

CHAPTER

08

Consultation

INLAND
RAIL 

NORTH STAR TO NSW/QUEENSLAND BORDER ENVIRONMENTAL IMPACT STATEMENT

**ARTC**

The Australian Government is delivering
Inland Rail through the Australian
Rail Track Corporation (ARTC), in
partnership with the private sector.

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8. Consultation

8.1 Consultation approach, objectives and strategy

8.1.1 Overall approach and objectives

ARTC's values and objectives commit the organisation to active and genuine engagement with stakeholders and the community. For Inland Rail, effective communication and stakeholder engagement are fundamental to reducing risk, optimising route alignment, minimising social and environmental impacts, securing statutory approvals, and gaining and maintaining the social licence to operate. ARTC believes that identifying, engaging and effectively communicating with stakeholders is critical to the successful delivery of Inland Rail. ARTC's approach to consultation for Inland Rail aims to:

- ▶ Build awareness, understanding, and support for Inland Rail among customers, stakeholders and the community
- ▶ Leverage the program's capacity to generate social benefit in the areas where there are opportunities for commercial connectivity and Indigenous capacity building
- ▶ Provide key stakeholders, such as councils and industry groups, with information and support that enables them to proactively and positively promote the benefits of the undertaken for the North Star to NSW/Queensland Border (NS2B) Inland Rail project (the proposal) and the Inland Rail Program as a whole
- ▶ Harness a sense of ownership through advocates of Inland Rail
- ▶ Rebuild proposal trust by being transparent around issues that have the greatest impact on landowners and other key stakeholders—this relates to key issues such as flooding and property acquisition
- ▶ Create an active dialogue with customers, communities and other stakeholders
- ▶ Identify and manage issues and opportunities
- ▶ Achieve a design that minimises the potential for environmental and community impacts
- ▶ Actively seek opportunities to create beneficial outcomes for stakeholders, without compromise to the scope and budget of Inland Rail (for example, improving local rail and road interfaces where it benefits Inland Rail and improves community safety and amenity)
- ▶ Support landowners and other key stakeholders through the assessment process.

8.1.2 Background

During early stages, the proposal was known as the North Star to Yelarbon proposal. The aim of the proposal at this time was to link North Star in northern NSW to Yelarbon in southern Queensland. In 2010, a desktop study was conducted to determine a potential rail corridor between North Star and Yelarbon. This option, now known as the Eastern Option, was the most direct route and crossed greenfield private properties and local roads as well as the Dumaresq River.

In 2015, Inland Rail continued desktop studies and consulted about the potential to construct a rail line using the Eastern Option. Engagement with key stakeholders identified the need to further investigate other options and consider existing corridors. As a result, ARTC completed an *Alignment Refinement and Assessment Report* (ARTC, 2015), which reviewed four options, including the Eastern Option. This report recommended that Inland Rail should select two options for further assessment and consultation: the Eastern Option, with some refinements; and an option that used part of the existing non-operational rail line between North Star and Whalan Creek. This option was known as the Western Option. A 2 km wide study area was developed for each option.

Throughout 2016, Inland Rail conducted preliminary investigations including engineering, flooding, cultural heritage, geotechnical and ecological field visits, desktop studies and extensive consultation with local landowners, industry groups and councils, including Goondiwindi Regional Council, Moree Plains Shire Council and Gwydir Shire Council. This information was then used to inform a multi-criteria assessment process in April 2016 and again in November 2016.

In February 2017, the Australian Government announced the Western Option as the preferred option. The study area for the preferred option follows the disused rail line towards Boggabilla and then crosses the Macintyre River before joining the Queensland Rail's South West Rail Line. At this time, the proposal was refined to become the North Star to NSW/QLD Border. The section in Queensland between the connection point and Yelarbon now forms part of the Inland Rail Border to Gowrie project.

