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School Infrastructure NSW

# Community Communication Strategy

## Epping West Public School Upgrade

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# Document Purpose

This Community Communication Strategy (CCS) has been developed to:

- Successfully consider and manage stakeholder and community expectations as integral to the successful delivery of the project.
- Outline interfaces with other disciplines, including safety, construction, design and environment, to ensure all activities are co-ordinated and drive best practice project outcomes.
- Inform affected stakeholders, such as the local community or road users about construction activities.
- Provide a delivery strategy which enables the open and proactive management of issues and communications.
- Highlight supporting procedures and tools to enable the team to deliver this plan effectively.
- Provide support for the broader communications objectives of School Infrastructure NSW (SINSW), including the promotion of the project and its benefits.

This CCS will be implemented through the design and construction phase of the project, and for 12 months following construction completion.

## Plan review

The CCS will be revised regularly to address any changes in the project management process, comments and feedback by relevant stakeholders, and any changes identified as a result of continuous improvement undertakings. This will be done in close consultation with the SINSW Senior Project Director, appointed Project Management Company and/or Contractor and SINSW Community Engagement Manager.

## Approval

The CCS is reviewed and approved by the SINSW Senior Project Director, in close consultation with Schools Operations and Performance, with final endorsement from the SINSW Community Engagement Senior Manager before being submitted to the Planning Secretary for approval.

**Table 1: List of SSD requirements and where they are addressed**

| State Significant Developments B7                                                                                                                                                                                                        | The CCS addresses this in section          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| B7 (a) Identify people to be consulted during the design and construction phase                                                                                                                                                          | Section 4<br>Section 5                     |
| B7 (b) - Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development                                                                                                   | Section 6<br>Section 7<br>Section 8.4      |
| B7 (c) - Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development                                                                                         | Section 4                                  |
| B7 (di) - Set out procedures and mechanisms:<br>Through which the community can discuss or provide feedback to the Applicant                                                                                                             | Section 4, PRG<br>Section 6<br>Section 8.5 |
| B7 (dii) - Set out procedures and mechanisms:<br>Through which the Applicant will respond to enquiries or feedback from the community; and                                                                                               | Section 8.5                                |
| B7 (diii) - Set out procedures and mechanisms:<br>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 | Section 8.5                                |

In addition to these conditions, traffic, noise and vibration, visual amenity, flora and fauna, soil and water, contamination and heritage are also addressed within Section 3.

## 1. Context

The NSW Government is investing \$7.9 billion over the next four years, continuing its program to deliver 215 new and upgraded schools to support communities across NSW. This is the largest investment in public education infrastructure in the history of NSW.

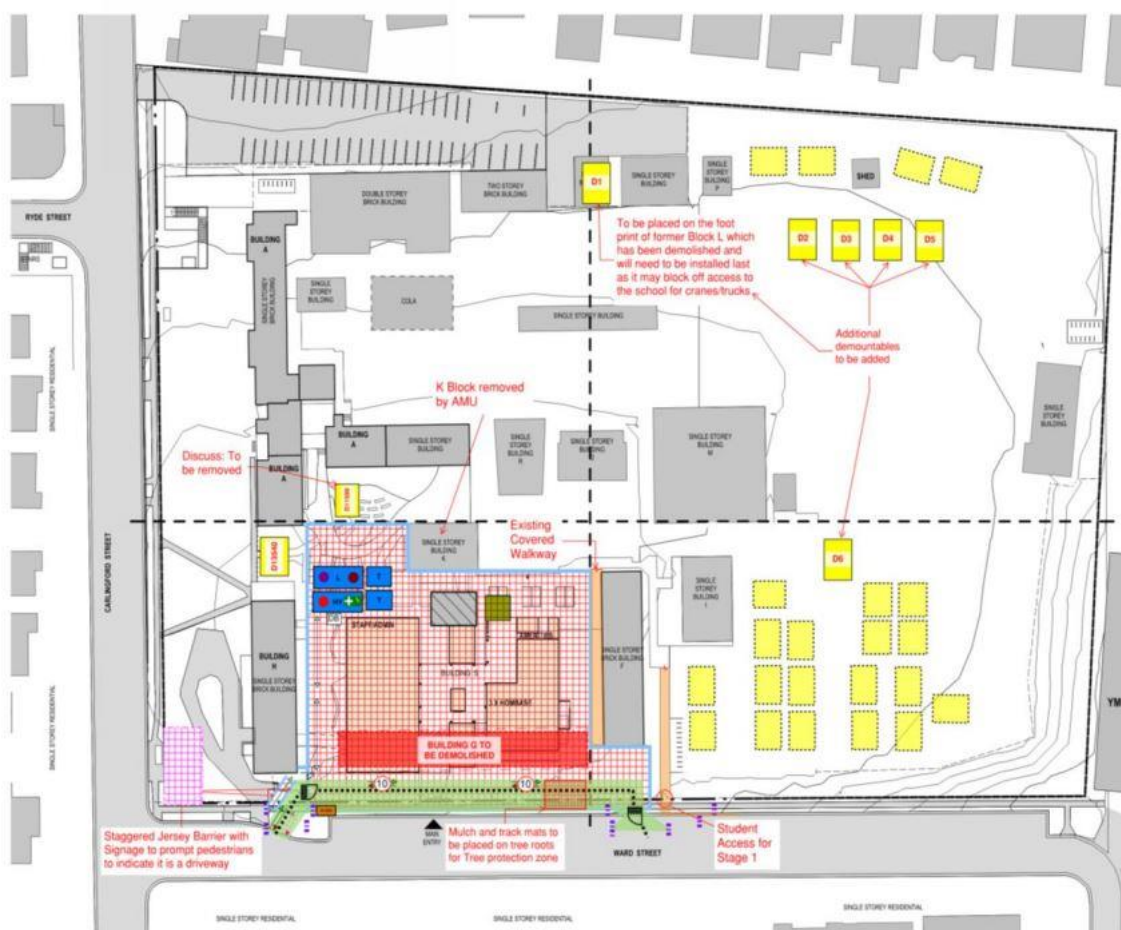
We are designing an upgrade at Epping West Public School to provide upgraded facilities for the school community.

The proposed development can be described as alterations and additions to an existing educational establishment. In summary, the proposed works will include:

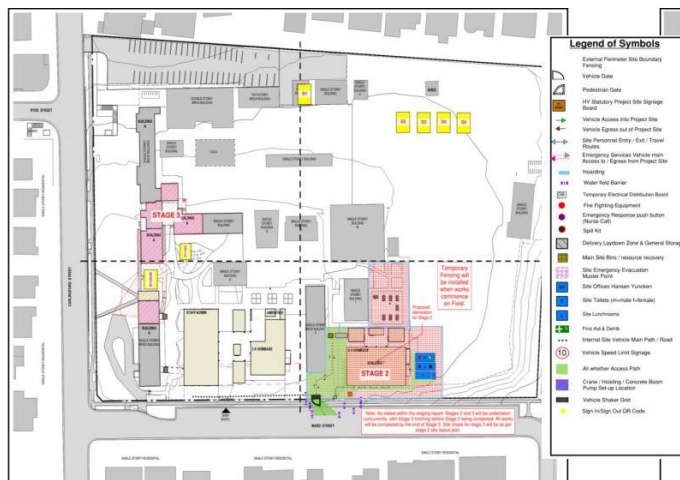
- Demolition works;
- Construction of a three (3) storey building in the south-eastern corner of the site and a two (2) storey building further north adjacent to the site's eastern boundary;
- Refurbishment and renovation works to existing buildings, with a small addition to the western side of an existing building;
- Removal of demountable buildings currently located predominantly on the northern part of the site and associated make good works to reinstate the oval and play space which is predominantly on the northern part of the site.

