



MAYFIELD 4 BERTH EXPANSION

COMMUNITY COMMUNICATION STRATEGY

NEWCASTLE, 1 OCTOBER 2025

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Document Control

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Glossary of Terms used in this Document

Term	Meaning
CoA	Conditions of Approval
CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plan
CTP	Compliance Tracking Program
DPHI	Department of Planning, Housing and Infrastructure
Director-General	DPHI Planning Secretary
Dredging stage	The part or whole construction, excavation and dredging activities associated with the Project
EPA	Environmental Protection Authority of New South Wales
EPL	Environment Protection Licence
ER	Environmental Representative
LOA	Length Overall
M3	Mayfield Berth No. 3
M4	Mayfield Berth No. 4
M7	Mayfield Berth No. 7
NPC	Newcastle Port Corporation (now known as Port of Newcastle)
PON	Port of Newcastle
Project	Activity to which SSI Application 10_0203 applies
Proponent	Port of Newcastle Operations Pty Limited
SSI	State Significant Infrastructure
the Approval	The Capital Strategic Dredging project (SSI 10_0203) approved under the <i>Environmental Planning and Assessment Act, 1979</i> on 24 December 2013

I. INTRODUCTION

I.1. Purpose of this Document

This Community Communication Strategy (CCS) has been developed to manage communication between the Port of Newcastle (PON) and the relevant stakeholders throughout the construction of the Mayfield 4 Berth Expansion project at Mayfield, Newcastle, NSW.

This Staging Report has been prepared to comply with the Conditions of Approval for the State Significant Infrastructure (SSI) Capital Strategic Dredging Project (SSI 10_0203), approved on 24 December 2013 (the Approval).

The Community Communication Strategy aims to:

- Detail procedures and mechanisms for distributing relevant project information to the community, and
- Detail management procedures for complaints and enquiries received from the community.

The Strategy should be read in conjunction with the Staging Report and Construction Environmental Management Plan (CEMP) and sub plans. Review and revision of the CCS may be undertaken as necessary during the construction program.

I.2. Project Description

The Mayfield 4 Berth Expansion project proposes to increase the length of the existing Mayfield 4 berth to enable vessels up to 300m length overall (LOA) to safely berth. To accommodate the larger vessels, the following works are required:

- Dredging of the river to increase the size of the berth pocket
- Construction of a piled quay wall retaining structure
- Foreshore treatment works to support the new quay wall structure
- Construction of additional mooring infrastructure

Dredging of approximately 6,000m³ of material is required to increase the berth pocket. The new quay wall structure is approximately 80m long and will extend to the south-east of the existing M4 wharf. The quay wall will be constructed on the same alignment as the existing M4 wharf line. The additional mooring infrastructure includes new mooring bollards and upgraded fenders to accommodate the larger vessels.

These works will be undertaken under an existing State Significant Infrastructure (SSI) approval 10_0203 and the State Environmental Planning Policy (Transport and Infrastructure) 2021.

It is currently anticipated that the Project would take approximately 12 months to complete. Key dates for the Project will be subject to change and are currently as follows:

- Commencement of site mobilisation – December 2025
- Commencement of wharf construction – February 2026
- Commencement of dredging – June 2026

- Completion of wharf construction / commissioning – December 2026

1.3. Site Location

The site is located on the south arm of the Hunter River in the Port of Newcastle in the area identified as M3 in the Approval SSI 10_0203 (refer to Figure 1).

The berth development will take place on two leases as follows:

- 'Wet' Land – Part Lot 3 / DP 1184514
- 'Dry' Land – Part Lot 42 / DP 1191982



LEGEND

- Berth Locations
- Existing Channel 15.2m (NHTG)
- ▲ Approved Channel Depth 15.2m to be dredged by others

<p>1:13,000 (at A4)</p> <p>0 50 100 200 300 400</p> <p>Metres</p> <p>Map Projection: Transverse Mercator Horizontal Datum: Geocentric Datum of Australia (GDA) Grid: Map Grid of Australia 1994, Zone 58</p>		 <p>clients people performance</p>		<p>Newcastle Port Corporation Capital Strategic Dredging Project</p>	<p>Job Number 22-15683 Revision 0 Date 10 SEP 2012</p>
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Berth Locations

FIGURE I BERTH LOCATIONS AS PER APPROVAL I0_0203



FIGURE 2 LOCATION OF THE BERTH EXPANSION WORKS, AS INDICATED BY THE YELLOW CIRCLE

2. REQUIREMENTS

2.1. Conditions of Approval

The following table summarises the conditions relating to community communications in the SSI Approval and the Statement of Commitments (SoC) and indicates where these conditions are addressed in the CCS document.

