

The image features a large, stylized letter 'D' in the background. The 'D' is composed of a light blue outer shell and a darker blue inner shell. The text 'Appendix D' is centered over the 'D'. The background is a solid medium blue. There are decorative horizontal lines with circular accents at the top and bottom edges of the page.

# Appendix D



The new state  
of business

# King Georges Road interchange upgrade

## Draft Community Consultation Framework

August 2014

## 1. Introduction

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This draft community consultation framework has been prepared to address the following Secretary's Environmental Assessment Requirements (SEARs) for the King Georges Road interchange upgrade (known as "the project") (as shown in EIS Figure 1-2):

*During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, service providers, community groups and affected landowners.*

- *local, State and Commonwealth government authorities, including the:*
  - *Environment Protection Authority,*
  - *Office of Environment and Heritage (including Heritage Division),*
  - *The Heritage Council of NSW,*
  - *Department of Primary Industries,*
  - *NSW Office of Water,*
  - *Sydney Water*
  - *Canterbury City Council, and*
  - *Hurstville City Council*
- *specialist interest groups, including Local Aboriginal Land Councils, Aboriginal stakeholders, and pedestrian and bicycle user groups;*
- *utilities and service providers*
- *the public, including community groups and adjoining and affected landowners*

This document provides an overview of the community consultation and engagement principles and practices that would apply during construction phase of the project. It includes a list of stakeholders based on analysis to date and identifies, at a strategic or high level:

- Procedures for engaging/consulting with these stakeholders
- Procedures for gathering, managing and using feedback and information from these stakeholders.

It is anticipated that the project will require preparation of a Community Involvement Plan (CIP), Community Communications Strategy (CCS) or similar document for construction which describes the detail of the community liaison and engagement process and activities during the construction phase.

Should the project be approved, it is anticipated that conditions of approval for the project will require preparation of a CIP for construction which describes the detail of the community liaison and engagement process and activities during the construction phase.

Noting the SEARs for the project, this Draft Community Consultation Framework is structured as follows:

- Consultation purpose, objectives and overview
- Enquiries and complaints handling
- Monitoring and evaluation
- Communication tools

- Stakeholder analysis providing details on:
  - All stakeholders
  - Indicative tools for consulting/engaging with these stakeholders
- Specific issues, communications and management strategies appropriate for traffic management, landscaping/urban design and construction activities.

## **2. Consultation purpose, objectives and overview**

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Consultation activities undertaken for WestConnex commenced in September 2012, however, consultation specifically for project began in May 2014 following project announcement and the commencement of the EIS.

The objectives of community and stakeholder consultation for the project are to:

- Increase community and stakeholder awareness of the need for the project
- Increase community and stakeholder awareness of the environmental assessment process and opportunities for participation
- Understand project constraints, limitations and opportunities from community and stakeholder perspectives
- Ensure community and stakeholder issues are addressed in the EIS
- Ensure appropriate consultation tools are used, taking into account demographics such as language, literacy and access to the internet
- Provide timely feedback to the community related to environmental assessment outcomes.

## **3. Enquiries and complaints handling procedure**

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A complaints management system consistent with ISO 10002 (formerly AS 4269 Complaints Handling) would be developed and implemented prior to the commencement of construction activities. The system would be maintained for the duration of construction activities.

Details of how to make a complaint or enquiry would be included in all communication material such as community updates, advertisements and the project website. A 24-hour complaints telephone service would be operated prior to construction and continuing until completion of construction.

A complaints and enquiry register would be established and maintained to record the details, response and outcome of the complaint/enquiry. All complaints would be investigated and an appropriate response would be provided to the complainant.

The flow chart below demonstrates a typical complaints handling process. A similar process would be adopted for the project. Response times would be specified for each step of the process.



#### 4. Monitoring, reporting and evaluation

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The performance and effectiveness of the community consultation and involvement activities undertaken during construction of the project would be regularly monitored for effectiveness.

Processes and communication channels would be modified based on feedback or issues identified in the monitoring process.

