

# CHAPTER 04

## Engagement

ILLABO TO STOCKINBINGAL ENVIRONMENTAL IMPACT STATEMENT

ARTC

INLAND  
RAIL  
An Australian Government Initiative

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## 4. Engagement

*This chapter summarises the community and stakeholder engagement undertaken prior to and during preparation of the Environment Impact Statement (EIS), and the consultation proposed to be undertaken during design and delivery of the Inland Rail Illabo to Stockinbingal project (the proposal). The key issues relevant to the EIS are summarised. Further information is in Appendix C: Engagement report.*

### 4.1 Engagement approach

#### 4.1.1 Overall approach and objectives

ARTC developed a 10-year program to deliver Inland Rail, under the guidance of the Australian Government's Inland Rail Implementation Group (IRIG). ARTC's values commit the organisation to active engagement with stakeholders and the community. ARTC's approach to communication and engagement is to:

- ▶ ensure engagement activities meet the needs of the community and stakeholders
- ▶ ensure project team members, stakeholders and the community understand their roles and responsibilities to deliver the Inland Rail Program
- ▶ support the overall program objectives through active engagement.

The ARTC Inland Rail Communications and Engagement Strategy provides the overarching communications and engagement framework for the Inland Rail program. 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 is committed to active engagement in accordance with the International Association for Public Participation (IAP2, 2014) spectrum of public participation. ARTC's overarching strategy to communication and engagement is designed to:

- ▶ **Build trust:** through quality engagement and interactions with our primary stakeholders, including landholders and communities. Providing stakeholders with meaningful avenues for input and accurate honest information that allows them to have some certainty about what is happening and what they can expect so that they can make appropriate plans and decisions.
- ▶ **Build credibility:** through strong, timely engagement with key government and organisational stakeholders and communications to the wider community, including an increased focus on the positive events and milestones, and development.
- ▶ **Build visibility:** through broader communications and marketing, including active participation in, and/or support for, local and regional community events as well as broader industry conferences.

The strategic engagement principles that apply include:

- ▶ **Timing**—early and regular engagement.
- ▶ **Inclusivity**—ensuring relevant stakeholders are consulted or involved.
- ▶ **Transparency**—views and opinions captured from the public are reflected during the engagement process and are available to participants.
- ▶ **Equitability**—relevant groups are included in the conversation with recognition of those voices that are not often heard as much as some others. This includes groups like traditional owners, people with disabilities, youth and the elderly.
- ▶ **Accessibility**—different socio-economic groups can participate.
- ▶ **Materiality**—focus on identifying and addressing the issues that matter to stakeholders.
- ▶ **Responsiveness**—including communication of how the engagement process has shaped the proposal, prior to each phase of engagement and delivery.

### 4.1.2 Stakeholder identification

Understanding the local community and identifying stakeholders is critical to the success of Inland Rail and community engagement activities. 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, affected directly or indirectly by the outcome of a decision. Using a desktop search and field visits, ARTC identified stakeholders directly impacted by, and adjacent to, the existing rail 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 stakeholder groupings for the proposal and the environmental assessment include:

- ▶ elected government members (Australian Government, NSW State Government, and local governments) and representatives of relevant government agencies and organisations, including statutory authorities and Junee Shire, Temora Shire and Cootamundra–Gundagai councils
- ▶ interest groups, including peak bodies, community, industry, environment and other specialist groups
- ▶ native title claimants, Indigenous groups and organisations and communities
- ▶ landholders with properties that could be affected directly or indirectly by the proposal
- ▶ utility companies with assets that could be affected by the proposal
- ▶ local and regional businesses
- ▶ the general public and local communities.

Further information on stakeholders for Inland Rail and the proposal is in Appendix C: Engagement report.

## 4.2 Engagement during the options development, design and environmental assessment process

Engagement with community and key stakeholder was carried out as part of the following key periods:

- ▶ Inland Rail announcement and preliminary consultation: 2015 to end 2017
- ▶ Route option assessment: 2016 to 2017
- ▶ Preliminary design development and environmental assessment: early 2018 to December 2021.

The purpose of consultation has shifted across these periods and so the communication and engagement activities have likewise been tailored to each phase. Initially, consultation was to raise awareness about Inland Rail and the proposal, through to later phases where consultation sought to understand community and stakeholder issues and obtain important feedback to help shape the proposal's route, design and environmental assessment.

A summary of the activities and tools employed during the above stages is in Table 4.1 and Table 4-2. Further information is in Appendix C: Engagement report.