An existing building known as Building G (located between buildings F and H) is proposed to be demolished, Building G is a single storey classroom building. The project is expected to be delivered in stages, see diagrams below for detail (please note staging is tentative only and is subject to change):

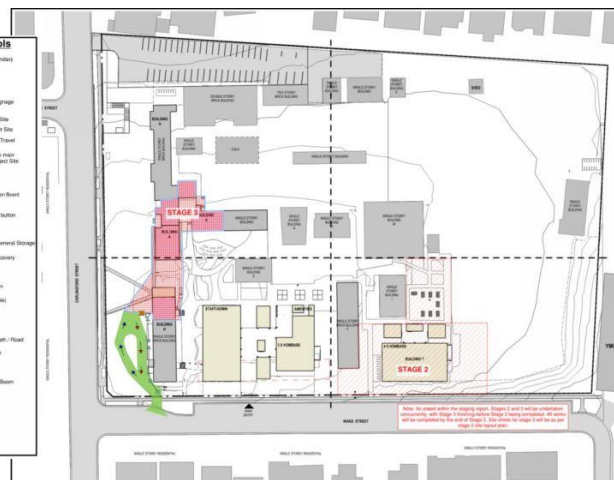
### Stage 1 - Site Layout Plan



Stage 2



Stage 3



The Epping West Public School upgrade is classified as a state significant development, and has been assessed by the Department of Planning, Industry and Environment (DPIE). Consent was provided on Friday 10 September 2021.

DPIE's web page on the project [is here](#).

## **2. Community Engagement Objectives**

SINSW's mission is to provide school infrastructure solutions by working collaboratively with all our stakeholders to create learning environments across NSW that serve our future needs and make us all proud.

This CCS has been developed to achieve the following community engagement objectives:

- Promote the benefits of the project
- Build key school community stakeholder relationships and maintain goodwill with impacted communities
- Manage community expectations and build trust by delivering on our commitments
- Provide timely information to impacted stakeholders, schools and broader communities
- Address and correct misinformation in the public domain
- Reduce the risk of project delays caused by negative third party intervention
- Leave a positive legacy in each community.

### **3. Key Messages**

Through each phase of the project, the key messages and means of engagement will be regularly reviewed, refined and updated. Information that is currently in the public domain is outlined below.

#### **3.1. High level messaging**

The NSW Government is investing \$7.9 billion over the next four years, continuing its program to deliver 215 new and upgraded schools to support communities across NSW. This is the largest investment in public education infrastructure in the history of NSW.

#### **3.2. Project messaging**

##### **3.2.1. Project status**

The State Significant Development Application has been assessed by the Department of Planning, Industry & Environment and consent has been granted.

##### **3.2.2. Project benefits**

We are designing an upgrade at Epping West Public School to provide upgraded facilities for the school community. It is proposed to deliver new flexible learning spaces and expanded staff and administration areas. The project will deliver:

- Construction of new buildings which will include new classrooms, student amenities and core student facilities
- The main new building will also include a new administration and staff area
- Refurbishment and renovation work to existing buildings
- Removal of temporary demountable buildings

##### **3.2.3. High-quality learning environment**

The project will provide flexible learning spaces that make use of the latest technology to enhance the learning experience for the next generation of students. Furthermore, the contemporary and sustainable facilities provide an outstanding working environment for school staff.

Flexible learning spaces are adaptable to accommodate small or large groups and facilitate students use of modern technology, while working independently and collaboratively.

##### **3.2.4. Environmental benefits**

The new school will be built in accordance with current sustainability principles. School Infrastructure NSW is committed to environmentally conscious construction and maintenance practices.

#### **3.3. Construction phase**

##### **3.3.1. Safety**

School Infrastructure NSW is committed to ensuring that work is completed safely and efficiently and with minimal impact to the local community. Prior to construction starting, any hazardous material is required to be removed from the site. This work will be carried out in accordance with regulatory requirements including the provisions of SafeWork NSW.

##### **3.3.2. Traffic management**

The construction contractor will develop a Traffic Management Plan to ensure that vehicle movements are managed with minimal disruption to the local community. All construction vehicles (excluding worker vehicles) are to be contained wholly within the site, except if located in an approved on-street work zone, and vehicles must enter the site before stopping.

##### **3.3.3. Noise, vibration and dust**

Any activity that could exceed approved construction noise management levels will be managed in strict accordance with the Protection of the Environment Operations Act 1997.

Mitigation measures will be in place to manage noise and dust levels, including hoarding to minimise the effects of noise and dust and hosing down as required to ensure the safety of the school and local community.

Construction works, including the delivery of materials to and from the site, will take place between 7am and 6pm Monday to Friday and between 8am and 1pm on Saturdays. No night work is scheduled for this project and no work will occur on Sundays or public holidays, unless required to complete certain works and as approved by Council.

Rock breaking, rock hammering, sheet piling, pile driving and similar activities may only be carried out between the following hours:

- (a) 9am to 12pm, Monday to Friday;
- (b) 2pm to 5pm, Monday to Friday; and
- (c) 9am to 12pm, Saturday.

Activities may be undertaken outside of these hours if required:

- (a) by the Police or a public authority for the delivery of vehicles, plant or materials; or
- (b) in an emergency to avoid the loss of life, damage to property or to prevent environmental harm; or
- (c) where the works are inaudible at the nearest sensitive receivers; or
- (d) where a variation is approved in advance in writing by the Planning Secretary or his nominee if appropriate justification is provided for the works.

Notification of such activities must be given to affected residents before undertaking the activities or as soon as is practical afterwards.

#### **3.3.4. Flora and fauna**

School Infrastructure NSW is committed to ensuring construction work has a minimal impact upon flora and fauna.

School Infrastructure NSW will comply with all Development Consent Conditions relating to the protection of flora and fauna, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures to be taken for the protection and management of flora and fauna (including native fauna), will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The CEMP will be managed throughout the construction by the Head Contractor. The Head Contractor will ensure areas of native fauna are preserved through fencing and signage accordingly to avoid any damage and any conservation measures currently in place will be maintained.

The Head Contractor will also minimise the spread of weeds and grasses. This may include covering long-term stockpiles and bare areas with shade cloth or revegetating to minimise the establishment of weeds. Land clearing shall be minimal and staged to reduce the total area of cleared land at one time.

Trees will not be trimmed or removed without appropriate statutory approval. A qualified and experienced arborist will complete all vegetation removal and trimming.

All trees on site that are not approved for removal will be protected in accordance with *AS 4970-2009 – Protection of Trees on Development Sites*.

#### **3.3.5. Soil and water**

School Infrastructure NSW is committed to the appropriate management of soil and water on the construction site.

School Infrastructure NSW will comply with all Development Consent Conditions relating to soil and water management, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures for the management of soil and water, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

A suitably qualified and experienced consultant will prepare a Construction Soil and Water Management Sub-Plan (CSWMSP), which will form part of the CEMP. The CSWMSP will:

- describe erosion and sediment control measures to be implemented during construction
- provide a plan of how construction works will be managed in wet-weather events

- detail flows from the site to surrounding area
- describe the measures to be taken to manage stormwater and flood flows for small and large sized events

Erosion and sediment controls will be installed and maintained in accordance with the “Blue Book” – *Managing Urban Stormwater: Soils and Construction (4<sup>th</sup> edition)*. These controls will be implemented prior to the commencement of any other site disturbance works. A Stormwater Management Plan will be prepared by the Head Contractor and will generally outline the controls that will be implemented to manage sediment and erosion during construction. Any discharges from the site will be strictly controlled to ensure hazardous materials and contaminants are contained in accordance with the requirements of all relevant Authorities and guidance.

