

Horizon on the Harbour

Community Communications Strategy

April 2021

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1 INTRODUCTION

1.1 PROJECT BACKGROUND

In June 2020 the Horizon on the Harbour (Horizon/Lee 5) project was granted consent by the Minister for Planning, subject to conditions (SSD-9827).

The project comprises the construction of a mixed-use building at 41-45 Honeysuckle Drive, Newcastle consisting of:

- Construction of two 7-storey and one 8-storey residential buildings encompassing;
 - 110 residential units
 - 4 ground floor commercial units
 - communal areas
 - two level basement carpark with 183 car parking spaces
- public domain improvements, public open space and hard and soft landscaping.

The construction of the project is proposed to be delivered in accordance with the Construction Management Plan and generally in accordance with the following construction program:

Table 1 - Construction Program

Stage / Activity Description	Commencement	Timeline
Works to commence on site	May 2021	N/A
Excavation	May 2021	May 2021- September 2021
Construction of basement and sub-ground construction works (Including foundation piles)	September 2021	September 2021 - November 2021
Ground level and above construction work	November 2021	November 2021 - December 2023
Occupation	First Quarter 2023	N/A

1.2 PROJECT OVERVIEW

The site is located at 41-45 Honeysuckle Drive and is bound by Throsby Creek / Hunter River and foreshore promenade to the immediate north, Honeysuckle Drive to the south, Huntington mixed use development (currently under construction) to the east and Cottage Creek to the west.

The project aims to:

- Provide a building that achieves excellence in architectural design and makes a positive contribution to Honeysuckle Drive, as well as the wider Newcastle city centre and locality.
- Provide a building that minimises impacts on adjoining and nearby development, as well as the public domain.
- Provide a building that delivers a high level of amenity for future occupants.
- Provide a mix of apartment sizes to cater for a range of household types and sizes.
- Contribute positively to the ongoing urban renewal of the Honeysuckle Precinct.

2 COMMUNITY COMMUNICATIONS STRATEGY

2.1 PURPOSE OF THE STRATEGY

This Community Communications Strategy (CCS) outlines the communication and consultation methods and procedures to be adopted for the construction phase and first twelve months of occupation of Horizon on the Harbour.

The CCS satisfies the requirements of Conditions 4 and C32 of SSD-9827, reproduced below;

COMMUNITY COMMUNICATION STRATEGY

- C4. A Community Communication Strategy must be prepared to provide mechanisms to facilitate communication between the Applicant, the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction.

The Community Consultation Strategy must:

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

The Community Communications Strategy must be submitted to the Secretary for approval no later than one month before the commencement of any work.

Work for the purposes of the development must not commence until the Community Communication Strategy has been approved by the Secretary, or within another timeframe agreed with the Secretary.

The Community Communication Strategy, as approved, by the Secretary, must be implemented for a minimum of 12 months following completion of construction.

ACCESS TO INFORMATION

- C32. At least 48 hours before the commencement of construction until the completion of all works under this consent, or such other time as agreed by the Planning Secretary, the Applicant must:
- (a) make the following information and documents (as they are obtained or approved) publicly available on its website:
 - (i) the documents referred to in condition A2 of this consent.
 - (ii) all current statutory approvals for the development.
 - (iii) all approved strategies, plans and programs required under the conditions of this consent.
 - (iv) regular reporting on the environmental performance of the development in accordance with the reporting arrangements in any plans or programs approved under the conditions of this consent.
 - (v) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs.
 - (vi) a summary of the current stage and progress of the development.
 - (vii) contact details to enquire about the development or to make a complaint.
 - (viii) a complaints register, updated monthly.
 - (ix) audit reports prepared as part of any independent environmental audit of the development and the Applicant's response to the recommendations in any audit report.
 - (x) any other matter required by the Planning Secretary; and
 - (b) Keep such information up to date, to the satisfaction of the Planning Secretary.

2.2 REQUIREMENTS OF THE CCS

Table 2 – Community Communication Strategy Requirements

Condition C3 Requirements	Response
(a) identify people to be consulted during the design and construction phases	Section 3 of this CCS identifies stakeholders.
(b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development	Distribution of information regarding the project is outlined in Section 4 of this CCS.
(c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development	Face to face communication is outlined in Section 4.4 of this CCS.
(d) Set out procedures and mechanisms: (i) Through which the community can discuss or provide feedback to the Applicant (ii) Through which the Applicant will respond to enquiries	Feedback from the community may be received by the Applicant via the mechanisms outlined in Section 4 of this CCS. Responses to the community shall be communicated by the Applicant via the mechanisms outlined in Section 4 of this CCS.
or feedback from the community (iii) To resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including any disputes regarding rectification or compensation.	Resolution of disputes is outlined in Section 5 of this CCS.