After the announcement, further consultation and studies were conducted between February and May 2017 to help determine the most appropriate place to cross the Macintyre River and link with the South West Rail Line east of Goondiwindi. This further work informed a third multi-criteria assessment, which determined the preferred study area for the area between Whalan Creek and the South West Rail Line.

8.1.3 Consultation approach

The consultation approach is designed to create an ongoing dialogue with communities and stakeholders through communication and engagement activities that are tailored to meet the requirements of the specific audience, generally via:

- ▶ Meetings and briefings
- ▶ Workshops
- ▶ Community information sessions
- ▶ Phone, email and written correspondence
- ▶ Project website
- ▶ Distribution of information, including mail-outs.

8.2 Stakeholder identification

A stakeholder is defined as any individual, group of individuals, organisation or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, directly or indirectly affected by the outcome of a decision (IAP2, 2018). Using a desktop search and field visits, Inland Rail identified stakeholders directly impacted by and adjacent to the preferred corridor as well as stakeholder groups in the wider community likely to have an interest in the construction and operation of the proposal.

The key stakeholders for Inland Rail include:

- ▶ Elected members of the parliaments of NSW, Queensland and Australia
- ▶ Local councils
- ▶ Government agencies
- ▶ Landowners and residents with the potential to be directly or indirectly impacted by the proposal
- ▶ Community and environment groups
- ▶ Traditional Owners
- ▶ Utility providers
- ▶ Representatives of neighbouring and related projects.

A full list of stakeholders is provided in Appendix D: Consultation Summary Report.

8.3 Consultation process and activities

Stakeholder consultation and community engagement has been an important part of the planning process to date. Consultation activities that have been carried out are described in this section.

8.3.1 Early consultation

Initial stakeholder and community engagement for Inland Rail commenced in 2010. ARTC's approach to stakeholder engagement during this early stage was as follows:

- ▶ Provide an update to key stakeholders
- ▶ Revisit issues raised by councils and other local stakeholders during early consultations
- ▶ Discuss any issues identified during technical studies in the priority construction areas
- ▶ Understand the councils' views of Inland Rail within their respective regional plans
- ▶ Seek input regarding key local stakeholder groups (local business and community leaders) to be engaged through future consultation
- ▶ Identify new opportunities and issues associated with delivery of Inland Rail at a local level.

This approach was welcomed by the local councils, who were actively seeking information and urging early engagement.

8.3.2 Community and stakeholder contact and information tools

Various communication channels are being used to support the different phases of engagement. These channels have been and will continue to be instrumental to ensuring information and updates about the proposal are disseminated regularly and feedback from the community and stakeholders is received, recorded in Consultation Manager, and escalated internally to assist with the development of the proposal. Stakeholders will also receive a prompt reply to their feedback.

Table 8.1 outlines the key contact points available during the preparation of the EIS.

TABLE 8.1 CONTACT POINTS AVAILABLE DURING THE PREPARATION OF THE ENVIRONMENTAL IMPACT STATEMENT

Information point	Details
Program information line (toll free)	1800 732 761
Program email address	inlandrailenquiries@artc.com.au inlandrailnsw@artc.com.au
Online	inlandrail.com.au
Postal address	GPO Box 14 Sydney NSW 2000

8.3.3 General activities

Before and during the development of the proposal and the EIS, ARTC have been engaging stakeholders, landowners, businesses and the community (refer Appendix D: Consultation Summary Report). To ensure stakeholders within the proposal area were kept informed, a number of communications tools were used as outlined in Table 8.2.

