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Date: 24 February 2021

Jim Betts
Planning Secretary
Department of Planning, Industry and Environment
GPO Box 39
Sydney NSW 2001

Dear Jim Betts,

RE: St Matthews Catholic College (SSD 9872): Submission of Community Communication Strategy – Condition C6 – Response to Comments

I refer to the St Matthews Catholic College State Significant Development approved on the 16 December 2020.

In accordance with SSD 9872 Development Consent Condition C6, the Community Communication Strategy (CCS) was submitted to the department 12 February 2021 for *information*. Following receipt of comments from the Department on 18 February 2021, the project team has undertaken a review of the CCS.

Where appropriate, the CCS has been updated to reflect comments made by the Secretary. For your records, please see the attached.

- Attachment 1 – Revised Community Communication Strategy (V2)
- Attachment 2 – Response to RFIs as submitted within RFI-14729608

If there are further comments not responded to within the attached, please do not hesitate to contact:

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Should there be escalation required, or you are unable to contact the above, please direct correspondence to myself.

Kind Regards,

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Project Manager



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Attachment 1 – Revised Community Communication Strategy (V2)

SSD9872 Community Communications Strategy

**Catholic Education Diocese of Bathurst
Response to SSD9872 Consent Condition C6**

Document Control

Revision History

Version	Date	Author	Description
0.1	13.01.2021	TSA management	Initial Draft for internal review and comment.
0.2	5.02.2021	Kimbaelee Clews	CDOB inclusions and review
0.3	11.02.2021	North Construction and Building Services	Provision of site contact. No comments on document content.
1.0	12.02.2021	TSA management	Document submitted to DPIE for information.
2	24.02.2021	TSA management	Amendments as noted in response to DPIE RFI-14729608. Developed in consultation with proponent and contractor.

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1. Introduction

This Community Communications Strategy (Strategy) has been prepared in line with the requirements of Development Consent Clause C6 for St Matthew's Catholic School Secondary Campus(SSD 9872).

This Strategy has been prepared by TSA management in consultation with the Contractor, North Construction & Building (*North*), and the Applicant, Catholic Education Diocese of Bathurst (*CEDB*). The Strategy will be implemented 2 weeks prior to construction commencing, maintained throughout construction by North and the project team, and maintained for a minimum of 12 months post construction by CEDB (in accordance with the projects consent conditions).

1.1 Project overview

St Matthew's Catholic School – Secondary Campus (*the project*) will cater for up to 680 students from year 7 to year 12 and provide 59 full time equivalent jobs. The project includes the construction of five, one to two storey, buildings and associated works including road upgrade works, tree removal and landscaping. The project is associated with an existing Kindergarten to Year 12 school, known as St Matthew's Catholic School, located on Lewis Street Mudgee, and would transfer existing students from Year 7 to Year 12 to the new school. Kindergarten to Year Six students will remain at the existing school.

1.2 The site

The project is located at 48 Broadhead Road, Spring Flat (DP756894, Lot 40)(*the site*). The site is located three kilometres south-east of the Mudgee town centre. The location of the site in context of Mudgee and the existing St Matthew's Catholic School is shown in Figure 1.

