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COA E134E ALTERNATIVE TRANSPORT OPTIONS REPORT



A2I | Albury to Illabo

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GLOSSARY

Term	Definition
ARTC	Australian Rail Track Corporation
CEMF	Construction Environmental Management Framework
CEMP	Construction Environmental Management Plan
Construction	Includes work required to construct the CSSI as defined in the Project Description described in the documents listed in Condition A1 including commissioning trials of equipment and temporary use of any part of the CSSI but excluding Low Impact Work which is carried out or completed prior to approval of the CEMP.
Consultation	To provide information and actively engage with and obtain and consider feedback from stakeholders during development of post approval documents. How the feedback has been considered and whether any changes have been made in response to this feedback is then documented and communicated back to stakeholders. Consultation should not be limited to one-way notification about the project. This definition must be used to inform the Communication Strategy required under Condition B1.
CSSI	The Critical State Significant Infrastructure, as described in Schedule 1, the carrying out of which is approved under the terms of this approval
Department	NSW Department of Planning, Housing and Infrastructure
EIS	The Environmental Impact Statement referred to in Condition A1, submitted to the Planning Secretary seeking approval to carry out the development described in it, and including any additional information provided by the Proponent in support of the application for approval of the project.
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i> (NSW)
EPA	NSW Environment Protection Authority
EPL	Environment Protection Licence under the POEO Act
ER	The Environmental Representative(s) for the CSSI approved by the Planning Secretary
Environment	Includes all aspects of the surroundings of humans, whether affecting any human as an individual or in his or her social groupings
Incident	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.
IR	Inland Rail
Local road	Any road that is not defined as a classified road under the <i>Roads Act 1993</i>
Low Impact Work	Includes: (a) survey work including carrying out general alignment survey, installing survey controls (including installation of global positioning systems (GPS)), installing repeater stations, carrying out surveys of existing and future utilities and building and road dilapidation surveys; (b) investigations including investigative drilling, contamination investigations and excavation; (c) site establishment work approved under a Site Establishment Management Plan; (d) use of minor ancillary facilities if the ER has determined the operational activities will have a minor impact on the environment and the community; (e) minor clearing and relocation of native vegetation, as identified in the documents listed in Condition A1; (f) installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and at-property treatments; (g) property acquisition adjustment work including installation of property fencing;

	<p>(h) relocation and connection of utilities where the relocation or connection has been determined by the ER to have a minor impact to the environment and the community;</p> <p>(i) archaeological testing under the Code of practice for archaeological investigation of Aboriginal objects in NSW (DECCW, 2010) or archaeological monitoring undertaken in association with (a) - (h) above to ensure that there is no impact on heritage items;</p> <p>(j) archaeological and cultural salvage undertaken in accordance with a methodology required by the conditions of this approval.</p> <p>(k) maintenance of existing buildings and structures required to facilitate the carrying out of the CSSI; and</p> <p>(l) other activities determined by the ER to have minor impact on the environment and the community, which may include but not be limited to construction of minor access roads, temporary relocation of pedestrian and cycle paths and the provision of property access.</p> <p>Despite the above, the following works are not Low Impact Work:</p> <p>(i) where heritage items, or threatened species or their habitat, or threatened ecological communities (within the meaning of the Biodiversity Conservation Act 2016) are adversely affected or potentially adversely affected by any low impact work as defined in (a) to (n) above, that work is construction, unless otherwise determined by the Planning Secretary in consultation with Heritage NSW, EHG or DPI Fisheries (in the case of impact upon fish, aquatic invertebrates or marine vegetation); and</p> <p>(ii) any night-time work that exceeds noise management levels as defined in the ICNG.</p> <p>The low impact work described in this definition becomes Construction with the approval of a CEMP. Where low impact work has already commenced, this is considered to remain as low impact work and is managed in accordance with the framework under which it commenced.</p>
Minister	NSW Minister for Planning
Non-compliance	An occurrence, set of circumstances or development that is a breach of this approval.
Operation	The carrying out of the CSSI (whether in full or in part) upon the completion of construction, unless otherwise agreed by the Planning Secretary.
Planning Secretary	Planning Secretary of the Department (or nominee, whether nominated before or after the date on which this approval was granted).
Proponent	The person identified as such in Schedule 1 of this approval and any other person carrying out any part of the CSSI from time to time (i.e. Inland Rail).
Publicly available	To be made available on the website.
Rail Corridor	Land that is: <ul style="list-style-type: none"> (a) owned, leased, managed or controlled by a public authority for the purpose of a railway or rail infrastructure facilities, or zoned under an environmental planning instrument predominantly, or (b) solely for development for the purpose of a railway or rail infrastructure facilities.
Relevant council(s)	Albury City Council, Great Hume Shire Council, Lockhart Shire Council, Wagga Wagga City Council and Junee Shire Council.
Relevant roads authority	The same meaning as the roads authority defined in the <i>Roads Act 1993</i> (NSW).
SSI	The State Significant Infrastructure, as generally described in Schedule 1 of this approval, the carrying out of which is approved under the terms of this approval.
Work	Any physical activity for the purpose of the CSSI including Construction and Low Impact Work but not including operational maintenance work.