Data would be collected during community engagement and consultation activities for monitoring, reporting and evaluation purposes such as:

- Examining the adequacy of the CIP and its implementation in achieving the intent of the consultation
- Measuring the performance, timeliness and effectiveness of communication activities and tools
- Providing evidence of proactive communication
- Identifying trends and hot-spots for complaints or issues including repeated complaints about preventable issues.

#### 5. Communication tools

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A range of communication tools would be used to inform, engage and consult with community and stakeholders. These may include:

- Notices to the community
- Web based information
- Feedback telephone line
- Project email and postal addresses
- Videos and animations
- Meetings with key stakeholders and community, including local Councils

- Specialist liaison groups (where appropriate or if required in the CoAs)
- Project/Community updates
- Advertisements and media announcements
- Resident door knocks and meetings
- Liaison with Schools and advertising in school newsletters
- Variable message signs and roadside/motorway signage
- Emails to registered stakeholders
- Public displays.

## 6. Stakeholder identification

Prior to start of construction, the project team would identify and analyse stakeholders relevant to the project and identify appropriate tools for informing, engaging and consulting with these stakeholders.

The table below provides a list of stakeholders based on analysis to date and identifies the anticipated tools that would be used to engage and consult with these stakeholders. Communication tools and activities would be employed flexibly to suit the nature and scale of stakeholders' interests or issues. Timing would be determined and included in the CIP.

Stakeholder group	Stakeholders	Indicative tools for informing, engaging and consulting
Government agencies, local councils	<ul style="list-style-type: none"> <li>• Department of Planning and Environment</li> <li>• Environment Protection Authority</li> <li>• Heritage Council of NSW</li> <li>• Department of Primary Industries</li> <li>• Department of Lands</li> <li>• NSW Office of Water</li> <li>• NSW Health</li> <li>• NSW Land and Housing Corporation</li> <li>• Transport for NSW</li> <li>• Roads and Maritime Services</li> <li>• Canterbury City Council</li> <li>• Hurstville City Council</li> <li>• Emergency Services</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings and briefings</li> <li>• Phone, emails and letters</li> <li>• Community updates</li> </ul>
Local community	<ul style="list-style-type: none"> <li>• Residents nearby construction sites, compounds and laydown areas</li> <li>• Residents in surrounding suburbs</li> <li>• Motorists</li> <li>• Resident and community action groups</li> <li>• Local heritage and environment interest groups</li> <li>• Community groups/clubs (e.g. Rotary and Lions Club, Probus Club)</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings and briefings</li> <li>• Notification letters, phone and face to face meetings</li> <li>• Project information line</li> <li>• Community information sessions/public displays</li> <li>• Community update newsletters</li> <li>• Press releases and local media stories</li> <li>• Project website</li> <li>• Livetraffic.com updates</li> <li>• Community updates</li> </ul>

