achieved, depending on the situation, a number of processes can be followed. These options include a third party complaints resolution process, engaging independent mediators, or seeking legal advice.

2 Stakeholder Analysis

Table 1 Identified stakeholders

Stakeholder	Interests	Engagement techniques
Local residents	» Traffic impacts » Lifestyle benefits/changes » Construction impacts (eg noise, dust, vibration)	» Newsletters and postcards » Notification of works postcard » 1800 number » Project email inbox
Eastern Creek Quarter Retailers	» Traffic impacts » Car parking impacts » Construction impacts (eg noise, dust, vibration)	» Retailers updates » 1800 number » Project email inbox
Eastern Creek Quarter shoppers in Stage 1as well as existing or nearby traders	» Traffic impacts » Car parking impacts » Construction impacts (eg noise, dust, vibration)	» Construction site signage » Notification of construction posters in Stage 1 precinct » 1800 number » Project email inbox » Social media and website
Eastern Creek Public School	» Traffic impacts » Car parking impacts » Construction impacts (eg noise, dust, vibration)	» Stakeholder meetings when required » Newsletter » Postcard
Relevant Aboriginal group-	» Artefacts	» Contact via Kayandel Archaeological Services
RMS	» Traffic impacts	» Stakeholder meetings when required
Blacktown City Council	» Traffic impacts » Construction impacts (eg noise, dust, vibration) » Impacts on established retailers, residents	» Stakeholder meetings when required » Updates from FPA team when relevant and required
Western Sydney Parklands Trust	» The entity that own the land » Environmental impacts	» Stakeholder meetings when required
Eastern Creek Rural Fire Brigade	» Traffic impacts	» Stakeholder meetings when required » Newsletter » Postcard notification

3 Accessing Information

Effective communication between the project team and stakeholders serves as a risk mitigation tool, and also supports both the project team and stakeholders to achieve positive outcomes in relation to the project.

The table below outlines the procedures and mechanisms for distribution of information to stakeholders. These are to be used as required, based on the stakeholders needs, throughout the project.

Engagement Tool	Why	Timeframe
Social media and web copy updates	» Create wider community awareness of the project » Provide up to date information at one point for all » Provide an update on milestones achieved	» Establish at the commencement of works » Updated throughout the project
In Centre posters	» Create wider community awareness of the project » Provide up to date information at one point for all	» Updated throughout the project
Contact 1800 number	» Provide a point of contact for community and stakeholders to provide feedback or raise concerns about the project	» Establish prior to the commencement of works
Project email inbox	» Provide a point of contact for community and stakeholders to provide feedback or raise concerns about the project	» Establish prior to the commencement of works
Postcard or newsletter notifications	Proactively advise: » start of construction commencing, providing contact details for updates and queries » of any works that may produce extreme noise/ vibration / dust » of any hazardous materials removal » about major project milestones » project completion	» Immediately prior to start of works to advise what to expect during construction and provide contact details » Various stages of project lifetime
Monthly complaints register, updated on the project website	» A register of complaints received by the project will be published by the team monthly	» A template register will be published at the commencement of works and will be updated monthly after the commencement of works as well as being published on the project website
Works notifications	» Prevents complaints and proactively informs affected stakeholders including relevant government authorities	» One week prior to the commencement of works on site

Engagement Tool	Why	Timeframe
Community information drop in sessions/ in Centre swing bys	» Proactive opportunity to provide information to the community and respond to any queries.	» If and as required throughout the project
Community Forums	» Provide a transparent process if significant issues arise that need to be managed.	» If required
Stakeholder meetings	» Provide project information including potential impacts	» If and as required throughout the project
Contact cards for site workers	» For construction workers to hand out if approached by members of the community to prevent uninformed misinformation spreading about the project	» Establish at the commencement of the project

4 Administration and record keeping

Record keeping and reporting throughout engagement will:

- » Acknowledge feedback and complaints within 2 business days, and resolution of complaints within 5 business days. Where an issue is not able to be resolved promptly frequent updates will be provided.
- » Advise any issues as identified
 - > establish and apply escalation protocols – safety being a priority
- » Establish a follow up reminder mechanism to ensure agreed actions are carried out
- » Establish and maintain a stakeholder list for ongoing communications as communications progress
- » Report activities undertaken as well as outcomes