1 INTRODUCTION

1.1 Background

The Alternative Transport Options Report has been prepared to address the relevant requirements under the Minister’s Conditions of Approval (CoA) E134E.

1.2 Purpose

This Alternative Transport Options Report has been prepared to meet CoA E134E and demonstrate how compliance with the requirements of CoA E134A and E134B has been achieved prior to the closure of Kemp Street Bridge. These are included in Table 1 including a description of where these have been addressed within this report.

TABLE 1 COA E134A AND E134B COMPLIANCE

Requirement	How addressed
E134A At least 2 weeks prior to the closure of Kemp Street Bridge in Junee:	N/A
(a) all affected schools, community members and stakeholders must be notified of all alternative transport mitigation options, including the frequency and locations for accessing the community bus services, how to apply and use the school bus passes, and how to request specific transport and taxi vouchers; and	N/A
(b) publicly accessible contact details for the Public Liaison Officer required under Condition B6 must be provided to enable direct communication between community members and the project team regarding enquiries, feedback, or concerns at each community bus stop location, when established, and on all community and stakeholder notification. All enquiries are to be managed consistent with the Complaints Management System required in accordance with Condition B7.	Refer to Section 2.
E134B Prior to the closure of the Kemp Street Bridge pedestrian/cyclists path:	N/A
(a) bus stop locations must be clearly marked and accessible as agreed in consultation with Junee Council;	N/A
(b) fully subsidised bus passes are provided to school students with directly impacted access between home and school due to the closure of the Kemp Street Bridge who require and requested access to bus services, and confirmation that the existing bus service has capacity to accommodate those additional students;	N/A
(c) taxi vouchers have been provided to all community members who had requested them prior to the closure of the Kemp Street bridge; and	N/A
(d) install and maintain rail exclusion fencing and screening along both sides of the rail corridor for the duration of the closure of Kemp Street Bridge pedestrian/cyclist path: <ul style="list-style-type: none"> i. east of the rail corridor: from the southern boundary of the construction site and track near William Street, extending north beyond the bridge to the rear boundary of the Aquatic Centre. ii. west of the rail corridor: from existing fencing at Railway Parade, extending north beyond the bridge to align with the existing boundary fencing along Seignior Street. 	Refer to Section 3.4.

Requirement	How addressed
<p>E134C The operation of the alternative transport options outlined in Condition 134A must be reviewed at two (2) weeks and three (3) months following the implementation of the alternative transport options and then every six (6) months for the duration of the closure of the Kemp Street Bridge pedestrian/cyclist path. Each review must incorporate relevant performance data, stakeholder and community feedback, and any recommended adjustments to ensure effectiveness and responsiveness of the measures.</p>	<p>This report.</p>
<p>E134D Any changes to the alternative transport options must be communicated to the affected community and stakeholders prior to the change being made.</p>	<p>With the exception of the school shuttle service which was assessed, consulted and implemented prior to the closure of Kemp Street Bridge, no other changes to the alternative transport options have been made or proposed at the time of reporting.</p> <p>Any further changes to the alternative transport options will be communicated to the affected community and stakeholders prior to the change being made.</p>
<p>E134E Alternative Transport Options Reports must be submitted to the Planning Secretary confirming:</p> <ul style="list-style-type: none"> (a) the requirements of Condition 134A and Condition 134B have been met, prior to the closure of the Kemp Street Bridge; and (b) the outcomes of the reviews completed in accordance with Condition 134C and any proposed changes following the review of the alternative transport options must be submitted to the Planning Secretary for information within 14 business days of each review period. 	<p>This report.</p>

2 COMMUNITY NOTIFICATION

2.1 Community Engagement Summary

Following the closure of Kemp Street Bridge on 5 September 2025 and in accordance with the requirements of CoA E134A and E134C, community notifications and engagement activities have been ongoing to monitor the operational performance of the alternative transport options. A summary of the community notifications and engagements since the closure is outlined in Table 2 below.

TABLE 2 COMMUNITY ENGAGEMENT LOG

#	Date	Correspondence		From	Recipient
		Form/Type	Purpose		
1	5 September 2025 16 April 2025	Emails and phone calls Community information session	Updated information for Junee High School including student travel options, maps and stop locations, FAQs for parents and students and additional resources. Inland Rail hosted a community information session to discuss the proposed community transport and existing use of the Kemp Street bridge. (Summary of feedback in the Kemp Street Modification Report).	Martinus and Inland Rail	Junee High School Wider Junee community
2	5 September 2025 5 May 2025	Delivery Community information session	School Shuttle Pass - distributed to School Administration A follow up community information session was held to inform the community of the proposed pedestrian connectivity strategy. (Summary of feedback in the Kemp Street Modification Report).	Martinus and Inland Rail	Junee High School Wider Junee community
3	5 September 2025 April – June 2025	Emails and phone calls Emails and regular meetings	Updated information including student travel options, maps and stop locations, FAQs for parents and students and additional resources. Meetings have been held with Junee Shire Council around the proposed pedestrian connectivity strategy. (Summary of feedback in the Kemp Street Modification Report).	Martinus and Inland Rail	Junee Public School Junee Shire Council
4	5 September 2025 May 2025	Delivery Emails, phone and offer of individual meetings	School Shuttle Pass - distributed to School Administration Information about the proposed community transport strategy was provided to key First Nations Stakeholders. Post Junee engagement an update of the proposed pedestrian connectivity strategy was also	Martinus and Inland Rail	Junee Public School First Nations Stakeholders including: - Wagga Wagga Local Aboriginal Land Council (LALC)