TABLE 8.2 CONSULTATION TOOLS

Consultation and communication tool	Purpose	Activity and timing
Toll free community information line	<ul style="list-style-type: none"> ▶ Inland Rail has a toll-free community information line (1800 732 761) for any queries about the proposal ▶ A team of community and engagement advisors take these calls and direct them to the appropriate engagement advisor for response. 	Established January 2015 and continues to be managed
Program email	<ul style="list-style-type: none"> ▶ Online communication channel where stakeholders can ask questions, share their views, issues and concerns, provide feedback and request additional information. 	Established 2014 and continues to be managed
Inland Rail website	<ul style="list-style-type: none"> ▶ Raises awareness and understanding of the proposal ▶ Provides information and promote through which stakeholders can ask questions, share their views, issues and concerns, and request additional information ▶ The website includes minutes from Community Consultation Committee meetings, interactive online map to capture feedback and contact details for the stakeholder engagement team. The website is updated as required to reflect the stages of the proposal. 	Established 2014 and updated regularly
Printed information—distributed to people on a mailing list and at communication sessions: <ul style="list-style-type: none"> ▶ Fact sheets ▶ Program information packs ▶ Mail outs ▶ Program maps 	<ul style="list-style-type: none"> ▶ Raises awareness and understanding of the proposal ▶ Provides information and details about specific projects as well as features and activities ▶ Provides information on land access guidelines and procedures. 	Commenced in 2017 and is ongoing

Consultation and communication tool	Purpose	Activity and timing
Stakeholder electronic newsletter	<ul style="list-style-type: none"> ▶ Electronic newsletters have been sent to stakeholders to provide program updates, invite them to attend community drop-in sessions and advise them of community information sessions ▶ Individuals can sign up for electronic news program updates online through the ARTC website, at public information displays or stakeholder engagement advisors can sign them up following a one-on-one meeting. 	Established April 2019 and ongoing monthly
Community information sessions and staffed displays	<ul style="list-style-type: none"> ▶ Provides information on the proposal to the local community ▶ Seeks local input to inform the design process and EIS. 	Commenced in 2017 and held on a regular basis Refer Appendix D: Consultation Summary Report
Workshops	<ul style="list-style-type: none"> ▶ Discuss the proposal and address specific questions and concerns in person ▶ Provide an opportunity for stakeholder input to inform the design process and EIS ▶ Obtain targeted feedback from stakeholders to develop the EIS. 	Commenced in 2017 and held on a regular basis
Landowner face-to-face meetings	<ul style="list-style-type: none"> ▶ Raise awareness of the proposal and the potential impacts on landowners ▶ Provide an opportunity for landowners to ask questions and have input into the design and EIS. 	Commenced in 2017 and is ongoing
Stakeholder meetings and briefings	<ul style="list-style-type: none"> ▶ Formal and informal meetings providing the opportunity to address specific questions and issues in person. May be initiated by stakeholders or the proposal team ▶ Provide an opportunity for stakeholder input to inform the design process and development of the EIS ▶ Submissions from local councils and businesses have been invited to provide an opportunity for local knowledge and views to be shared with the proposal team. 	Commenced in 2017 and ongoing
Submissions	<ul style="list-style-type: none"> ▶ Submissions from local councils and businesses have been invited to provide an opportunity for local knowledge and views to be shared with the proposal team. 	Ongoing
Briefing papers	<ul style="list-style-type: none"> ▶ Provided to state and federal government agencies to outline key issues and strategies. 	Ongoing
Community Consultative Committee	<ul style="list-style-type: none"> ▶ Provides a forum for the discussion between the proponent and representatives of the community, stakeholder groups and the local councils on issues relating to a specific state-significant proposal ▶ Forum for the public to gain an understanding of the program, source information and is an effective channel for stakeholders to communicate their views, issues and concerns. 	5 December 2018 20 February 2019 3 April 2019 4 September 2019
Local media <ul style="list-style-type: none"> ▶ Advertisements ▶ Media releases 	<ul style="list-style-type: none"> ▶ Raise awareness and understanding ▶ Provide information. 	Ongoing
Program database	<ul style="list-style-type: none"> ▶ Records all correspondence relating to the proposal, including feedback, concerns and commitment. 	Established in 2014 and ongoing.

