

Albion Park Rail bypass

Environmental impact statement
Appendix C - Draft community involvement framework

October 2015



1 Purpose and structure of this document

This Draft Community Involvement Framework has been prepared to address the Secretary's Assessment Requirements for the Albion Park Rail bypass project listed in Table 1.

Table 1 Secretary's Environmental Assessment Requirements	
Socio economic	<p>A draft Community Involvement Framework identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback and procedures for resolving community complaints. Key issues that should be addressed in the draft framework should include:</p> <ul style="list-style-type: none"> • traffic management (including property access, pedestrian access), • social impacts, • landscaping/urban design matters, • construction activities, including out of hours work, and • noise and vibration mitigation and management.
Consultation	<p>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. In particular you must consult with:</p> <ul style="list-style-type: none"> • local, State and Commonwealth government authorities, including the: <ul style="list-style-type: none"> ○ Environment Protection Authority, ○ Office of Environment and Heritage (including Heritage Division), ○ Department of Primary Industries, ○ NSW Office of Water, ○ NSW Trains, ○ TransGrid, ○ Civil Aviation Safety Authority, ○ Airservices Australia, ○ Illawarra Regional Airport, ○ Shellharbour City Council, ○ Wollongong City Council, and ○ emergency services; • specialist interest groups, including local sporting groups, Illawarra Local Aboriginal Land Council, Aboriginal stakeholders, and pedestrian and bicycle user groups; • utilities and service providers; and • the public, including community groups, businesses, and adjoining and affected landowners. <p>The EIS must describe the consultation process and the issues raised, and identify where the design of the proposal has been amended in response to these issues. Where amendments have not been made to address an issue, a short explanation should be provided.</p>

In addressing the above, this document provides an overview of the consultation principles and practices that would apply to the construction phase of the Albion Park Rail bypass. It includes a list of stakeholders based on analysis to date and identifies at a strategic level:

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

Should the project be approved, it is anticipated conditions of approval for the project would require preparation of a Community Involvement Plan (CIP), Community Communications Strategy (CCS) or similar document for construction. This document would support the delivery of the Albion Park Rail bypass and describe the detail of the community liaison and engagement process and activities during the construction and implementation phase.

2.0 Consultation purpose and objectives

The project will meet the reasonable needs and desires of the community for information and consider their views.

2.1 Guiding principles

The project's overall approach to community and stakeholder involvement would be guided by the following key principles:

- Be inclusive. Ensure all stakeholders have access to information about the project, its approvals process and its works program
- Be proactive. Inform and engage stakeholders early in the process, ensure they remain fully informed and demonstrate that stakeholder issues have been considered and addressed in a transparent process
- Be responsive. Respond to all stakeholder contact in a timely manner and manage a transparent issues resolution process
- Be sensitive. Make every effort to carry our works with minimal impact on local communities
- Honour all obligations of the Secretary's Environmental Assessment Requirements, Conditions of Approval and commitments made by the project team
- Undertake activities in reference to the global best practice AA1000 Stakeholder Engagement Standard.

2.2 Involvement objectives

Community and stakeholder involvement would be tailored to each phase of the Albion Park Rail bypass project, enabling appropriate consideration and balancing of community and stakeholders' social, economic, environment and functional issues to achieve best for project outcomes.

In summary the community involvement approach would:

- Provide an open, accountable and transparent involvement process which can demonstrate how community and stakeholder input has been considered within the project development and impact mitigation
- Provide a range of accessible opportunities for stakeholders, interested groups and the wide public to be sufficiently informed about the project and contribute informed input
- Provide two-way communication channels enabling timely intervention aimed at resolving issues raised by the community and stakeholders
- Facilitate a positive reputation outcome for the project and Roads and Maritime that supports future operations, builds on existing relationships and results in constructive working relationships with the community and stakeholders

The purpose of the consultation process during the construction phase of the project would be to:

- Manage community and stakeholder expectations as an integral component of the project
- Ensure community and stakeholder participation is used to define issues, identify opportunities and inform relevant aspects of project activities
- Provide open and proactive engagement with and management of stakeholders and the community.

In achieving the general purpose above, the anticipated objectives of the community and stakeholder consultation process would be to:

- Improve outcomes for all stakeholders
- Generate awareness of the project, its timing and impact among the surrounding community and businesses
- Identify issues for consideration in construction management planning
- Limit complaints about the project
- Ensure appropriate, timely and accurate information is distributed to the community and stakeholders.