Document Reference	Community Communication Conditions	CCS Reference
SSI Approval – D1	<p>Prior to the commencement of construction, a Community Communication Strategy shall be prepared and implemented to facilitate communication between the Proponent (and its contractor(s)), the Environmental Representative (see condition E12), Council and community stakeholders (particularly adjoining landowners) on the environmental management of the Project. The Strategy shall be prepared to the satisfaction of the Director- General, and include, but not be limited to:</p> <ul style="list-style-type: none"> a) Identification of stakeholders to be consulted as part of the Strategy, including affected and adjoining landowners; b) procedures and mechanisms for the regular distribution of information to community stakeholders on construction progress and matters associated with environmental management; c) procedures and mechanisms through which the community stakeholders can discuss or provide feedback to the Proponent and/or Environmental Representative in relation to the environmental management and delivery of the Project; d) procedures and mechanisms through which the Proponent can respond to enquiries or feedback from the community stakeholders in relation to the environmental management and delivery of the Project; and e) procedures and mechanisms that would be implemented to resolve issues/disputes that may arise between parties on the matters relating to environmental management and the delivery of the Project. This may include the use of an appropriately qualified and experienced independent mediator. Issues that shall be addressed through the Community Communication Strategy include (but are not necessarily limited to) the finalisation of measures to mitigate and/or minimise human amenity and environmental impacts. 	<p>This strategy</p> <p>Section 4</p> <p>Section 3.1</p> <p>Section 4.1</p> <p>Section 5</p> <p>Section 5</p> <p>Section 5</p>
SSI Approval – D2	<p>Prior to the commencement of construction, or as otherwise agreed by the Director-General, the Proponent shall ensure that the following are available for community enquiries and complaints for the duration of construction:</p>	

	<ul style="list-style-type: none"> a) a 24-hour telephone number(s) on which complaints and enquires about construction may be registered; b) a postal address to which written complaints and enquires may be sent; c) an email address to which electronic complaints and enquires may be transmitted; and d) a mediation system for complaints unable to be resolved. <p>The telephone number, postal address and email address shall be published in newspaper(s) circulating in the area of the Project on at least one occasion prior to the commencement of construction and at six-monthly intervals during construction and dredging. This information shall also be provided on the website (or dedicated pages) required by this approval. At a minimum, the telephone number shall also be displayed on a sign near the entrance to each construction site, in a position that is clearly visible to the public.</p>	<p>Section 5</p> <p>Section 5</p> <p>Section 5</p>
SSI Approval – D3	<p>The Proponent shall record details of all complaints received through the means listed in condition D2 of this approval, and/or through any other means, in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:</p> <ul style="list-style-type: none"> a) the date and time of the complaint; b) the means by which the complaint was made (telephone, mail or email); c) any personal details of the complainant that were provided, or if no details were provided, a note to that effect; d) the nature of the complaint; e) any action(s) taken by the Proponent in relation to the complaint, including any follow-up contact with the complainant; and f) if no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken. <p>The Complaints Register shall be made available for inspection by the Director-General upon request.</p>	Section 5
SSI Approval – D4	<p>The Proponent shall provide an initial response to any complaints in relation to the Project during construction or dredging works within 48 hours of the complaint being made. The response and any subsequent action taken shall be recorded in accordance with condition D3(e). Any subsequent detailed response or action is to be provided within two weeks of the original complaint, or as otherwise agreed by the complaint/Director-General.</p>	Section 5
SSI Approval – D5	<p>Prior to the commencement of construction, or as otherwise agreed by the Director-General, the Proponent shall establish and maintain a new website, or dedicated pages within an existing website, for the provision of electronic information associated with the Project, for the duration of construction and dredging and for 12 months following completion of the Project. The Proponent shall, subject to confidentiality, publish and maintain up-to-date information on the</p>	Section 4.3

	<p>website or dedicated pages including, but not necessarily limited to:</p> <ul style="list-style-type: none"> a) information on the current implementation status of the Project; b) a copy of, or a link to the Department website for, the documents referred to under condition B1 of this approval, and any documentation supporting modifications to this approval that may be granted from time to time; c) a copy of, or a link to the Department website for, this approval and any future modification to this approval; d) a description of the current environmental approval, licence or permit required and obtained in relation to the Project; e) a list of each current strategy, plan, program or other document required under this approval; f) a description of the outcomes of compliance tracking in accordance with condition D6 of this approval, including a list of the documents prepared under that condition; and g) Details of contact point(s) to which community complaints and enquiries may be directed, including a telephone number, a postal address and an email address. 	
SoC – NV1	<p>Objective: Inform the community of potential noise and vibration impacts</p> <p>Commitment: Appropriate levels of consultation will be undertaken to inform the community of the likely levels and duration of noise and vibration during construction</p>	Section 4
SoC – NV2	<p>Objective: Inform the community of potential noise and vibration impacts</p> <p>Commitment: Consultation will be undertaken in accordance with the Construction Noise Strategy October 2010</p>	Section 4