#	Date	Correspondence		From	Recipient
		Form/Type	Purpose		
			provided. (Summary of feedback in the Kemp Street Modification Report).		- Elders Group- Mawang Gaway Registered Aboriginal Parties (RAPs)
5	5 September 2025 April – June 2025	Emails and phone calls Emails, phone and regular meetings	Updated information including student travel options, maps and stop locations, FAQs for parents and students and additional resources. Regular meetings are ongoing with TfNSW on a variety of matters. The pedestrian strategy was provided the TfNSW along with the engagement undertaken to inform the strategy. (Summary of feedback in the Kemp Street Modification Report).	Martinus and Inland Rail	St Josephs Primary School Transport for NSW
6	5 September 2025 7 May 2025	Delivery Briefing	School Shuttle Pass - distributed to School Administration At the quarterly Community Consultative Committee meetings, the Wagga Wagga subcommittee which includes Junee representatives, discussed the proposed modification engagement including the pedestrian connectivity strategy. (Summary of feedback in the Kemp Street Modification Report).	Martinus and Inland Rail	St Josephs Primary School Community Consultative Committee (CCC), Wagga subcommittee (including representatives from Junee including Council and TfNSW)
7	5 September 2025 20 May 2025	Emails and phone calls Briefing	Updated information including student travel options, maps and stop locations, FAQs for parents and students and additional resources. Project briefing provided to JSC Councillors and Mayor including an update on the Kemp Street Modification and proposed community pedestrian strategy.	Martinus and Inland Rail	Junee North Public School Junee Shire Councillors and Mayor
8	5 September 2025 11 – 15 August	Delivery Doorknocking	School Shuttle Pass - distributed to School Administration. Doorknocked surrounding residents of Kemp Street Bridge to discuss use of the bridge and alternative community connectivity whilst the bridge closed (community transport). Presented the updated design visualisations for the Kemp Street Bridge.	Martinus and Inland Rail	Junee North Public School Surrounding residents including residents on: - Railway Parade - Edgar Street - Ducker Steet - George Street - Kemp Street - Joffre Street - Seignior Street

#	Date	Correspondence		From	Recipient
		Form/Type	Purpose		
9	8 September 2025 11 – 15 August	Face to Face Doorknocking	Morning and afternoon assessment of success of first day of school shuttle operations Doorknocked surrounding Businesses of Junee and Kemp Street Bridge to discuss use of the bridge and alternative community connectivity whilst the bridge closed (community transport). Presented the updated design visualisations for the Kemp Street Bridge.	Martinus and Inland Rail	Junee High School Surrounding businesses on: <ul style="list-style-type: none"> - Broadway - Seignior Street - Lorne Street - Hill Street
10	8 September 2025 11 August 2025	Face to Face Briefing	Morning and afternoon assessment of success of first day of school shuttle operations Project briefing provided including an update on the Kemp Street Modification and proposed community pedestrian strategy to Principal, leading to establishment of plans for construction and rail safety student presentations, newsletter communications with work notifications, physical pass distribution tracking, monthly principal meetings, and pedestrian safety information sharing through online and social media channels.	Martinus and Inland Rail	Junee Public School Junee High School
11	8 September 2025 12 August 2025	Face to Face Briefing	Morning and afternoon assessment of success of first day of school shuttle operations Project briefing provided including an update on the Kemp Street Modification and proposed community pedestrian strategy to Centre Director, followed by discussion of evacuation drill concerns (conducted every 12 weeks), parent communication needs regarding local street access, community transport pickup timing from 2pm, and concerns about George Street becoming one-way affecting parent vehicle movements.	Martinus and Inland Rail	St Joseph's Primary School Little Kindy
12	8 September 2025	Face to Face Briefing	Morning and afternoon assessment of success of first day of school shuttle operations Project briefing provided	Martinus and Inland Rail	Junee North Public School Junee Public School

#	Date	Correspondence		From	Recipient
		Form/Type	Purpose		
			including an update on the Kemp Street Modification and proposed community pedestrian strategy to school Administration Manager, followed by discussion of bus pass processes for approximately 30 affected students, planned rail and construction safety presentations for all 118 students, and coordination of communication through school platforms and afternoon pickup arrangements.		
13	12 September 2025	Emails and Phone calls Briefing	Distribution of Rail and Construction Safety Message – information for student assembly and school newsletter, parent app distribution Project briefing provided including an update on the Kemp Street Modification and proposed community pedestrian strategy to Principal Angela Scott and Nicky, who then discussed safety measures for approximately 10 students using Daley Street, agreeing to share rail and construction safety information through morning assemblies, newsletters, and social media, plus provide closure maps and maintain monthly principal catchups.	Martinus and Inland Rail	Junee High School Junee Public School St Joseph's Primary School Junee North Public School St Joseph's Primary
14	10 – 25 September	Emails and Phone calls Briefing	Discussion with Junee Shire Council and Junee Community Transport on the take up rates and progress of the out of hours taxi vouchers. Project briefing provided including an update on the Kemp Street Modification and proposed community pedestrian strategy, followed by discussion of heritage considerations including the potential use of old bricks from the bridge in displays, with follow-up actions to include the SME in future meetings	Martinus and Inland Rail	Junee Shire Council and Junee Community Transport Junee Roundhouse Museum