This CCS must be approved by the Secretary before construction starts and must be maintained and implemented throughout construction of the project and for the first 12 months of occupation of the building.

2.3 OBJECTIVES OF THE CCS

The CCS objectives for this project are:

- Comply with the relevant conditions of Development Consent.
- Ensure potentially affected stakeholders including residents, property owners, interested stakeholders and the broader community are informed about the project, the construction schedule and the likely impacts.
- Ensure appropriate and direct communication channels with stakeholders who may be affected by the construction work.
- Ensure enquiries and complaints about the work are managed effectively in accordance with the Enquiries and Complaints Management System.

The Horizon project team will ensure that directly affected residents, property owners, interested stakeholders and the broader community are informed before and during the construction work. Mitigation measures to reduce construction impacts will be implemented to minimise potential complaints. A complaints management process will be in place to resolve issues as quickly as is reasonably possible.

2.4 KEY ISSUES

Key issues associated with the construction work have been identified from the Construction Management Plan and are summarised in the table below.

Table 3 – Key Issues

Key Issue	Potential Impacts	Mitigation Measures / Communication Strategy
Access to and from the site	Disruption to neighbours	<ul style="list-style-type: none"> • Works to be in accordance with approved hours of work per development consent. • Review site establishment and location of crib sheds to minimise impact to adjoining buildings. • Review material laydown areas. • Provide environmental controls as required.
Loss of carparking for the public	Public Disharmony	<ul style="list-style-type: none"> • Early public notification of changes to current parking arrangements. • Parking alternatives identified and communicated to public. • Information provided in relation to public transport options available.
Carparking for construction workers	Disruption to neighbourhood	<ul style="list-style-type: none"> • Parking to be discussed during post-tender process with prospective subcontractors to develop strategies early. • Carpooling, use of public transport, or other services to be considered. • Identify possible zones for parking.
Construction Noise	Loss of amenity	<ul style="list-style-type: none"> • Construction Noise & Vibration Management Plan to be developed and adopted throughout project lifecycle.
Traffic management around the site	Disruption to neighbourhood	<ul style="list-style-type: none"> • Construction Traffic and Pedestrian Management Plan to be developed and adopted throughout project lifecycle.
Erosion, Sediment and Dust Control	Disruption to neighbourhood	<ul style="list-style-type: none"> • Dust to be discussed during post-tender process with prospective subcontractors to develop strategies early. • Identify measures and procedures to minimise and manage the generation and off-site transmission of sediment, dust and fine particles

Other issues may be identified by stakeholders throughout the project and communicated to the project team through email, telephone or written correspondence. Such issues will be registered on the Enquiries and Complaints Management Register and managed as outlined in Section 5 of this CCS.

3 STAKEHOLDERS

3.1 IDENTIFYING STAKEHOLDERS

The following stakeholders have been identified for this project:

Immediate Residential Neighbours

Immediate residential neighbours who may be affected most during the construction of the project are identified at:

1. 18 Honeysuckle Drive (east of the site)
2. 10 Worth Place (south east of the site)
3. 12 Bellevue St (south west of the site)
4. 35 Honeysuckle Drive (east of the site)
5. 25 Honeysuckle Drive (east of the site)

Government Agencies and other Organisations

Department of Planning, Industry and Environment

Environmental Protection Authority

Heritage Council of NSW

Newcastle City Council

Department of Premier and Cabinet, Heritage Division

NSW Office of Water

Hunter Development Corporation

State Emergency Services, Police (Local Area Command), Ambulance, NSW Rural Fire

Service Transport for NSW

Roads & Maritime Services

Port Authority of NSW, Newcastle

Interested groups and businesses

Businesses within the surrounding area

Broader community

Local community within the surrounding area

Travelling public

Pedestrians/cyclists along Honeysuckle Drive and the foreshore promenade (once complete and open to the public)

Registered Stakeholders

Any member of the public may register their interest in the Project via the website (see Section 4.1 of this CCS). These registrations will be entered into the stakeholder database for the Project, which is used for distribution of project information.

3.2 STAKEHOLDER DATABASE

The stakeholder database will contain contact details for all nominated and registered stakeholders and will be updated and maintained for the duration of the project.