TABLE I - COMMUNITY COMMUNICATION CONDITIONS

3. IDENTIFICATION OF STAKEHOLDERS

3.1. Key Stakeholders

Key stakeholders and the community, including adjoining landowners and government agencies, will be consulted prior to commencement of and during the construction program as necessary. Table 2 below identifies the key stakeholders.

CATEGORY	KEY STAKEHOLDERS
Adjacent Landowners / Operators	Koppers Mayfield
	Stolthaven Australia Pty Ltd – Mayfield 7
	Port Waratah Coal Services (PWCS)
Other South Channel Users	Newcastle Coal Infrastructure Group (NCIG)
	PANSW Vessel Traffic Services (VTS)
	Mayfield Industrial Estate Association (MIEA)
	Port Authority of NSW (PANSW) Harbour Master
	Port Waratah Coal Services (PWCS)
	Stolthaven Australia Pty Ltd – Mayfield 7
Government Agencies	Port Authority of New South Wales (PANSW)
	Newcastle City Council (NCC)
	Transport for NSW (TfNSW)
	Department of Planning, Housing and Infrastructure (DPHI)
	NSW Environmental Protection Authority (EPA)
	NSW Treasury
	Department of Climate Change, Energy, Environment and Water (DCCEEW)
Emergency Services	State Emergency Service, Fire, Police (Local Area Command) and Ambulance NSW, Volunteer Rescue Association NSW
Broader Community	PON Community Liaison Group
	Local community including Mayfield surrounding suburbs
	People interested in the project outside of the project area
Environmental	The Environmental Representative (ER)

TABLE 2 - KEY STAKEHOLDERS

3.1. Key Issues

Table 3 below identifies the key issues, potential impacts, mitigation measures for this project.

KEY ISSUES	POTENTIAL IMPACTS	MITIGATION MEASURES & COMMUNICATION STRATEGIES
Construction Activities	<ul style="list-style-type: none"> • Potential Out of Hours work • Noise • Vibration • Soil and water quality • Traffic Management • Heritage Management • Environmental Management • Potential contamination finds • Marine interactions during dredging 	<ul style="list-style-type: none"> • Community and key stakeholders will be notified of ongoing and upcoming construction activities that will or are likely to cause disturbance • Potentially noise sensitive receivers and key stakeholders will be notified if out of hours work are required • Construction activities will be managed in accordance with the CEMP and sub plans • Construction activities will be managed in accordance with the Contaminated Land Management Plan • Dredging activities will be managed in accordance with the Port Operations Management Plan • Respond to enquiries and complaints in accordance with the Complaints and Enquiries Procedure

TABLE 3 - KEY ISSUES

4. COMMUNICATION MANAGEMENT

4.1. Communication Tools

A range of communication tools will be used to inform the community and other stakeholders about the project throughout the construction phase. Table 4 provides an overview of tools that may be used, frequency and timing, the target audience and respective requirements.

TOOL	DESCRIPTION	AUDIENCE	FREQUENCY / TIMING	TOOL REQUIREMENTS
24-Hour Telephone Number	<p>A 24-hour telephone number has been set up for any complaints, enquiries or general feedback to be made by any stakeholder or member of the community.</p> <p>The number is 0437 507 177</p>	All community members and stakeholders identified in this plan	Ongoing until project completion	<ul style="list-style-type: none"> • The phone number will be included in all project communication material • All calls received will be recorded • The number will be displayed on a sign near the entrance to each construction site
Postal Address	<p>The postal address to which written complaints, enquiries or general feedback can be received is:</p> <p>Level 4, 251 Wharf Road, Newcastle, NSW, 2300</p>	All community members and stakeholders identified in this plan	Ongoing until project completion	<ul style="list-style-type: none"> • The postal address will be included in all project communication material • All mail received will be recorded

