

Our ref: SSI 7474

Tim Hale  
Senior Project Manager – N2NS Project  
Level 16 180 Ann Street  
Brisbane QLD 4000

Dear Mr Hale,

**Narrabri to North Star Phase 1 (SSI 7474)  
Conditions B1-B5 – Approval of Communication Strategy**

I refer to your submission dated 2 November 2020 requesting approval of the Communication Strategy in accordance with Conditions B1-B5 of SSI 7474. I also acknowledge your response to the Department's review comments and requests for additional information.

I note that the Communication Strategy:

- has been reviewed by ARTC and no issues have been raised, and
- contains relevant information required by the conditions of approval.

As nominee of the Planning Secretary, I approve the Communication Strategy (Revision 1, dated 21 December 2020), pursuant to Condition B1-B5.

However, I require the following amendments to the Communication Strategy by 1 February 2021:

- provide further details in section 10.4 on how Community Forums will be established and carried out,
- removal of the last sentence in the Approach box of Step 2 in Table 9, and
- update section 9 to consider the governing principles of the NSW Ombudsman's *Effective Complaint Handling Guidelines* (2017).

You are reminded that if there is any inconsistency between the approved document and the conditions of approval, then the requirements of the conditions of approval will prevail.

Please ensure that you make the Communication Strategy publicly available on your project website.

If you have any questions, please contact Matthew Todd-Jones at [Matthew.Todd-Jones@planning.nsw.gov.au](mailto:Matthew.Todd-Jones@planning.nsw.gov.au).

Yours sincerely,



As nominee of the Planning Secretary