Consultation and communication tool	Purpose	Activity and timing
ARTC community/local investment	▶ Assesses local opportunities for direct sponsorship or in-kind support.	AgQuip—August 2018 Community Connect—October 2018 North Star Sport Club—July 2019 Boggabilla State School—July 2019
Electronic blast email	▶ Promotes engagement channels and opportunities to learn more about the proposal ▶ Promotes dates for community feedback and inputs.	Ongoing

8.4 Consultation during the development of the Environmental Impact Statement

The following section is a summary of the consultation activities undertaken by ARTC to assist in the development of the EIS:

- ▶ Forty-two one-on-one meetings were held with key landowners for the North Star to Border proposal between July 2018 to July 2019
- ▶ Fifteen face-to-face meetings with the Toomelah–Boggabilla Local Aboriginal Land Council (LALC) and four community information sessions have been held since July 2018
- ▶ Twenty-three face-to-face meetings and briefings have been held with Goondiwindi Regional Council, Gwydir Shire Council and Moree Plains Shire Council since July 2018
- ▶ In August 2018, six one-on-one sessions were held with affected landowners to verify the calibration of existing flood conditions (via hard copy flood model map) within the flood model. Ten local residents attended these sessions with all affected landowners invited; however, some landowners were unable to attend.
- ▶ Early August 2018, ARTC met with Goondiwindi Regional Council, Moree Plains Shire Council and Toomelah–Boggabilla LALC to present and verify current flood model calibration. A request to present was submitted to Gwydir Shire Council to review the flood model; however, they were unable to attend.
- ▶ Late August 2018, ARTC met with Goondiwindi Regional Council, Moree Plains Shire Council, Moree LALC and Toomelah–Boggabilla LALC to discuss the social impact of the proposal. The study alignment informing the development of the EIS was also presented at these meetings. A request to present was submitted to Gwydir Shire Council; however council representatives were unable to attend.
- ▶ Late August 2018, community information sessions were held at North Star, Boggabilla and Goondiwindi. Information presented included:
 - ▶ The current study area informing the EIS development
 - ▶ The draft flood model (provided A0-sized maps and animations on screens)—providing community an opportunity to comment on its calibration
 - ▶ The current status of the EIS
 - ▶ Opportunities to provide comment to inform the Social Impact Assessment.
- ▶ An impacted landowner group meeting was held in late August 2018 to discuss social values, opportunities and risks to inform the Social Impact Assessment. Seven of the eleven directly impacted landowners attended.
- ▶ A copy of the SEARs was sent to all affected landholders; there has been one response.
- ▶ In September 2018, the calibrated flood model map (in hard copy) and the current SEARs were mailed to all landowners along the current study area. A flood hydrological report has not been provided to the landowners.
- ▶ In October 2018, meetings were held with Gwydir Shire Council, a Toomelah community information session, and state emergency services (including Queensland). The proposal team also attend Boggabilla Connect Day in October.
- ▶ In November 2018, the proposal team held face-to-face meetings with directly impacted landowners to present the focused area of study and to discuss level crossing requirements. Following these meetings, property maps highlighting the focus area were emailed to landowners.
- ▶ In December 2018, the first NSW North Star to Border Community Consultative Committee meeting was held.

- ▶ In mid-December 2018, the proposal team met with directly impacted landowners, Goondiwindi Regional Council, Moree Plains Shire Council, Gwydir Shire Council and Toomelah LALC to present the calibrated flood model and potential impacts.
- ▶ In late December 2018, the Inland Rail CEO met with 10 directly impact landowners and the Mayor of Goondiwindi Regional Council to hear their concerns regarding the preferred study area. As part of the visit, the CEO conducted a site visit with the landowners.
- ▶ In March 2019, community information sessions were held at North Star, Boggabilla, Goondiwindi and Toomelah. The drop-in session was promoted via letterbox drop (to 3280 residences), radio advertisements and local newspapers (*Goondiwindi Argus*, *Moree Champion* and *Warialda Standard*).
- ▶ In May 2019, the proposal team hosted a pop-up consultation stand at the Goondiwindi Show.
- ▶ In early May 2019, an electronic blast email promoting the online interactive map was sent to 571 email addresses, opened 337 times with 112 click throughs
- ▶ In late May 2019, an electronic blast email was sent to the North Star community promoting an online survey seeking feedback on the proposed workers' accommodation, seven-day working roster and laydown areas. The email was sent to 541 email addresses and opened 832 times.
- ▶ Between June and July 2019, consultation was held with impacted landowners to present EIS findings, ARTC's proposed mitigations, and to seek feedback from directly affected landowners for inclusion in the EIS.