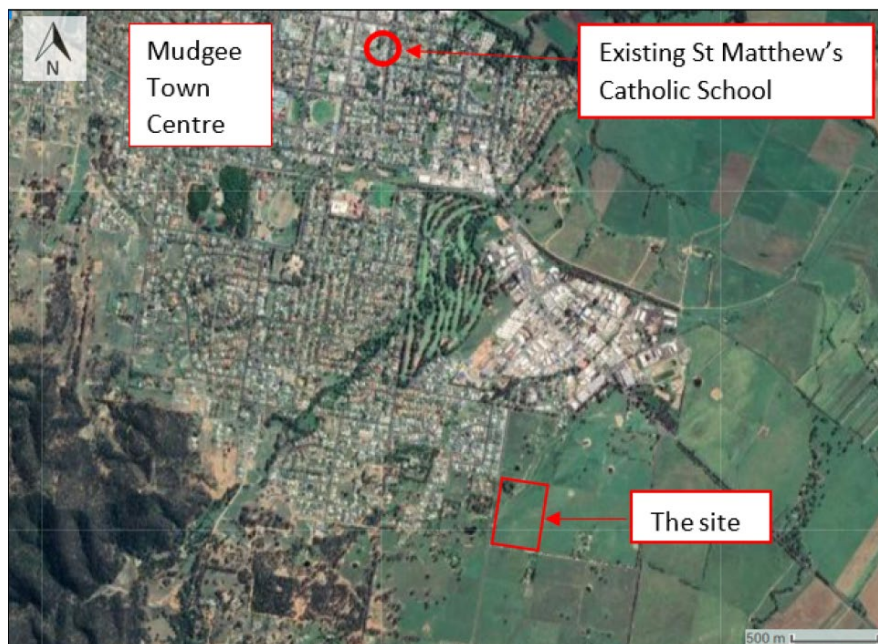


Figure 1. Location of the site

The site is a regular shaped allotment with primary frontage of 415 metres to Broadhead Road to the west and secondary frontage of 300 metres to Bruce Road to the south. The site has an area of 12.14 hectares. The site comprises mostly cleared grazing land except for tree planting along the perimeter and within the north-western corner. Sawpit Gully, a medium sized stream, traverses the site from the north towards the south-west to Broadhead Road. The existing conditions of the site are shown in Figure 2.



Figure 2. Existing conditions of the site

1.2.1 Surrounding Development

The site is located at the south-edge of Mudgee township. Land to the north-west comprises relatively new residential dwellings on conventional lots. Land immediately to the west comprises rural residential development.

Land to the north, east and south of the site is currently used for rural purposes. However, local development consent was granted by Council on land to the north of the site for a senior living development, although construction has not commenced (DA0370/2009). Land to the south-west of the site is zoned RU1 Primary Production and R2 Low Density Residential. A local development consent was granted by Council, on 12 August 2020, for a rural residential subdivision of land further to the south-west at 238 Broadhead Road (DA0089/2020).

1.3 Alignment of strategy with consent requirements

Table 1 presents the references within this Strategy as they relate to the requirements set out by consent condition C6.

Table 1. Consent Condition alignment with Strategy reference.

Condition	Requirement	Report reference
C6	Community Communication Strategy must be submitted to the Planning Secretary no later than two weeks before the commencement of construction.	Document will be submitted at least two weeks prior to construction commencing.
C6 a)	Identify people to be consulted during the design and construction phases.	Section 2
C6 b)	Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development.	Section 3.1
C6 c)	Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development.	Section 3.2
C6 d) i)	Set out procedures and mechanisms through which the community can discuss or provide feedback to the Applicant.	Section 3.3

C6 d) ii)	Set out procedures and mechanisms through which the Applicant will respond to enquiries or feedback from the community.	Section 3.4
C6 d) ii)	Set out procedures and mechanisms to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.	Section 3.5
C6 e)	Set out procedures and mechanisms include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage.	Section 4

2. Stakeholders to be engaged

Due to the surrounding developments occurring, it is anticipated that the stakeholders in the works may change as the project progresses. This Strategy will be updated as required by project team to remain agile to the changing context and community.

It is noted that the works will be undertaken while NSW grapples with the impacts of COVID-19 and communications may be modified to align with health advice and legislation to protect stakeholders.

It is anticipated that stakeholders that will be informed and consulted with during design and construction include:

- Residents and nearby businesses (sensitive receivers) in the areas surrounding the development as identified in Section 3.1 will be engaged with by letter box drop as appropriate
- Local Businesses surrounding the site
- The broader Mudgee community through local media organisations, social media and the existing CEDB communications team
- Government organisations
- Utilities and service providers.

Key stakeholders to the project are presented in Table 2.

Table 2. Key stakeholders of the project.

Group	Type	Key Stakeholders
1	St Matthew's Catholic School community	School families, staff members, parish priest and parishioners
1	Local community (note nearby residents and businesses are referenced below as 1a)	Neighbours to the development site, residents of Mudgee local area. Businesses include (but not limited): Col Mathews Motors Big 4 Mudgee holiday park Indigiearth bush tucker café and shop Domayn events One point automotive Repco Mudgee Figure 3 presents the area of the site that will be captured by letterbox drop notifications.
2	Local media outlets	Prime 7 News Central West Nine News Central West Mudgee Guardian Radio 2MG/Real FM ABC Radio Central West ABC Radio Western Plains
2	Community leaders and other stakeholders	Mudgee Chamber of Business – Ali Broinowski – President, Tourism Information Centre
3	Elected representatives	Dugald Saunders, State Member of Dubbo Hon. Andrew Gee MP, Federal Member of Calare

Group	Type	Key Stakeholders
3	Local council	<p>Mayor: Des Kennedy Councillors: Sam Paine Paul Cavalier Russell Holden Alex Karavas Esme Martens John O'Neill Peter Shelley Percy Thompson</p> <p>Brad Cam – General Manager Garry Hemsworth – Director of Operations Simon Jones – Director of Community Julie Robertson – Director of Development</p>
4	Law Enforcement and Emergency Services	<p>NSW Police Fire and Rescue NSW Ambulance NSW</p>
5	Utilities and Service Providers	<p>NBN Co & TPG as ISPs Essential Energy MWRC as Sewer and Water providers</p>

Table 3 identifies anticipated stakeholder requirements for the project and identifies how information will be distributed.