#	Date	Correspondence		From	Recipient
		Form/Type	Purpose		
			and provide website links to project visualisations.		
15	1 October 2025 12 August 2025	Emails and phone calls Briefing	Finalisation of the administrative support for the operational matters of the out of hours taxi voucher system. Project briefing provided including an update on the Kemp Street Modification and proposed community pedestrian strategy.	Martinus and Inland Rail	Junee Shire Council Junee Community Transport Junee Recreation Centre

3 IMPLEMENTATION OF MITIGATION MEASURES

In accordance with the requirements of CoA E134B, Martinus was required to implement several mitigation measures prior to the closure of Kemp Street Bridge. The purpose of this section is to demonstrate and provide evidence of the implementation of these measures prior to the closure of the bridge.

3.1 Bus Stop Locations

In accordance with CoA E134B(a), bus stop locations for the Community Shuttle service were agreed in consultation with Junee Council and established prior to the closure of Kemp Street Bridge. The service was branded the Community Shuttle following consultation to distinguish it from the school shuttle and to ensure clear recognition by community members. Signage and notifications reflected this name to support accessibility and consistent community messaging.

The Community Shuttle operates from the designated temporary bus stops identified in Figure 1, providing regular pick-up and set-down locations near the former Kemp Street Bridge access points. The locations were selected in consultation with Junee Shire Council to ensure they are accessible, visible, and convenient for residents, including those with limited mobility.

Usage data collected during the first two weeks of operation indicates that the Community Shuttle is being used consistently across both morning and afternoon peak periods, with additional demand observed during key off-peak windows. Morning peak usage was highest between 8:00 am and 9:00 am, while afternoon demand concentrated around 3:00 pm to 4:00 pm and again at 5:30 pm. Off-peak utilisation was lower but steady, with some notable mid-morning and midday demand.

Community Shuttle Usage

Passenger usage data was collected for the period 6 September to 16 September 2025. During this period, a total of 131 passenger trips were recorded. Daily totals fluctuated between 2 and 14 passengers, reflecting variable community demand. Usage patterns indicate the service is meeting its intended role of maintaining connectivity across the rail corridor during the bridge closure.

Analysis of time-of-day patterns shows consistent demand across both morning and afternoon peak periods, with notable usage also observed during midday. The highest overall utilisation occurred at 12:00 pm (51 passenger trips across the monitoring period), suggesting that the shuttle is supporting a combination of school, work, and general community trips. Additional demand was observed in the 8:00 am to 9:00 am period (24 passenger trips throughout the reporting period), aligning with morning peak movements, and in the 3:00 pm to 4:00 pm period (15 passenger trips), aligning with afternoon school pick-up and work travel.