8.5 Results of consultation relevant to the Environmental Impact Statement

8.5.1 Overview of key matters of concern

A number of interests and issues were raised by stakeholders and community members during the preparation of the EIS in meetings, briefings information sessions, and via email and phone. Table 8.3 identifies topics raised by stakeholders.

TABLE 8.3 KEY ISSUES RAISED BY STAKEHOLDERS AND THE COMMUNITY DURING PREPARATION OF THE ENVIRONMENTAL IMPACT STATEMENT

Key topics raised	Government officials/agencies	Impacted landowners	Aboriginal stakeholders	Wider community
Proposal scope	✓	✓	✓	
Proposal design and features	✓	✓	✓	
Proposal justification and need				
Operation of the proposal	✓	✓	✓	✓
Construction	✓	✓	✓	✓
Flooding	✓	✓		
Traffic and transport	✓	✓		✓
Noise and vibration		✓	✓	
Air quality		✓	✓	✓
Hazards and risks	✓	✓	✓	
Visual amenity		✓	✓	
Biodiversity				
Heritage	✓	✓	✓	
Soils	✓	✓		
Waste management	✓	✓		
Social and economic	✓	✓	✓	✓
Public safety	✓	✓	✓	✓
Consultation	✓	✓		

Stakeholders and community members spoke about a number of these topics in detail during the preparation of the EIS. Table 8.4 outlines the topics and the issues raised, and where they are addressed in the EIS.

TABLE 8.4 SUMMARY OF TOPICS RAISED RELATING TO THE ENVIRONMENTAL IMPACT STATEMENT

Topic category	Issues raised in relation to potential impacts to consider	Where addressed in the EIS
Alignment selection	<ul style="list-style-type: none"> ▶ Concerns that community feedback not appropriately reflected/undertaken in multi-criteria analysis process/ decision making of alignment ▶ Concerns there is too much risk associated with the proposed alignment due to flooding ▶ Impact to the service offering and strong belief the proposed alignment will be more expensive to construct compared with the community preferred alignment. 	Chapter 3: Alternatives and Proposal Options and Chapter 4: Site Description
Traffic/access	<ul style="list-style-type: none"> ▶ Impact on public and private level crossings ▶ Impact on heavy vehicle movements and livestock movements under bridge structures ▶ Impacts on heavy vehicle movements, particularly during harvesting and planting times ▶ Impacts of construction and operation on travelling stock reserves ▶ Impact on cattle movements during construction and operation ▶ Impact on landowner installed railway crossing points across the disused Boggabilla line (not approved crossing points) ▶ Impact on local roads as a result of the workers' accommodation ▶ Consideration of pedestrian safety at crossings—North Star ▶ Impact on local roads during construction. 	Chapter 20: Traffic and Transport
Biodiversity	<ul style="list-style-type: none"> ▶ Impact of weeds and management strategies to prevent spread to neighbouring agricultural properties ▶ Impact on threatened flora and fauna and associated management ▶ Impact of biodiversity offsets ▶ Impact of access remnant forest during construction and operation. 	Chapter 11: Biodiversity
Noise	<ul style="list-style-type: none"> ▶ Impact of noise and vibration during operation ▶ Impacts of seven-day working roster ▶ Impact on livestock during construction and operation ▶ Impacts on North Star as result of the workers accommodation and laydown areas. 	Chapter 16: Noise and Vibration
Air quality	<ul style="list-style-type: none"> ▶ Impacts of dust during construction and operation ▶ Impacts of dust due to increased traffic movements. 	Chapter 17: Air Quality
Flooding	<ul style="list-style-type: none"> ▶ Impacts of flooding on construction and operation, particularly on adjacent landowners, Goondiwindi and Toomelah ▶ Concerns around the Office of Environment and Heritage's model and data used to develop the flood model ▶ Impacts of flooding as a result of levee bank heights in the area ▶ Impacts of proposal on waterflow paths, velocities and afflux levels ▶ Impacts to farming operation due to flooding ▶ Concerns associated with proposed structure at Whalan Creek ▶ Impact of proposal on in-flows to irrigators. 	Chapter 13: Surface Water and Hydrology