Email Address	For electronic complaints: Shane.ambrose@pon.com.au	All community members and stakeholders identified in this plan	Ongoing until project completion	<ul style="list-style-type: none"> The email addresses will be included in all project communication material All emails received will be recorded
Project Webpage	The project webpage which contains project information and project contact details is: https://pon.com.au/landside/major-projects/	All community members and stakeholders identified in this plan	Ongoing until project completion	<ul style="list-style-type: none"> The project webpage will be included in all relevant project communication material The webpage will be updated as any new / relevant information is available and prior to major changes that may affect the community (i.e. traffic changes, out of hour works)
Newspaper Publication	The newspaper publication will provide project information and details of the project telephone no, postal address, email address and webpage.	All community members and stakeholders identified in this plan	Once prior to commencement of construction	<ul style="list-style-type: none"> Project information will be published in the Newcastle Herald
Community and Industry Liaison Groups	PON hosts regular Community Liaison Group meetings and a PON Project representative will attend these meetings to provide project updates <ul style="list-style-type: none"> Port of Newcastle Community Liaison Group 	Community members and stakeholders within the area	As required	<ul style="list-style-type: none"> Project progress and status updates will be provided Engage with representatives from the community, key stakeholders and other industry and provide feedback
Other	Pamphlet sized document placed in letterboxes	Community members and stakeholders within the area between the berth and designated noise receivers at:- 1 Arthur St Mayfield, & 2 Crebert St, Mayfield	As required	<ul style="list-style-type: none"> Considered for use in case of a significant event or disruption

TABLE 4 - COMMUNICATIONS TOOLS

4.2. Preliminary Communications Program

Table 5 outlines the key construction stages and associated communication actions that will be implemented.

CONSTRUCTION STAGE	CONSTRUCTION TIMING	PLANNED COMMUNICATION ACTIONS	COMMUNICATION TIMING
Pre-construction work including site mobilisation	Dec 2025 – Jan 2026	Website Update Newspaper Publication	Nov 2025
Quay wall Construction Commencement	Feb 2026	Website Update	Jan 2026
Dredging Works Commencement	May 2026	Website Updates	Apr 2026
Completion of Works	Dec 2026	Website Update	Dec 2026

TABLE 5 - PRELIMINARY COMMUNICATIONS PROGRAM

4.3. Electronic Information

Project information will be available from the Major Projects section of PON's website at:

<https://pon.com.au/landside/major-projects/>

The webpage will contain the following relevant project information as they become available:

- Information on the current status of the project;
- A link to the Department of Planning and Environment website which contains the following documents:
 - SSI Application I0_0203 and conditions of approval;
 - Environmental Impact Statement;
 - Submissions Report;
 - Statement of Commitments, and
 - Any additional supporting documents and modifications issued during construction.
- A description of the current environmental approval, licence or permit required and obtained relative to the project
- A list of each current strategy, plan, program or other documents required under the SSI approval
- Description of the outcomes of compliance tracking, including a list of all documents prepared under that condition
- Details of contact points for community complaint and enquiries

4.4. Environmental Representative

PON will engage an Environmental Representative for the duration of the construction and dredging program as required under the SSI I0_0203 condition of consent E12. That person will be the principal point of advice to PON and the Contractor in relation to the environmental performance of the works. In addition, they will be consulted in responding to the community with regard to concerns for the environmental performance of the project.

5. COMPLAINTS AND ENQUIRIES MANAGEMENT

5.1. Purpose

The purpose of this section is to outline the procedure for managing complaints and enquiries during the construction of the Mayfield 4 Berth Expansion project. It has been developed in accordance with conditions D2 to D4 of the SSI Approval. This includes:

- Receiving complaints and enquiries
- Responding to complaints and enquiries
- Recording and reporting complaints

5.2. Receiving Complaints and Enquiries

The following channels are available for community enquiries and complaints for the duration of construction:

- 24-hour telephone number: 0437 507 177
- Postal address: Level 4, 251 Wharf Road, Newcastle, NSW, 2300
- Email address: info@pon.com.au (General Enquiries)
shane.ambrose@pon.com.au (Complaints)

The details will be provided on the project website. The telephone number will be displayed on signage located at the entrance to the construction site.

5.3. Responding to Complaints and Enquiries

PON will respond to any complaints in relation to the project during construction or dredging works within 48 hours of the complaint being made. The response and any subsequent action taken will be recorded in the Complaints Register. Any subsequent detailed response or action will be provided within two weeks of the original complaint or as otherwise agreed with the complainant / Director General.

A local, independent, appropriately qualified mediator will be engaged to resolve issues or disputes that may arise between parties on matters relating to environmental management and the delivery of the project.