	<ul style="list-style-type: none"> <li>• Places of worship</li> <li>• Cultural and ethnic community groups</li> <li>• Cyclists and Bicycle user groups</li> <li>• Sporting groups, clubs and facilities</li> <li>• The Metropolitan Local Aboriginal Land Council and the Ganadangara Local Aboriginal Land Council</li> <li>• Hurstville and Campsie libraries</li> <li>• Hurstville and Beverly Hills motor registries</li> </ul>	<ul style="list-style-type: none"> <li>• Variable message signs and other roadside signage (for motorists)</li> <li>• Radio advertising (traffic alerts)</li> <li>• Newspaper advertising</li> </ul>
Business	<ul style="list-style-type: none"> <li>• Business owners and tenants adjacent to construction sites and compounds.</li> <li>• Business owners and tenants (such as Roselands Shopping Centre)</li> <li>• Local chambers of commerce (including Hurstville Chamber of Commerce, and the Canterbury Employers' Chamber of Commerce)</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Briefings and/or meetings</li> <li>• Community information sessions/public displays</li> <li>• Community update newsletters</li> <li>• Newspaper advertising</li> <li>• Press releases and local media stories</li> <li>• Project information line</li> <li>• Project website</li> <li>• Community updates</li> </ul>
Community service providers	<ul style="list-style-type: none"> <li>• Local schools (including Beverly Hills North Public School, Beverly Hills Girls High School, and Regina Coeli School)</li> <li>• Childcare centres</li> <li>• Hospitals</li> <li>• Nursing homes and aged care facilities</li> <li>• Utilities (including Ausgrid, Jemena, Sydney Water, Telstra, Optus, NBNCo)</li> <li>• Railway stations (Beverly Hills and Narwee stations)</li> </ul>	<ul style="list-style-type: none"> <li>• Briefings and/or meetings</li> <li>• Community information sessions/public displays</li> <li>• Community update newsletters</li> <li>• Newspaper advertising</li> <li>• Press releases and local media stories</li> <li>• Project information line</li> <li>• Project website</li> <li>• Community updates</li> </ul>
Peak industry groups	<ul style="list-style-type: none"> <li>• Infrastructure Partnerships Australia</li> <li>• Road Freight Industry Council</li> <li>• NatRoads Ltd</li> <li>• NRMA</li> <li>• Planning Institute of Australia</li> <li>• Urban Taskforce</li> </ul>	<ul style="list-style-type: none"> <li>• Community update newsletters</li> <li>• Newspaper advertising</li> <li>• Press releases and local media stories</li> <li>• Project information line</li> <li>• Project website</li> <li>• Community updates</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Local media (including the St George &amp; Sutherland Shire Leader)</li> <li>• Metropolitan media</li> </ul>	<ul style="list-style-type: none"> <li>• Media releases</li> <li>• Media conferences/briefings</li> <li>• Telephone and email contact</li> </ul>

## 7. Specific issue communication and management

It is anticipated that some aspects of the project would require specific communications and/or management strategies due to the nature of the potential impact and/or stakeholder group. Any such strategies would be guided by the overarching CIP.

Indicative communication and management strategies are identified below for the following specific construction issues:

### **Traffic management (including property and pedestrian access)**

- Identifying specific road-user stakeholders and their issues during planning and construction stages
- Identifying potentially impacted property owners and during the planning and construction phases
- Using communication tools and/or activities that suit the broad geographic spread of motorists using the project area (for example variable message signs, traffic alerts, live-traffic.com web updates)
- Meetings to discuss with traffic management with local Councils
- Providing a mechanism for the community to find out about and/or report traffic issues, for example a project phone number.

### **Landscaping/urban design matters**

- Identifying opportunities to seek and incorporate community and stakeholder feedback into landscaping and urban design plans
- Early engagement with councils and key stakeholder groups regarding street plantings and landscaping, noise walls and other urban design elements
- Consultation with residents regarding screening vegetation and landscaping
- Consultation with residents regarding design and implementation of noise walls, location of compounds and screening/landscaping.

### **Construction activities including out of hours work**

- Meetings with key stakeholders nearby construction compounds and worksites, especially residents and businesses to understand and address their concerns where possible.
- Prior notice for any planned out of hours work.

### **Noise and vibration mitigation and management**

A Construction Noise and Vibration Management Plan (CNVMP) would be prepared for the project. The CNVMP would assist in ensuring that construction noise complies (where possible) with the construction noise management levels set for the project and by prescribing noise and vibration monitoring, reporting and response procedures. In addition to managing noise and vibration impacts, the CNVMP also outlines communications and management strategies for construction noise and vibration such as:

- Construction timetabling to minimise noise impacts including time and duration restrictions, respite periods and frequency.
- Procedures for notifying residents of construction activities likely to affect their amenity through noise and vibration.
- Contingency plans to be implemented in the event of non-compliances and/or noise complaints.

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## 8. Conclusion

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This framework acts as a reference for the development of the construction phase CIP. The CIP will guide the project team's interactions with the community and stakeholders and set standards for proactive engagement.