

Appendix



Draft community consultation framework



Roads and Maritime Services

WestConnex M4-M5 Link

Draft Community Consultation Framework

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Client: Roads and Maritime Services

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Glossary of terms and abbreviations

Term	Definition
C	
CBD	Central Business District
CCS	Community Communication Strategy The CCS describes the detail of the community liaison and engagement process and activities, including mitigation measures, that would be the responsibility of the contractor or contractors engaged to carry out design, construction and operation of the project. The CCS would be consistent with principles and practices outlined in this Draft Community Consultation Framework (CCF). The CCS would be submitted to the Secretary of the DP&E for approval no later than one month prior to commencement of any work
CEMP	Construction Environmental Management Plan A plan developed for the construction phase of the project to ensure that all contractors and sub-contractors comply with the environmental conditions of approval for the project and that the environmental risks are properly managed
Construction	Construction refers to construction and commissioning of the project
CNVMP	Construction Noise and Vibration Management Plan
D	
DP&E	NSW Department of Planning and Environment
DPI-Water	NSW Department of Primary Industries – Water
Draft CCF	Draft Community Consultation Framework Provides an overview of the community consultation and engagement principles and practices that would apply during the construction and operation phase of the project
E	
EIS	Environmental impact statement
Environment	As defined within the <i>Environmental Planning and Assessment Act 1979</i> (NSW), all aspects of the surroundings of humans, whether affecting any human as an individual or in his or her social groupings
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i> (NSW)
I	
Impact	Influence or effect exerted by a project or other activity on the natural, built and community environment
N	
NRMA	National Roads and Motorists' Association
NSW EPA	NSW Environment Protection Authority
O	
OEH	NSW Office of Environment and Heritage (Formerly DECCW)
Operation	Operation refers to operation and maintenance of the project
P	
Project	A new multi-lane road link between the M4 East Motorway at Haberfield and the New M5 Motorway at St Peters. The project would also include an interchange at Lilyfield and Rozelle (the Rozelle interchange) and a tunnel connection between Anzac Bridge and Victoria Road, east of Iron Cove Bridge (Iron Cove Link). In addition, construction of tunnels, ramps and associated infrastructure to provide connections to the proposed future Western Harbour Tunnel and Beaches Link project would be carried out at the Rozelle interchange
R	
Roads and Maritime	NSW Roads and Maritime Services
S	
SEARs	Secretary's Environmental Assessment Requirements
SMC	Sydney Motorway Corporation

1 Introduction

1.1 Overview

This Draft Community Consultation Framework (Draft CCF) has been prepared to address the NSW Department of Planning and Environment (DP&E) Secretary's Environmental Assessment Requirements (SEARs) that relate to the key issue of socio-economic, land use and property for the WestConnex M4-M5 Link project (the project), as outlined in **Table 1**.

Table 1 SEARs – socio-economic, land use and property

Desired performance outcome	SEARs	Where addressed in the EIS
<p>4. Consultation</p> <p>The project is developed with meaningful and effective engagement during project design and delivery.</p>	<p>1. The project must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups (including Local Aboriginal Land Councils, Aboriginal stakeholders, and pedestrian and bicycle user groups), affected landowners, businesses and the community.</p>	<p>Details of consultation activities carried out and information provided to stakeholders during preparation of the EIS are provided in Chapter 7 (Consultation).</p> <p>Table 2 in this document provides an initial list of stakeholders based on analysis to date and identifies the anticipated tools that would be used to engage and consult with these stakeholders during construction.</p>
	<p>2. The Proponent must document the consultation process, and demonstrate how the project has responded to the inputs received.</p>	<p>Details of the consultation process and how feedback has informed the development of the EIS are provided in Chapter 7 (Consultation).</p> <p>This document describes how feedback from stakeholders would be gathered and how this would inform the project during its construction and operation phases (subject to project approval).</p>
	<p>3. The Proponent must describe the timing and type of community consultation proposed during the design and delivery of the project, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.</p>	<p>Details of the consultation activities and mechanisms for gathering feedback during the EIS phase of the project are outlined in Chapter 7 (Consultation).</p> <p>This document relates the proposed community consultation approach during the construction and operation phases of the project, should it be approved.</p> <p>Section 4 of this document describes the communication tools that would be used to inform and seek feedback from project stakeholders and the community.</p> <p>Section 5 of this document outlines the proposed enquiries</p>