**TABLE 4-1: CONSULTATION TOOLS**

Consultation and communication tools	Purpose/summary	Timing
<b>Contact mechanisms and recording</b>		
Toll-free community information line (1800 732 761)	<ul style="list-style-type: none"><li>▶ Enables responses for queries about the proposal</li><li>▶ The line is 24-hours a day, 7 days a week. Community and engagement advisors take calls and direct queries to the appropriate person for a response.</li></ul>	Established January 2015 and ongoing
Project email (inlandrailenquiries@artc.com.au) (inlandrailnsw@artc.com.au)	<ul style="list-style-type: none"><li>▶ Online communication channel where stakeholders can ask questions, share their views, issues and concerns, provide feedback and request additional information.</li></ul>	Established 2014 and ongoing
Consultation database	<ul style="list-style-type: none"><li>▶ Record all correspondence relating to the proposal, including feedback, concerns, and comments via Consultation Manager.</li></ul>	Established 2016 and ongoing
Submissions	<ul style="list-style-type: none"><li>▶ Submissions from councils and businesses have been invited to provide an opportunity for local knowledge and views to be shared with the proposal team.</li></ul>	As required

Consultation and communication tools	Purpose/summary	Timing
<b>Proposal information</b>		
Inland Rail website (inlandrail.artc.com.au)	<ul style="list-style-type: none"> <li>▶ Raise awareness and understanding of the proposal</li> <li>▶ Provide information to stakeholders, allowing them to ask questions, share their views, issues and concerns, and request additional information</li> <li>▶ Includes minutes from Community Consultation Committee (CCC) meetings, updated maps, newsletters, and historical documentation (such as route alignment documents)</li> <li>▶ Updated as required to reflect the stages of the proposal.</li> </ul>	Established 2014 and ongoing
Printed information: <ul style="list-style-type: none"> <li>▶ fact sheets</li> <li>▶ proposal information packs</li> <li>▶ mail outs</li> <li>▶ proposal maps.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Raise awareness and understanding of the proposal</li> <li>▶ Provided to stakeholders to increase understanding of the proposal</li> <li>▶ Provide information on land access guidelines and procedures</li> <li>▶ Distributed to people on the mailing list and at communication sessions.</li> </ul>	Established 2016 and ongoing
Stakeholder e-newsletter	<ul style="list-style-type: none"> <li>▶ E-newsletters sent to stakeholders to provide updates, invitations to community drop-in and information sessions</li> <li>▶ Individuals can sign up for e-news updates online through ARTC's website or at public information displays.</li> </ul>	Established April 2019, as required
Emails	<ul style="list-style-type: none"> <li>▶ Promote engagement channels and opportunities to learn more about the proposal</li> <li>▶ Promote when community feedback and inputs are required.</li> </ul>	As required
Local media: <ul style="list-style-type: none"> <li>▶ advertisements</li> <li>▶ media releases</li> <li>▶ media briefings</li> </ul>	<ul style="list-style-type: none"> <li>▶ Raise awareness and understanding</li> <li>▶ Provide information and promote channels through which stakeholders can communicate their views, issues and concerns</li> <li>▶ Celebrate proposal milestones publicly.</li> </ul>	As required
Inland Rail social media using Facebook, LinkedIn, Twitter and Instagram	<ul style="list-style-type: none"> <li>▶ Raise awareness and understanding</li> <li>▶ Provide information and promote channels through which stakeholders can communicate their views, issues and concerns</li> <li>▶ Celebrate proposal milestones publicly.</li> </ul>	As required
Briefing papers	<ul style="list-style-type: none"> <li>▶ Provided to members of the NSW and Australian Government to outline key issues and strategies.</li> </ul>	As required

**TABLE 4-2: COMMUNITY CONSULTATION ACTIVITIES SPECIFIC TO EIS**

Date	Stakeholder	Information provided and discussion points
May–June 2018	Office of Environment and Heritage (OEH), Transport for NSW, Environment Protection Authority (EPA), Roads and Maritime Services (RMS), (then) Department of Planning, Industry and Environment (DPIE) and Junee Shire Council—face-to-face meetings/briefing and site visit	<ul style="list-style-type: none"> <li>▶ Meetings and briefings to discuss SSI application and subsequent preparation of the SEARs</li> <li>▶ Detailed briefings and facilitated site visit.</li> </ul>
June–August 2018	Landholder meetings: face-to-face meetings with landholders within the 2 km study area	<ul style="list-style-type: none"> <li>▶ Gathered feedback and provide proposal updates including maps and fact sheets</li> <li>▶ Meeting included signing of land access agreements to facilitate environmental investigations.</li> </ul>
	Junee Shire Council and Cootamundra–Gundagai Regional Council: face-to-face meeting	<ul style="list-style-type: none"> <li>▶ Briefings include: <ul style="list-style-type: none"> <li>▶ process to narrow 2 km study area to final alignment</li> <li>▶ consultation process throughout the route selection refinement</li> <li>▶ land access agreement process</li> <li>▶ construction material</li> </ul> </li> </ul>