Topic category	Issues raised in relation to potential impacts to consider	Where addressed in the EIS
Heritage and cultural impacts	<ul style="list-style-type: none"> ▶ Impacts on culturally important locations to be assessed. This includes potential sites of significance along the alignment, and destruction of cultural significant vegetation providing natural remedies and food sources to the local Gomerioi People ▶ Lack of communication with the local Gomerioi People ▶ A feeling of increased isolation in Toomelah as the Macintyre River Viaduct is constructed. 	Chapter 12: Heritage
Social-economic/safety	<ul style="list-style-type: none"> ▶ Potential benefits of the wider Inland Rail Program, including increased opportunities for education, employment and vocational training; increased modal competition between road and rail; improved road safety and community amenity ▶ Amenity impacts to residential receivers near the proposal ▶ Impacts on safety and the need for rail safety education ▶ Effects on community cohesion, which may include severance between properties, disruption to movements across the rail corridor, disruption to families' links to land and local communities ▶ Concerns for anti-social behaviour during construction and operation ▶ Impacts on emergency services during construction ▶ Consideration of pedestrian safety at crossings—North Star ▶ Impact on viability of farming operations ▶ Impact on health and wellbeing ▶ Impact on business operations ▶ Impacts on locally based skilled workforce ▶ Impact on water supply due to construction requirements and prolonged drought ▶ Impact on utilities during construction—power, water, mobile service, waste ▶ Impacts on North Star as result of the workers accommodation and laydown areas ▶ Impacts of seven-day working roster ▶ Impact of overcapitalisation and potential negative impact on businesses post construction. 	Chapter 23: Socio-economic Impact Assessment
Visual amenity	<ul style="list-style-type: none"> ▶ Impacts of operation on visual amenity ▶ Impact to change of landscape particularly around the Macintyre bridge structure ▶ Impact on water supply due to construction requirements and prolonged drought. 	Chapter 21: Landscape and Visual Impact Assessment
Land use/properties	<ul style="list-style-type: none"> ▶ Process of property acquisition ▶ Concerns around property devaluing ▶ Impact of property severance during construction and operation including cattle movements, equipment movements and farming operations. 	Chapter 22: Land Use and Property
Bushfire	<ul style="list-style-type: none"> ▶ Corridor maintenance to avoid bushfire and other damage ▶ Welding activities and risk of fire on neighbouring properties. 	Chapter 24: Hazard and Risk
Waste	<ul style="list-style-type: none"> ▶ Impact of construction and workers' accommodation. 	Chapter 25: Waste and Resource Management

8.6 Ongoing stakeholder engagement

8.6.1 Consultation during exhibition of the Environmental Impact Statement

This EIS will be placed on public exhibition by the DPIE for a minimum of 28 calendar days. During this period, stakeholders and the community will be able to review the EIS and are invited to make submissions. A description of the consultation activities to be undertaken during the public exhibition period is detailed in the following section. Given the current fluid nature of COVID-19 restrictions and the emergency measures required from COVID-19 emergency measures, the tools listed will be considered a minimum for public exhibition. ARTC will continue to liaise with DPIE to identify further opportunities that align with the restrictions in place given the state of the pandemic at the time.