Table 3. Stakeholder information requirements.

Group	Stakeholder	Requirements
1	School community, parish priest and parishioners, Mudgee community members	Project progress and potentially disruptive works information provided through school community communication channels such as newsletters and online updates, parish bulletins, website updates, local media, and social media.
1a	Nearby residents and businesses	Project progress and potentially disruptive works information provided through website updates, local media, and social media. Letter Box Drops utilised to inform of potentially disruptive work.
2	Local media outlets	Project progress and potentially disruptive works information provided through website updates and social media. Media releases issued by CEDB as appropriate.
3	Community leaders, representatives of government, and authorities.	Project progress and potentially disruptive works information provided through website updates. Media releases issued by CEDB as appropriate. Engagement through CEDB and project team as required.
4	Law Enforcement and Emergency Services	Commencement of Construction, progress on site and transition to operation at relevant times of the project.
5	Utilities and Service Providers	Design finalisation, connections, co-ordinations, and commissioning works.

3. Procedures and mechanisms

3.1 Information provision

Information will be available to the community and stakeholders as per Table 4.

Table 4. Project information distribution methods.

Information	Description	Purpose	Distribution
Planned Construction	Planned works that may result in disruption to stakeholders will be advised no less than 7 days prior to the works commencing. Such works may include noisy works, vibrative works, road closures/diversions, traffic delays, out of hours works.	To keep stakeholders informed of works that have been planned and programmed as part of the delivery of the project and advise of potential impacts.	Local media outlets, social media, project website, letter box drops, school communication channels, parish bulletins. Frequency is as required.
Unplanned Construction	Unplanned works that may result in disruption to stakeholders will be advised no less than 24 hours prior the works commencing.	To keep stakeholders informed of works that were not anticipated as part of the delivery of the project and advise of potential impacts.	Local media outlets, social media, project website, letter box drops, school communication channels, parish bulletins. Frequency is as required.
Emergency Works	Emergency works that may result in disruption to stakeholders will be reported no more than 1 hour after works have commenced.	To keep stakeholders informed of emergency works being undertaken that were not anticipated as part of the delivery and are unable to be notified prior to the works emergency works commencing.	Distribution and frequency are dependent on works.
24hr project contact.	The name and contact details of the 24hr community liaison contact will be included on signage at the front of the site. This information will also be included on the project website.	To provide a stakeholder contact for the project throughout construction.	Project website, letter box drops, site signage. Frequency for update is as required.
General project contact	The contact details for the project will be provided on the project website.	To provide a stakeholder contact for the project throughout the duration of the project including 2 weeks prior to commencement of construction and 12 months after construction completion.	Project website, letter box drops, project signage. Frequency for update is as required.
Project Website	The project will establish a website dedicated to the project that will contain all required information under consent condition A26.	To respond to consent condition A26 and provide updates to stakeholders on the progress of the project.	Local media organisations, letter box drop, social media. Frequency for update is as required.

Further community engagement on the project will be undertaken through existing networks. The proponent's communication strategy presented in Appendix A.

3.1.1 Letter box drop distribution area

Letter box drops for disruptive works will be undertaken to properties within the boundary of Robertson Street, Lions Drive Spring Flat Road and Plenty Road. This will provide notice of works that may be disruptive to residents and landowners up to 1 km away from the site. This area is presented in Figure 3. Letters will include contact details for sensitive receivers to contact the project and provide comment and raise any concerns.