Date	Stakeholder	Information provided and discussion points
		<ul style="list-style-type: none"> <li>▸ council information including traffic counts and flood data.</li> </ul>
	NSW Farmer Association, Country Rail Network (CRN) and RMS: face-to-face presentation	<ul style="list-style-type: none"> <li>▸ Discussions topics:               <ul style="list-style-type: none"> <li>▸ concerns about land severance</li> <li>▸ route selection</li> <li>▸ noise and vibration impacts</li> <li>▸ road–rail interfaces.</li> </ul> </li> </ul>
September–October 2018	Junee Shire Council, Temora Shire Council and Cootamundra–Gundagai Regional Council and councillors: face-to-face presentations	<ul style="list-style-type: none"> <li>▸ Presentation included:               <ul style="list-style-type: none"> <li>▸ multi-criteria analysis (MCA) process and refinement of study area</li> <li>▸ EIS planning and approvals</li> <li>▸ future consultation.</li> </ul> </li> </ul>
	Landholder meetings: face-to-face and online meetings	<ul style="list-style-type: none"> <li>▸ Discussions included:               <ul style="list-style-type: none"> <li>▸ refined area of 200–400 m within the 2 km study area</li> <li>▸ proposed design and construction timeline</li> <li>▸ fencing</li> <li>▸ EIS impacts including access, noise and vibration impacts and biodiversity.</li> </ul> </li> </ul>
	Community drop-in sessions: Illabo, Bethungra, Stockinbingal, Cootamundra and Temora—face-to-face	<ul style="list-style-type: none"> <li>▸ Discussed the refined area 200–400 m within the 2 km study area</li> <li>▸ Issues raised:               <ul style="list-style-type: none"> <li>▸ road–rail interfaces</li> <li>▸ EIS impacts including visual impact, flooding, safety, biosecurity, noise and vibration impacts.</li> </ul> </li> </ul>
	Aboriginal individuals and associations—letters	<ul style="list-style-type: none"> <li>▸ Letter sent to identify those interested in the study area and would like to be part of the Registered Aboriginal Parties (RAPs).</li> </ul>
November 2018	Deputy Prime Minister roundtable meeting with landholders	<ul style="list-style-type: none"> <li>▸ Meeting was to discuss the route selection               <ul style="list-style-type: none"> <li>▸ listen to concerns.</li> </ul> </li> </ul>
	Registered Aboriginal Parties (RAPs)—online	<ul style="list-style-type: none"> <li>▸ Discussions held with RAPS about cultural heritage values of the study corridor.</li> </ul>
February 2019	Junee Shire Council, Temora Shire Council and Cootamundra–Gundagai Regional Council: face-to-face presentations	<ul style="list-style-type: none"> <li>▸ Discussion topics:               <ul style="list-style-type: none"> <li>▸ construction water requirements and water sources</li> <li>▸ construction material</li> <li>▸ heavy vehicle movements</li> <li>▸ worker accommodation.</li> </ul> </li> </ul>
	Community Consultative Committee (CCC) meeting: face-to-face meeting, Cootamundra	<ul style="list-style-type: none"> <li>▸ Presentation from (then) DPIE on the planning process for SSI including the role of the CCC in relation to the proposal, history of the proposal, current status, and update on the EIS and consultation to date.</li> </ul>
June–July 2019	Deputy Prime Minister’s Office, Hon. Steph Cooke, MP’s Office; and Junee Shire, Temora Shire and Cootamundra–Gundagai Regional councils: face-to-face meetings	<ul style="list-style-type: none"> <li>▸ Meetings to discuss the focus area of investigation (FAI) and the 70% reference design.</li> </ul>
	TfNSW, RMS, Local Land Services (LLS), Regional Emergency Management Committees (REMCs): face-to-face	<ul style="list-style-type: none"> <li>▸ Meetings to discuss the FAI and 70% reference design.</li> </ul>
	Landholder meetings: face-to-face and online	<ul style="list-style-type: none"> <li>▸ Meetings to discuss the FAI and 70% reference design</li> <li>▸ Provide a proposal update and gain feedback</li> <li>▸ Issues raised:               <ul style="list-style-type: none"> <li>▸ alignment location</li> <li>▸ access and fencing</li> <li>▸ property acquisition and compensation</li> <li>▸ socio-economic impact.</li> </ul> </li> </ul>
	Cootamundra Aboriginal Working Party: face-to-face	<ul style="list-style-type: none"> <li>▸ Meeting discussed:               <ul style="list-style-type: none"> <li>▸ proposal update on the FAI and design</li> <li>▸ local knowledge.</li> </ul> </li> </ul>