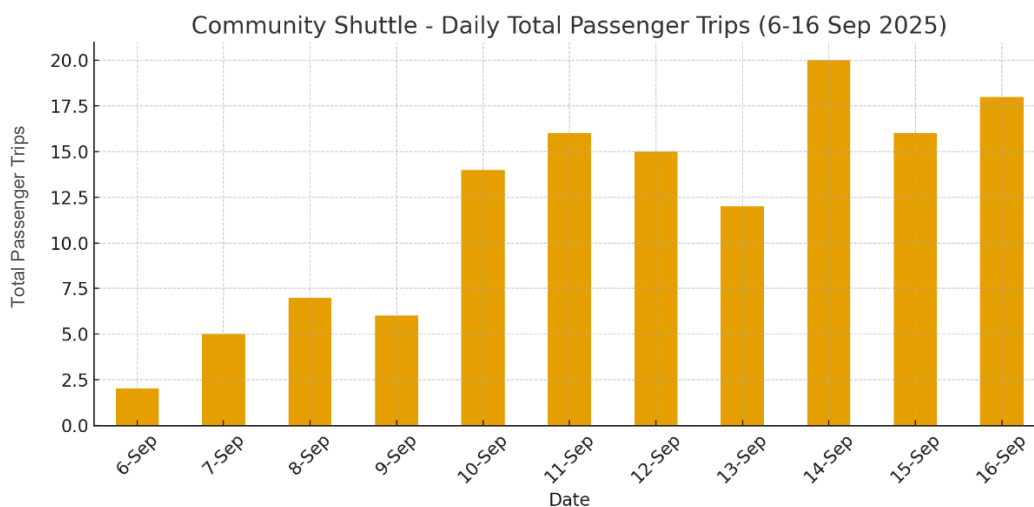


FIGURE 1 COMMUNITY SHUTTLE DAILY TOTAL PASSENGER TRIPS

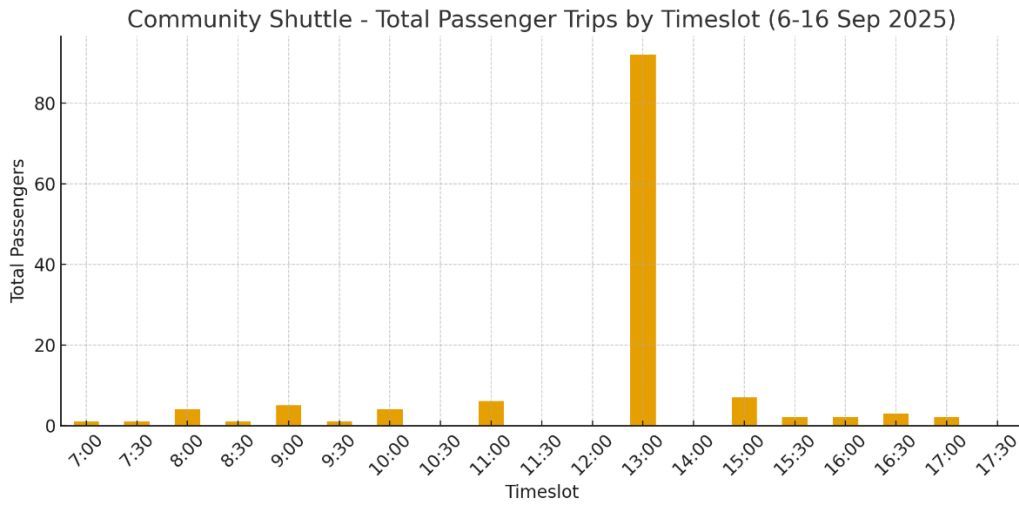


FIGURE 2 COMMUNITY SHUTTLE - TOTAL PASSENGER TRIPS BY TIMESLOT

Figures 3 and 4 show the agreed Community Shuttle and School Shuttle stop locations as established in consultation with Council and communicated to the community. These arrangements demonstrate compliance with the requirements of CoA E134B(a).

