

G Community consultation outcomes report

Outcomes Report

Community Consultation Orora Botany B7
demolition and noise barrier extension
(April 2018)

Client:
Orora

Date:
20 April 2018

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APPENDICES

1	Community Newsletter
2	'Sorry we missed you' Flyer

1 Summary

Orora is planning to demolish the redundant Building 7 (B7) Reel Store and extend the noise barrier located on the north east boundary of the site. The B7 Reel Store currently assists in providing a noise barrier to operational noise generated on site. To ensure that Orora continues to meet its noise licencing requirements, the existing shipping container noise barrier will need to be extended.

Orora plans to submit a Section 4.55 Application to the Department of Planning and Environment (DPE) in late April 2018.

At an initial meeting with DPE on this matter, DPE recommended that consultation on Section 4.55 be undertaken ahead of lodgement. It was considered that there are some sensitive issues which may be of interest to the nearby community such as noise, odour and traffic.

Orora sought assistance from Elton Consulting to undertake community consultation to inform the community of the proposed works, identify potential impacts, and explain how it plans to minimise these and seek community feedback.

Orora was also keen to consider feedback, adjust methodology as required and report steps taken in its Section 4.55 modification application to DPE.

Our approach

The first step was to identify nearby community and stakeholders and build on Orora's regular interactions with these groups.

The next step was to prepare information for the community that acknowledges Orora's previous community communications on the B7 Reel Store and advises of the noise barrier extension. This information was then shared and feedback sought. Feedback received was recorded and reported to the Orora project team.

A newsletter was prepared and distributed. A doorknock of the closest neighbours was undertaken to seek direct feedback on the

proposed work. The doorknock took place in the early evening of a weeknight to ensure the best chance of reaching residents at home. If residents were not home, a 'sorry we missed you' flyer was left. An email address and 1800 number were established and included in the collateral to receive any ongoing feedback.

Our role was to explain the proposed works, encourage and record feedback, and report back to Orora.

Documentation

A Community Relations Action Plan was prepared which included the following:

- » Key Messages
- » Questions and Answers
- » Doorknock strategy
- » Community newsletter
- » 'Sorry I missed you' flyer
- » Community phone number
- » Community email address
- » Community contact record

2 Community Consultation

Local Community

For many years, Orora Botany has been distributing around 1,200 copies of its newsletter to the local community. Orora also has a well-established Community Liaison Group (CLG) that meets several times a year. To avoid any confusion or misunderstanding of the ownership of the proposed works, it was most effective to use these existing and well-established communication channels. It was also important to use the usual branding and style of the newsletter of Orora's community newsletters.

26 of the closest residents in Partanna Avenue and Murrabin Avenue were doorknocked and a copy of the newsletter provided. The newsletter was also distributed to approximately 1,150 properties in the nearby area. See the distribution map over page. The newsletter was also emailed to all CLG members.

Interaction with the community occurred as follows:

Table 1 Community Liaison Timetable

DATE	EVENT
Monday 9 April	Doorknock and personal delivery of newsletter to 26 of the closest properties 'Sorry we missed you' flyer as required
Tuesday 10 April	Distribution of newsletter to 1,150 nearby properties
9 April – 20 April 2018	Monitoring of email and 1800 feedback

Doorknock summary;

Of the 26 residents doorknocked, 16 were home.

Of the 16 residents reached by doorknocking, 13 residents communicated that they had no issues to raise regarding the proposed works.


Two residents expressed positive support for the extension of the noise barrier.