Date	Stakeholder	Information provided and discussion points
August– October 2019	Community drop-in sessions: Illabo, Stockinbingal, Cootamundra and Temora—face-to-face	<ul style="list-style-type: none"> <li>▶ Updated community on the FAI and 70% design.</li> <li>▶ Key issues raised: <ul style="list-style-type: none"> <li>▶ alignment location</li> <li>▶ noise and vibration impacts</li> <li>▶ rail and road interfaces</li> <li>▶ construction timeframes</li> <li>▶ economic opportunities.</li> </ul> </li> </ul>
	CCC meeting: face-to-face meeting, Cootamundra	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ general proposal update</li> <li>▶ technical design detail</li> <li>▶ advice on stakeholder engagement</li> <li>▶ funding for community events</li> <li>▶ the EIS process</li> <li>▶ socio-economic impacts and assessment.</li> </ul> </li> <li>▶ Property acquisition.</li> </ul>
	Rotary (Junee Chapter), CWA (Hume–Gundagai Chapter) and Junee Business and Trades Association: face-to face meetings, Junee	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ Inland Rail and proposal update</li> <li>▶ benefits for local communities</li> <li>▶ opportunities with Inland Rail.</li> </ul> </li> </ul>
	REMC, Local Emergency Management Officers (LEMOs) in Temora, Junee and Cootamundra, Rural Fire Service (RFS) and TfNSW	<ul style="list-style-type: none"> <li>▶ Meeting held to seek input on their potential concerns around changes to access.</li> </ul>
	Regional Show drop-in session: Cootamundra and Junee	<ul style="list-style-type: none"> <li>▶ Provide an Inland Rail and proposal update on the 70% design.</li> </ul>
November 2019	CCC meeting: online	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ proposal and design update</li> <li>▶ an EIS update including key findings, public exhibition, response to submissions, stakeholder engagement, social performance, access for emergency vehicles, intermodals and environmental update.</li> </ul> </li> </ul>
	Public Works NSW and LEMO: face-to-face meetings	<ul style="list-style-type: none"> <li>▶ Provided a proposal and design update</li> <li>▶ Key issues raised: <ul style="list-style-type: none"> <li>▶ availability of local workforce</li> <li>▶ workforce accommodation</li> <li>▶ access</li> <li>▶ onsite medical during construction.</li> </ul> </li> </ul>
May 2020	CCC meeting: online	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ Inland Rail update</li> <li>▶ proposal update</li> <li>▶ Senate inquiry</li> <li>▶ social performance</li> <li>▶ stakeholder engagement update</li> <li>▶ road and rail interfaces</li> <li>▶ earthworks.</li> </ul> </li> </ul>
July 2020	Landholder meetings: face-to-face	<ul style="list-style-type: none"> <li>▶ Met with impacted landholders about design refinement exercise and gain landholder feedback</li> <li>▶ Key issues raised: <ul style="list-style-type: none"> <li>▶ EIS impacts: noise and vibration, access, biosecurity and weed control</li> <li>▶ acquisition and compensation</li> <li>▶ stock and machinery movement</li> <li>▶ existing infrastructure.</li> </ul> </li> </ul>
July–December 2020	Elected representatives	<ul style="list-style-type: none"> <li>▶ Discussion topics: <ul style="list-style-type: none"> <li>▶ proposal update</li> <li>▶ design refinement and results</li> <li>▶ hydrology model ground truthing.</li> </ul> </li> </ul>
August 2020	CCC meeting: online	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ project and design update</li> <li>▶ stakeholder engagement update</li> </ul> </li> </ul>