Desired performance outcome	SEARs	Where addressed in the EIS
		<p>and complaints handling procedure.</p> <p>Additionally, section 6 of this document details the monitoring, reporting and evaluation of community and stakeholder consultation procedures.</p> <p>Section 7 outlines consultation on specific issues and how these would be addressed, including, for example, consultation on utilities works.</p>
<p>9. Socio-economic, Land Use and Property</p> <p>The project minimises adverse social and economic impacts and capitalises on opportunities potentially available to affected communities.</p> <p>The project minimises impacts to property and business and achieves appropriate integration with adjoining land uses, including maintenance of appropriate access to properties and community facilities, and minimisation of displacement of existing land use activities, dwellings and infrastructure.</p>	<p>8. A draft Community Consultation Framework must be prepared identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback and procedures for resolving stakeholder and community complaints during construction and operation. Key issues that must be addressed in the draft Framework include, but are not limited to:</p> <ul style="list-style-type: none"> (a) traffic management (including property access, pedestrian access); (b) landscaping/urban design matters; (c) construction activities including out of hours work; and (d) noise and vibration mitigation and management. 	<p>This draft Community Consultation Framework, which is included in the EIS as Appendix G.</p> <p>Key issues are addressed in Chapter 7 (Consultation) of the EIS.</p>
<p>14. Heritage</p> <p>The design, construction and operation of the project facilitates, to the greatest extent possible, the long term protection, conservation and management of the heritage significance of items of environmental heritage and Aboriginal objects and places.</p> <p>The design, construction and operation of the project</p>	<p>4. Where impacts to Aboriginal objects and/or places are proposed, consultation must be undertaken with Aboriginal people in accordance with the current guidelines.</p>	<p>Consultation undertaken for the EIS is outlined in Chapter 21 (Aboriginal heritage).</p> <p>For the construction and operational phases of the project, should it be approved, a Construction Heritage Management Plan would detail how construction impacts on historic and Aboriginal heritage would be minimised and managed, including training and induction processes for construction personnel.</p>

Desired performance outcome	SEARs	Where addressed in the EIS
avoids or minimises impacts, to the greatest extent possible, on the heritage significance of environmental heritage and Aboriginal objects and places.		

This Draft CCF provides an overview of the community consultation principles and practices that would apply during the construction and operation phases of the project. This Draft CCF includes a list of project stakeholders in **Table 2** based on the SEARs and research and consultation 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.

Should the project be approved, a Community Communication Strategy (CCS) would be prepared to support the design and construction of the project and for 12 months following the completion of construction of the project (see **Figure 1**). The CCS would describe in detail the NSW Roads and Maritime Services (Roads and Maritime) community liaison and engagement process and activities, including mitigation measures and conditions of project approval for the project development, delivery and operation. The CCS would be consistent with principles and practices outlined in this Draft CCF.

Consultation and engagement would take place during each phase of project development as identified in **Figure 1** below.

Each stage of the CCS would focus on key issues of interest to the community and impacts likely to be experienced by the community as identified in the EIS. This may include but would not be limited to:

- Traffic management (including property access, pedestrian and cycle access)
- Landscaping/urban design matters
- Construction activities including out-of-hours work
- Noise and vibration mitigation and management.

Figure 1 shows stages of engagement that would be carried out during the subsequent phases of the project, if approved. The key phases include detailed design, pre-construction, construction and operation. Each of these key phases includes specific project milestones for gathering and responding to community and stakeholder feedback.

