

Chapter 7

Community and stakeholder engagement

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7 Community and stakeholder engagement

7.1 Engagement strategy

As part of the broader upgrade of the Great Western Highway between Katoomba and Lithgow (the Upgrade Program), Transport for NSW (Transport) has established a Stakeholder Engagement Strategy (Transport for NSW, 2022h) to guide community consultation activities and communications for the Upgrade Program. A detailed stakeholder analysis has informed the Stakeholder Engagement Strategy.

The Stakeholder Engagement Strategy identifies key objectives and outcomes of engagement activities with the community, stakeholders, and government agencies. The engagement objectives are outlined in Figure 7-1.

The following sections outline the consultation that has been carried out specifically for the upgrade of the Great Western Highway between Blackheath and Little Hartley (the project). Engagement for the project has been carried out consistent with the Undertaking Engagement Guidelines for State Significant Projects guideline (Department of Planning, Industry and Environment (DPIE), 2021c). For further information on community engagement for the Upgrade Program, refer to Transport's website: nswroads.work/gwhd.







	Engagement objectives
	Seek feedback that informs project decisions to ensure the best possible outcomes for the community and customers, throughout the program's development and implementation
	Identify and manage risks throughout the course of the program's development to ensure smooth passage through the approvals process
	Foster support for the program, build stakeholder and community confidence in Transport for NSW, and identify advocates to promote the benefits of the program to the interested stakeholders
	Inform the community and stakeholders of the program and provide updates as the program progresses, ensuring they are aware of and involved in consultation opportunities, and know how their feedback is being used to shape the program
	Monitor, evaluate and report on community and stakeholder interactions, adjusting the engagement approach as the community and the environment requires
	Ensure all communications, and all community and stakeholder engagement activities, are delivered in alignment with Transport for NSW policy and strategy direction

Figure 7-1 Engagement objectives of the Upgrade Program

7.2 Overview

Over the last decade, the NSW Government has progressively upgraded sections of the Great Western Highway between Emu Plains and Katoomba to make it safer and more reliable for all road users. The Upgrade Program will complete and realise the potential of decades of work in upgrading the Great Western Highway across the Blue Mountains.

Engagement with the community and broader stakeholders related to the Upgrade Program commenced in November 2019 and has continued through to the preparation of this environmental impact statement (EIS), including consultation specific to the project.

Consistent with the Undertaking Engagement Guidelines for State Significant Projects guideline (DPIE, 2021c), engagement on the Upgrade Program and the project was started as early as possible. Early engagement on a previous phase of investigation between Mount Victoria to Lithgow was carried out between 2008 and 2013, and focused mainly on consultation about a potential tunnel and viaduct bypass of Mount Victoria. As a result of this early engagement, a corridor for an early concept for a bypass of Mount Victoria was reserved under the Lithgow and Blue Mountains local environmental plans in 2013.

More recent and planned future engagement activities for the project have been described in this chapter in four main phases:

- engagement on the Upgrade Program relevant to early project development, strategic corridor options, route options and engagement with the Blackheath Co-Design Committee (see Section 7.3)
- engagement on the project during preparation of this EIS, including the public release of a preferred option in May 2022 (see Section 7.4)
- planned engagement during and following the public exhibition of this EIS, including the display of the EIS and the preparation of a submissions report and an amendment report (if required) (see Section 7.5)
- planned engagement during construction of the project, including how complaints would be handled (see Section 7.6).

A summary of the community and stakeholder engagement process and activities is shown in Figure 7-2.