2.3 Tailoring the involvement approach

The community consultation approach would be tailored for the:

- Construction phase
- Commissioning phase

3.0 Stakeholder identification

Comprehensive and representative stakeholder lists and a general email/ mailing database have been established for the project. These are based on information gathered during the project route development, concept design and environmental assessment phases. The database is periodically updated to ensure all stakeholder details are correct and interested parties are added or removed when requested. Stakeholder groups are presented in Table 3.1

Table 3.1 Albion Park Rail bypass stakeholder groups

Stakeholder category	Indicative members
Government stakeholders	Department of Planning and Environment Transport for NSW Roads and Maritime Services RailCorp/NSW Trains Office of Environment and Heritage <ul style="list-style-type: none"> • Environmental Protection Authority • Heritage Council NSW Department of Primary Industries NSW Office of Water
Local Government Authorities	Shellharbour City Council Wollongong City Council
Interest Groups	Cyclists: <ul style="list-style-type: none"> • Bicycle user groups Business/industry: <ul style="list-style-type: none"> • Albion Park Chamber of Commerce • CASA • ASA Registered Aboriginal parties: <ul style="list-style-type: none"> • Illawarra Local Aboriginal Land Council

	<ul style="list-style-type: none"> • South West Rocks Aboriginal Corporation • National Koori Site Management • Three Ducks Dreaming Surveying & Consulting • Gunnamaa Dream'n • Illawarra Aboriginal Corporation • Wodi Wodi Elders • Other identified groups and individuals
Utility providers	TransGrid Jemena Telstra Sydney Water Optus Endeavour Energy
Albion Park Rail bypass community	Directly affected properties (property acquisition cases) Neighbouring properties – directly adjacent to the route and construction compounds Businesses – including: <ul style="list-style-type: none"> • Ravensthorpe • Dairy • Illawarra Wholesale Nursery • Unibuild • Croom Regional Sporting Complex sporting groups and users
General public	Albion Park and Albion Park Rail residents Shellharbour Local Government Area Media
Motorists and road users	Motorists using the new motorway Motorists using the A1 Princes Highway Motorists using the East West Link Pedestrians and cyclists using the new motorway
Emergency services	NSW Police Service Fire Brigade Ambulance Service State Emergency Services NSW Rural Fire Service

4.0 Understanding issues

The potential issues associated with the project likely, or known, to be of interest or concern to the community and stakeholders are listed below. It is likely that these issues will be more precisely defined and further issues identified throughout the construction and commissioning phases. Emerging issues will be tracked through the Consultation Manager Database and proactively managed.

Top issues

- Time taken to complete environmental assessment and start construction
- Flooding (understanding changes)
- Shortening of the route through Croom Regional Sporting Complex including disruption to use of sporting fields/ connectivity of sporting fields and current use
- Impacts on businesses including dairy
- Impacts during construction including traffic management and out of hours work
- Access to Albion Park (ramps)

- New developments and impacts on the road network – in particular a future bypass of Albion Park (Tripoli Way)

Other issues

- Noise and vibration
- Landscaping and urban design including visual impacts (especially on Larkins Lane residents and in the Croom Regional Sporting Complex)
- Pedestrian connectivity (Albion Park to and from Albion Park Rail)
- Access for cyclists
- Property acquisition

4.1 Specific issue communications and management strategies

It is anticipated that some aspects of the project's construction will require specific communications and/or management strategies due to the nature of the potential impact and/or stakeholder group.

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

- Traffic management, including property and pedestrian access during construction
- Social
- Landscaping/urban design matters
- Construction activities and out-of-hours' work that may lead to noise impacts
- Noise and vibration management.

These communications and management strategies would be further developed prior to construction.

4.2 Traffic management (including property and pedestrian access)

- Regular consultation with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime Services) to minimise impacts associated with rail track works and other major road work activities
- Identifying specific road-user stakeholders and their issues during the planning and consultation phases (including motorists, pedestrians, cyclists, emergency services, peak freight organisations, transport and freight unions, local schools, major event organisers)
- Identifying potentially impacted property owners during the planning and consultation phases
- Using communication tools and/or activities that suit the broad geographic spread of motorists using the M1 and surrounding network (for example through the Transport Management Centre tap into traffic reports provided on TV news, variable message signs, traffic alerts and livetraffic.com web updates)
- Providing mechanisms for the community to find out about and/or report traffic issues, for example the project phone number.

4.3 Social issues

- Meetings with stakeholders, nearby construction compounds and worksites, especially residents and businesses to understand and address their issues where possible
- Providing mechanisms for the community to find out about and raise issues, for example the project phone number

4.4 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 design and implementation of noise walls, location of compounds and screening, vegetation and landscaping.

4.5 Construction activities including out of hours work

- Meetings with stakeholders, nearby construction compounds and worksites, especially residents and businesses to understand and address their issues where possible
- Regular consultation with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime Services) to minimise impacts associated with rail track works and other road work activities
- Prior notice for any planned out of hours work.

4.6 Noise and vibration mitigation and management

A Construction Noise and Vibration Management Plan (CNVMP) will be prepared for the project. The CNVMP will 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.

5.0 Communication and involvement methods

The community involvement plan will set the requirements for the project about access to information, complaints and enquiries procedures and community consultation.

Each phase of the project would require tailored application of communication tools to manage the range of different risks and desired outcomes for each phase and issue of the project.

5.1 Communication tools

A range of communication tools would be used to inform the community and stakeholders and facilitate their contact with the project team.