The site will be continually cleaned of rubble to minimise possible sediment flow during rainfall periods. Stormwater kerbs and drainage lines will be fitted with silt barriers (or the like) to slow run-off and reduce erosion/discharge from the site. Silt barriers will be replaced when 30% of their capacity has been reached and other control equipment will be inspected and maintained, particularly during heavy rainfall periods, and replaced when no longer effective.

Stormwater grate inlets surrounding the site will be covered with geotextile fabric to allow water to enter into drains whilst retaining sediments.

A rainwater harvesting system will be installed onsite and used on-site during construction. Approval will be obtained prior to the discharge of onsite stormwater to Council's stormwater drainage system or street gutter.

Only approved soil and fill types will be used onsite. Accurate records will be kept on the volume and type of fill used onsite.

All long-term soil stockpiles will be protected from wind and water erosion by coverage with anchored shade cloth or vegetation as well as being fitted with silt barriers (where appropriate). Sediment and leachate control measures must be incorporated for any stockpiled material to prevent sediment entering the stormwater system or from migrating off-site. Control measures will be established to prevent surface water run-off entering and leaving excavations and stockpile areas.

Control measures may include:

- temporary bunding or diversion drains;
- impermeable sheeting placed under and/or over stockpiles;
- silt fences/silt socks to surround stockpiles; and
- protection of existing drains with silt barriers/fencing.

These mitigation measures will be regularly inspected to ensure that they are in good condition and if necessary upgraded where their performance is deteriorating.

### **3.3.6. Contamination**

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail contamination management measures, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The project site has been tested for contamination and is considered to be safe and suitable for the school upgrade.

An environmental assessment of the site was undertaken in 2020 and identified localised contamination in some fill material. Consultants commented that the immediate risk to human receptors is considered to be relatively low. However, site workers could come into contact with the contamination during the development works. Site remediation was recommended to minimise any risk to site workers.

Based on the findings of the assessment, consultants were of the opinion that the site could be made suitable provided the following recommendations are implemented:

- Preparing a Remediation Action Plan (RAP) to manage the contamination identified; and
- Preparing a Validation Assessment report to demonstrate the completion of remediation works.

In accordance with the recommendations above, a Remediation Action Plan has been prepared to be implemented during the construction phase of works. Consultants are of the opinion that the site can be made suitable for the proposed development provided this RAP is implemented accordingly. A site validation report and long-term

environmental management plan (if required) should be prepared on completion of remediation activities and should be submitted to the consent authority.

With the implementation of the proposed recommendations, the site can be made suitable for the proposed development having regard to the potential for contamination of the land.

If soil is encountered during the works which appears to be potentially contaminated and appears to be different from the soils otherwise encountered to date, or point sources of contamination such as buried drums or wastewater interceptors are encountered, the following procedures will apply:

- Any suspicious material/soil which has been excavated will be stockpiled on bunded, strong, impermeable plastic sheeting, protected from erosion and all seepage retained (divided into domains or stockpiles representing similar material types);
- Excavation works at that part of the site where the suspicious material (soil, asbestos containing material or physical find) was encountered will cease until an inspection is carried out by an appropriately qualified environmental consultant or its representative;
- Based on visual inspection, the environmental consultant will provide interim advice on construction health and safety, soil storage and soil disposal to allow other activities to proceed if possible; and
- Based on sampling and analysis of the material, the environmental consultant will provide advice based on a comparison of the laboratory test results to appropriate criteria relating to human health, potential environmental impacts and waste disposal.

In the context of the above, "suspicious" material would include, but is not limited to, oily materials or materials with unusual odours, drums, metal or plastic chemical containers, buried solid waste, ash, slag, coke or brightly coloured material etc. Asbestos at the site would need to be managed through the implementation of an Asbestos Management Plan. Upon discovery of any suspected asbestos containing material (ACM) at the site, an Asbestos Management Plan will be implemented with the following actions to be taken immediately:

- stop all activities that may disturb the materials;
- inform the site operator of the discovery;
- suspend work until it has been determined whether the material in question contains asbestos; and
- physically quarantine the area with a signed barrier stating "Danger Asbestos".

The CEMP will include protocols for the management of unexpected contamination discovered during the course of construction works.

### **3.3.7. Visual amenity**

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to maintain visual amenity, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The CEMP will include provisions for the management of outdoor lighting. The installation and operation of outdoor lighting will comply with both AS 4282-2019 – Control of the Obtrusive Effects of Outdoor Lighting and AS 1158.3.1-2005 – Lighting for Roads and Public Spaces – Part 3.1: Pedestrian Area (Category P) Lighting.

It is noted that the existing school has mitigation measures in place and is sympathetic to the place character of the visual catchment. It is not considered necessary to implement further mitigation strategies and measures to reduce visual impact. Through construction, fully enclosed scaffolding will be a requirement for all new building elements along with façade elements requiring refurbishment, exact scope and timing will be further resolved as façade details finalise.

During the installation of structure and façade when in extreme close proximity to the site boundary additional controls may need to be in place. Activities such as crane rotation lockout, additional spotters, materials tethering etc.

The Contractor will attach a continuously printed shade-cloth banner to the external face of all boundary site fencing with graphics. The shade cloth will feature the latest NSW Government logo in accordance with the latest NSW Government Brand Guidelines and shall not include other company logos e.g. Contractor, project manager. The Contractor will ensure that:

- Shade cloth width suits site fence and is a minimum of 1.8m;
- design of site fence takes into account any additional wind loading due to the shade cloth;

- banner signage terminates a minimum of 1.0 m from adjoining neighbouring boundaries; and
- Site entry gates are left clear.

The Contractor is to remove the shade cloth and signs on Completion of the Works.

### 3.3.8. Heritage

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to protect heritage matters, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The CEMP will include unexpected finds protocols for objects of Aboriginal or Historic heritage.

A Heritage Impact Assessment and an Aboriginal Cultural Heritage Assessment Report has been prepared by consultants and provides an assessment of the heritage and aboriginal archaeological potential for the site.

The school is listed as a heritage item on the Hornsby Local Environmental Plan 2013 (HLEP 2013) as item 365 'Epping West Public School—original building dated 1927 (excluding other buildings and grounds)'. The main building (Building A) is also included as an item on the Department of Education's Section 170 Heritage and Conservation Register as item 5064440, 'Epping West Public School—Building B00A'. The concept design proposes internal alteration to Building A in order to meet the EFSG requirements for educational facilities. Although the original section Building A was constructed in 1927, it has undergone several phases of extension and addition over the last nine decades. The proposed internal alterations, including the reconfiguration of internal walls, is limited to the late 1960s section of the building. Some areas of modification have also previously been undertaken in these areas of the building. The proposed works would alter the room layout in a modified addition to Building A. These works would not impact on the significant and/or original fabric of Building A, nor would it alter the external appearance of Building A and its position in the school campus. The proposed works would have a neutral heritage impact.

Demolition of Building G would have a moderate impact on Heritage at the site, although Building G is not listed as a heritage item. To help minimise or mitigate the heritage impacts of the project, the following actions will be implemented during detailed design and construction methodology development. These recommendations build on those identified in the Heritage Assessment report and heritage advice previously provided for the project:

- Heritage advice should be provided during the design development process to minimise heritage impacts through sensitive design of the proposed building massing.
- Opportunities to reduce the potential for visual impact arising from the construction of the new Building 1 should be explored in the detailed design phase.
- A revised heritage impact statement should be prepared for the detailed design and include a summary of the mitigation measures implemented during the design development process.
- A photographic archival recording should be prepared for the demolished items within the school grounds. This should be prepared in accordance with the Heritage NSW (former OEH) guidelines.
- A heritage interpretation plan should be developed and implemented as part of the project to help the school users and local community understand the significance of the site.