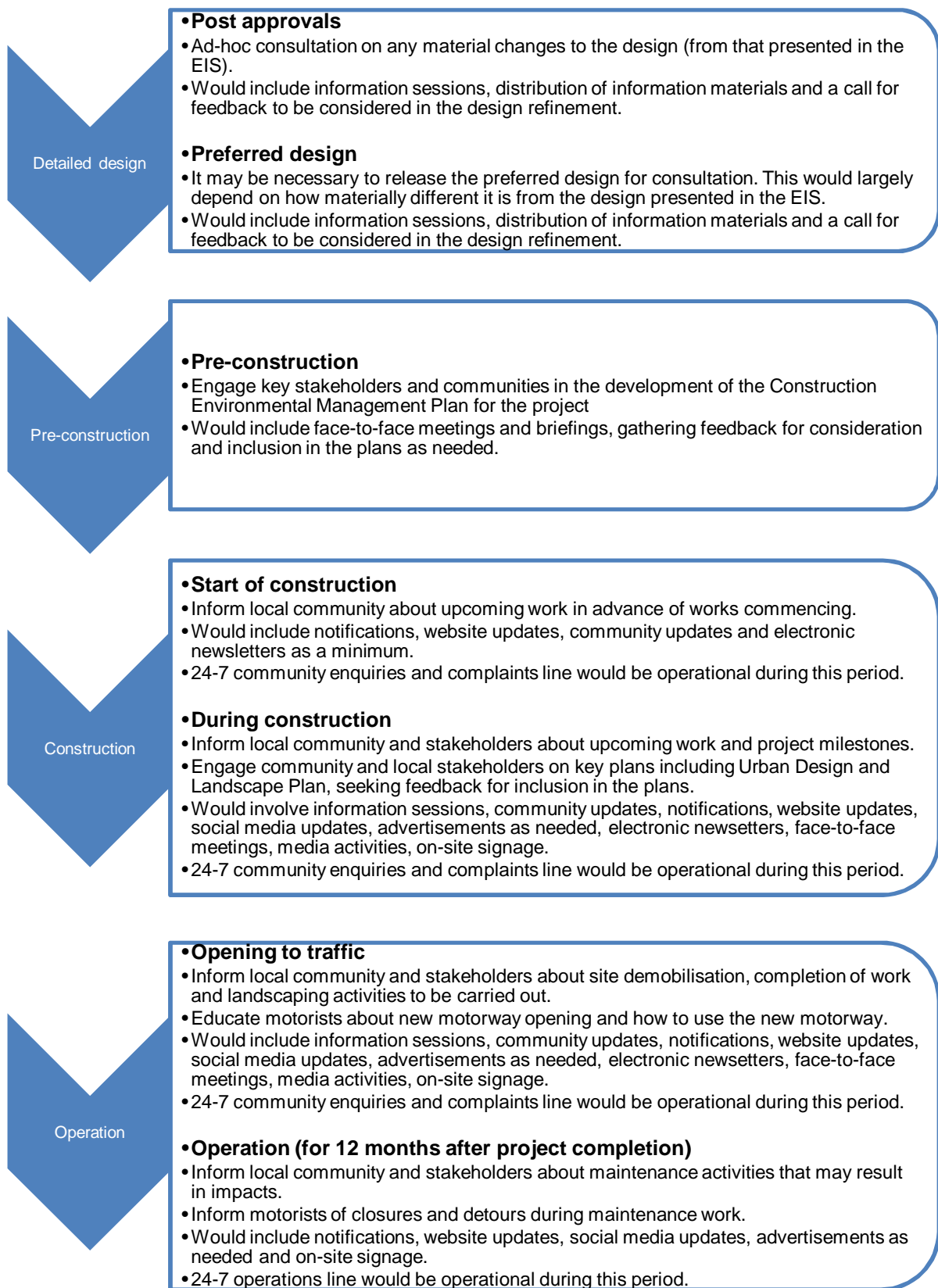


Figure 1 Consultation process following project approval

Noting the SEARs for the project, this Draft CCF is structured as follows:

- Consultation purpose and objectives
- 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, construction activities and noise and vibration mitigation
 - Communication during operation.

2 Consultation purpose and objectives

This Draft CCF describes the proposed approach to managing community and stakeholder engagement during the construction and operation of the project. Should the project be approved, the principles and guidelines of this Draft CCF would be applied in developing the project's community consultation strategies, specific to design and construction and operations and maintenance.