Community and stakeholder engagement throughout project development

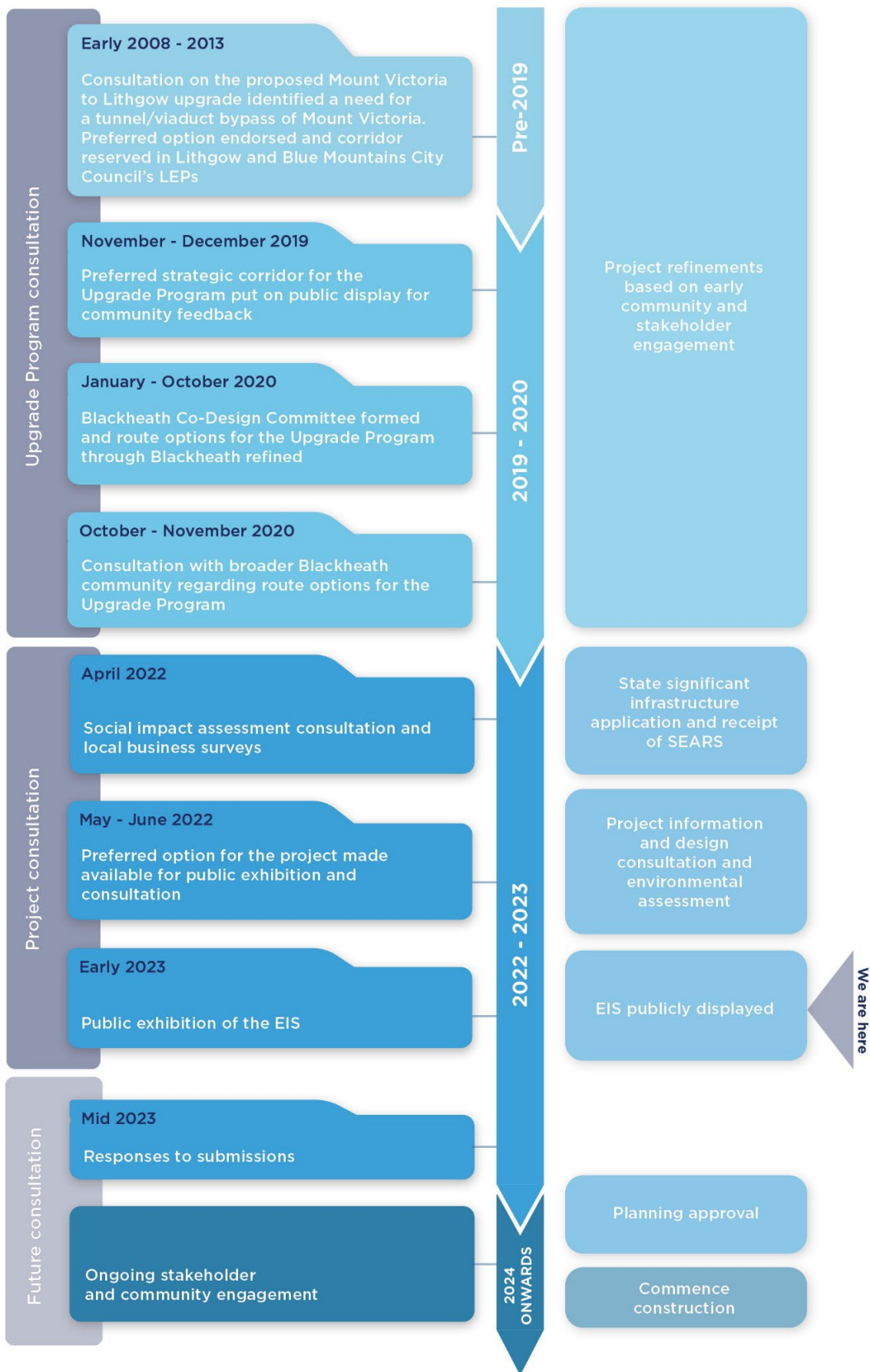


Figure 7-2 Completed and planned community and stakeholder engagement on the project

7.3 Engagement on the Upgrade Program

Key community and stakeholder engagement activities that have been carried out on the Upgrade Program are summarised in Figure 7-3. An overview of key issues raised during these engagement activities are shown in Figure 7-4. Appendix C (Community engagement) details where issues raised through engagement activities have been addressed in this EIS.

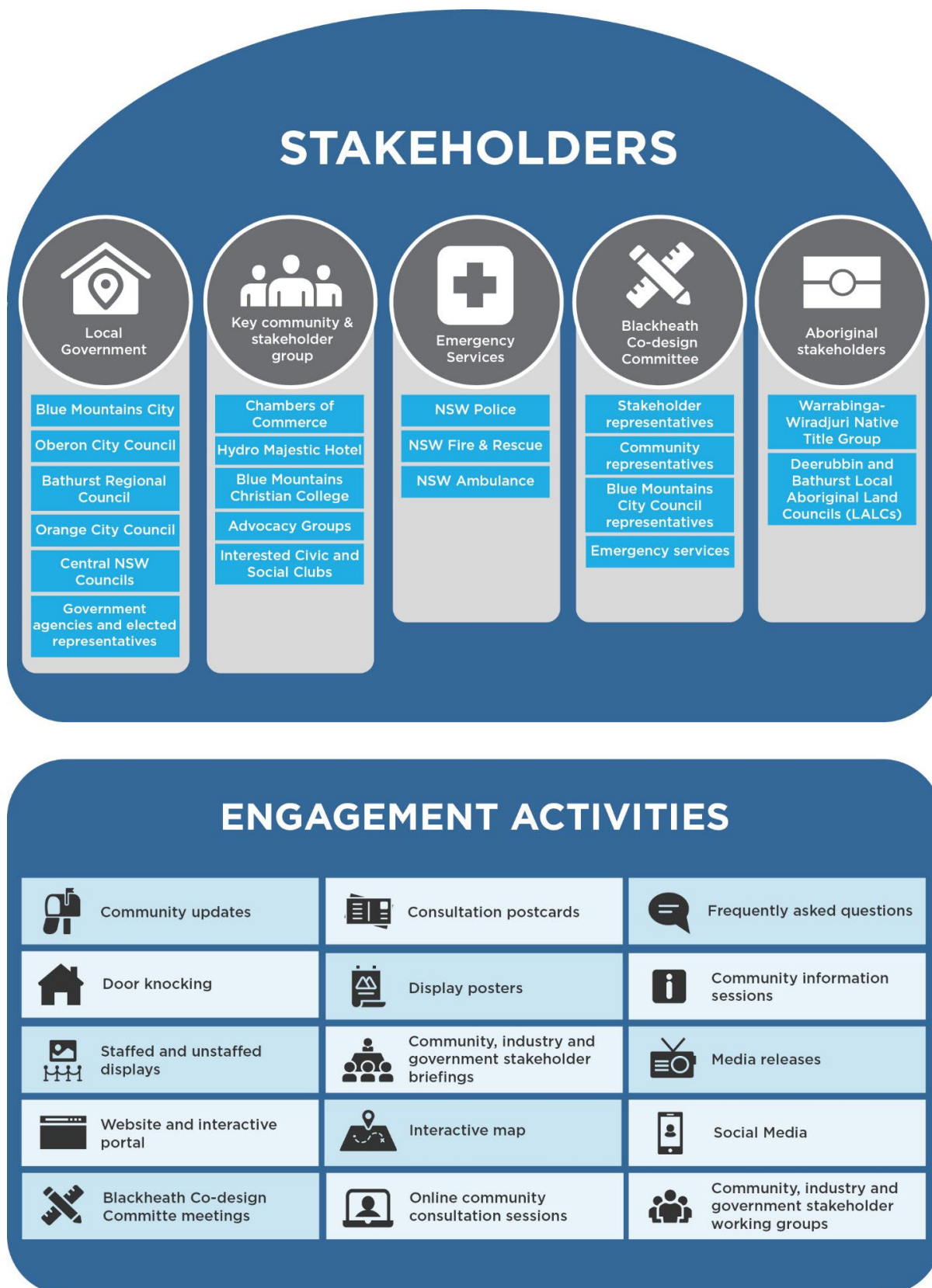


Figure 7-3 Stakeholders and engagement activities during Upgrade Program consultation