The site has been assessed as having areas of moderate to high potential for historical archaeological remains of local heritage significance. As the proposed development of the Epping West Public School site is currently in Concept Stage the full extent and nature of impacts to areas of historical archaeological potential is not fully identifiable based on the information available in the concept design. A revised assessment of impacts will be prepared for the detailed design and construction documentation prior to the commencement of works. This document would be able to inform of any additional assessment, report preparation or investigations requirements.

Impacts to areas of locally significant historical archaeological remains are likely to require either monitoring, testing or salvage investigations prior to the commencement of works. The extent of these requirements would be informed by the conditions of consent for the approved SSDA as well as the revised archaeological impact assessment prepared for the detailed design and construction methodology.

Consultants have assessed the aboriginal archaeological potential of the site to be nil-low and any evidence remaining on the site would not be of local or state significance. It is therefore considered unlikely that the development will disturb any areas of cultural or aboriginal heritage. In the event that a heritage or archaeological item is discovered during the course of the works, works onsite will cease and the Office of Environment and Heritage will be contacted. The area will be isolated until advice is sought from a qualified Heritage Consultant prior to work recommencing.

### **3.3.9. Disruptive works**

Construction work for the Epping West Public School Upgrade is underway. The following activities are planned for the upcoming weeks (*works will be outlined*). You can contact us directly using the details below to discuss any aspect of this work.

### **3.3.10. Get involved**

We are committed to working together with our school communities and other stakeholders to deliver the best possible learning facilities for students. Your feedback is important to us. For more information contact us via the details below.

Email: [schoolinfrastructure@det.nsw.edu.au](mailto:schoolinfrastructure@det.nsw.edu.au)

Website: [schoolinfrastructure.nsw.gov.au](http://schoolinfrastructure.nsw.gov.au)

Phone: 1300 482 651

## **3.4. Handover phase**

### **3.4.1. Traffic and access**

Construction work on the Epping West Public School upgrade has been completed. We are now in a position to confirm access provisions for the new school, including pick-up and drop-off arrangements.

## **3.5. Official school opening**

An upgrade to Epping West Public School was completed today, and delivered brand new facilities including classrooms, student amenities and facilities.

Thank you for your patience during construction and we are thrilled to deliver this project for the school community.

## 4. Project Governance

### 4.1. Project Reference Group

The Department's engagement process strives to engage with key stakeholders from the school community. As part of this process, a Project Reference Group (PRG) is established early in the project with nominated representatives from the school community to ensure input from, and consultation with, impacted stakeholders.

The PRG provides key information from an operational, educational, change and logistics perspective into the planning, through the design phase of the project. The PRG will end after the completion of the project design.

The PRG will receive project briefings and key progress updates on project progress to support its responsibilities in assisting to communicate updates to school staff, parents and stakeholders in the wider local community.

The Project Reference Group will be conducted as two separate groups during the development and delivery of all projects:

#### (a) Project Reference Group – Planning

A nominated group (limited to 10) will participate in workshops to develop the Educational Principles and Education Rationale which will inform the Functional Design Brief. These workshops are chaired by the SINSW Senior Project Director (or delegate) and may be facilitated by an Education Consultant. This activity will inform the development of the building design.

#### (b) Project Reference Group – Design

The purpose of the group is to seek input and inform design processes and provide operational requirements and information to help minimise the impact of the project on school operations. These workshops are chaired by the Senior Project Director (or delegate) and may be facilitated by the appointed architectural consultant, as required. The PRG will provide key information from an operational and logistics perspective to assist project delivery.

Specifically to communications and engagement related matters, the PRG will also:

Provide a forum for discussion and exchange of information relating to the planning and delivery of the project

Identify local issues and concerns to assist the project team with the development of mitigation strategies – to manage and minimise construction and environmental impacts to the school community and local residents

Provide feedback to the communications and community engagement team on key messages and communications and engagement strategies

Provide advice on school engagement activities

Assist to disseminate communications to the school community and other stakeholders.

As per all department led delivery projects, the PRG acts as a consultative forum and not a decision-making forum for the planning and delivery of this school infrastructure.

**Figure 1: Project Reference Group (PRG)**

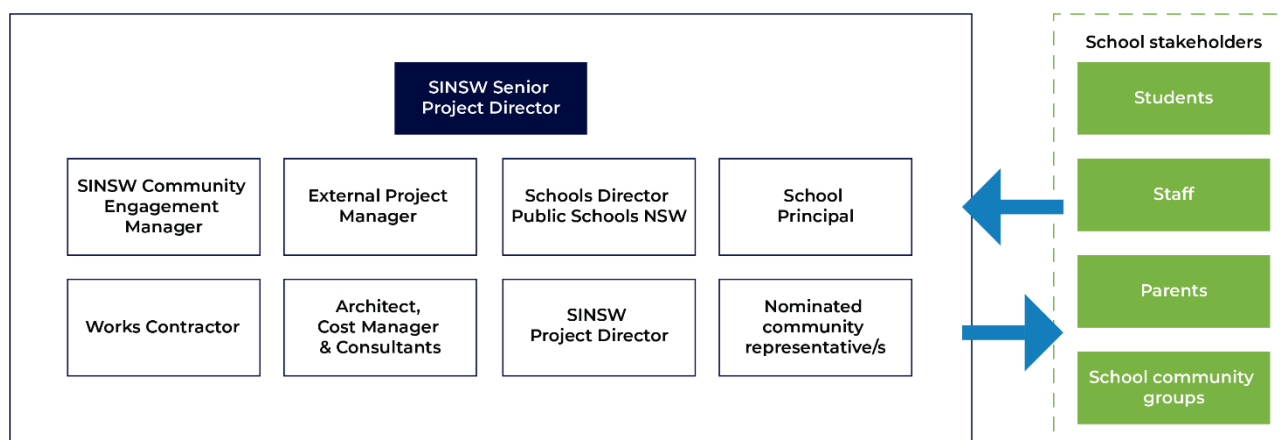
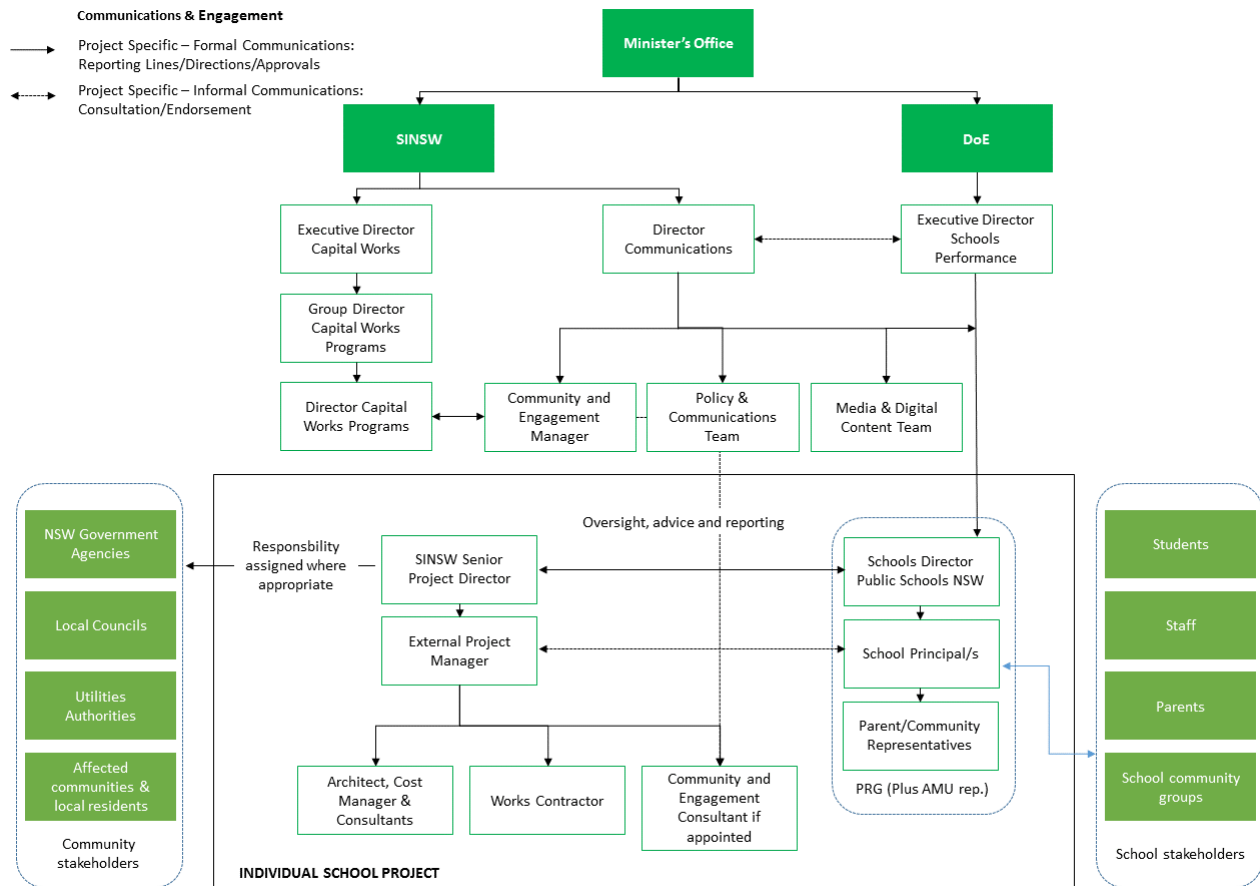