Date	Stakeholder	Information provided and discussion points
		<ul style="list-style-type: none"> <li>▶ hydrology and environment update.</li> </ul>
September 2020	Community information presentations: online	<ul style="list-style-type: none"> <li>▶ Presentation included:               <ul style="list-style-type: none"> <li>▶ proposal update</li> <li>▶ design refinement and seek feedback.</li> </ul> </li> </ul>
	Landholder meetings: face-to-face	<ul style="list-style-type: none"> <li>▶ Meetings to discuss design refinement and gain feedback.</li> </ul>
October–November 2020	Junee Shire and Cootamundra–Gundagai Regional councils, LEMO, TfNSW and State Emergency Service: face-to-face presentations	<ul style="list-style-type: none"> <li>▶ Provided proposal update</li> <li>▶ Aim of meeting was to ground truth the hydrology model and gain additional information such as water over roads locations.</li> </ul>
	Landholder meetings: face-to-face	<ul style="list-style-type: none"> <li>▶ Aim of the meetings was to ground truth the hydrology model and gain additional information such as contour bank locations</li> <li>▶ Also provide a proposal update and discussed private access requirements.</li> </ul>
	CCC meeting: face-to-face meeting, Cootamundra	<ul style="list-style-type: none"> <li>▶ Presentation included:               <ul style="list-style-type: none"> <li>▶ project and design refinement update</li> <li>▶ an EIS update</li> <li>▶ Senate inquiry</li> <li>▶ stakeholder engagement update</li> <li>▶ mental health</li> <li>▶ hydrology model.</li> </ul> </li> </ul>
February 2021	Elected representatives, Junee Shire and Cootamundra–Gundagai Regional councils and councillors, LEMO, ARTC and Crown Lands	<ul style="list-style-type: none"> <li>▶ Presentations and discussions included:               <ul style="list-style-type: none"> <li>▶ update on the 70% reference design</li> <li>▶ EIS impacts including: access, hydrology and flooding, noise and vibration, visual impacts, biosecurity and weed control</li> <li>▶ road–rail interfaces</li> <li>▶ acquisition and compensation.</li> </ul> </li> </ul>
	Landholder meetings: face-to-face	<ul style="list-style-type: none"> <li>▶ Discuss the 70% reference design and gain feedback</li> <li>▶ Discuss updated hydrology mapping</li> <li>▶ Key issues raised:               <ul style="list-style-type: none"> <li>▶ movement of stock and machinery</li> <li>▶ acquisition and compensation</li> <li>▶ EIS impacts: noise and vibration, visual, biosecurity and weed control.</li> </ul> </li> </ul>
	CCC meeting: face-to-face meeting, Junee	<ul style="list-style-type: none"> <li>▶ Presentation included:               <ul style="list-style-type: none"> <li>▶ proposal and design update including design drawings</li> <li>▶ stakeholder engagement update.</li> </ul> </li> </ul>
March 2021	Community drop-in sessions: Junee, Illabo, Bethungra, Stockinbingal, Cootamundra and two online sessions	<ul style="list-style-type: none"> <li>▶ Purpose to give information on the 70% refined design and gain feedback</li> <li>▶ Provide opportunity for community to meet with a project engineer.</li> </ul>
April 2021	Elected representatives: face to-face	<ul style="list-style-type: none"> <li>▶ Provide a proposal and design update</li> <li>▶ Upcoming engagement.</li> </ul>
May 2021	Junee Shire, Temora Shire and Cootamundra–Gundagai Regional councils: face-to-face	<ul style="list-style-type: none"> <li>▶ Discussed worker accommodation including potential location, concerns and opportunities.</li> </ul>
June–July 2021	Elected representatives: email	<ul style="list-style-type: none"> <li>▶ Proposal update and upcoming engagement.</li> </ul>
	Junee Shire, Temora Shire, Cootamundra–Gundagai Regional Councils, ARTC, TfNSW, REMC and RFS: face-to-face and online	<ul style="list-style-type: none"> <li>▶ Proposal update on the 100% design, EIS, stakeholder engagement and impacts including hydrology, flooding and access</li> <li>▶ Key issues raised:               <ul style="list-style-type: none"> <li>▶ ownership of assets</li> <li>▶ Old Sydney Road</li> <li>▶ access and impacts on roads</li> <li>▶ socio-economic impact</li> <li>▶ access requirements at level crossings and around Olympic Highway and Burley Griffin Way.</li> </ul> </li> </ul>



Date	Stakeholder	Information provided and discussion points
	Landholder meetings (directly and indirectly): face-to-face and online	<ul style="list-style-type: none"> <li>▶ Meeting was to discuss the 100 per cent reference design, flooding modelling, Construction Impact Zone, EIS update and schedule</li> <li>▶ Key issues raised: <ul style="list-style-type: none"> <li>▶ access and movement of machinery and stock</li> <li>▶ EIS impacts: noise and vibrations, dust, visual and biosecurity</li> <li>▶ acquisition and compensation</li> <li>▶ all year access.</li> </ul> </li> </ul>
	Community drop-in sessions: Junee, Illabo, Bethungra, Stockinbingal, Cootamundra and Temora—face-to-face	<ul style="list-style-type: none"> <li>▶ Purpose to give community a project update including the 100% reference design drawings</li> <li>▶ Provide opportunity for community to meet with a project environmental advisor.</li> </ul>
	DPIE, TfNSW, EPA, DPIE Biodiversity Conservation Sciences, and Heritage NSW: online	<ul style="list-style-type: none"> <li>▶ Draft EIS briefings included key environmental issues such as flooding and hydrology, geomorphology, noise, traffic and transport and Aboriginal cultural heritage.</li> </ul>
	CCC meeting: face-to-face meeting, Cootamundra	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ Proposal update on the 100 reference design</li> <li>▶ stakeholder engagement update</li> </ul> </li> <li>▶ An EIS update including noise and vibration, traffic and transport, land use and property.</li> </ul>
	Wagga Wagga and Young Local Aboriginal Land councils (LALC) and Mawang Galway Elders Group social impact assessment (SIA) survey	<ul style="list-style-type: none"> <li>▶ Provided an update on the proposal design, EIS and timeframes</li> <li>▶ Requested feedback into the SIA survey questions.</li> </ul>
August 2021	Community interest group presentation: Temora Rotary, Temora—face-to-face	<ul style="list-style-type: none"> <li>▶ Presentation included: <ul style="list-style-type: none"> <li>▶ Inland Rail and proposal update</li> <li>▶ benefits and opportunities.</li> </ul> </li> </ul>
	National Broadband Network (NBN) Co –Online	<ul style="list-style-type: none"> <li>▶ Items discussed included: <ul style="list-style-type: none"> <li>▶ location and use of NBN tower</li> <li>▶ sensitivity to vibration of NBN tower</li> <li>▶ access to NBN tower</li> <li>▶ wireless connection to NBN tower.</li> </ul> </li> </ul>