Figure 7-4 Key issues raised during engagement on the Upgrade Program

7.3.1 Engagement on the strategic corridor

Between November and December 2019, the preferred strategic corridor for the Upgrade Program was placed on public display and feedback was sought from the community and stakeholders. The strategic corridor presented a route to upgrade and duplicate the Great Western Highway from Katoomba to Lithgow. A wider 'strategic corridor study area' was presented at Blackheath for a route to be decided through further consultation with the community. During this public display period, feedback was collected about the key values and priorities of the community, along with questions or concerns the community had about the Upgrade Program.

Information on the Upgrade Program was displayed between Thursday 7 November and Monday 16 December 2019 at locations including Orange, Katoomba, Bathurst and Oberon libraries. Display locations and website links were included in advertisements in the Central Western Daily, Bathurst Western Advocate, Lithgow Mercury, Blue Mountains Gazette and Oberon Review. This information was also available on the NSW Roads Facebook page. Community information sessions were held in November and December 2019 in Katoomba, Medlow Bath, Blackheath, Mount Victoria, Hartley and Lithgow, and were attended by a total of 1,045 people.

7.3.2 Engagement with the Blackheath Co-Design Committee

As a result of feedback received during engagement on the strategic corridor, Transport established the Blackheath Co-Design Committee (BCC) in early 2020 to enable close collaboration with local stakeholders and community representatives. The BCC comprised various stakeholder group representatives, independently selected community representatives, Blue Mountains City Council and emergency services representatives. Transport sought to discuss and refine route options for upgrading the Great Western Highway through Blackheath early in the design evolution process. BCC's views were a key input into the decision-making process for a preferred route option and design through Blackheath.

The BCC assessed six broad route options, including options provided by the BCC, before unanimously preferring a tunnel bypass of Blackheath, with tunnel portals south of Evans Lookout Road and north of the existing Heavy Vehicle Safety Station at Mount Boyce. The BCC was disbanded following publication of the independent Blackheath Co-Design Committee: consultation process and outcomes report (KJA, 2020), however Transport has continued to engage with BCC members at key milestones of the project.

7.3.3 Engagement on route options

In October and November 2020, Transport consulted with the broader Blue Mountains community regarding route options including:

- the Blackheath to Little Hartley tunnel option, which would include twin tunnels around 11 kilometres long between Blackheath and Little Hartley, connecting to the upgraded Great Western Highway at both ends (long tunnel option)
- the Blackheath and Mount Victoria tunnel bypasses option, comprised of two separate tunnel bypasses (one of Blackheath and one of Mount Victoria) and surface road upgrades between these two locations (short tunnel option).

Engagement was conducted via a virtual engagement room and online webinars due to COVID-19 restrictions on face-to-face consultation. Community feedback was collected through the interactive online portal, online feedback forms, email, mail, phone, during engagement sessions and through hard copy forms placed at the Blackheath Area Neighbourhood Centre.

Results of this engagement process were summarised and high level responses were provided to submissions in the Blackheath Consultation Summary Report (Transport for NSW, 2021a).

In April 2021, Transport released the following consultation reports:

- the Community Consultation Summary Report (Transport for NSW, 2021h) which summarised the outcomes from the Blackheath route options consultation described above
- a Community Update for the preferred tunnel option (Transport for NSW, 2021i) presenting the Blackheath to Little Hartley tunnel as the preferred option for the project.

7.4 Engagement on the project during preparation of this EIS

Project information and feedback mechanisms have continued to be available during development and preparation of this EIS. These mechanisms were complemented with direct community and stakeholder engagement activities focused on:

- providing information and project updates at key stages during design development
- engagement with affected landowners and community groups about the project and key design decisions that may affect them
- engagement and coordination with Transport and other infrastructure providers, particularly around project interfaces and in relation to cumulative impacts at Blackheath and Little Hartley
- engagement with regulatory agencies to ensure a complete and robust EIS.

7.4.1 Social impact assessment consultation

Engagement activities for State significant projects should be proportionate to the scale, likely impacts and likely interest the community might have in the project (DPIE, 2021e). Along with the broader project consultation carried out during EIS preparation, residential interviews, business surveys and stopper surveys (surveys of pedestrians within shopping precincts near the project), were conducted during preparation of the EIS to inform the social impact assessment and business impact assessment for the project, detailed in Chapter 19 (Social impacts) and Chapter 20 (Business, land use and property) respectively. The outcomes of residential interviews, business surveys and stopper surveys are further described in Sections 4-6 of Appendix O (Technical report – Social).

Residential interviews

A total of 119 residences across Blackheath, Mount Victoria and Little Hartley were visited, and 46 respondents participated. The residential interviews were carried out in April 2022. Key findings from the residential interviews are summarised in Figure 7-5.