4 COMMUNICATION

During construction the Horizon project team will consult with relevant stakeholders using the methods detailed below.

4.1 PROJECT CONTACT DETAILS

The primary contact for all CCS related communication applicable to the Horizon project will be via email to: enquiries@horizonontheharbour.com.au. This email address will be included on site signage and all notifications, and the project website.

4.2 ONLINE

4.2.1 PROJECT WEBSITE

A dedicated website has been established for the project in accordance with the requirements of Condition C32. The website can be accessed at <http://horizonontheharbour.com.au/ccs/>

The website has an enquiry form which allows interested parties to register their interest in the project (and be added to the stakeholder database), log enquires and complaints, and contact the project team.

4.2.2 EMAIL NOTIFICATIONS

Email notifications will be distributed as required to those registered on the project's stakeholder database. These emails will coincide with updates to the project website.

Stakeholders can request to be placed on or taken off this list at any time. Direct communication via email on the page will be available for stakeholders with enquiries or complaints.

4.3 PRINT

4.3.1 ADVERTISEMENTS

A paid advertisement will be placed in the 'Newcastle Herald' to inform the community about the project and will include the projects contact details and website.

A physical sign shall be erected on site prior to commencement and remain on site for the duration of construction, providing the project contact details including the email, telephone and website.

4.3.2 LETTERBOX NOTIFICATIONS

Householder letters will be used to communicate information about the project before and during construction to the immediate residential neighbours listed under 3.1. These letters will also be made available to the broader community at the display location and will be published on the project website.

4.4 FACE TO FACE

4.4.1 PROJECT OFFICE

The project office will be the BLOC site office, located on site at 41-45 Honeysuckle Drive.

4.4.2 LIAISON WITH STAKEHOLDERS

The Horizon project team will consult directly with affected residents and property owners through email, telephone, or face to face meetings when required. Meetings will be notified via email to the stakeholder database, on the project website and via letterbox drop.

In accordance with the Secretary's Environmental Assessment Requirements (SEARS), consultation with various

Government agencies was carried out during the development of the State Significant Development (SSD) Environmental Impact Statement (EIS). Therefore, these stakeholders will only be notified in writing prior to commencement of the project. Interest can be registered via the website should more information be desired from an agency.

At each stage of the construction program the Horizon project team will review the Enquiries and Complaints Database to determine whether a community meeting should be called. These meetings should not normally be required but will be convened in the case of either:

- 1) A major change to the development, or
- 2) A major unnotified incident which has caused disruption to immediate residential neighbours

Community meetings shall be advertised on the Project website, via email notification to the Stakeholders Database, and by letterbox drop to the immediate residential neighbours. Meeting minutes will be posted on the project website after a meeting has taken place.

5 ENQUIRY AND COMPLAINT MANAGEMENT

5.1 Enquiry and Complaints Database

The Horizon project team will maintain an Enquiry and Complaints Database for the duration of construction and the first 12 months of occupation. A copy of the database will be available on the project Website.

The database will contain as a minimum;

- 1) Date of enquiry or complaint.
- 2) Full name and contact details of the person or organisation making the enquiry or complaint.
- 3) Nature and details of the enquiry or complaint.
- 4) Details of response.

All persons and entities who lodge an enquiry or complaint will be added to the Stakeholder Database for the duration of the project unless they request otherwise.

5.2 Lodging an Enquiry or Making a Complaint

Enquires and complaints can be lodged by anyone through the Project Website, or via email to enquiries@horizonontheharbour.com.au. This information will be included on site signage, advertisements in accordance with 4.3.1, and letterbox notifications in accordance with 4.3.2.

5.3 Acknowledgment and Response

Enquiries and complaints will be acknowledged in writing within 2 business days. The acknowledgement will include the details of the person responsible for investigating and responding. A full written response shall be made within 5 business days which will include details of any investigation and the outcome.

5.4 Resolution and Mediation

Where a complaint has been registered and responded to, but the complainant is not satisfied with the response, then the Project team will re-assess the complaint and review their response. The Project team will provide a further response to the complainant advising that either:

- a) The original response stands, or
- b) A modified response will be provided within 5 business days

If the complainant is still unsatisfied after receiving the further response, then the matter will be referred to mediation before a Mediator agreed between the parties, or in default a Mediator as appointed by the President of the Law Society of NSW or his/her nominee.

The cost of mediation will be borne equally by each party.

The decision of the Mediator will be final and binding on both parties.