Throughout project development, delivery and operation, a series of engagement principles would apply. Teams working on the project would always endeavour to:

- Make the most of opportunities to involve stakeholders and the community in the project
- Arrange engagement activities at times and places that are convenient for our stakeholders and provide online options where possible
- Respond to reasonable requests from the community and stakeholders for additional engagement activities and information
- Acknowledge and understand diverse views on the project
- Use feedback to positively influence the project design and delivery.

By applying these principles, the community and stakeholder consultation process would aim to:

- Promote a high level of community and stakeholder awareness of construction activities and related work
- Provide accurate and timely information to communities and stakeholders
- Provide a timely response to issues and concerns raised by stakeholders and the community
- Identify issues for consideration in construction management and the operation of the project
- Address issues to improve outcomes for community and stakeholders, where possible and, in doing so, reduce the impact of the project.

3 Stakeholder identification

3.1 Pre-construction and construction

Prior to the start of construction, the project team would:

- Review the consultation requirements in the conditions of approval and include this in the CCS
- Review and confirm stakeholders relevant to the project
- Assess feedback and information gathered during consultation to date, to understand further informational needs
- Identify appropriate tools for informing and consulting these stakeholders during, before and after construction
- Use this information and analysis to prepare the CCS.

Table 2 below provides a high-level, draft list of stakeholders based on analysis to date and identifies the anticipated tools that would be used to engage and consult with these stakeholders during construction. This list would be reviewed and additional stakeholders would be added as they become known to the project.

Communication tools and activities for informing and consulting with stakeholders would be employed flexibly, to suit the nature and scale of stakeholders' interests or issues. Timing would be determined and included in the CCS.

Table 2 Project stakeholders

Stakeholder group	Stakeholders	Indicative communication tools
Local elected representatives at a Federal, State and local government level	<ul style="list-style-type: none"> · Minister for WestConnex · Minister for Roads, Maritime and Freight · Federal Member for Sydney · Federal Member for Grayndler · Member for Heffron · Member for Newtown · Member for Balmain · Member for Summer Hill · Councillors at Inner West Council (following September 2017 elections) · Councillors at City of Sydney Council 	<ul style="list-style-type: none"> · Meetings and briefings · Phone, emails and letters · Community updates distributed via email, post and made available online

Stakeholder group	Stakeholders	Indicative communication tools
Government agencies, local councils	<ul style="list-style-type: none"> • NSW Department of Planning and Environment • NSW Environment Protection Authority (NSW EPA) • Heritage Council of NSW • NSW Department of Primary Industries - Lands • NSW Department of Primary Industries – Water (DPI-Water) • NSW Department of Primary Industries - Fisheries • NSW Office of Environment and Heritage (including the Heritage Division) (OEH) • Metropolitan Local Aboriginal Land Council • NSW Health (including Sydney Local Health District) • Transport for NSW (including Transport Management Centre and Sydney Coordination Office) • UrbanGrowth NSW • Port Authority of NSW • Fire & Rescue NSW • City of Sydney Council • Inner West Council • NSW State Emergency Services 	<ul style="list-style-type: none"> • Meetings and briefings • Phone, emails and letters • Community updates
Council Reference Groups and other established project stakeholder groups	<ul style="list-style-type: none"> • Inner West Council, Community Liaison Group • WestConnex Community Reference Group • WestConnex Urban Design Review Panel • Air Quality Community Consultative Committee 	<ul style="list-style-type: none"> • Ongoing meetings and briefings as required and agreed to by the groups' members • As required by the groups' Terms of Reference
Local community	<ul style="list-style-type: none"> • Residents near construction sites including construction ancillary facilities • Residents in surrounding suburbs to the project • Motorists • Bus passengers, pedestrians and cyclists 	<ul style="list-style-type: none"> • Work notification letters, phone calls and face-to-face meetings including door-knocking • Community information sessions/public displays • Community update newsletters (including electronic newsletters) • Social media posts • Press releases and local media stories • Project information line • Project website updates • Livetraffic.com updates • Variable message signs and other roadside signage (for