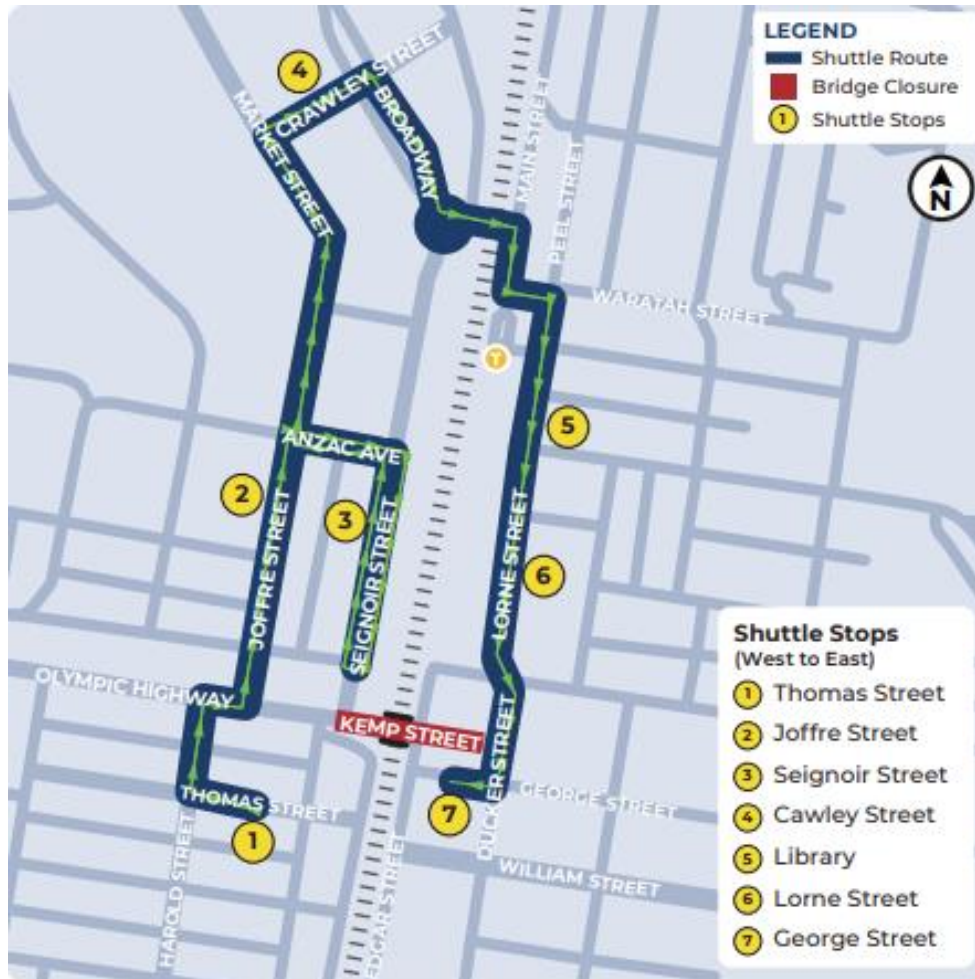


FIGURE 3 COMMUNITY SHUTTLE STOP LOCATIONS

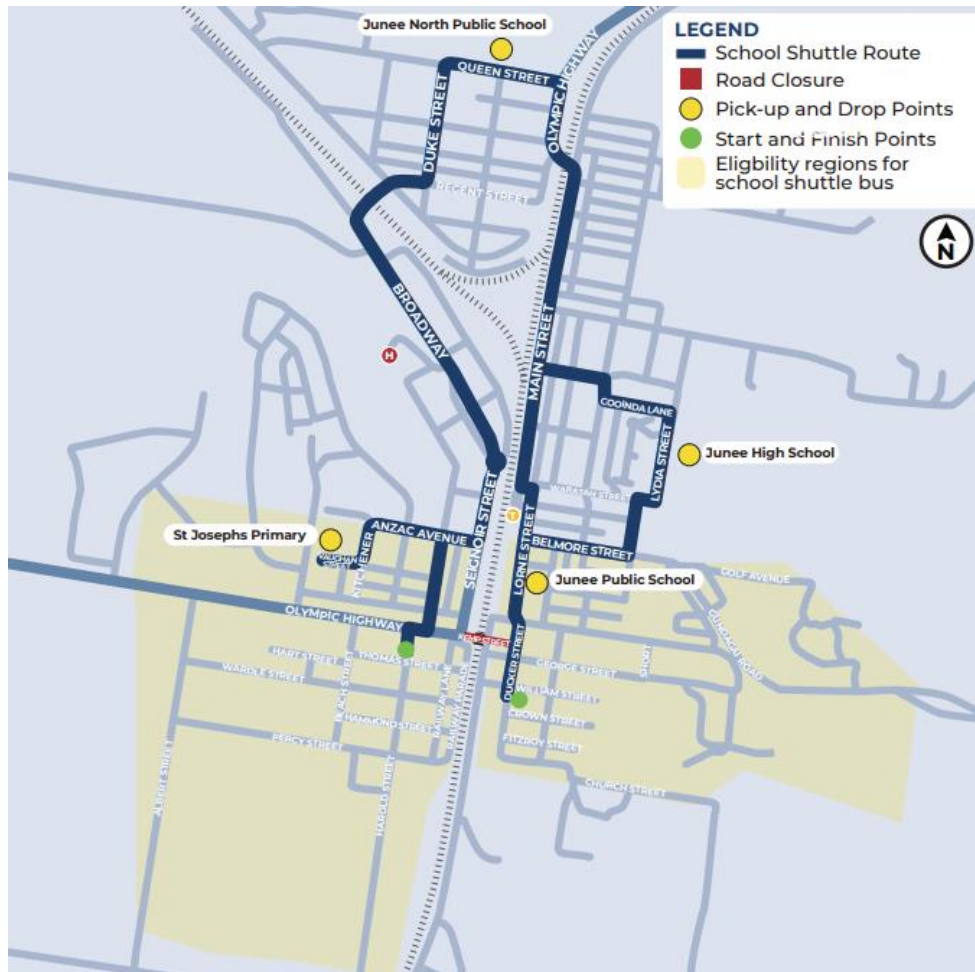


FIGURE 4 SCHOOL SHUTTLE STOP LOCATIONS

3.2 Bus Passes and Confirmation of Capacity of Existing Services

In accordance with CoA E134B (b), fully subsidised bus passes were provided to school students with directly impacted access between home and school due to the closure of the Kemp Street Bridge who require and requested access to bus services. A total of 50 bus passes were requested and provided to school students on Thursday 4 September prior to the closure of Kemp Street Bridge on the 5 September 2025.

Since commencement, the dedicated school shuttle has consistently carried between 7 and 10 students on both the morning and afternoon runs. The majority of these students are from Junee High School and Junee Public School, with occasional participation from Junee North Public School. At this stage, no students from St Joseph’s Primary School have accessed the service. This usage pattern indicates that the school shuttle is appropriately meeting demand and is effectively supporting continuity of access to education for impacted students.

School Shuttle Bus Pass Process

To ensure that all eligible students were identified and provided with access to the school shuttle, a structured process was implemented in partnership with the local schools.

Provision of maps to schools: Each impacted school was supplied with a map clearly identifying the residential locations of students within the area directly affected by the removal of the Kemp Street Bridge. These maps outlined the eligibility catchment for the shuttle service.

Identification by school administration: School administration staff reviewed the maps against their student enrolment records to identify those students whose regular access to school would be impacted by the bridge closure.

Self-identification by high school students: In addition to the administrative review, students at Junee High School were asked to self-identify if they lived within the mapped eligibility area. This step ensured that no eligible students were overlooked, particularly those who may have recently changed addresses or transport arrangements.

Confirmation of eligibility: Following these steps, identified students were confirmed by the school administration as eligible for the school shuttle service. This verification process ensured that the eligibility criteria were applied consistently across all affected schools.

Issuing of passes: Fully subsidised school shuttle passes were issued directly by the school administration to each eligible student prior to the closure of the Kemp Street Bridge. This ensured that students could immediately access the service from its commencement.

This process provided a clear, consistent and verifiable pathway for distributing school shuttle passes. It ensured that all eligible students were captured, that records were transparent and auditable, and that compliance with CoA E134B(b) was achieved in full.

3.3 Taxi Vouchers

In accordance with CoA E134B (c), taxi vouchers were provided on 4-5 September 2025 to 3 community members who requested them, prior to the closure of Kemp Street Bridge on 5 September 2025.