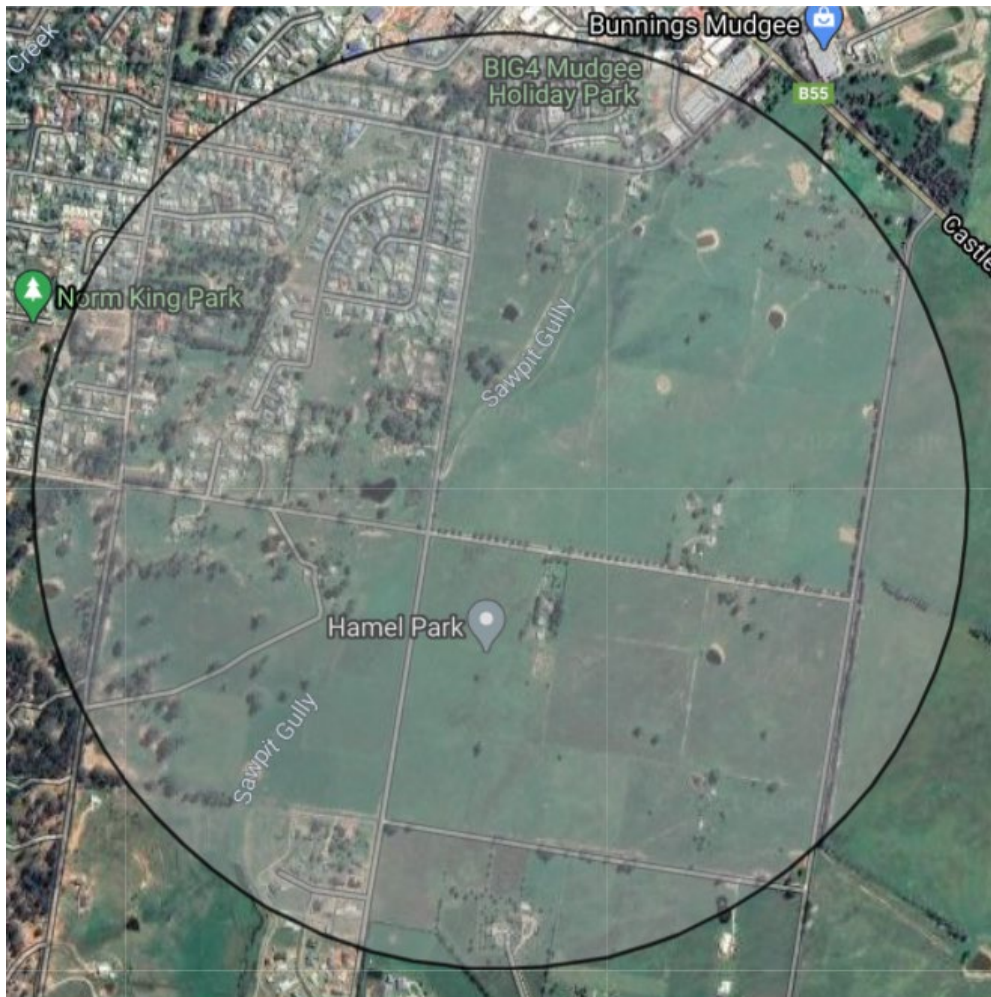


Figure 3. Letter box drop zone (1km radius from construction zone).

3.1.2 Project Website

A dedicated webpage for the project will be developed and made available at:

<https://www.stmattsmudgee.catholic.edu.au/new-campus>

The webpage will be maintained by the CEDB with supporting information provided by the project team.

The webpage will provide a comprehensive source of project information and contact details to make an enquiry or complaint. The website will be promoted in all other communication activities. Monthly updates to the website will ensure currency of information. Other communication material, such as community updates, will be stored on the webpage.

To meet obligations set out in the SSDA 9872 Development Consent A26, the website will be regularly updated to ensure that current information is available to stakeholders. Information made available will be in accordance with A26 and include:

- All relevant development consent documentation
- Regular reporting on environmental performance
- Summary of the monitoring results of the development
- A monthly complaint register
- Audit reports prepared as part of any independent environmental audit.

3.2 Community based forums

Depending on the level of community interest and feedback from the commencement of the construction phase, CEDB and the construction contractor, North, will consider the establishment of supplementary community forums to enable information and feedback. This could include activities such as a community liaison committee (CLC).

Due to the ongoing health concerns associated with COVID-19, if community forums are established they will be conducted utilising technology to communicate with the community to avoid close contact situations.

3.3 Stakeholder enquiries

Community and stakeholder enquiries and complaints can be made through any of the project contact points identified below.

North have identified a 24hr community liaison to be a primary point of contact for concerns and complaints that may have an immediate impact and are related to the construction works, as below:

- Danny Smith
 - Site Manager
 - 0419 434 232
 - Danny.smith@north.com.au

The 24hr contact from North will only be available for the duration of construction, this information will be displayed on legislated signage and on the project website.

Alternatively, correspondence may be directed to the attention of Nathan White using the below contact details.