Consultation tools used during this period will include (subject to COVID-19 Legislation Amendment (Emergency Measures) Bill 2020):

- ▶ Advertisements in the local media providing information about the proposal and where the EIS will be displayed
- ▶ Newsletters issued to the community (via council newsletters, electronic newsletters, and others)
- ▶ Briefings to key stakeholders, including councils
- ▶ Community information sessions.

The EIS will be made available for viewing on the DPIE and Inland Rail websites. The public will be able to review the EIS and send submissions to DPIE for consideration.

Community information sessions and briefings will be held during the public exhibition period to enable community members and representatives to ask questions.

At the completion of the public exhibition period, DPIE will provide ARTC with a copy of all public and government submissions. ARTC will develop responses to submissions received and issues raised via a submissions report, in accordance with the Environmental Planning and Assessment Regulation 2000. ARTC will also continue to liaise directly with key stakeholders about the proposal's progress. If changes to the proposal need to be made, a Preferred Infrastructure Report would be prepared.

While all submissions received will be made available for viewing on the DPIE website, if requested, the privacy of submitters will be protected by removing names from submissions.

8.6.2 Submissions report

8.6.2.1 Submissions report

Written submissions received by DPIE during the EIS exhibition period will be forwarded to ARTC for consideration and review. After reviewing the submissions, ARTC will prepare a response to submissions report documenting all the submissions received and ARTC's response. This report will be made publicly available on DPIE and Inland Rail websites.

8.6.2.2 Community consultation for the response to submissions report

Once the response to submissions report has been published, ARTC's Inland Rail webpage will be updated. Stakeholders and landowners will be informed via phone, email and mail that the response to submissions report for the proposal is available.

A media release will also be published to inform stakeholders and the community that the response to submissions report is available.

8.6.3 Consultation during design and delivery of the proposal

Consultation with the community and key stakeholders will be ongoing in the lead up to and during construction. The consultation activities will ensure that:

- ▶ The community and stakeholders have a high level of awareness of all processes and advanced notice of activities associated with the proposal
- ▶ Accurate and accessible information is made available
- ▶ A timely response is given to issues and concerns raised by the community
- ▶ Feedback from the community is encourage
- ▶ Opportunities for input are provided.

The 1800 phone number and proposal email address would continue to be available during construction, along with a 24-hour construction response line.

Targeted consultation methods, such as letters, notifications, signage and face-to-face communications, would continue. The Inland Rail website and social media platforms would also include updates on the progress of the proposal.

The following communication tools and activities used during the construction phase would include:

- ▶ Development of a Communication Management Plan detailing the complaints handling process
- ▶ Proposal email address
- ▶ 1800 phone number
- ▶ Updates to the Inland Rail website
- ▶ Targeted consultation and notifications such as letters, notifications, and face to face communication
- ▶ Construction signage.

8.6.4 Complaints management

The construction contractor engaged to construct the proposal would be required to implement a complaints management procedure during construction of the proposal. This procedure would be defined within the Construction Environmental Management Plan, which the contractor would be required to prepare and have approved by ARTC prior to construction commencing.

The complaints management procedure would include the following at a minimum:

- ▶ Contact details for a 24-hour program response line and email address for ongoing stakeholder contact throughout the proposal
- ▶ Provision of accurate public information signs while work is in progress
- ▶ Staging of works, developed in consultation with relevant stakeholder groups, to minimise disruptions and impacts to community activities and functions
- ▶ Management of complaints in accordance with ARTC's emergency management procedure, specifically:
 - ▶ Details of all complaints received will be recorded
 - ▶ Verbal and written responses describing what action will be taken will be provided to the complainant within time limits (or as otherwise agreed by the complainant)
- ▶ Enquire management and response times are detailed in Table 8.5.

TABLE 8.5 ENQUIRY MANAGEMENT

Nature of enquiry	Response time
All enquiries	Initial acknowledgement within 24 hours
General or information enquiries	48 hours
Technical enquiries	Up to five working days