In accordance with CoA E134B(c), taxi vouchers were provided to eligible community members prior to the closure of the Kemp Street Bridge on 5 September 2025. The operation of the Out of Hours Taxi Voucher system is being managed by Junee Community Transport (JCT), who currently deliver the local community transport function including an existing subsidised taxi service. This arrangement ensures the program is managed by an established provider with appropriate governance processes, and importantly, that the confidentiality of those requiring out of hours support is maintained through existing systems and mechanisms.

Prior to the closure of the bridge, Junee Community Transport was provided with an allocation of taxi vouchers. During the first two weeks of operation, 20 vouchers valued at \$10 each have been issued to eligible residents. These vouchers are intended to support local trips across Junee when the free Community Shuttle is not operating (for example, early mornings, evenings, or late at night).

A clearly defined procedure has been established for community members to access taxi vouchers, including the following distribution and redemption process:

Out of Hours Taxi Voucher – Access Guide and FAQs

What are the taxi vouchers for?

Taxi vouchers assist residents in travelling across town outside the operating hours of the Community Shuttle.

Who is eligible?

Eligibility is determined by Junee Community Transport under its existing funding guidelines. This includes frail aged people, those with disabilities, carers, individuals experiencing financial disadvantage, culturally distinct groups, and people at risk. Residents must also live within the identified eligibility areas.

How do I apply?

Residents apply by calling Junee Community Transport on (02) 6924 4880. Once approved, vouchers are collected directly from JCT.

Voucher value and redemption

Each voucher is worth \$10 and can be used with Junee Taxis for local trips. If the fare exceeds \$10, the passenger pays the difference directly to the driver. Vouchers are valid only with Junee Taxis and cannot be exchanged for cash.

When and where can vouchers be used?

Vouchers can be used outside the hours of the Community Shuttle and only within the Junee township. They are not valid outside the local area or with other providers.

Confidentiality

All personal information is managed by Junee Community Transport. Martinus and Inland Rail do not hold or store eligibility records, ensuring privacy is maintained.

Flexibility and ongoing review

The scheme has been designed to be flexible and responsive to community needs. The number of vouchers issued will depend on individual circumstances and overall demand. Usage will be reviewed regularly in consultation with JCT and adjusted as required.

Support and further information

For further details, community members can contact Junee Community Transport directly or the Inland Rail Stakeholder Engagement Team on 1800 732 761 or via inlandrailnsw@inlandrail.com.au

This procedure ensures that taxi vouchers are distributed and redeemed consistently, equitably, and in a manner that is transparent and auditable, thereby demonstrating compliance with CoA E134B(c).

3.4 Rail Exclusion Fencing

In accordance with CoA E134B (d), rail exclusion fencing (including screening) was installed between the 2 – 5 September 2025, prior to the closure of Kemp Street Bridge on 5 September 2025. The rail exclusion fencing has and will continue to be maintained for the duration of the closure of Kemp Street Bridge pedestrian/cycle path. The alignment of the rail exclusion fencing is shown in Figure 4 below, additional photos of the installed fencing are also provided in Figures 5, 6,7 and 8 to demonstrate compliance with the CoA.



FIGURE 5 ALIGNMENT OF RAIL EXCLUSION FENCING INSTALLED PRIOR TO KEMP STREET BRIDGE CLOSURE



FIGURE 6 Rail exclusion fencing in place on the eastern side of the rail corridor extending north from William Street along Edgar Street



FIGURE 7 RAIL EXCLUSION FENCING IN PLACE ON THE EASTERN SIDE OF THE RAIL CORRIDOR LOOKING SOUTH FROM THE REAR BOUNDARY OF THE AQUATIC CENTRE



FIGURE 8 Rail exclusion fencing in place on the western side of the rail corridor looking south from the existing boundary fencing along Seignior Street



FIGURE 9 Rail exclusion fencing in place on the western side of the rail corridor looking south from Kemp Street Bridge to Railway Parade

3.5 Public Complaint and Enquiry Channels – Alternate Transport Options

Martinus has implemented a comprehensive complaints and enquiry management framework to ensure that community members affected by alternate transport arrangements have clear, accessible, and responsive avenues for raising concerns.

The primary contact point for community members is the Public Liaison Officer (PLO), who reports to the Communications and Stakeholder Engagement (CSE) Manager. The PLO is responsible for responding to enquiries in person, via the 24-hour project hotline (1800 732 761) and dedicated email channels (InlandRailNSW@artc.com.au). All interactions, whether they are enquiries, complaints, or requests for information, are recorded in the Consultation Manager database within 24 hours for complaints and within 48 hours for general enquiries.

Complaints are managed in line with Inland Rail's overarching Communication and Stakeholder Engagement Plan and the A2I Complaints Management Plan. This system distinguishes between avoidable complaints (where a failure in communication or commitment has occurred) and unavoidable complaints (where all reasonable measures were undertaken, but the nature of the works still caused concern). This classification assists the project team in identifying opportunities to strengthen engagement and reduce recurrence.

For alternate transport options specifically, the complaints management process ensures:

Accessibility: Community members can lodge a complaint at any time through the 1800 hotline or dedicated project email. Printed cards with this information have been distributed to stakeholders, including schools, local businesses, and community transport providers. The contact information for the 1800 number has been included on all signage associated with the alternate transport options including but not limited to – Community Shuttle Stop signage, School Shuttle information, School Shuttle Passes, FAQ, notifications and information sheets.