- Project Postal Address: PO Box 308 Bathurst NSW 2795
- Project Email: stmattssecondarycampus@bth.catholic.edu.au
- Project Telephone: 02 6338 3000

Project contact points will be available from no later than two weeks before the commencement of construction and for a minimum of 12 months following the completion of construction.

The project will target the response times indicated in Table 5 for community feedback and enquiries.

Table 5. Target response times for community correspondence.

Activity	Response Timeframe
Telephone enquiry return call (if required)	2 business hours
Enquiry acknowledgement email	1 business day
Response to all enquiries.	5 business days

3.4 Community Responses

Responses to community enquiries are targeted to occur within five (5) business days from the first recorded correspondence. An example community issues/enquiries register is presented in Appendix B that will be used to capture and track engagement with stakeholders. This register will be published in Accordance with Consent Condition A26 on the project's website.

North's receipt and response processes allow for the identification and implementation of corrective measures in response to issues raised by stakeholders, to mitigate the issue and minimise the likelihood of recurrence where possible.

Community issues and complaints are processed as below:

1. Record all required details about the issue in the Community Issues Register
2. Assign the issue to the appropriate staff for resolution
3. Investigate the issue and document actions / outcomes on the Community Issues Register
4. Advise the person who originally raised the issue of the resolution and how it has been closed out
5. Follow-up to ensure that the corrective measures are satisfactory

All community issues, complaints, disputes, and feedback received will be recorded, managed, and progressed through the appropriate community feedback mechanisms. These may be managed with a standard response such as via email or phone or a more specific forum to address more complex matters such as a meeting or forum.

3.5 Issues resolution and mediation of disputes

Construction issues such as dust, vibration and noise will be managed at a project level as these are construction issues that are the contractor's responsibility to manage in accordance with the CEMP and associated sub-plans. The management of any such incident will be on a case by case basis, recorded within the complaints register as they arise and are resolved directly with the complainant. Any issues that are not able to be resolved to the satisfaction of the complainant within 10 business days will be escalated.

Issues requiring escalation during construction or those that arise in operational phase of the school will be managed as per Project Governance and this includes legal issues, disputes, compensation, work health and safety incidents, media enquiries and political issues.

As per CEDB's issues and disputes management protocols, issues will be managed with the appropriate input from CEDB's Executive, Communications and Engagement (including media management and government relations), Legal and other key stakeholders.

4. Project specific information requirements

Table 6 identifies key issues anticipated during the design and construction process and provides an overview of project-specific information requirements that will be developed to address these issues (developed in accordance with C9 and associated consent conditions). Information sources will be published to the project website in accordance with Consent Condition A26.

Table 6. Key issues and information sources for mitigation measures.

Key Issue	Information sources for mitigation measures
Traffic management	A Construction Traffic and Pedestrian Management Sub-Plan (CTPMSP) will be prepared to ensure safety and efficiency of the road network.
Visual impacts	Procedures outlined in Construction Environmental Management Plan (CEMP).
Construction activities	Construction Environmental Management Plan (CEMP) will be followed. The Construction Noise and Vibration Management Sub-Plan will address protocols for reducing construction noise impacts.
Environmental impacts	The Construction Waste Management Sub-Plan (CWMSPP) and Construction Soil and Water Management Plan (CSWMSPP) and the Health, Safety and Environmental Plan will address.
Flora, fauna, contamination, and heritage	Unexpected finds will be managed in accordance with North's CEMP. It is noted that contamination, biodiversity, and heritage assessments have been undertaken on the site to support the SSD 9872 consent.

5. Appendix A

Proponents Community Engagement Strategy

St Matthews Catholic School, Mudgee - Secondary Campus Communications Plan

The communications plan for the St Matthews Catholic School, Mudgee Secondary Campus project aims to ensure all stakeholders are made aware of and kept up-to-date of the progress of the build throughout the duration of the construction of the new campus.

Content of communications updates will be based on the approved key messages below and on material developed and approved as key milestones are reached throughout the project.

Key Messages:

- The construction of St Matthews Catholic School Secondary Campus is due to commence in mid-March and will see an investment of \$33 million in the local Mudgee community, funded by the Catholic Diocese of Bathurst.
- The new secondary campus will cater for up to 680 students from year 7 to year 12 and provide 59 full time equivalent jobs.
- The Diocese has partnered with North Construction and Building to build the new campus, which is set to span nine hectares and includes a chapel; sporting capacities; multipurpose hall; state-of-the-art music and drama facilities; purpose-built spaces for vocational education and training; and dedicated hospitality rooms with café facilities.
- The construction phase of the project will provide employment opportunities of up to 150 jobs on site through local and regional procurement strategies. The project has the potential of injecting millions of dollars into the local and regional economy.
- Designed by Alleanza Architecture, the new spaces provide a flexible and unique learning environment with an opportunity to expand current subjects such as primary industries, agriculture and construction.
- The development of the Secondary Campus is required due to the current Kindergarten to Year 12 School outgrowing the site at Lewis St, Mudgee. The Secondary Campus will see the transfer existing students from Year 7 to Year 12 to the new campus. Kindergarten to Year Six students will remain at the existing school.
- Construction is due to commence in mid-March 2021 and aims to be completed for the commencement of the new school year in 2023.