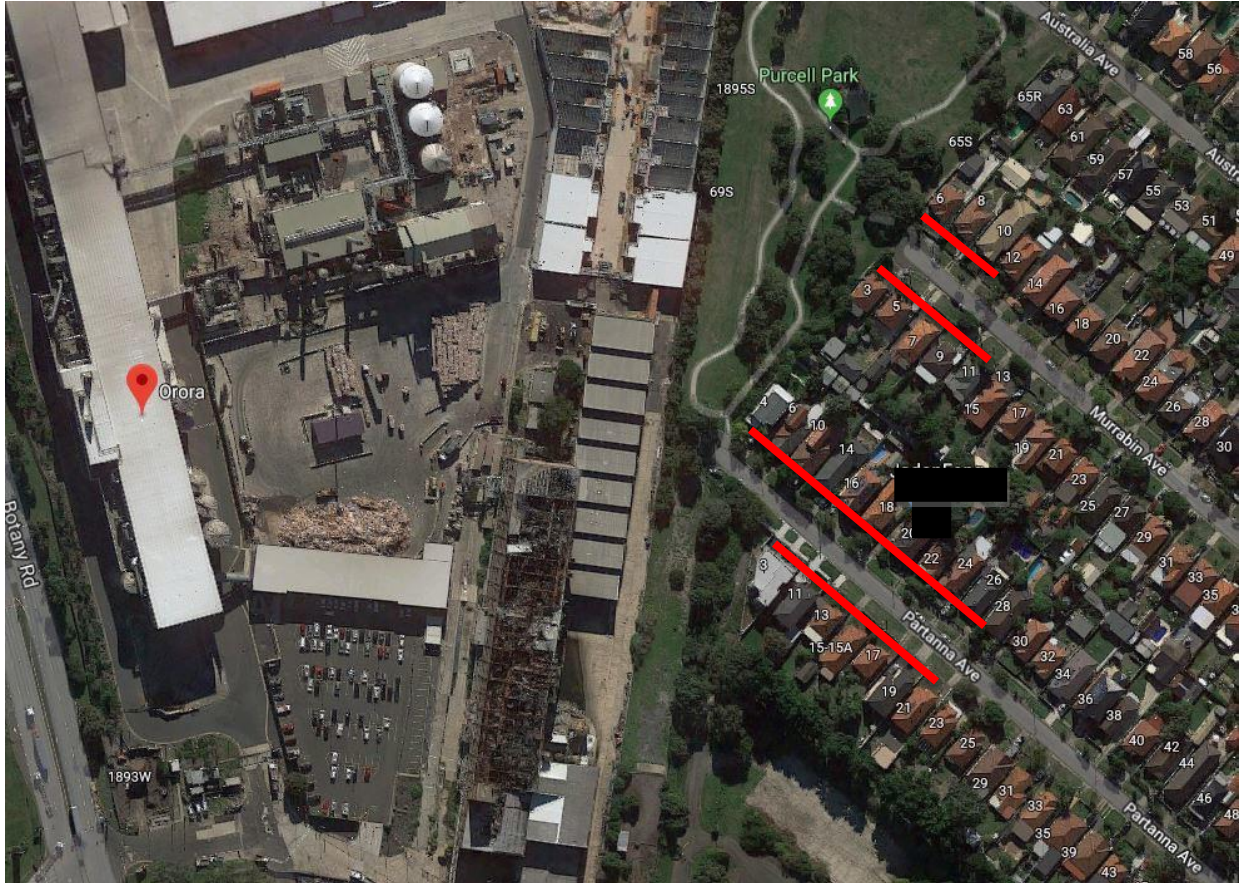
Two residents were happy that B7 was being demolished.

Four residents were curious about what Orora will do with the area once B7 demolition is complete.

One resident was concerned about existing noise and odour generated from site.

3 Letter/Doorknock Map

 = Houses Doorknocked 9/4/18 (Map from Google Earth, 2015)



4 Key Insights

The local community is **very familiar with Orora** and the regular newsletters. Community members were **appreciative of receiving the newsletter** and the update on the proposed works.

Several community members were comfortable with the proposed works and were interested in what Orora has planned for the site once B7 is demolished.

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5 Detailed Feedback

All feedback on the proposed works was received during the doorknock process. No emails or phone calls were received.

Specific feedback is listed under general headings. In some cases, the same questions or comments were made by several residents but these have been consolidated so they are only listed once.

A record of questions or comments raised by individual residents was also recorded in a Community Record spreadsheet.

PROPOSED WORKS

- » No concerns
- » Happy that the noise barrier will be extended
- » Happy that B7 Reel Store will be demolished as this reduces fire hazard concerns

NOISE

- » One resident concerned about existing noise levels

DUST

- » Concerned about existing dust but aware there could be multiple sources
- » Acknowledgement of mitigation measures for proposed works

WORK HOURS

- » Felt reassured that no longer than 24 hours is required for the work
- » Curious about the Saturday work hours and were accepting of them

TRAFFIC

- » Queried whether work trucks would be travelling in the street
- » Positive reaction to reassurance that trucks would work from within the site

ODOUR

- » Concern at existing odour from the site

FUTURE WORK

- » Curious as to what Orora is planning to build once B7 Reel Store is completely demolished

6 Next Steps

While gathering feedback during the doorknock, Elton Consulting committed to sharing residential queries and comments with Orora. This report provides a summary of these queries and comments.

Two residents specifically asked for Orora to contact them. One was to discuss existing operational concerns and the other was to request details on a common neighbour.