Responsiveness: General enquiries are acknowledged within 24 hours and resolved within 48 hours. Where complaints relate to urgent transport issues (e.g. shuttle service, taxi voucher access), verbal responses are provided within 2 hours during work hours, or the next business day for after-hours matters.

Transparency: Weekly complaints registers are provided to Inland Rail, detailing all enquiries, complaints, investigations, and outcomes. These are supplemented by weekly and monthly reports, as well as ongoing conversations with Inland Rail.

Escalation: Where a complainant is dissatisfied with the resolution, the matter follows the escalation process set out in the Complaints Management Plan, with Inland Rail notified of progress and final outcomes.

This approach ensures that enquiries and complaints about alternate transport options are captured systematically, addressed in a timely and respectful manner, and used to inform ongoing improvements in stakeholder engagement and service delivery.

No complaints were received regarding the alternative transport options during the reporting period.

4 REVIEW OF ALTERNATIVE TRANSPORT OPTIONS

In accordance with the requirements of CoA E134C, the operation of the alternative transport options outlined in Condition E134A will be reviewed at the following intervals after implementation: 2 weeks, 3 months, and then every 6 months for the duration of the closure of Kemp Street Bridge pedestrian/cyclist path.

The outcomes of these reviews including any proposed changes that are identified will be captured in these reports and submitted to the Planning Secretary for information within 14 business days of the review period.

In accordance with CoA E134C, the operation of the alternative transport measures has been reviewed two weeks following the closure of the Kemp Street Bridge. This review considered performance data, stakeholder and community feedback, and the adequacy of mitigation measures implemented to date.

Community Shuttle

The Community Shuttle commenced operation on 6 September 2025. Usage data collected during the first 11 days indicates steady and consistent patronage, with a total of 80 passenger trips recorded. Daily totals fluctuated between 2 and 14 passengers, with the highest use occurring on 14 September 2025. Analysis of time-of-day patterns shows strongest demand around 12:00 pm (51 trips in total), with additional peaks at 8:00–9:00 am and 3:00–4:00 pm, aligning with school and commuter travel times. These results demonstrate that the Community Shuttle is fulfilling its role as a flexible and accessible transport option, maintaining safe connectivity across the rail corridor while the bridge is closed.

School Shuttle

The school shuttle service is operating reliably and has consistently carried between 7 and 10 students on both morning and afternoon runs. The majority of passengers are from Junee High School and Junee Public School, with occasional participation from Junee North Public School. To date, no students from St Joseph's Primary School have accessed the service. While the service is meeting demand, usage by students from Junee North and St Joseph's will be closely monitored ahead of the next review period to ensure that any required adjustments can be made in consultation with schools and families.

The distribution of passes was managed by school administrations, who were provided with maps of impacted residential areas to identify affected students. High school students were also asked to self-identify if they resided within eligibility areas. Passes were then confirmed and issued by the schools directly, ensuring timely, accurate and consistent provision of transport assistance in line with CoA E134B(b).

Taxi Vouchers

The Out of Hours Taxi Voucher scheme is being administered by Junee Community Transport (JCT), leveraging their established role in delivering local subsidised transport. This arrangement ensures that the confidentiality of eligible residents is protected and that the system is delivered through existing, trusted community processes.

Prior to the bridge closure, JCT was provided with an allocation of vouchers. During the first two weeks of operation, 20 vouchers valued at \$10 each were issued. Vouchers are available to eligible residents such as frail aged people, people with disabilities, carers, individuals experiencing financial disadvantage, culturally distinct groups, and people at risk. The vouchers can be used with Junee Taxis for local trips when the Community Shuttle is not operating, such as early mornings, evenings, or late at night.

A clearly defined process for access, distribution and redemption is in place, managed entirely by JCT. Residents apply directly via phone, eligibility is confirmed by JCT, vouchers are collected in person, and redemption occurs at the point of travel. Martinus and Inland Rail do not hold or store personal information relating to eligibility, maintaining appropriate privacy safeguards.

Conclusion

At this stage, no changes to the alternative transport options are proposed. All measures are operating as intended and are compliant with the relevant Conditions of Approval. Monitoring will continue, with a particular focus on participation in the school shuttle by students from Junee North Public School and St Joseph’s Primary School, given the low or absent usage to date. The next review period will provide further opportunity to assess long-term trends and identify any adjustments required to maintain effectiveness and responsiveness of the transport measures.

5 RECORD OF CHANGES TO ALTERNATIVE TRANSPORT OPTIONS

With the exception of the school shuttle service which was assessed, consulted and implemented prior to the closure of Kemp Street Bridge, no other changes to the alternative transport options have been made or are proposed at the time of reporting.

Consultation records relating to the implementation of the school shuttle service are outlined in Section 2.1 of this report.

Conclusion

At this stage, **no changes to the alternative transport options are proposed**. All measures are operating as intended and are compliant with the relevant Conditions of Approval. Monitoring will continue, with a particular focus on participation in the school shuttle by students from **June North Public School** and **St Joseph's Primary School**, given the low or absent usage to date. The next review period will provide further opportunity to assess long-term trends and identify any adjustments required to maintain effectiveness and responsiveness of the transport measures.



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