Figure 2 below maps how the department and SINSW will communicate both internally and externally.

**Figure 2: SINSW Project Governance**



## 5. Stakeholders

The stakeholder list below summarises who will be consulted during the design and construction phase via ongoing face to face meetings, communications collateral and digital engagement methods.

**Table 2: Stakeholders**

| Stakeholders                                                                                                                                                                                                                                                                                                                                                                                                         | Interest and involvement                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local Members of Parliament:</b><br><br>Federal – Member for Bennalong (John Alexander, Liberal)<br><br>State – Member for Epping (Dominic Perrottet, Liberal)                                                                                                                                                                                                                                                    | Meeting the economic, social and environmental objectives of state and federal governments<br><br>Delivering increased public education capacity on time<br><br>Delivering infrastructure which meets expectations<br><br>Addressing local issues such as traffic, congestion and public transport solutions                                              |
| <b>Government agencies and peak bodies:</b><br><br>Transport for NSW<br>Roads and Maritime Services NSW<br>Fire and Rescue NSW<br>NSW Department of Education<br>NSW Department of Planning, Industry and Environment<br>NSW Environmental Protection Authority<br>NSW Rural Fire Service<br>Sydney Water<br>NSW Heritage Council<br>NSW Office of Environment and Heritage<br>NSW Department of Premier and Cabinet | Traffic and congestion on the local road system<br><br>Adequate public transport options and access<br><br>Ensuring new infrastructure meets standard requirements for safety and fire evacuation<br><br>Ensuring the development is compliant<br><br>Ensuring the development does not impact heritage items<br><br>Easing overcrowding in local schools |
| <b>Local Council – City of Parramatta Councillors</b><br><br>Bureaucrats<br>Mayor<br>General Manager                                                                                                                                                                                                                                                                                                                 | Schedule for construction and opening of school<br><br>Plans for enrolled students during the operation of the temporary school<br><br>Impacts to the local community including noise, congestion and traffic<br><br>Shared use of community spaces<br><br>Providing amenities to meet increase population density                                        |
| <b>School community</b><br><br>Principal<br>Teachers<br>Staff<br>Parents and carers<br>Students<br>Future parents within the new intake area                                                                                                                                                                                                                                                                         | Safe pedestrian and traffic access to the temporary school during construction<br><br>Construction impacts and how these will be minimised<br><br>Quality of infrastructure and resources upon project completion<br><br>How to access the new school once completed                                                                                      |
| <b>Local community – Epping West and surrounding suburbs</b>                                                                                                                                                                                                                                                                                                                                                         | Noise and truck movements during construction                                                                                                                                                                                                                                                                                                             |

| Stakeholders                                                                                                                                                                                                                                                                                                          | Interest and involvement                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                       | <p>Increased traffic and congestion on nearby streets</p> <p>Local traffic and pedestrian safety</p> <p>Changed traffic conditions during pick-up and drop-off</p> <p>Shared use of school facilities and amenities</p>                                                                                                       |
| <p><b>Nearby public schools</b></p> <ul style="list-style-type: none"> <li>• Epping Heights Primary School</li> <li>• Karonga School</li> <li>• Carlingford Public School</li> <li>• Roselea Public School</li> <li>• Eastwood Public School</li> <li>• A new primary school in Epping</li> </ul>                     | <p>Impact on school resources</p> <p>Impact on current students</p> <p>Implications for teaching staff</p> <p>Possible impacts on enrolments</p> <p>Opportunities to view the new facilities</p>                                                                                                                              |
| <p><b>Adjoining affected landowners and businesses</b></p> <ul style="list-style-type: none"> <li>• Epping YMCA</li> <li>• Epping West Park facilities, including tennis and soccer pitches</li> <li>• West Epping Community Centre</li> <li>• West Epping Preschool</li> <li>• Tanya Brooks Dance Academy</li> </ul> | <p>Noise and truck movements during construction</p> <p>Increased traffic and congestion on nearby streets</p> <p>Local traffic and pedestrian safety</p> <p>Changed traffic conditions during pick-up and drop-off</p> <p>Shared use of school facilities and amenities</p> <p>Environmental impacts during construction</p> |

## 6. Engagement Approach

The key consideration in delivering successful outcomes for this project is to make it as easy as possible for anyone with an interest to find out what is going on. In practice, the communications approach across all levels of engagement will involve:

- Using uncomplicated language
- Taking an energetic approach to engagement
- Encouraging and educating whenever necessary
- Engaging broadly including with individuals and groups that fall into harder to reach categories
- Providing a range of opportunities and methods for engagement
- Being transparent
- Explaining the objectives and outcomes of planning and engagement processes.
- In addition to engagement with Government Departments and Agencies and Council, two distinct streams of engagement will continue for the project as follows:
  - School community for existing schools being upgraded, or surrounding schools for new schools, and
  - Broader local community.

This allows:

- School-centric involvement from school communities (including students, parents/caregivers, teachers, admin staff) unencumbered by broader community issues, and
- Broad community involvement unencumbered by school community wants and needs. Broad community stakeholders include local residents, neighbours and local action groups.

### 6.1. General community input

Members of the general public impacted by the construction phase are able to enquire and complain about environmental impacts via the following channels:

- Information booths and information sessions (including Virtual Information Sessions) held at the school or local community meeting place, and advertised at least 7 days before in local newspapers, on our website and via letterbox drops
- 1300 number that is published on all communications material, including project site signage
- School Infrastructure NSW email address that is published on all communications material, including project site signage

Refer to Section 8.5 of this document for detail on our enquiries and complaints process.

A number of tools and techniques will be used to keep stakeholders and the local community involved as summarised in table 3 below.