## 4.3 Summary of issues raised and responses to feedback received

### 4.3.1 Where issues relevant to the EIS have been addressed

A summary of the key issues raised during consultation relevant to the EIS, including the potential impacts to be considered and the information to be provided by the EIS, is in Table 4-3. More detailed information on the issues raised by stakeholders is in Appendix C: Consultation report.

**TABLE 4-3: SUMMARY OF KEY ISSUES RAISED RELEVANT TO THE EIS**

Issue category	Issues raised	Where addressed in the EIS
<b>Proposal information and background</b>		
Proposal scope and route	Queries about what the proposal involves and where is it located	Chapters 7 and 8, Appendix D and Appendix F
	Queries about how the study area was selected and then refined to the focused area of investigation and rail corridor	Section 6.4
	Interest in how the route was selected	Section 6.3
	Queries about why existing rail lines or paper road reserves were not used for the route	Section 6.2
	Queries about why the proposal goes through flood prone areas and ground that isn't suitable for construction	Section 6.4.2

Issue category	Issues raised	Where addressed in the EIS
	Interest in opportunities for local connectivity, including for towns like Temora	Appendix C
	Queries about cost	Project cost is not considered in the EIS. However, the Australian Government has committed \$154.5 billion to delivering Inland Rail.
Proposal design and features	Interest in whether the current design takes into account future traffic conditions	Section 6.8.1.7
	Concerns about level-crossing design and safety	Section 6.8
	Queries about crossing-loop locations	Section 7.2.3
	Queries about bridge locations	Section 7.2.5
Proposal need	Queries about the need and purpose of the proposal	Chapter 5
Consultation	Queries about consultation undertaken	Chapter 4 (this chapter)
	Queries about who to contact if there is property damage during construction	Section 4.2
Acquisition process	Queries about what the property acquisition process involves, timing and compensation entitlements	Section 7.4, 17.3.3 and Appendix D
Construction	When will construction commence and how long will it take?	Section 8.1
	Where will accommodation for construction workers be provided?	Sections 8.4.2
	Queries about construction water sources	Sections 8.5.4
Operation	How many trains per day?	Section 7.5.1
	How will the alignment be maintained and by who?	Section 7.5.1
	Will there be a regular timetable for trains?	Section 7.5.1
<b>Potential issues and impacts</b>		
Biodiversity	Impacts on threatened flora and fauna and associated management	Sections 10.3.3, 10.3.4, 10.4.1 and 10.5
	Impacts of weeds and management strategies to prevent spread to neighbouring agricultural properties	Sections 10.3.6 and 10.5
Water resources	Impacts on private bores, town water supply and dams	Section 12.3.1
Flooding and hydrology	Queries about the information used to produce the flood models	Section 12.1.2
	Impacts on flooding and afflux during construction and operation	Sections 12.3 and 12.4
	Flooding impacts on accessibility	Sections 12.3 and 12.4
Traffic, transport and access	Property access impacts	Section 11.3
	Construction traffic management, including access to the rail corridor	Section 11.5
	Construction traffic damage to roads	Section 11.5
	Access for emergency vehicles across the rail corridor	Section 11.5
	Impacts on heavy vehicle movements particularly during peak harvest times	Section 11.2.2
	Safety impacts associated with proposal and motorists and heavy vehicle movements over the rail alignment	Section 11.4.1.2
Noise and vibration	Construction noise and vibration	Section 16.5
	Operation noise and vibration	Section 16.7
Air quality	Construction air quality impacts	Section 24.3
Land use, property and agriculture	Impacts on private infrastructure, e.g. dams and shearing sheds	Sections 18.3.2 and 18.4.2
	Impacts on farming operations during construction and operation	Sections 18.3.2 and 18.4.2
	Impacts on stock movements across the rail corridor	Sections 18.3.3 and 18.4.4