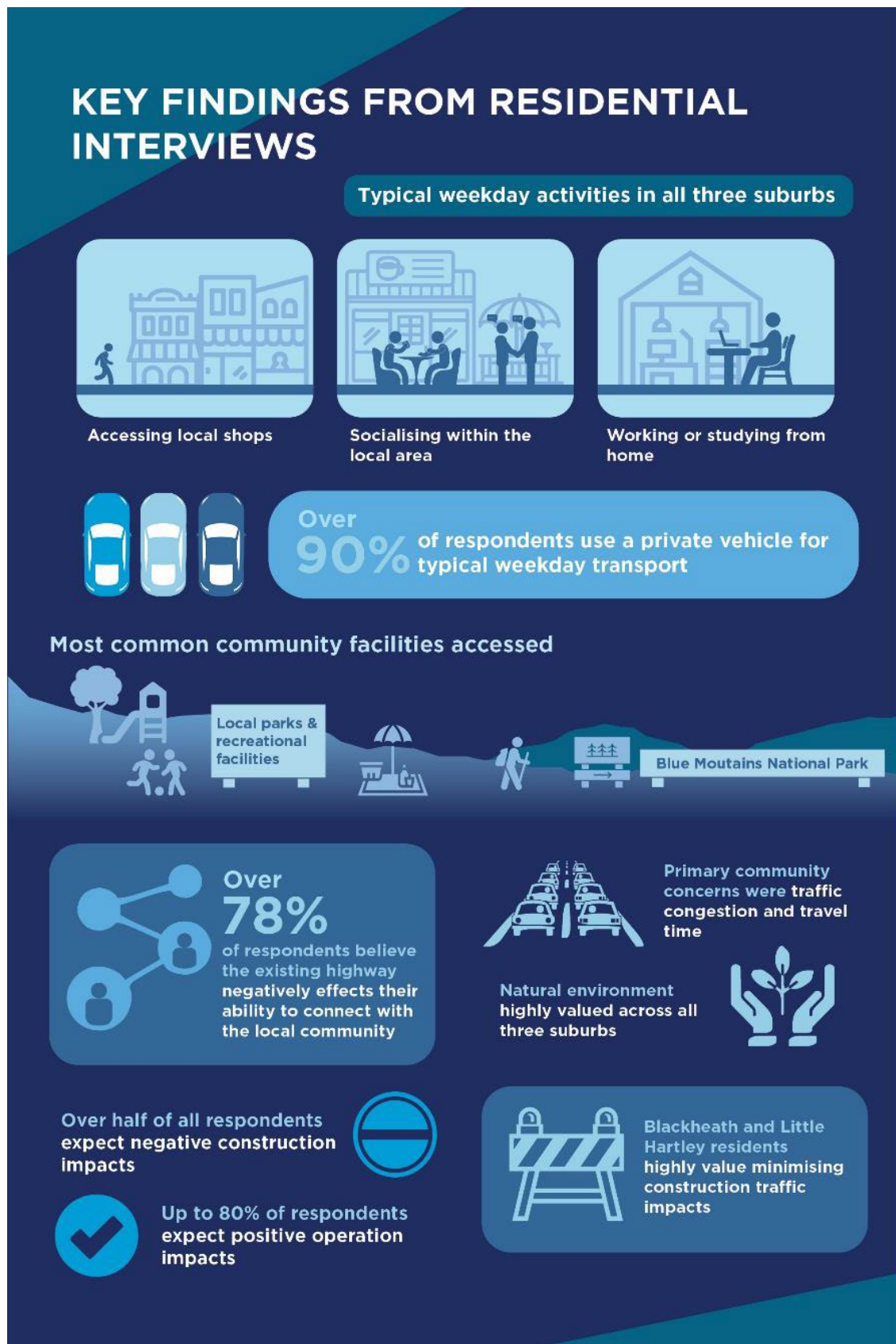


Figure 7-5 Key findings from residential interviews

Business surveys

A total of 45 businesses across Blackheath, Mount Victoria, Little Hartley, and other areas along the Great Western Highway were offered the opportunity to complete a survey, of which 35 businesses participated. The business surveys were carried out in April 2022. Key findings from the business surveys are summarised in Figure 7-6.



Figure 7-6 Key findings from business surveys

Stopper surveys

A total of 84 stopper surveys were conducted at various locations across Blackheath, Mount Victoria and Little Hartley. The stopper surveys were conducted during the NSW school holidays in April 2022. Key findings from the stopper surveys are presented in Figure 7-7.



Figure 7-7 Key findings from stopper surveys

7.4.2 Engagement on the preferred option

Following announcement of the Blackheath to Little Hartley tunnel option (i.e. the long tunnel option) as the preferred option for the project by Transport in May 2022, a range of communication and engagement channels were used to inform the community. These included a community update, door knocks to 155 properties located above the tunnel alignment, e-newsletter, radio and newspaper announcements, phone calls to key stakeholders, stakeholder briefings, social media promotion and an interactive map and website. These engagement channels were used to:

- maximise the reach of the preferred option announcement
- provide more detail about the preferred option and why it was selected
- provide visual, easy to understand and non-technical information to the community
- enable detailed information to be provided on issues that matter to the community
- advertise the community drop in and online information sessions
- provide information to digital and non-digital communication platform users in the community.

In May and June 2022, Transport conducted briefings with key stakeholders and held face to face and online information sessions to present the preferred option to the community. These information sessions, along with the other engagement strategies detailed above explained why the preferred option was selected based on project objectives, design elements, potential environmental and community impacts, road user safety and efficiency, responses to community feedback, future proofing and cost.

Engagement with the community, key stakeholders and government agencies has continued during development of this EIS. Community engagement activities and key stakeholders relevant to the announcement of the preferred option are shown in Figure 7-8.