For reference, project high level milestones during the delivery phase include:

- Site establishment/early works
- Commencement of main works construction
- Term prior to project completion
- Project completion
- First day of school following project completion
- Official opening

**Table 3: School Infrastructure NSW Communications Tools**

| Communications Tool             | Description of Activity                                                                                                                                                                                                                                                                                                                                                                                                       | Frequency                                                                              |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 1300 community information line | <p>The free call 1300 482 651 number is published on all communication materials and is manned by SINSW.</p> <p>All enquiries that are received are referred to the appointed C&amp;E Manager and/or Senior Project Director as required and logged in our CRM.</p> <p>Once resolved, a summary of the conversation is updated in the CRM.</p>                                                                                | Throughout the life of the project and accessible for 12 months post completion        |
| Advertising (print)             | Advertising in local newspapers is undertaken with at least 7 days' notice of significant construction activities, major disruptions and opportunities to meet the project team or find out more at a face to face event.                                                                                                                                                                                                     | At project milestones or periods of disruption                                         |
| Call centre scripts             | High level, project overview information provided to external organisations who may receive telephone calls enquiring about the project, most namely stakeholder councils.                                                                                                                                                                                                                                                    | Throughout the project when specific events occur or issues are raised by stakeholders |
| Community contact cards         | <p>These are business card size with all the SINSW contact information.</p> <p>The project team/ contractors are instructed to hand out contact cards to stakeholders and community members enquiring about the project. Cards are offered to school administration offices as appropriate.</p> <p>Directs all enquiries, comments and complaints through to our 1300 number and School Infrastructure NSW email address.</p> | Throughout the life of the project and available 12 months post completion             |
| CRM database                    | <p>All projects are created in SINSW's Customer Relationship Management system – Darzin - at project inception.</p> <p>Interactions, decisions and feedback from stakeholders are captured, and monthly reports generated.</p> <p>Any enquiries and complaints are to be raised in the CRM and immediately notified to the Senior Project Director, Project Director and Community Engagement Manager.</p>                    | Throughout the life of the project and updated for 12 months post completion           |
| Display boards                  | A0 size full colour information boards to use at info sessions or to be permanently displayed in appropriate places (school admin office for example).                                                                                                                                                                                                                                                                        | As required                                                                            |
| Door knocks                     | <p>Provide timely notification to nearby residents of upcoming construction works, changes to pedestrian movements, temporary bus stops, expected impacts and proposed mitigation.</p> <p>Provide written information of construction activity and contact details.</p>                                                                                                                                                       | As required prior to periods of construction impacts                                   |
| Face-to-face meetings/briefings | Activities include meeting, briefings and "walking the site" to engage directly with key stakeholders, directly impacted residents and business owners and the wider community.                                                                                                                                                                                                                                               | As required                                                                            |

| Communications Tool                                                   | Description of Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Frequency                             |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| FAQs                                                                  | Set of internally approved answers provided in response to frequently asked questions. Used as part of relevant stakeholder and community communication tools. These are updated as required, and included on the website if appropriate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Throughout the life of the project    |
| Information booths                                                    | <p>Information booths are held locally and staffed by a project team member to answer any questions, concerns or complaints on the project.</p> <p>Info booths are scheduled from the early stages of project delivery through to project completion.</p> <p>Information booths are to be held both at the school/ neighbouring school, as well for the broad community:</p> <p>School information booths are held at school locations at times that suit parents and caregivers, with frequency to be aligned with project milestones and as required.</p> <p>Community information booths are usually held at local shopping centres, community centres and places that are easily accessed by the community. They are held at convenient times, such as out of work hours on weekdays and Saturday's.</p> <p>Collateral to be provided include community contact cards, latest project notification or update, with internal FAQs prepared.</p> <p>All liaison to be summarised and loaded in the CRM.</p> <p>Notice of at least 7 days to be provided.</p> | At project milestones and as required |
| Information sessions (drop in, includes Virtual Information sessions) | <p>Information sessions are a bigger event than an info booth, held at a key milestone or contentious period. We have more information on the project available on display boards/ screens and an information pack handout – including project scope, planning approvals, any impacts on the school community or residents, project timeline, FAQs.</p> <p>SINSW can also host these Information Sessions online hosted via the project webpage as a 'Virtual Information Session'.</p> <p>Members from the project and communications team will be available to answer questions about the project.</p> <p>In person, these events occur after school hours on a week day (from 3pm – 7pm to cover working parents).</p> <p>All liaison summarised and loaded on the CRM.</p>                                                                                                                                                                                                                                                                                 | As required                           |
| Information pack                                                      | <p>A 4 page A4 colour, fold out flyer that can include:</p> <p>Project scope</p> <p>Project update</p> <p>FAQs</p> <p>Contact information</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | As required                           |

| Communications Tool                                 | Description of Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Frequency                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | <p>Project timeline</p> <p>To be distributed at info sessions or at other bigger events/ milestones in hard copy and also made available electronically.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                               |
| Media releases/events                               | <p>Media releases are distributed upon media milestones. They promote major project milestones and activities and generate broader community awareness.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Media milestones:</p> <p>Project announcement</p> <p>Concept design completed</p> <p>Planning approval lodged</p> <p>Planning approval granted</p> <p>Construction contract tendered</p> <p>Construction contract awarded</p> <p>SOD turning opportunity</p> <p>Handover</p> <p>Official opening</p>       |
| Newsletters                                         | <p>Available in hard copy and electronic format. A monthly or quarterly newsletter providing updated information on project scope, benefits, construction progress, achievement of project milestones and other project related issues of interest.</p> <p>Similar to an info pack in content, but used as a regular high level update for the community.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>As required, related to high level project milestones</p>                                                                                                                                                                                                                                                  |
| Notifications                                       | <p>A4, single or double sided, printed in colour that can include FAQs if required</p> <p>Notifications are distributed under varying templates with different headings to suit different purposes:</p> <p><b>Works notification</b> are used to communicate specific information/ impacts about a project to a more targeted section of the community. This template doesn't have an image so it can be more appropriately targeted for matters like hazardous material.</p> <p><b>Project update</b> is used when communicating milestones and higher level information to the wider community i.e. project announcement, concept design/DA lodgement, construction award, completion. Always includes the project summary, information booths/ sessions if scheduled, progress summary and contact info.</p> | <p>As required according to the construction program.</p> <p>Distributed via letterbox drop to local residents and via the school community at least 5-7 days prior to construction activities or other milestones throughout the life of the project. Specific timings indicated in table 5 – Section 8.</p> |
| Photography, time-lapse photography and videography | <p>Captures progress of construction works and chronicles particular construction activities. Images to be used in notifications, newsletters and report, on the website and Social Media channels, at information sessions and in presentations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Project completion (actual photography and video of completed project)</p>                                                                                                                                                                                                                                 |