Key Stakeholders

Group	Type	Key Stakeholders
1	St Matthew's Catholic School community	School families, staff members, parish priest and parishioners
1a	Neighbouring residents and businesses	Residents/businesses located on Broadhead Rd, Bruce Rd and Lions Drive.
1	Local community	Neighbours to the development site, residents of Mudgee local area
2	Local media outlets	Prime 7 News Central West Nine News Central West Mudgee Guardian Radio 2MG/Real FM ABC Radio Central West ABC Radio Western Plains
2	Community leaders and other stakeholders	Mudgee Chamber of Business – Ali Broinowski - President, Tourism Information Centre
3	Elected representatives	Dugald Saunders, State Member of Dubbo Hon. Andrew Gee MP, Federal Member of Calare
3	Local council	Mayor, Councillors, Brad Cam - General Manager Garry Hemsworth - Director of Operations Simon Jones - Director of Community Julie Robertson - Director of Development

Communications Schedule

Item	Message	Channel	Audience/stakeholder	When	Owner	Completed
1	Project introduction and overview	Direct Mail	Stakeholders that haven't yet been made aware of project ie: local community leaders	W/C 15 Feb	AM & KC	
2	Dilapidation survey (SSD requirement)	Letter box drop	Group 1a – neighbouring residents and businesses	W/C 8 Feb	North/James Townsend	
3	Notice of commencement of works	Letter box drop Newsletter update Parish bulletin Direct email to local council stakeholders	Group 1 – School /parish community Group 1a – neighbouring residents and businesses Local Council	W/C 22 Feb	North KC/CEDB/St Matts Comms	
4	Alert about upcoming foundation stone blessing	Phone call	Local Council Mayor and GM	W/C 15 Feb	AM	
5	Foundation stone blessing – 12 March	Print, TV and radio Website, social media, school newsletter, parish bulletin Invitations to key stakeholders	Wider community and all key stakeholders.	Invites: 3 weeks' prior School/Parish comms channels: 1 week prior Media alert: 1 week prior Media release: 2 days prior	KC & AM/St Matts Comms	
6	Project overview with key messaging and visual plans including information about the project, costs, timings, impact on students and FAQs.	Project website	Group 1 stakeholders, but will be available for all stakeholder groups	Prior to 12 March	KC & St Matts Comms	

7	Regular project updates	Project website School newsletter Parish bulletin Social media Media release if required	Group 1 stakeholders, but will be available for all stakeholder groups	Monthly	North to provide monthly updates for adaption and approval by CDOB. Implementation by KC and St Matts Comms	
8	Announcement of completion of key project milestones	Project website School newsletter Parish bulletin Social media Media release if necessary	Group 1 stakeholders, but will be available for all stakeholder groups	As milestones are delivered	North/KC	
9	Tour of school prior to opening	Invitation via email	Stakeholder groups 2 &3	Close to completion	North/CDOB/St Matts (confirm task list closer to the time)	
10	School open day – casual open day available to public with tours available, maybe a BBQ, invitation to all prior to the official opening ceremony	Website Newsletter Parish Bulletin Media release – local Mudgee media Social Media	Stakeholder group 1 – school community, parish, wider community	On completion	North/CDOB/St Matts (confirm task list closer to the time)	
11	Official opening ceremony	Invitation Newsletter Parish bulletin Media release	All Stakeholders	Date TBC	North/CDOB/St Matts (confirm task list closer to the time)	

6. Appendix B

Community Issues/Enquiries Register (Sample Only)

Community Issues/Enquiries Register (Sample only)

Project	SSD9872 – St Matthew’s Catholic College – Secondary Campus
Address	48 Broadhead Road, Spring Flat (DP756894, Lot 40)
Project Manager	TSA Management
Project Builder	North Construction & Building

Date	Time	Recorded by	Issue raised by	Details of issue	Actions to resolve	Date Responded	Date followed up
12.01.2020	14:00	James Squire, Construction Manager	Robert Delaney (council environmental officer) – via phone call 0412 345 678* R.Delany@council.nsw.gov.au*	Trucks exiting site are dropping material on the road.	Review exit procedures by trucks. Ensure that rumble grid is installed, and trucks wheels are being cleaned appropriately on leaving site. Ensure load covers are installed before leaving site. Review and clean roads surrounding site.	13.01.2020	20.01.2020 – Robert is happy and has not noticed any further issues.