Feedback provided by government agencies, key stakeholders and the wider community was analysed and considered during the preparation of this EIS.

A summary of the key issues raised by the community on the preferred option in May and June 2022 is shown in Figure 7-9. The size of the circle for each issue reflects the relative level of interest raised.

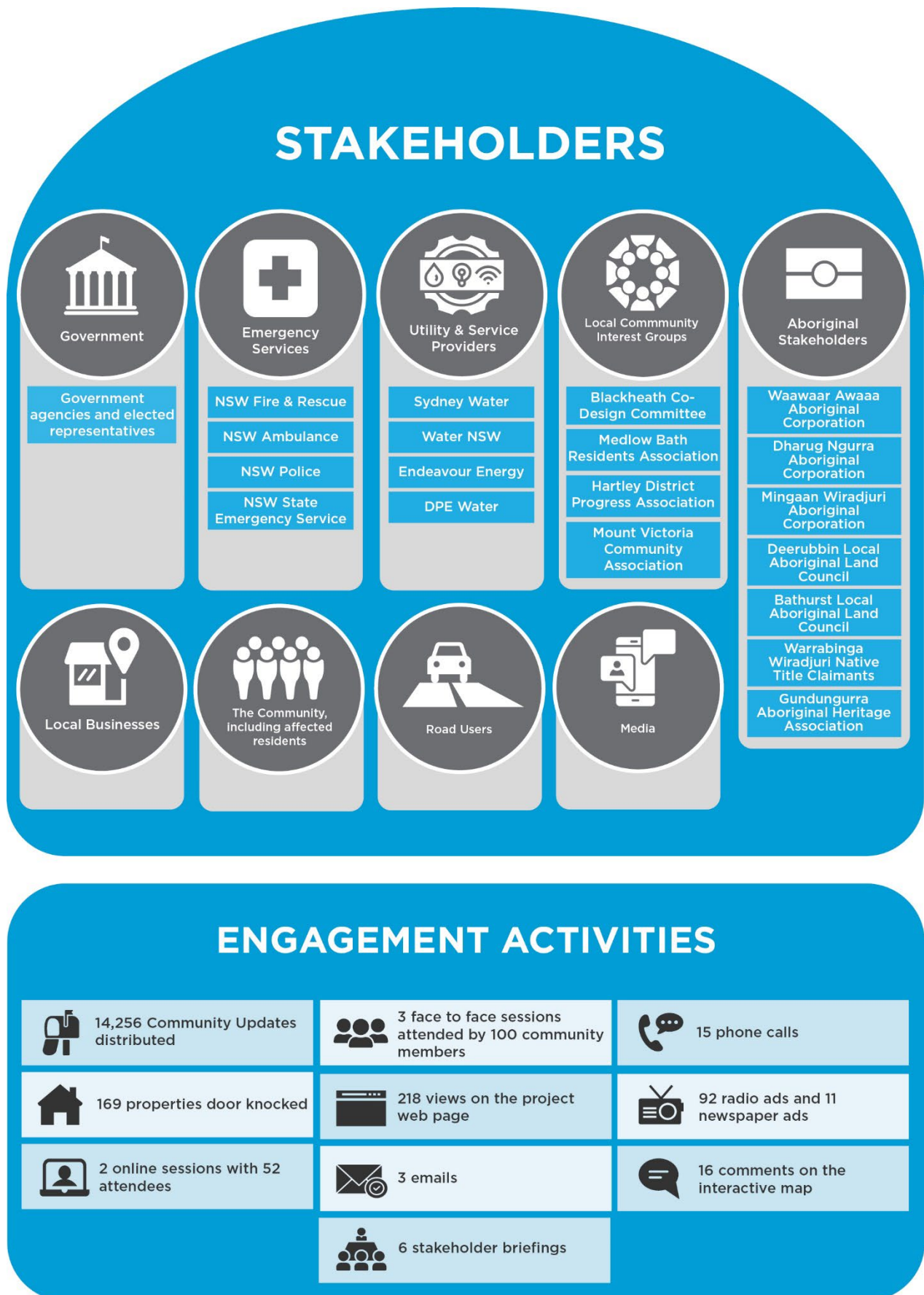


Figure 7-8 Stakeholders and engagement activities during the preferred option consultation

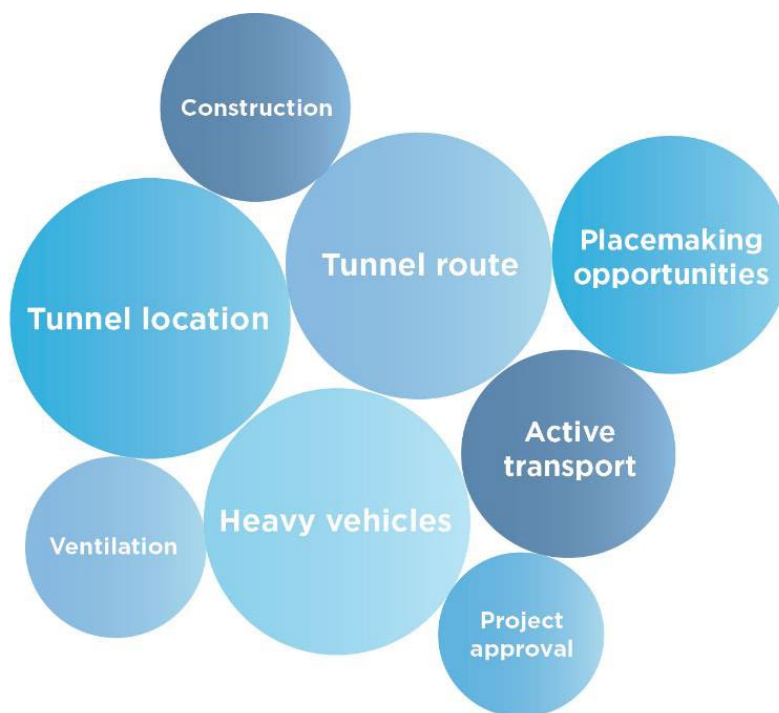


Figure 7-9 Summary of key issues raised by the community on the preferred option

7.4.3 Agency and stakeholder consultation

A summary of consultation carried out with government agencies and key stakeholders during preparation of the EIS is provided in Table 7-1.