| Communications Tool                     | Description of Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Frequency                                                                                                          |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
|                                         | Once the project is complete, SINSW will organise photography of external and internal spaces to be used for a range of communications purposes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Prior to project completion - artist impressions, flythrough, site plans and construction progress images are used |
| Presentations                           | Details project information for presentations to stakeholder and community groups.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | As required                                                                                                        |
| Priority correspondence                 | Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to the Premier, Minister, SINSW and other key stakeholders. SINSW is responsible for drafting responses as requested within the required timeframes.                                                                                                                                                                                                                                                                                                                                                          | As required                                                                                                        |
| Project Reference Group                 | SINSW facilitated Project Reference Group sessions providing information on the design solution, construction activities, project timeframes, key issues and communication and engagement strategies.                                                                                                                                                                                                                                                                                                                                                                                                                       | Meets every month or as required<br><br>More information on the PRG is detailed in Section 4                       |
| Project signage                         | A0 sized, durable aluminium signage has been installed at Epping West Public School.<br><br>Provides high level information including project scope, project image and SINSW contact information.<br><br>Fixed to external fencing/ entrances etc. that are visible and is updated if any damage occurs.                                                                                                                                                                                                                                                                                                                    | Throughout the life of the project and installed for 12 months post completion                                     |
| Site visits                             | Demonstrate project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.                                                                                                                                                                                                                                                                                                                                                                                                                                               | As required                                                                                                        |
| School Infrastructure NSW email address | Provide stakeholders and the community an email address linking direct to the Community Engagement team. Email address (schoolinfrastructure@det.nsw.edu.au) is published on all communications materials.                                                                                                                                                                                                                                                                                                                                                                                                                  | Throughout the life of the project                                                                                 |
| School Infrastructure NSW website       | A dedicated project page for Epping West Public School is located on the SINSW website - <a href="https://www.schoolinfrastructure.nsw.gov.au/projects/e/epping-west-public-school-upgrade.html">https://www.schoolinfrastructure.nsw.gov.au/projects/e/epping-west-public-school-upgrade.html</a> .                                                                                                                                                                                                                                                                                                                        | Updated at least monthly and is live for at least 12 months post completion of the project                         |
| Welcome pack/ thank you pack            | At project completion the following flyers are utilised: <ul style="list-style-type: none"> <li><b>Welcome pack</b> – project completion for school community - A 2 to 4 page A4 flyer which is provided to the school community on the first day/week they are returning to school when new facilities are opening, or attending a new school. Includes project overview, map outlining access to the school and key locations, FAQs, contact information.</li> <li><b>Thank you pack</b> – A 2 to 4 page A4 flyer tailored to the local residents to thank them for their patience and support of the project.</li> </ul> | Project completion only                                                                                            |

## 7. Engagement Delivery Timeline

The following engagement delivery timeline maps tailored communications tools and activities by key milestone.

**Table 4: Engagement timeline**

| Project Phase / milestone                                                                                                                        | Target Audiences                                   | Proposed communication tools / activities / purpose as per Table 3                                                                                                                  | Timing / implementation                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Main Construction works, including but not limited to:<br>Remediation<br>Works commenced<br>Key impact periods – noise, dust, traffic, vibration | Local community and neighbours<br>School community | Sod turn<br>Webpage update<br>Media release (if required)<br>Project Update or Information Pack<br>Information Session (TBC)<br>Works notifications                                 | Late 2021<br>(at key construction events as required, as per our notification process in Table 5) |
| Term prior to project completion                                                                                                                 | Local community and neighbours<br>School community | Webpage update<br>Media telese (if required)<br>Project Update or Information Pack<br>Information Session (TBC)<br>Works notification (including summer holiday works notification) | Late 2021 to early 2023                                                                           |
| Handover and welcome to new school                                                                                                               | Local community and neighbours<br>School community | Webpage update<br>Media telese (if required)<br>Welcome Pack (including photography)<br>Welcome Signs / Maps<br>Information Session (TBC)<br>Works notification                     | Early 2023                                                                                        |
| Opening                                                                                                                                          | Local community and neighbours<br>School community | Official opening ceremony                                                                                                                                                           | January 2023                                                                                      |
| Post-opening                                                                                                                                     | All                                                | Website remains live<br>Project signage remains installed<br>1300 phone and email still active, and CRM still maintained for complaints and enquiries.                              | Early 2024 (at least 12 months post construction completion)                                      |

## 8. Protocols

### 8.1. Media engagement

SINSW manages all media relations activities, and is responsible for:

Responding to all media enquiries and instigating all proactive media contact.

Media interviews and delegation to SINSW media spokespeople who are authorised to speak to the media on behalf of the project

Informing the Minister's Office and SINSW project team members and communications representatives of all media relations activities in advance and providing the opportunity to participate in events where possible.

### 8.2. Site visits

SINSW in partnership with Schools Operations and Performance organises and hosts guided project site tours and media briefings as required by the Minister's Office. The Project Team will ensure the required visitor site inductions are undertaken and that all required Personal Protective Equipment (PPE) is worn.

For media site visits and events, SINSW creates, or contributes to, the production of an event pack. This will include an event brief, media release, speaking notes and Q&As.

### 8.3. Social, online and digital media

SINSW initiates and maintains all social and online media channels. These channels can include Facebook, Twitter, LinkedIn and the website. The SINSW Online Content Team upload to the SINSW website.

### 8.4. Notification process

Notifications (titled works notifications or project updates as per Table 3) are SINSW's prescribed notification requirement and are the primary mechanism to inform the community and key stakeholders about the impact of school construction on the local area. Notifications provide advance warning of activities and planned disruptions, as per the notice periods in Table 5 below, allowing stakeholders and community members to plan for the impacts and make alternative arrangements where required. Notifications are distributed in person via door knocks, via letterbox drop, via the school and electronically via email.

The C&E Manager advises the project team of the relevant notification requirements and timeframes to be met. The team obtains the information necessary to meet these timeframes by:

Having oversight of the project delivery program

Visiting site as required

Attending and participating in construction meetings, planning meetings, and Risk and Opportunity workshops.

**Table 5: Notifications periods**

| Works activity                                                                         | Minimum community notification period |
|----------------------------------------------------------------------------------------|---------------------------------------|
| Notification to communities following major incident                                   | Same day                              |
| Emergency works/unforeseen events                                                      | Same day                              |
| Contamination management and notification                                              | Within 48 hours                       |
| Upcoming works notification (minimum disruption)                                       | 5- 7 days                             |
| Invitation/notification of community event (e.g. info booth)                           | 5 – 7 days                            |
| Notifications regarding traffic changes, parking impacts, road closures, major detours | 10 – 14 days                          |
| Pedestrian route changes and other impacts                                             | 10 – 14 days                          |

| Works activity                                                                                                       | Minimum community notification period |
|----------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Notifications regarding operational changes for the school community (school drop-off points, entry and exit points) | 10 - 14 days                          |
| Major construction impacts (out of hours/ significant noise/ demolition)                                             | 10 – 14 days                          |
| Major impacts to school community e.g. relocation to temporary school                                                | 6 months                              |

### 8.5. Enquiries and complaints management

SINSW manages enquiries (*called interactions in our CRM, Darzin*), and complaints in a timely and responsive manner.

Prior to project delivery, a complaint could be related to lack of community consultation, design of the project, lack of project progress, etc.

During project delivery, a complaint is defined as in regards to construction impacts – *such as* – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers, other environmental impacts, unplanned or uncommunicated disruption to the school.

If a phone call, email or face- to- face complaint is received during construction, they must be logged in our CRM, actively managed, closed out and resolved by SINSW within 24-48 hours.

As per our planning approval conditions, a complaints register is updated monthly and is publicly available on the project's website page on the SINSW website.

If the complainant is not satisfied with SINSW response, and they approach SINSW for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period (separate complainants).
- Any construction site receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint was avoidable
- The complaint relates to a compliance matter.

Complaints will be first escalated to the Senior Manager, Community and Engagement or Director of Communications for SINSW as the designated complaints handling management representatives for our projects. Further escalation will be made to the Executive Director, Office of the Chief Executive to mediate if required.

If a complaint still cannot be resolved by SINSW to the satisfaction of the complainant, we will advise them to contact the NSW Ombudsman - <https://www.ombo.nsw.gov.au/complaints>.