Issue category	Issues raised	Where addressed in the EIS
	Responsibilities if a train hits stock and insurance requirements to cover stock accidents	Impacts of the operation of the proposal to stock are included in Chapter 25 with relevant mitigation measures. There are no recommendations in this EIS for insurance requirements to cover stock accidents
	Implications if the proposal affects the operations of a property and/or business	Sections 18.3.2 and 18.4.2
	Weed management during construction and operation, including responsibility for the management of weeds in the rail corridor	Section 18.5
	Impacts on bushfire management	Section 25.2.3
	Impacts on, and access to, travelling stock reserves	Sections 18.3.3 and 18.4.4
Visual	Light impacts from night-time train operations	Section 19.4.3
	Impacts to views from houses and public viewpoints	Sections 19.3 and 19.4
	Mitigation strategies for operational visual impact	Section 19.5
Waste management	What is the waste management procedures during construction?	Section 21.4.1
Heritage and cultural impacts	Impacts to culturally important locations including culturally significant vegetation	Section 15.3
Socio-economic impacts	Local and regional business and community benefits from construction and operation	Sections 17.5 and 17.6
	Impacts of land severance and possible economic loss	Sections 17.5 and 17.6
	Amenity impacts to residential receivers near the proposal	Sections 17.5 and 17.6
	Impacts on farming operations	Sections 17.7
Safety	Impacts on safety and the need for rail safety education	Section 25.4
Bushfire	Corridor maintenance to avoid bushfire and other damage	Section 25.5
	Access across corridor for bushfire management and emergency services	Section 25.5
Cumulative impacts	Cumulative impacts with surrounding projects	Chapter 26

### 4.3.2 How the proposal has accommodated stakeholder feedback

The proposal's route, reference design and construction methodology has been developed to avoid or minimise impacts on the local and regional environment, and impacts on the community and landholders, as far as practicable. The consultation undertaken to date has contributed to the project team's understanding of the study area, route selection and refinement and the identification of potential impacts. Stakeholder feedback has enabled the design to respond to and minimise potential impacts, where practicable. Where practicable, impacts have been avoided or appropriate mitigation measures developed in response to this input. This has resulted in a number of design changes that have mitigated some of the potentially significant impacts. Further information about this process is provided Chapter 6: Alternatives and proposal options. Measures to minimise and manage impacts that cannot be avoided have been developed as an outcome of the environmental assessment process, as described in Chapter 26: Cumulative and residual impacts. Impacts would continue to be minimised, where practicable, throughout the detailed design and construction planning phases, taking into account the input of stakeholders and the local community.

The route selection process (refer to Chapter 6: Alternatives and proposal options) considered potential environmental and social issues, including issues raised during consultation. Further information on the options considered and justifications for the options selected is provided in Chapter 6: Alternatives and proposal options.

Examples of design refinements and construction commitments that have been adopted for the proposal based on feedback received include:

- ▶ Areas of existing vegetation were avoided as far as practicable.
- ▶ During design refinement, the alignment adjacent to the Olympic Highway at Illabo was updated to use the existing rail corridor, which significantly reduces earthworks by removing the need to cut through the hill. This improves outcomes for previously impacted landholders by reducing land severance, upgrading the current level crossing and removing the need for an additional level crossing.
- ▶ ARTC is committed to identifying and preserving Aboriginal cultural heritage during all stages of the project delivery cycle. We do this by working collaboratively with Aboriginal parties in proposal areas where there is the potential to identify cultural heritage items. The design shifts the alignment to ensure we preserve and protect a scar tree identified during our investigations and planning.
- ▶ Shifting the alignment at Stockinbingal Junction will reduce a large cutting through the hill (around chainage 38000), but still provide the 175,600 cubic metres necessary to construct the Burley Griffin Way Overpass. Using this locally sourced material improves environmental outcomes by removing long distance haulage.
- ▶ The design at Stockinbingal Junction removes significant impacts to existing waterways, and reduces the number of culverts and bridges required.
- ▶ During detailed refinement the alignment changed from a rail bridge over existing Burley Griffin Way to road over rail bridge, which significantly reduces visual amenity impacts to the town of Stockinbingal. The new proposed Burley Griffin Way over the rail also removes an existing level crossing in Stockinbingal.
- ▶ The reference design modifies sections of the alignment vertically and horizontally, significantly reducing bulk earthworks across the proposal.
- ▶ An example of design improvement is the public level crossing at the Ironbong Road road–rail interface, which significantly reduces the rail embankment on either side of the road, decreasing necessary earthworks and reducing the visual impact on the natural landscape.
- ▶ Across the Illabo and Stockinbingal alignment, the reference design reduces impact on established vegetation, including threatened ecological communities north of Illabo and alongside Isobel Creek.
- ▶ Reduction of earthworks equates to shorter construction duration, fewer environmental impacts, improved visual amenity, a smaller footprint and better budget outcomes. Earthwork quantities are detailed in Chapter 8: Proposal description—construction (refer to section 8.5.1).
- ▶ To minimise impacts on properties, construction areas would be accessed via existing roads, together with the proposed haul roads within the proposal site.
- ▶ The crossing loop and Rail Maintenance Access Road was changed from west side of the alignment at request of the Rural Fire Service (RFS) and Junee Shire Council to improve emergency fire access to the Bethungra ranges.
- ▶ To minimise operational impacts on landholders, stock underpasses were added where reasonable and practicable.