Table 7-1 Government agency and key stakeholder consultation

Agency	Technical matter	Summary of consultation
NSW Department of Planning and Environment (DPE)	General	Transport provided an overview of the project and approach to the EIS as part of regular and ongoing consultation. The State significant infrastructure application and assessment process was discussed.
DPE and Commonwealth Department of Climate Change, Energy, the Environment and Water	Commonwealth matters (EPBC Act)	Transport provided an overview of the project and Commonwealth matters under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> (EPBC Act) that have the potential to be affected by the project.
DPE	Biodiversity	Transport provided an overview of the project and the Secretary's environmental assessment requirements related to biodiversity. Transport also presented the survey work carried out to date to inform the existing environment and the proposed approach to the Biodiversity Development Assessment Report.
	Social impacts	Transport provided an overview of the project as well as the proposed assessment methodology and approach to the social impact assessment including consideration of the Engagement Guidelines (Department of Planning, Industry and Environment, 2021c) and Social Impact Assessment Guidelines

Agency	Technical matter	Summary of consultation
		(Department of Planning, Industry and Environment, 2021e), survey work, community consultation and the scope of the social impact assessment.
DPE, Health NSW and NSW Environment Protection Authority (EPA)	Noise and vibration	Transport provided an overview of the project and the Secretary's environmental assessment requirements related to noise and vibration. Transport also presented the proposed assessment methodology for the construction and operational noise and vibration assessment including the results of the noise monitoring and traffic surveys.
DPE, Health NSW, EPA, NSW Chief Scientist and Health Protection NSW	Air quality and human health	Transport provided an overview of the project and the Secretary's environmental assessment requirements related to air quality and human health. Transport also presented the two ventilation design options assessed in this EIS (ventilation outlets and portal emissions) and the proposed assessment methodology and approach to the air quality and human health assessments.
DPE and EPA	Contamination	Transport provided an overview of the project and the Secretary's environmental assessment requirements related to contamination. Transport also presented the proposed assessment methodology for the contamination assessment, potential areas of environmental interest and proposed timing for future detailed site investigations.
DPE Water	Groundwater	Transport provided an overview of the project as well as the geological setting of the project and design elements relevant to groundwater. Transport also presented the proposed approach to the conceptual hydrological model and the numerical model.
Blue Mountains City Council	General	Transport provided an overview of the project and approach to this EIS. Lithgow City Council was not available to join the briefing with the State Emergency Services discussed below related to potential flooding impacts at Little Hartley, however was provided with the presentation material and briefing minutes.
Lithgow City Council	General	
State Emergency Services	Flooding	Transport has engaged with the State Emergency Services on existing and proposed emergency management, evacuation and access and contingency measures and impacts the project may have on community emergency management arrangements and flooding.
State Design Review Panel (SDRP)	Urban design	Transport has met with the SDRP to review the current project design and to seek advice and recommendations. Further information on the SDRP process is provided in Section 4.2.6.

7.4.4 Summary of project community feedback

A summary of the key issues raised by the community on the project is provided in Table 7-2. Appendix C (Community engagement) outlines where in the EIS these key issues are addressed.

Table 7-2 Key issues raised by the community on the project

Theme	Key issues raised
Design of the project and any alternatives	
Project alternatives and options	Strategic alternatives <ul style="list-style-type: none"> • rail options should be considered as an alternative to upgrading the existing Great Western Highway through the townships and communities in the Blue Mountains • upgrade of the Bells Line of Road should have been considered as an alternative to the upgrade of the Great Western Highway between Katoomba and Lithgow (the Upgrade Program) • support for surface improvements to the existing Great Western Highway, rather than a tunnel • questions related to whether the project includes upgrade of the existing Great Western Highway • support for a tunnel to be built as part of the Upgrade Program consistent with a 2019 NSW Government election commitment • interest and support for the Upgrade Program providing a faster and safer connection through and between the Blue Mountains and Sydney.
	Tunnel options <ul style="list-style-type: none"> • support for a Blackheath to Little Hartley tunnel option, which would include twin tunnels around 11 kilometres long between Blackheath and Little Hartley, connecting to the upgraded Great Western Highway at both ends (long tunnel option) as part of 2020 consultation on Blackheath route options • support for a Blackheath and Mount Victoria tunnel bypasses option, comprised of two separate tunnel bypasses (one of Blackheath and one of Mount Victoria) and surface road upgrades between these two locations (short tunnel option) as part of 2020 consultation on Blackheath route options • concern that the route for the preferred option did not resemble previous options investigated.
	Ventilation options <ul style="list-style-type: none"> • request for further information regarding the type of ventilation outlet that would ensure safe operation of a tunnel.
Placemaking	<ul style="list-style-type: none"> • request for further information on the placemaking opportunities that would be delivered by the project • request for further information on the plans for Mount Victoria village.
Economic, environmental and social impacts	
Environment	Heritage, the Blue Mountains National Park and Greater Blue Mountains World Heritage Area <ul style="list-style-type: none"> • concern regarding protecting the cultural and historic heritage of the townships along the Great Western Highway • concern regarding potential impacts to the sense of community of the townships in the Blue Mountains and the Greater Blue Mountains World Heritage Area • request for further details regarding the potential impacts on the Blue Mountains National Park and the process for revocation of National Park land at Blackheath.