Stakeholder group	Stakeholders	Indicative communication tools
		<ul style="list-style-type: none"> motorists) • Radio advertising (traffic alerts) • Newspaper advertising
Businesses	<ul style="list-style-type: none"> • Business owners and tenants adjacent to construction sites and ancillary facilities 	<ul style="list-style-type: none"> • Work notification letters, phone calls and face-to-face meetings including door-knocking • Community information sessions/public displays • Community update newsletters (including electronic newsletters) • Social media posts • Press releases and local media stories • Project information line • Project website updates • Livetraffic.com updates • Radio advertising (traffic alerts) • Newspaper advertising • Working with council business coordinators
Community service providers	<ul style="list-style-type: none"> • Local schools • Childcare centres • Hospitals • Local religious organisations • Nursing homes and aged care facilities 	<ul style="list-style-type: none"> • Briefings and/or meetings • Community information sessions/public displays • Community update newsletters • Newspaper advertising • Press releases and local media stories • Project information line • Posters • Project website
Peak industry groups	<ul style="list-style-type: none"> • Infrastructure Partnerships Australia • Road Freight Industry Council • Australian Logistics Council • Bicycle NSW (and local cycling clubs) • Pedestrian Council of Australia • NSW Taxi Council • Uber • NatRoads Ltd • National Roads and Motorists' Association (NRMA) • Planning Institute of Australia • Urban Taskforce • National Trust • Warren Centre 	<ul style="list-style-type: none"> • Meetings and/or briefings • Letters, phone calls, emails • Community updates

Stakeholder group	Stakeholders	Indicative communication tools
Utility services	<ul style="list-style-type: none"> · Sydney Water · Sydney Trains · AusGrid · Jemena · Telstra · Optus · TPG (AAPT) 	<ul style="list-style-type: none"> · Meetings · Letters, phone calls, emails
Media	<ul style="list-style-type: none"> · Local media (media circulated in the immediate project area) · Linguistically Diverse Media (media circulated in the immediate project area) · Metropolitan media · National media 	<ul style="list-style-type: none"> · Media releases · Media conferences/briefings · Telephone and email contact

3.2 Operation

During operation of the project, stakeholders, including the community, authorities, agencies and motorists, would be kept informed about activities related to the operation, maintenance and management of the motorway.

Most of this communication would relate to providing traffic and transport information, but may also include communication of operational monitoring data, where required. The methods of communication utilised to inform stakeholders during the operation of the project are outlined in **section 5.3** of this document.

Key stakeholders during operation would include (but would not be limited to):

- Road users
- Communities near the tunnel portals (Haberfield, Rozelle near Iron Cove Bridge, St Peters)
- Communities around the Rozelle interchange.

4 Communication tools

4.1 Construction

A range of communication tools would be used to inform and consult with communities and stakeholders. These would include:

- Postal notifications of proposed work
- Web-based information including information provided through social media accounts
- Videos and animations to assist in community understanding of key project features or activities
- Meetings with key stakeholders
- Staffed information sessions and outreach activities
- Drop-in centre
- Updates to Livetraffic.com
- A 24-hour toll-free enquiries and complaints line
- An email contact address
- Translation and interpreting service
- Project updates distributed via email and/or post and published on the project website
- Advertisements and media announcements
- Variable message signs and roadside/motorway signage
- Emails to registered stakeholders
- Door-knocking at properties adjacent to project sites.

These communication tools would be provided in accessible formats to support people with disabilities.

4.2 Operation

During operations and when completing maintenance activities, the community and stakeholders would be kept informed about activities that may impact local communities or road users. Tools may include:

- Web-based information including information provided through social media accounts
- Temporary notices on shared paths or other public facilities impacted by work
- Radio advertising
- Email, phone, fax and postal contact details
- Variable message signs
- Updates to LiveTraffic.com
- Notifications to local properties on expected impacts of scheduled or emergency maintenance work.

5 Enquiries and complaints handling procedure

A complaints management system consistent with ISO 10002:2014 (*Guidelines for complaint management in organisations*) would be developed and implemented prior to the commencement of construction. The system would be maintained during construction and operation by the relevant contractors and would be made available to the Secretary of DP&E. This section of the Draft CCF outlines the activities to be undertaken during each phase of the project to establish and maintain the complaints management system.