Table 5.1 Albion Park Rail bypass possible communications methods

Possible communication tool	Duration and schedule
Toll free telephone number (1800 1800 708 727)	During environmental assessment phase operates business hours. During construction will operate outside of these times, with exact time period to be decided prior to commencement of construction. A member of the project team would be available to respond to enquiries lodged via this channel. The timeframe for response is to be decided prior to commencement of construction.
Project email (AlbionParkRailbypass@rms.nsw.gov.au)	Throughout the life of the project. Community can contact project team direct anytime. The timeframe for response is to be decided prior to commencement of construction.
Project website (www.rms.nsw.gov.au/apr)	Throughout the life of the project. This would include documents relating to the route selection, environmental assessment and construction management phases.
Media releases and traffic alerts including notification of traffic impacts	Ongoing and prior to major traffic changes.
Community information sessions with project displays	According to project milestones.
Question and Answer documents and community fact sheets	As required, produced in response to issue of widespread interest and placed on website
Addressed and unaddressed letters containing details of upcoming construction activity	Prior to the commencement of a construction activity in a new location.
Complaints audit	Regular audit of complaint management provides the opportunity to follow up corrective actions taken in relation to complaints with stakeholders and to identify potential improvements.
Face to face individual briefing and/or resident meeting	Prior to activities that are likely to impact on residents (such as night works or local road upgrades that may impact on access) and in response to concerns raised
Paid advertising – major traffic changes	Will be considered prior to start of construction on the project and other significant project milestones
Electronic message signs	To advise of traffic changes relevant to the project and other significant activities that adversely impact local residents and the travelling public.
Community updates	As required. Would be considered prior to significant project milestones
Phone calls	Throughout the life of the project. Community can contact project team direct. The timeframe for response is to be decided prior to commencement of construction.
Social media	Ongoing and prior to major traffic changes.
Emails to registered stakeholders	Throughout the life of the project.

Toll free telephone number (1800 1800 708 727)	During environmental assessment phase operates business hours. During construction will operate outside of these times, with exact time period to be decided prior to commencement of construction. A member of the project team would be available to respond to enquiries lodged via this channel. The timeframe for response is to be decided prior to commencement of construction.
Project email (AlbionParkRailbypass@rms.nsw.gov.au)	Throughout the life of the project. Community can contact project team direct anytime. The timeframe for response is to be decided prior to commencement of construction.
Project website (www.rms.nsw.gov.au/apr)	Throughout the life of the project. This would include documents relating to the route selection, environmental assessment and construction management phases.

5.1.2 Communication tools after opening

Roads and Maritime can be contacted on its website rms.nsw.gov.au, general enquiries number 13 22 13 or by email RMS.Contact.Centre@rms.nsw.gov.au for any questions or comments about Roads and Maritime's operations, including operational matters relating to the project after opening.

5.2 Response to community representations

5.2.1 Contacts management

The project provides documentation demonstrating how issues raised by the community have been considered and addressed in developing and delivering the Albion Park Rail bypass. Tools include the project's contacts database, feedback report and meeting minutes.

The project uses Consultation Manager as its contacts database to manage the receipt of and response to community and stakeholder contact, including enquiries and complaints.

This allows for:

- Transparent tracking of appropriate responses to each enquiry and complaint received
- Timely community response to issues raised
- Notification of receipt of correspondence
- Regular reporting on the receipt and responses to complaints.

5.2.2 Complaints handling procedure

In accordance with any conditions set under the Minister's Conditions of Approval the Albion Park Rail bypass project will adopt a complaints management procedure for recording, responding to and reporting on complaints that complies with the Australian Standard for complaints handling in organisations, ISO10002:2006 (formerly AS 4269 Complaints Handling).

There are a number of mechanisms which could be established to facilitate the receipt of complaints. These include:

- Toll free telephone service
- Postal address
- Email address
- Project website.

The project's contact details have been and will continue to be well publicised.

The flow chart below demonstrates a typical complaints handling process. A similar process would be adopted for the project, which would include the response times required for each step of the process and an out of business hours process.



6.0 Continuous improvement

The project will maintain a commitment to continuous improvement in the community and stakeholder engagement area. We will provide required training to all relevant personnel and subcontractors, and build community and stakeholder awareness into the project culture.

Our commitment to continuous improvement stems from our understanding of the value of engagement to overall success. A strong reputation, open channels of communication, and positive working relationships with community and stakeholders will support all project objectives.

The project team will use Consultation Manager database to report community and stakeholder contact.

6.1 Monitoring and evaluation

The performance and effectiveness of the community consultation and involvement activities undertaken would be monitored regularly for effectiveness. Processes and communications channels would be modified based on feedback or issues identified in the monitoring process.

The monitoring and evaluation is expected to include:

- Measurement of response times to community enquiries/complaints
- Examining the adequacy of the CIP/CCS and its implementation in achieving the intent of the consultation
- Numbers and trends within complaints including repeated complaints about preventable issues.