These residents are:

12 Partanna Ave	Samantha May	Noise, odour, dust, previous work
17 Partanna Ave	Unknown	Request for contact details of common neighbour

Elton Consulting understands that Orora has already made contact with these residents.

When Orora considers future works on site, the local community is interested in information updates.

Appendices

1. Copy of Newsletter
2. 'Sorry we missed you' flyer



Botany Mill Community Update

April 2018

Demolition of B7 and Extension of Noise Barrier

In our newsletters last year, Orora reported that it will be demolishing the disused Building 7 (B7) Reel Store, located in the site near Partanna Avenue.

The B7 Reel Store currently assists in providing a noise barrier to operational noise generated on site. To ensure that Orora continues to meet its noise licencing requirements, the existing shipping container noise barrier will need to be extended. This newsletter describes the proposed works and seeks any community feedback.

Proposed Works

Currently, the B7 Reel Store works as a barrier from noise for residents who live near the site. Upon demolition of the B7 Reel Store in a staged process, Orora plans to extend the existing noise barrier along the site boundary, which will further mitigate operational noise coming from the site.

The noise barrier is proposed to be extended by adding eight columns of shipping containers. The containers will sit on concrete slabs and be stacked four-high on top of each other, at the same height of the existing barrier and locked into place. The noise barrier will be painted blue to match the existing container noise wall.

Approvals Required

Although Orora does not require approval, under State legislation to demolish the B7 Reel Store, it must seek approval to extend the noise barrier. Orora is currently preparing an application (known as a Section 4.55 modification) to the Department of Planning and Environment (DPE). Orora plans to submit its application by end April 2018.

Potential Impacts

As part of the application preparations, Orora has been investigating how it can demolish the B7 Reel Store and install the extended noise barrier as swiftly as possible in order to minimise any noise, dust or vibration impacts for our neighbours.

Noise impacts from demolition work and general site operational noise both need to be considered. A four-stage approach to the works has been proposed and is depicted on the map on the following page

Staging of Work

Due to space constraints, it is not safe, nor practical to extend the noise barrier *prior* to the demolition of the B7 Reel Store. The process of demolition and noise barrier extension will occur in four stages.

Two-thirds of the B7 Reel Store will be demolished first, followed by the extension of the first half of the noise barrier. This stage of work is expected to be complete by August 2018 with works taking approximately four weeks. Following this, the remaining third of B7 Reel Store will be demolished, with extension of the remainder of the noise barrier to occur shortly after. The last stage is expected to take four weeks from commencement of works, with a target end date of November 2018. See map over page for more details.

Noise Mitigation

There will be a period of approximately two weeks where a small section of the boundary of the site will be without a noise barrier. We anticipate that our closest neighbours in Partanna Avenue and Murrabin Avenue may experience higher than usual noise levels for this short period of time. Noise levels experienced will be similar to levels experienced when B7 was operating in 2012.

Proposed Works: B7 Reel Store Demolition and Noise Barrier Extension



Noise Mitigation continued...

We propose to mitigate noise during this period as much as possible by:

- » using a staged approach
- » only undertaking demolition and barrier extension work during day time work hours
- » stacking wastepaper bales to the south of the demolition area.
- » installing Metro Mesh on the scaffolding
- » removing noise buffering wall structures at the last possible moment
- » having work equipment and workers ready on site to undertake noise barrier installation work as swiftly as possible
- » using usual council approved truck routes for the work

Dust and Sediment Management

Dust and sediment can be generated during demolition work. Orora proposes to mitigate dust and sediment by installing Metro Mesh and a Geotech material around the work site sweeping and wetting the work area.

Work methodology will be adjusted if further mitigation measures are necessary. Monitoring will occur as required.

Safety

All proposed work will take place within the Orora site boundary. Work must follow approved safe work codes and practices.

Vibration

Equipment and methodology selected for the work specifically aims to minimise any vibrations and meet requirements.

Hours of Work

Demolition and noise barrier extension work hours are:

- » Monday to Friday 7am – 6pm
- » Saturdays 8am – 1pm

Next Steps

Orora will consider feedback received from the community and plans to submit its application to DPE by end of April 2018.

Feedback/Further Information

If you have any questions or would like to provide feedback on the proposed work, please contact us on our Environment Hotline on **1800 072 734**, or via email on: ororaprojects@elton.com.au If you need to report disturbances or other complaints relating to site operations please call 1800 072 734. The hotline operates 24 hours, 7 days per week.

Monday 9 April 2018

Sorry we missed you.

We doorknocked your property to inform you of work proposed at Orora. Attached is our latest newsletter describing the proposed work.

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