5.1 Pre-construction

A number of dedicated project services have been established (refer to **Chapter 7** (Consultation) of the EIS) for project communication and consultation. These would be maintained throughout construction and for a period of 12 months after completion of project construction. These services include:

- Points of contact: a toll-free telephone number, postal address and email address. During and immediately following construction, the toll-free telephone number would operate 24 hours a day, seven days a week (24/7)
- Translating and interpreting service
- Project website
- A dedicated acquisition line providing an ongoing dispute resolution, counselling program and contact information to relevant services for all relocated persons.

These contact details have already been provided to community members and stakeholders via the project website, community updates and notifications and would be prominently positioned on all communications materials before, during and after construction.

5.2 Construction

Details of how to make a complaint or enquiry would be included in all communication material such as community updates, work notifications, advertisements and the project website. The WestConnex toll-free telephone service would operate 24/7 prior to construction and continue for 12 months after the project opens.

A complaints and enquiry database would be maintained to record the details, response and outcome of the complaint/enquiry. All complaints would be investigated as outlined in **Figure 2** and an appropriate response would be provided to the complainant. The flow chart below demonstrates a typical enquiries and complaints handling process. A similar process would be adopted for the project. Response times would be specified for each step of the process.

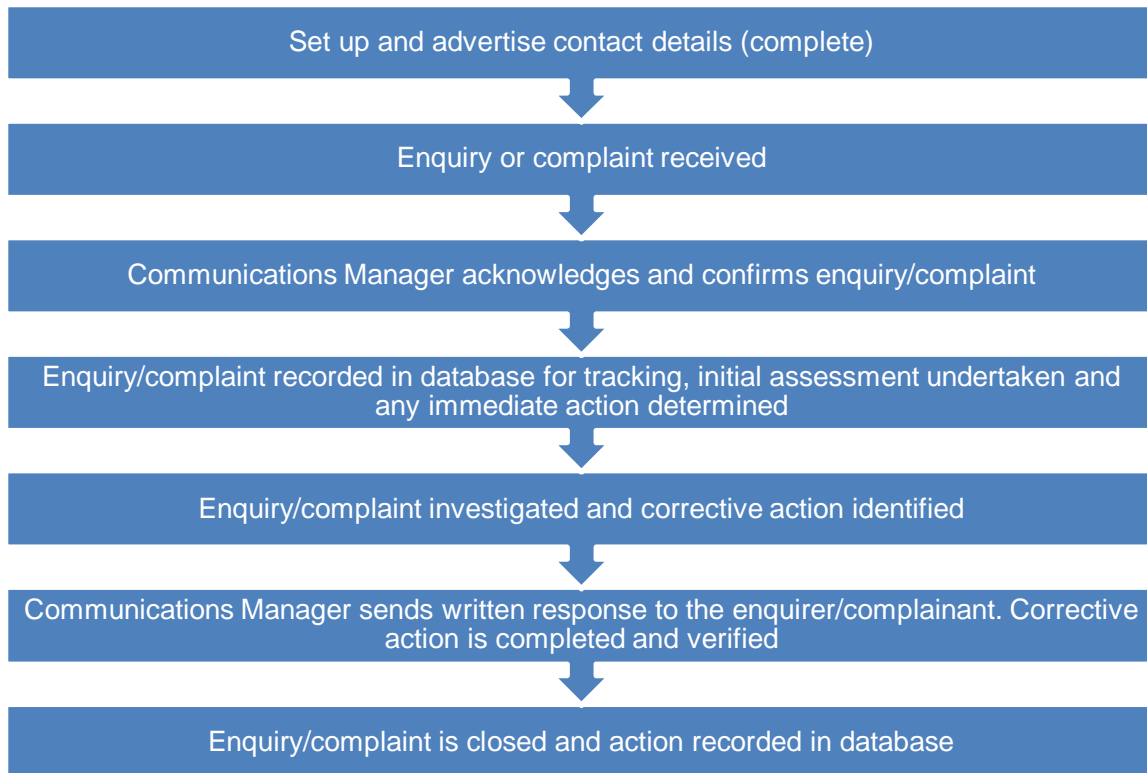


Figure 2 Typical enquiries and complaints handling process

5.3 Operation

During operation of the project, the operation and maintenance provider would field calls related to the operation and maintenance of the motorway. Enquiries or complaints relating to the condition of the infrastructure or road surface, or traffic incidents, would be managed and responded to immediately to ensure the smooth operation of the motorway.