Note contact details for individuals must be redacted prior to public release


Attachment 2 – Response to RFIs as submitted within RFI-14729608

Project	St Matthews Catholic College (SSD-9872)
Document	Community Communication Strategy (CCS) – V1 dated 12/02/2021
Date received from the Proponent	12/02/2021
Date comments sent by DPIE	18/02/2021
Date Response issued by Proponent	24/02/2021

No.	CoC	Requirement	Document reference	DPIE comment	Project Team Response	Comments addressed (Yes/No)	Section or Page no	DPIE Assessment	Status
1	C6	No later than two weeks before the commencement of construction, a Community Communication Strategy must be submitted to the Planning Secretary for information prior to the commencement of construction or within another timeframe agreed with the Planning Secretary. The Community Communication Strategy must provide mechanisms to facilitate communication between the Applicant, the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction. The Community Communication Strategy must:	CCS is prepared by TSA Management on behalf of the Applicant	1. The Department notes that the CCS was provided in accordance with condition C6.	N/A	-	-		CLOSED
2	(a)	identify people to be consulted during the design and construction phases;	Section 2	<p>2a. The Department notes that section 2 identifies Government organisations, utilities and service providers who will be notified and consulted with regards to the design and construction of the project. The Department considers that local law enforcement may benefit from the project notifications, including the commencement of construction, progress and commencement of operation of the project at the relevant times.</p> <p>2b. The Department notes that ‘utilities are referenced as a group to consult, however the table in section 2 does not identify the relevant utilities planned for consultation.</p> <p>2c. The Department notes that nearby residents (i.e., neighbours and sensitive receivers) are to be notified by letter box drop for potentially disturbing works. The Department recommends that neighbours and sensitive receivers should actively be consulted in advance of potentially disruptive works.</p>	<p>2a. Noted. Refer to amended document. Note contact details of emergency services will not be published in the CCS. The project team is currently obtaining appropriate contact details for NSW Police, Ambulance and Fire services and will maintain appropriate levels of dialogue throughout construction and as the project transitions to operation.</p> <p>2b. Noted. Refer to amended document. Originally omitted as these consultations will be associated with design, connections and co-ordinations only (construction works).</p> <p>2c. As part of the letterbox drop, contact details will be included for sensitive receivers to contact the project and provide comment. Refer to amended document.</p>				OPEN

No.	CoC	Requirement	Document reference	DPIE comment	Project Team Response	Comments addressed (Yes/No)	Section or Page no	DPIE Assessment	Status
				2d. The Department notes that no reference has been made in section 2 to provide information, notices, and opportunities for consultation to businesses in the area. The Department considers that consultation with the Mudgee Chamber of Business is insufficient with regards to consultation about design, construction and operation of the project; and specifically potentially disruptive activities.	2d. Noted. Refer to amended document.				
3	(b)	set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;	Section 3.1	<p>3a. The Department notes that, whilst section 2 addresses certain risks associated with public health concerns regarding COVID-19, The Department considers that it may still be feasible to conduct direct forms of community consultation utilising online meetings and technology. Whilst public health is of high concern, online meetings/briefings/information sessions are an accessible form of discussing the project with the community.</p> <p>3b. Section 3.1 does not indicate the level of regularity or frequency of project notification or updates. The CCS should set out frequency of consultation.</p> <p>3c. Refer to comment 5b(i).</p> <p>3d. The CCS should provide community members, particularly neighbours and sensitive receivers, with sufficient time to respond to information or notification of potentially disruptive works. Additionally, organisations and utilities that are identified in section 2 of the CCS should also be appropriately consulted in advance to provide the organisation sufficient time to respond and make arrangements.</p> <p>3e. Section 3.1.1 (figure 3) illustrates the proposed letter box drop zone and section 3.1.1 informs that residents and landowners up to 1km away will receive notifications. The Department notes that:</p> <p>(i) the map in figure 3 describes an area of residents that are located up to approx. 500m away from the site boundary (which is therefore inconsistent with section 3.1.1 “1km”); and,</p>	<p>3a. Noted. In accordance with section 4, depending on level of community engagement with the project, digital engagement opportunities will be considered. Note that the proponent also has an “internal” engagement strategy that includes engagement through existing systems. For information, the proponent's strategy has been appended to the document.</p> <p>3b. Noted. Refer to amended document. Website will be updated monthly to ensure currency of documentation. Notifications will be undertaken on an ad-hoc basis.</p> <p>3c. Noted. Refer to amended document.</p> <p>3d. As noted in the document, notices for planned works will be distributed at least 7 days prior to the works occurring to sensitive receivers. It is anticipated that this is sufficient time for concerns to be addressed with the project team for stakeholders to respond. Adequate consultation with service providers and utilities will be undertaken as part of the construction works and will be on an as needed basis.</p> <p>3e.</p> <p>(i) Note that the boundary considered up to 1km from site is the boundary of Castlereagh Highway from the estimated northern most point of the boundary to the road of the</p>				OPEN