Theme	Key issues raised
	Air quality <ul style="list-style-type: none"> concern relating to the location of potential ventilation outlets and how air pollution would be managed concern relating to potential visual impacts of ventilation outlets.
	Noise and pollution <ul style="list-style-type: none"> concern regarding noise and pollution during operation of the Upgrade Program.
	Biodiversity <ul style="list-style-type: none"> concern regarding potential impacts of the project on local native flora and fauna concern regarding potential impacts of the Upgrade Program on the surrounding natural environment.
	Water quality <ul style="list-style-type: none"> concern regarding the potential impact of tunnelling on water systems and aquifers concern regarding the potential impact of construction on groundwater and the Sydney drinking water catchment.
	General environmental assessment <ul style="list-style-type: none"> request for more information regarding technical investigations, assessment, and studies for the Upgrade Program.
Transport and traffic	Congestion and traffic volumes during operation of the Upgrade Program <ul style="list-style-type: none"> concerns regarding the safety of road users, including cyclists, as a result of increased heavy vehicles on the highway and the multiple speed limit changes concern regarding increased traffic congestion in towns where congestion is already an issue concern about traffic volumes and safety along the Great Western Highway.
	Freight and dangerous goods <ul style="list-style-type: none"> queries related to road freight on the corridor, including consideration of wide loads concern regarding the increased size of freight vehicles moving through communities and potential impacts to tranquillity and pollution queries related to the transportation of dangerous goods in the tunnel concern regarding heavy vehicles opting to use the surface road rather than the tunnel to access Darling Causeway at Mount Victoria.
	Speed <ul style="list-style-type: none"> request that the speed limit should remain a consistent 100 km/h to support the current and future demand for an efficient connection from Sydney to the Central West region.
	Active transport <ul style="list-style-type: none"> queries related to whether cycle paths will be provided by the project and how uptake will be encouraged as the current use of shared paths in the area is low.
Property and business	<ul style="list-style-type: none"> request for information on the property acquisition process concern regarding lack of certainty about route options for homes and businesses, particularly at Blackheath concern from business owners that their livelihoods will be affected if their businesses are acquired or impacted by the project concern regarding impacts to recreational opportunities which attract tourists to the region and provide economic benefit to local industry.

Theme	Key issues raised
Construction impacts	<p>Impacts on property and receivers</p> <ul style="list-style-type: none"> • concern regarding the impact of construction on the environment and existing properties • interest in the construction timeframe for the Upgrade Program • concern related to commuter congestion during construction of the Upgrade Program, including impacts on local roads • concern regarding construction noise and disruption from the project. <p>Construction workforce</p> <ul style="list-style-type: none"> • queries regarding local employment opportunities during construction. <p>Spoil and waste</p> <ul style="list-style-type: none"> • queries regarding how spoil management including removal, duration of work, reuse, and heavy vehicle movements would occur during construction. <p>Hazards and risk</p> <ul style="list-style-type: none"> • concerns regarding rock falls due to geological disturbance from construction of the tunnels.
Community engagement	
Community consultation	<ul style="list-style-type: none"> • interest in the 2020 co-design process for the Upgrade Program and how the community could be involved • request for a longer consultation period for the 2019 strategic corridor consultation, away from the Christmas holidays • request for extended consultation periods and face-to-face consultation methods, during 2020 consultation, as well as suggestions for future engagement.
Strategic context	
Business case and cost	<ul style="list-style-type: none"> • interest in the status and development of the Upgrade Program business case, cost benefit analysis and economic impact assessment • concerns the Upgrade Program would not provide a strong return on investment • queries around whether the project was supported by Infrastructure Australia.

7.5 Engagement during public exhibition of the EIS

7.5.1 Display of the EIS

DPE has placed this EIS on public exhibition. The EIS is available for viewing and download from the NSW Government major projects website (<https://www.planningportal.nsw.gov.au/major-projects/projects/great-western-highway-blackheath-little-hartley>).

During this exhibition period, government agencies, project stakeholders and community members can review the EIS and make a written submission to DPE for consideration in its assessment of the project.

Advertisements have been placed in newspapers to advise of the public exhibition and provide details on proposed community engagement activities and information sessions.

Transport has made copies of the EIS available for viewing for public convenience at the following locations:

- Blackheath Library, Blackheath
- Katoomba Library, Katoomba
- Lithgow Library, Lithgow

- Lithgow City Council building, Lithgow
- Blue Mountains City Council building, Katoomba
- Hartley Fresh & Café, Hartley.

A series of community engagement activities will be carried out during public exhibition of the EIS including innovative approaches via online engagement in line with Undertaking Engagement Guidelines for State Significant Projects guideline (DPIE, 2021c). These include:

- community update
- an interactive map on Transport's Upgrade Program website
- fact sheets which summarise the technical assessments in this EIS
- responses to frequently asked questions
- community information sessions (both in person and via online engagement tools)
- print, radio and social media advertising
- stakeholder briefings.