Other enquiries and community representations would be responded to within five working days. Representations classified as complaints would be acknowledged within two working days. All enquiries, complaints and representations would be recorded in a database. Roads and Maritime would provide tolling services and would field enquiries, representations and complaints related to tolling.

6 Monitoring, reporting and evaluation

6.1 Construction

The performance and effectiveness of the community consultation and engagement 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 during the monitoring process.

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

- Examining the adequacy of the CCS and its implementation in achieving strong community and consultation outcomes
- 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 and working with construction teams to implement further mitigation measures as needed to further reduce impacts.

6.2 Operation

During operation of the project, the operations room would be required to ensure the project company is informed of all community issues and decisions affecting the community.

7 Specific issue communication and management

7.1 Construction

It is anticipated that some aspects of the project's construction 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 this framework and included in the CCS.

Teams working on the project would communicate early and provide information that is easy to understand where construction impacts are likely to cause an inconvenience to local residents and commuters particularly if those impacts relate to traffic, noise, dust and health.

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

- Air quality management
- Traffic management, including property and pedestrian access during construction
- Construction activities and 'out-of-hours' work that may lead to noise and vibration impacts
- Heritage matters
- Social and economic issues
- Water quality, hydrology, groundwater and flooding matters
- Tunnelling and vibration management
- Visual amenity
- Noise mitigation and acoustic treatments
- Cumulative impacts.

These communications and management strategies would be further developed prior to construction as part of the CCS.

7.1.1 Air quality management

Following project approval, an Air Quality Community Consultative Committee would be established to focus on the results of local air quality monitoring during and after construction.

Engagement with the NSW EPA, Office of the NSW Chief Scientist and Engineer and NSW Health on the design of the tunnel and air quality systems would continue. Information would be provided on the website on how the tunnel ventilation system would operate.

7.1.2 Traffic management (including property and pedestrian access)

A Construction Traffic and Access Management Plan would be developed prior to construction to outline measures for traffic control, safety and management, traffic staging and access, a workforce car parking strategy and monitoring of truck marshalling areas. Changes to roads or paths would be communicated to emergency services, public transport operators, other road user groups and any other affected stakeholders.

Regular consultation would continue with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime, Sydney Buses, Sydney Metro) to minimise impacts associated with light rail and rail track works and other major road work activities. Consultation to date has led to the development of an Active Transport Strategy (refer to **Appendix N** (Technical working paper: Active transport strategy) of the EIS) to guide the development of active transport network links by the project.

Specific road-user stakeholders and their issues would be identified prior to construction during the detailed planning phase (including motorists, pedestrians, cyclists, emergency services, peak freight organisations, NSW Taxi Council, transport and freight unions, local schools, major event organisers).

Potentially impacted property owners would be consulted about changes to property access during all stages of project development, delivery and operations. Communication tools and/or activities would be selected to suit the broad geographic spread of motorists using the M4-M5 Link, M4 and M5 motorway corridors, Parramatta Road, the Princes Highway and surrounding network (for example through traffic alerts released to media outlets, variable message signs, traffic alerts and Livetraffic.com web updates).

The WestConnex website, Facebook page, Twitter account, toll-free community enquiry line and email address would continue to be available for the community to find out about and/or report traffic issues.

7.1.3 Construction activities including out-of-hours work

A Construction Environmental Management Plan would be developed to address impacts related to construction activities identified in the EIS. This would include management measures to reduce to avoid impacts from noise and vibration, dust, traffic impacts as well as respite and out-of-hours work.

The Utilities Management Strategy (**Appendix F**) details the management options for the relocation or adjustment of utilities, including consultation with service providers and communities. This strategy would be updated and consultation would continue to inform the detailed utility relocation should the project be approved.

Meetings would be held with stakeholders near construction ancillary facilities and work sites, especially residents and businesses, to understand their needs and manage these in a reasonable manner.