No.	CoC	Requirement	Document reference	DPIE comment	Project Team Response	Comments addressed (Yes/No)	Section or Page no	DPIE Assessment	Status
				<p>(ii) additionally, much of the land within the ‘Boundary of Letter Drop’ is undeveloped with the exception of some rural homesteads. The majority of the residents appear to reside to the west and north of the project boundary. The Department recommends increasing the letter drop zone mapped area to be consistent with section 3.1.1 (1km away from site – i.e., a 1km radius from site boundary). This will ensure more sensitive receivers (including regional accommodation amenities) are included in all notifications and project updates. The Department notes that COVID-19 has increased use of local amenities (including hotels and holiday parks) and may benefit from the knowledge and updates that the Applicant can provide.</p>	<p>construction site. Note below image and image of 3e(ii).</p>  <p>(ii) The proponent notes that much of the site is not being developed.</p>  <p>The proponent will adopt a “radial” approach in line with the department’s recommendation. Refer amended document and below image for 1km area considered.</p>				

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4	(c)	provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;	Section 3.2	4. The Department notes the consideration of community forums in section 3.2. The Department recommends removing the wording “first three months” (so that the consideration of community forums are from the commencement of the project). Additionally, replace the word ‘may’ with ‘will’; so that the Contractor ‘will’ consider the establishment of community consultation forums.	4. Noted. Refer to amended document.				OPEN
5	(d)	set out procedures and mechanisms: (i) through which the community can discuss or provide feedback to the Applicant;	Section 3.3	5a. The Department notes the consideration of community forums in section 3.3. Refer to comment 3a – The Department recommends using technology to reach community members providing periodic updates, or online Q&A sessions.	5a. Noted. Refer to amended document.				OPEN
		(ii) through which the Applicant will respond to enquiries or feedback from the community; and	Section 3.4	5b. (i) Section 3.3 states that the project contact points will be available for a minimum of 12 months after the completion of construction, however the Department recommends that the whole of the Community Consultation Strategy (not just the contacts) remain in place for 12 months after the completion of construction. (ii) The Department recommends that the published version of the community enquiries and complaints register to redact personal information, however the Applicant is to maintain an alternative copy retaining such personal information for all enquiries and complaints.	5b. (i) Noted. Intent is to comply with SSD condition C6. The specific call out that the project contact will be available after the project is to differentiate from the contractor’s representative. The proponent will maintain the applicable portions of the CCS (and website associated with A26) for 12 months post completion. (ii) Noted. Intent is to maintain alternate copy that includes all personal information.				OPEN

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				(ii) Additionally, refer to comment 5a.					
		(iii) to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.	Section 3.5	5c. The Department notes the Applicant's reference to "CEDB's issues and dispute management protocols". Please clarify how these management protocols assist the Applicant to comply with condition C6(d[iii]). Please refer these protocols to the Department. The dispute resolution procedure should include methods to resolve both major and minor complaints and issues (including dust, vibration and noise).	5c. Construction issues such as dust, vibration and noise will be managed at a project level as these are construction issues that are the contractor's responsibility to manage in accordance with the CEMP and associated sub-plans. The management of any such incident will be on a case by case basis, recorded within the complaints register as they arise and are resolved. Similarly, any major complaints that are associated with the operation of the school will be managed through the appropriate systems. Without specific cases, it is difficult to document the process. Refer to amended document which captures minor issues and operational issues.				OPEN
6	(e)	include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage.	Section 4	6. The Department notes a reference to a 'Construction Management Plan'. The Department understands that this refers to the Construction Environmental Management Plan required under condition C9 of the consent.	6. Correct. Refer to amended document for clarification.				OPEN