7.5.2 Preparation of the submissions report

Copies of submissions made during exhibition of the EIS would be provided from the Secretary of DPE to Transport as the proponent. The Secretary will then require Transport to respond to issues raised in submissions through a submissions report, and an amendment report (where required) to outline any proposed changes to the project. If an amendment report is required, DPE would make it publicly available if DPE considers significant changes are proposed to that assessed in this EIS.

DPE would prepare the Secretary's environmental assessment report and provide it to the Minister for Planning, who would then decide whether to approve the project. If approved, the Minister would identify a set of conditions of approval for Transport to adhere to during construction and operation of the project.

During the assessment process, Transport will continue to engage with the community and key stakeholders. Further details regarding the assessment and approval process following EIS exhibition can be found in Chapter 6 (Statutory context).

7.6 Engagement during construction of the project

If the project is approved, Transport would procure a construction contractor(s) to carry out design development and construction of the project. Communication and engagement with stakeholders and the community during project construction would be the responsibility of Transport and the construction contractor(s).

The objectives of engagement activities supporting construction of the project are:

- to keep the community and stakeholders informed about the project including construction activities, work programs and associated impacts
- to ensure opportunities to provide feedback or register complaints about the project and its impacts
- to provide a process for resolving complaints and issues raised.

The community and stakeholder engagement carried out during construction would include updates on planned construction activities and would respond to concerns and enquiries in a timely manner, seeking to minimise potential impacts where possible.

During construction, a dedicated community relations team would deliver:

- a community communications strategy to detail the processes and facilitate communication and feedback between Transport and the community

- notification letters and phone calls to residents and businesses affected by construction works notifying them of matters such as changes to traffic arrangements and out of hours works
- face to face meetings with landowners and community groups as needed
- regular community updates on the progress of the construction program
- regular updates to the project website
- media releases and project advertising in local and regional newspapers to provide the community with information on how to contact Transport
- site signage around construction and ancillary facilities
- a 24-hour, toll-free project information and complaints line, a dedicated email address and postal address.

A Social Impact Management Plan will also be prepared and implemented for the project. This plan will identify directly affected communities, businesses and stakeholders, document mitigation measures that will be implemented in response to the key social impacts identified for the project and document a feedback and complaints handling processes (refer to Chapter 19 (Social impacts)).

7.6.1 Coordinating engagement activities

Community engagement during construction of the project would potentially occur at the same time as engagement carried out for the other components of the Upgrade Program (i.e. upgrades to the Great Western Highway between Katoomba and Blackheath, and between Little Hartley and Lithgow), which would be under construction at the same time as the project.

The project communications team would participate in monthly inter-agency working group meetings to facilitate coordination with adjacent projects.

The indicative construction program for the project including the relationship with other components of the Upgrade Program is shown in Table 5-1 of Chapter 5 (Construction).

7.6.2 Managing complaints

Complaints received during project construction would be managed by:

- identifying complaints (including for other components of the Upgrade Program) that may also be relevant to the project and its construction sites
- analysing the cause and preparing a response to each complaint
- determining whether the project would result in similar or overlapping impacts with other projects, which are likely to result in a complaint.

A complaints management system would be implemented for the duration of construction. This would include recording complaints and how the complaint has been addressed (within a complaint register). Complainants would be contacted within 24 hours to follow up and respond to their complaint. An independent specialist would oversee the system and follow-up on any complaint where the public is not satisfied with the response.

Transport has built strong working relationships with the project teams for the other Upgrade Program projects to help identify stakeholders and community members who may be susceptible to complaint fatigue.

7.6.3 Managing consultation fatigue

Consultation fatigue occurs when a community is subject to a large number of engagement activities, either from a singular project or multiple projects occurring concurrently. This may occur given the development of the project has occurred over multiple years (as shown in Figure 7-2) and given the concurrent planning of other components of the Upgrade Program (as shown in

Figure 5-1 in Chapter 5 (Construction)). The impacts and extent of consultation fatigue during project construction would be assessed by:

- identifying stakeholders and community members potentially impacted by both previous and/ or current projects (including the project and other components of the Upgrade Program) to carry out more targeted, purposeful engagement
- analysing the type, extent, and timing of consultation – for the project and other components of the Upgrade Program – that has been or would be received by stakeholder and community members
- determining whether consultation for the project is likely to result in overload or disinterest for stakeholders and community members.

The project's community relations team would build a working relationship with the other Upgrade Program project teams to identify those persons or organisations who may be susceptible to consultation fatigue.

Transport would work to develop an integrated approach to contacting persons or organisations which may experience consultation fatigue and would determine which communication mechanisms stakeholders prefer.

7.6.4 Managing construction fatigue

Construction fatigue occurs when a community is subject to continued effects of construction, either from the longevity of a singular project's construction or multiple projects occurring concurrently. The impacts and extent of construction fatigue during project construction would be assessed by:

- identifying where the project would have sustained impacts to stakeholders or community members
- identifying whether the project would result in similar or overlapping impacts with other projects, to the same stakeholders or community members
- analysing whether the project would increase the magnitude and intensity of overlapping impacts on any stakeholders or community members
- analysing the duration of impacts for stakeholders or community members.

The cumulative assessment carried out for the project is provided in Chapter 24 (Cumulative impacts). This assessment identifies areas where construction of the project would overlap, coincide and/or be concurrent with construction of other Upgrade Program components, particularly at Blackheath and Little Hartley and how receivers would be affected including by construction fatigue. This assessment also outlines mitigation measures proposed to address these issues.

During construction of the project, the project's community relations team would build a working relationship with the other Upgrade Program project teams to identify stakeholders or community members who may be susceptible to construction fatigue. Transport would ensure the expectations of these stakeholders or community members for the project are managed.