- Regular consultation would occur with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime Services, Sydney Buses, Sydney Metro) to minimise impacts associated with light rail/rail track works and other road work activities
- Prior notice would be provided for all construction activities and any planned out-of-hours work.

7.1.4 Heritage matters

A Construction Heritage Management Plan would detail how construction impacts on historic and Aboriginal heritage would be minimised and managed including training and induction processes for construction personnel.

Regular consultation would continue with the NSW Heritage Council, OEH Heritage Division and other stakeholders.

7.1.5 Social and economic issues

A Social Infrastructure Plan would be developed in consultation with the community and relevant councils. This Plan would outline measures for maintaining community connectivity and provision of community and social facilities. The WestConnex Community Connections Program, described in **Chapter 7** (Consultation), would continue throughout construction of the project.

7.1.6 Water quality, hydrology, groundwater and flooding matters

A Flood Mitigation Strategy would be prepared by a suitably qualified and experienced person in consultation with directly affected landowners, DPI-Water, OEH and the relevant local councils. The strategy is relevant to both construction and operational phases of the project.

7.1.7 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 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 CVNMP would also outline communications and management strategies for construction noise and vibration such as:

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

Regular consultation would continue with NSW EPA and sensitive receivers.

7.1.8 Tunnelling and vibration management

To assist in managing the impacts of tunnelling and vibration:

- Information would be provided, including to the media, on the tunnelling works including construction staff numbers, equipment, expertise, experience, and safety precautions
- Pre-condition building surveys would be done at properties within 50 metres from the edges of the tunnels and ramps to document existing conditions – with the agreement of affected landowners and prior notification to occupants
- Property owners, businesses and residents along the tunnel alignment would be contacted to ensure they have the relevant project team contact information to seek further information where needed
- Information specifically on tunnelling is available on the WestConnex website
- An online map would be made available via the project website to assist people to quickly and clearly see the tunnel alignment
- The project website would be updated regularly to show the progress of tunnel construction
- A toll-free 24-hour telephone service would be available in case of any queries or complaints
- If required, an Independent Property Impact Assessment Panel would be called up on to resolve issues and disputes including but not limited to disputes regarding rectification or compensation for impacts to third party property and infrastructure.

7.1.9 Visual amenity

To ensure the best possible outcomes in terms of landscaping and visual amenity:

- Early engagement would take place with councils and key stakeholder groups regarding street plantings and landscaping, noise mitigation structures, complementary urban design elements, open space and impacts on visual amenity (including any potential overshadowing impacts)
- Consultation would occur with affected residents regarding design and implementation of noise walls/hoardings, location of construction ancillary facilities and screening, vegetation removal and landscaping.

7.1.10 Cumulative impacts of concurrent project activities

Community respite periods would be coordinated with other neighbouring projects and utility service providers, as far as is practical.

7.2 Operation

During operation of the project, consultation would support works affecting the community, with issues escalated for management as required to ensure the smooth operation of the motorway. Consultation procedures would be outlined within an Operational Environmental Management Plan for the project or in the context of the Operators Environmental Management System. The operational requirements outlined below also include elements of stakeholder and community consultation.

7.2.1 Landscaping and urban design

Opportunities would be identified to seek and incorporate community and stakeholder feedback into the Urban Design and Landscape Plan for the project.

There would be ongoing consultation with UrbanGrowth NSW to ensure that the area where the project interfaces with the White Bay Power Station Destination achieves appropriate integration from a landscaping/visual, heritage and active transport connectivity perspective.

7.2.2 Residual land management

A Residual Land Management Plan would be prepared in consultation with relevant local councils and communities prior to the project opening to motorists. The Plan would identify the feasible uses of remaining project land and the timing for the implementation of actions for this land.

7.2.3 Emergency Response Plan

The operator would develop an Emergency Response Plan for the operation of the project. This Plan would include protocols and procedures to account for the need of peoples with disabilities who may encounter access problems in emergency situations.

8 Conclusion

This Draft CCF acts as a reference for the development of the CCS that would be used during the construction and operational phases of project works. The CCS would guide the project team's interactions with the community and stakeholders and set standards for proactive engagement.