## 4.4 Future engagement

### 4.4.1 Consultation during exhibition of the EIS

As described in section 3.2, the *Environmental Planning and Assessment Act 1979* (EP&A Act) requires exhibition of an EIS for a minimum of 28 days. The EIS will be placed on public exhibition by the Department of Planning and Environment (DPE) (formerly DPIE) and submissions will be invited. The EIS will be made available for viewing on the Department's Major Projects website and the Inland Rail website.

Subject to COVID-19 restrictions being lifted, copies of the EIS will be made available for viewing at the following locations:

- ▶ Junee Shire Council
- ▶ Temora Shire Council
- ▶ Cootamundra–Gundagai Regional Council
- ▶ Junee Library

- ▶ Temora Library
- ▶ Cootamundra Library.

To support public exhibition and provide opportunities for the community and stakeholders to ask questions and find out more information before making a submission, a range of consultation and communication tools will be used, including:

- ▶ dedicated phone number, email address and project website (see Table 4-1)
- ▶ media releases and advertisements in the local media
- ▶ social media updates
- ▶ newsletters, information brochures and fact sheets
- ▶ stakeholder briefings
- ▶ community information sessions.

Submissions are made to DPE. At the completion of the public exhibition period, the Department will provide ARTC with a copy of all submissions. ARTC will respond to submissions received in accordance with the requirements of the EP&A Act and regulation. A submissions report will be prepared responding to the issues raised, and will be made available for viewing on the Major Projects website. ARTC will continue to liaise directly with stakeholders regarding the proposal's progress. If changes to the proposal need to be made, either an amendment report or a preferred infrastructure report will be prepared and will be made publicly available.

While all submissions received will be posted on DPE's website, if requested the privacy of submitters will be protected by removing names and contact details from submissions.

## **4.4.2 Consultation during design and delivery of the proposal**

### **4.4.2.1 Consultation and community feedback**

Comprehensive and appropriate communication and consultation with the community and other key stakeholders will play a key role in managing the potential for impacts during detailed design, construction and operation. Effective communication and engagement are fundamental to reducing risk and minimising potential impacts. Identifying, engaging and effectively communicating with stakeholders is critical to the successful delivery of the proposal.

ARTC would continue to engage with stakeholders and the community in the lead up to, and during, construction. A communication management plan would be developed for the construction phase to ensure that:

- ▶ landowners/landholders/asset owners and community members with the potential to be affected by and community members with the potential to be affected by construction activities are notified in a timely manner about the timing of activities and potential for impacts
- ▶ enquiries and complaints are managed and a timely response is provided for concerns raised
- ▶ accurate and accessible information is made available
- ▶ feedback from the community is encouraged
- ▶ opportunities for input are provided where appropriate.

The contact facilities (including 1800 phone number and 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 to be used. The Inland Rail website and social media platforms would also include updates on the progress of the proposal.

Other communication tools and activities that would be used in the lead up to and during construction include:

- ▶ a community complaints and response management system (see 4.4.2.2)
- ▶ notifications regarding work outside standard working hours and work that might impact residents, businesses and stakeholders
- ▶ email and SMS updates
- ▶ newsletters, information brochures and fact sheets
- ▶ regular community updates on the progress of the construction program

- ▶ meetings with key stakeholders, as needed
- ▶ traffic alerts
- ▶ site signage around construction facilities.

#### **4.4.2.2 Complaints management**

A complaints management system would be developed and implemented before construction begins. This system would be maintained throughout the construction period and for a minimum of 12 months after construction finishes. The complaints management system would include the following as a minimum:

- ▶ a 24-hour, 7 days a week response line for complaints and enquiries
- ▶ a postal and email address to send complaints and enquiries to
- ▶ publication of contact details in local newspapers and the proposal's webpage
- ▶ management of complaints in accordance with ARTC's complaints management procedure and the conditions of approval for the proposal, including:
  - ▶ steps to receive, manage and take appropriate action in relation to community enquiries and complaints
  - ▶ verbal and written responses describing what action will be taken provided to the complainant within agreed time limits
  - ▶ a complaints register to record all enquiries, complaints and contact with community members and stakeholders
- ▶ a system for managing unresolved complaints
- ▶ reporting requirements in accordance with the conditions of approval.