The below table summarises timeframes for responding to enquiries and complaints, through each correspondence method:

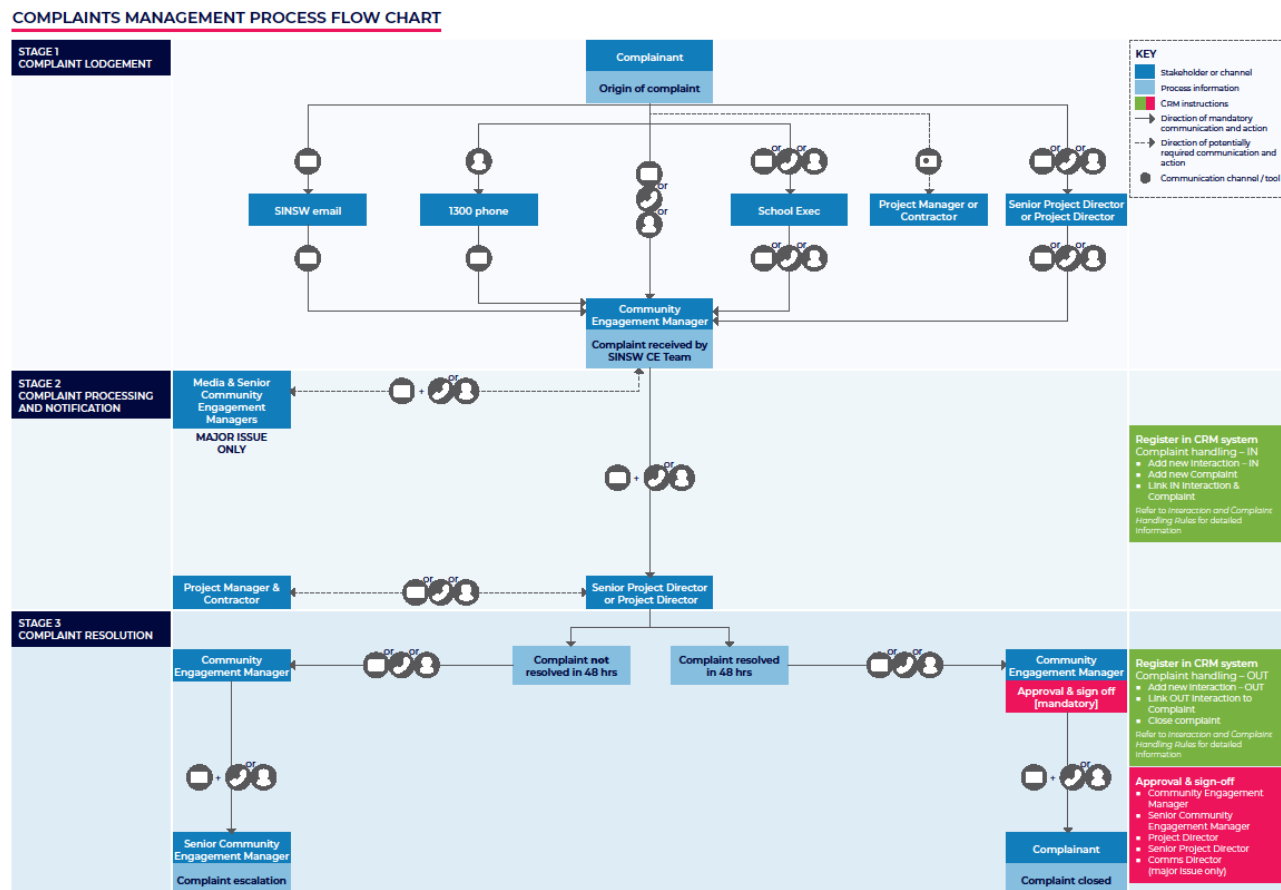
**Table 6: Complaint and enquiry response time**

| Complaint                        | Acknowledgement times                                                       | Response times                                                                                                                             |
|----------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Phone call during business hours | At time of call – and agree with caller estimated timeframe for resolution. | Complaint to be closed out within 48 hours.<br>If not possible, continue contact, escalate as required and resolve within 7 business days. |
| Phone call after hours*          | Within two (2) hours of receiving message upon returning to office.         | Following acknowledgement, complaint to be closed out within 48 hours. If not possible, continue contact,                                  |

| Complaint                        | Acknowledgement times                                                     | Response times                                                                                                                                                                     |
|----------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  |                                                                           | escalate as required and resolve within 7 business days.                                                                                                                           |
| Email during business hours      | At time of email (automatic response)                                     | Complaint to be closed out within 48 hours. If not possible, continue contact, escalate internally as required and resolve within 7 business days.                                 |
| Email outside of business hours  | At time of email (automatic response)                                     | Complaint to be closed out within 48 hours (once return to business hours). If not possible, continue contact, escalate internally as required and resolve within 7 business days. |
| Interaction/ Enquiry             |                                                                           |                                                                                                                                                                                    |
| Phone call during business hours | At time of call – and agree with caller estimated timeframe for response. | Interaction to be logged and closed out within 7 business days.                                                                                                                    |
| Phone call after hours           | Within two (2) hours of receiving message upon returning to office.       | Interaction to be logged and closed out within 7 business days.                                                                                                                    |
| Email during business hours      | At time of email (automatic response)                                     | Interaction to be logged and closed out within 7 business days.                                                                                                                    |
| Email outside of business hours  | At time of email (automatic response)                                     | Interaction to be logged and closed out within 7 business days.                                                                                                                    |
| Letter                           | N/A                                                                       | Interaction to be logged and closed out within 10 business days following receipt.                                                                                                 |

The below diagram outlines our internal process for managing complaints.

**Figure 3 - Internal Complaints Process**



### 8.5.1. Disputes involving compensation and rectification

School Infrastructure NSW is committed to working with the school and broader community to address concerns as they arise. Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Depending upon the results of the investigation, School Infrastructure NSW may seek legal advice before proceeding.

## 8.6. Incident management

An incident is an occurrence or set of circumstances that causes or threatens to cause material harm and which may or may not be or cause a non-compliance. Material harm is harm that:

- involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial; or
- results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

### 8.6.1. Roles and responsibilities following an incident

In the event of an incident, once emergency services are contacted, the incident must be immediately reported to the SINSW Senior Project Director who will inform:

SINSW Executive Director

SINSW C&E Manager

SINSW Senior Manager, C&E

SINSW Communications Director

SINSW Communications Director will:

Lead and manage all communications with the Minister's office in the event of an incident, with assistance as required

Direct all communications with media to the SINSW Media Manager in the first instance for management

Notify all other key project stakeholders of an incident.

The school and local community will be notified within 24 hours in the event of an incident, as per our notification timelines in Table 5.

The SINSW Senior Project Director will issue a written incident notification to Department of Planning, Industry & Environment (DPIE) ([compliance@planning.nsw.gov.au](mailto:compliance@planning.nsw.gov.au)) and Local Council immediately following the incident to set out the location and nature of the incident.

This must be followed within seven days following the incident of a written notification to the Department of Planning, Industry and Environment ([compliance@planning.nsw.gov.au](mailto:compliance@planning.nsw.gov.au)) that:

- (a) identifies the development and application number;
- (b) provides details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident);
- (c) identifies how the incident was detected;
- (d) identifies when SINSW became aware of the incident;
- (e) identify any actual or potential non-compliance with conditions of consent;
- (f) describes what immediate steps were taken in relation to the incident;
- (g) identifies further action(s) that will be taken in relation to the incident; and
- (h) provides the contact information for further communication regarding the incident (the Senior Project Director).

Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, SINSW will provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below:

- (a) a summary of the incident;
- (b) outcomes of an incident investigation, including identification of the cause of the incident;
- (c) details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and
- (d) details of any communication with other stakeholders regarding the incident.

### **8.7. Reporting process**

Throughout the project, data will be recorded on participation levels both face to face and online, a record of engagement tools and activities carried out in addition to queries received and feedback against emerging themes.

Stakeholder and community sentiment will be evaluated throughout to ensure effectiveness of the engagement strategy and to inform future activities.

Reporting will include but not be limited to:

Stakeholder engagement reporting – numbers of forums, participation levels and a summary of the outcomes  
Community sentiment reporting – outputs of all community engagement activities, including numbers in attendance at events, participation levels and feedback received against broad themes

Online activity – through the project website and via social media

Media monitoring – as part of the proactive media campaign

Engagement risk register - to be updated regularly.