5.4. Recording and Reporting Complaints

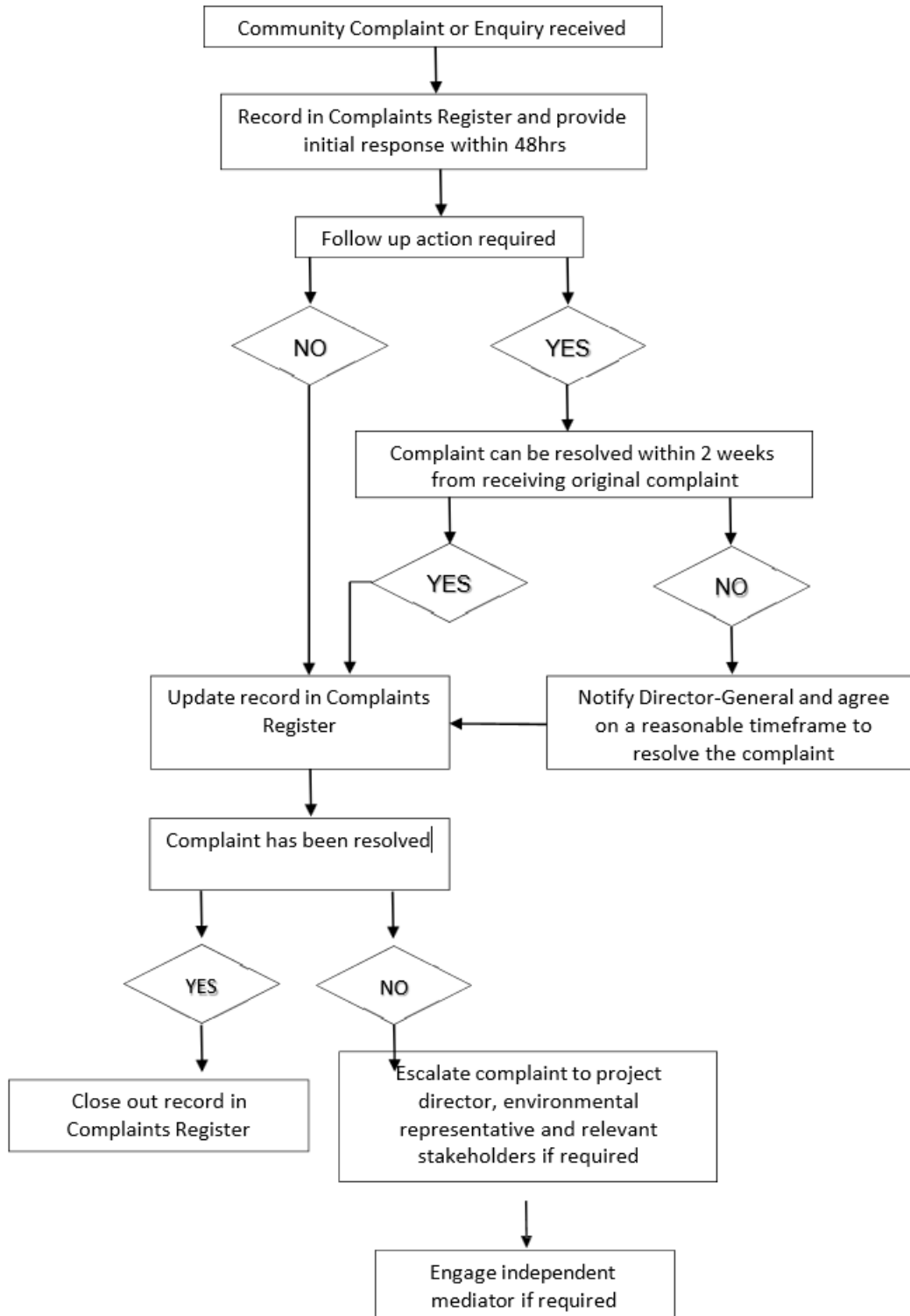
Details of all complaints received will be recorded in the Complaints Register (See *Appendix A*). Details of the complaint will include:

- The date and time of the complaint

- The means by which the complaint was made
- Any personal details of the complainant that were provided, or if no details were provided, a note to that effect
- The nature of the complaint
- Any action(s) taken in relation to the complaint, including any follow-up contact with the complainant; and
- If no action was taken in relation to the complaint, the reason(s) why no action was taken.

The Complaints Register will be maintained and made available to the Director-General upon request.

5.5. Complaints and Enquiries Procedure



PON M4 BERTH EXPANSION PROJECT - COMPLAINTS REGISTER									
ID	DATE and TIME RECEIVED	CONTACT METHOD	COMPLAINANT DETAILS	NATURE OF THE COMPLAINT	RESPONSE			ADDITIONAL MATTERS	COMPLAINT CLOSED
					ACTIONS TAKEN	PERSON RESPONSIBLE	DATE ACTIONED		
1									
2									
3									
4									
5									
6									
7									
8									
9									