

Appendix D

Community communications framework

Roads and Maritime Services

NorthConnex

Community Communications Framework

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1 Introduction

The purpose of the Community Communications Framework (CCF) is to provide an outline of how community communication and engagement activities would be undertaken with key stakeholders during the construction of NorthConnex.

This Community Communications Framework would be used as the basis for the development of a Community Liaison Implementation Plan. The Community Liaison Implementation Plan would be developed prior to the commencement of construction and would be a dynamic document that would be reviewed regularly and, if required, amended to ensure that it continues to meet its objectives and goals.

The aim of this Community Communications Framework is to:

- Identify relevant stakeholders.
- Identify procedures for distributing information and receiving / responding to feedback.
- Identify procedures for resolving community complaints during construction.

2 Roles and responsibilities

2.1 Community relations manager and representatives

A community relations manager and community relations representatives would be engaged on a full time basis throughout construction of the project. The community relations manager would be available for contact by local residents and community representatives to answer questions and address any concerns or complaints.

3 Communications strategy and tools

3.1 Community liaison implementation plans

This framework document would be developed into a community liaison implementation plan. The community liaison implementation plan would provide specific information in relation to community involvement during design, construction and the project opening phase. As a minimum, the plan would include:

- A list of stakeholders.
- Stakeholder level of involvement and engagement.
- Map of impacted properties.
- A register of potential impacts and timings.
- A risk assessment and proposed actions to mitigate or minimise the impact to stakeholders.
- External and internal communication protocols as relevant to the implementation of the community liaison implementation plan..
- Procedure for dealing with complaints and enquiries.
- Procedures for early notification to the community.
- Procedures for publicising the details of design and construction work.
- Procedures for training employees and subcontractors as relevant to the implementation of the community liaison implementation plan.
- A crisis communications plan.

3.2 Identification of stakeholders

Relevant stakeholders in the project include the local community, the broader Sydney community, community groups and organisations, government agencies, local councils, peak transport and freight bodies, and directly and indirectly impacted businesses. Relevant stakeholders would continue to be identified through the planning and detailed design phase of the project. The community liaison implementation plan would provide a comprehensive list of relevant project stakeholders.

3.3 Community contact database

A community contact database would be established and maintained that would include all landowners adjacent to the project works and key stakeholders. Registers would be provided at the display centre, any staffed or public display location and on the project website to enable the community to be included in the community contacts database.

3.4 Community involvement groups

A number of local community involvement groups comprising representatives of local communities, relevant local councils and others would be established as appropriate to inform and consult with the community on specific issues. The issues to be addressed as part of the community involvement groups would be determined based on the results of ongoing community consultation and in consultation with Roads and Maritime.

3.5 Liaison groups

Liaison groups would be established to address communication and coordination with affected authorities, road user groups and other groups with specific interests in the project. The liaison groups would include:

- A government agency liaison group.
- A local council liaison group.
- A traffic and transport liaison group.

3.6 Public displays

A public display centre would be established and maintained on or near to the project site prior to the commencement of construction. The centre would be maintained throughout the construction period. The display centre would:

- Contain up to date plans, diagrams and / or photographs of the project works.
- Be open to the public between 9 am to 5 pm Monday to Friday, excluding public holidays.

3.7 Community information

Relevant authorities and the local community would be kept informed throughout the construction process through a variety of methods. The method of communication would be based on the level of information to be provided and the timeframe for delivery of information. Methods of communication would include:

- Flyer for distribution to mailboxes / premises.
- Letters, emails and telephone calls to relevant authorities.
- Community updates at key milestones (newsletters).
- Website (updated monthly).
- Print and radio advertising.
- SMS.

The community would be informed of progress of the design and construction works, significant milestones, design changes, changed traffic conditions, opportunities for input, construction operations and others matters which are of interest, affect or concern to the community

The project would also maintain a 24 hour toll free telephone service throughout construction for the community to report incidents and register complaints.

3.8 Complaints management

The project would develop and implement a procedure for community contact and complaints handling and investigation during the construction period. A complaints register would be established and maintained which would record the details, response and outcome of the complaint. All complaints received would be investigated and an appropriate response provided to the complainant.

4 Specific issues communication strategies

Strategies and tools for community and stakeholder consultation during the construction phase are described in **Section 3** above. Some aspects of the construction activities would require specific consultation strategies due to the nature of the potential impact and / or the stakeholder groups. These are described below.

4.1 Air quality

The project has the potential to impact local air quality during the construction phase, mainly through the generation of dust from spoil management activities. Receivers that may experience air quality impacts as a result of construction include residents, schools and user of other facilities surrounding surface works (such as the compound which support tunnelling works, integration works and tie-in works).

Consultation with affected receivers would be carried out prior to works commencing and throughout the construction phase at each site. Consultation regarding construction air quality would be integrated with broader construction communications strategies around each site.

4.2 Traffic management

It is acknowledged that changes to traffic arrangements would impacts a range of stakeholders and a wide section of the community who may not otherwise be part of project distribution areas. These stakeholders would include, but not necessarily be limited to:

- Local councils.
- Local community – those to live and work in the vicinity of the project.
- Wider community – those who utilise the road network around the project.
- Local school communities.
- Freight companies.
- Peak freight organisations.
- Emergency service operators.
- Relevant bus operators.
- NSW Taxi Council.

4.2.1 Traffic and Transport Liaison Group

A Traffic and Transport Liaison Group would be established, including representatives from Roads and Maritime, the NSW Police, relevant bus operators and the relevant local council/s. The TTLG would provide a forum to discuss all traffic management and road safety matters associated with construction of the project.

4.2.2 Community information

Information relating to traffic management and altered traffic conditions would be disseminated to the community through:

- Regular updates to the project website with detail of current traffic arrangements.
- Signage in advance of changes of arrangement at bus stops.
- Signage in advance of changes to pedestrians and cyclist facilities.
- Major traffic detours, disruptions and switches would be advertised in advance of the change in local and State print media and the radio. Existing variable message signs on the Sydney road network would also be used to inform the community of these major changes.

4.3 Urban design and landscaping

An Urban Design and Landscape Plan would be developed based on the detailed design of the project. The Urban Design and Landscape Plan would be developed in consultation with the community and the relevant local council/s. The Plan would include, as a minimum:

- Identification of design principles and standards.
- The location of existing vegetation and proposed landscaping (including use of indigenous and endemic species where possible).
- A description of disturbed areas and details of the strategies to progressively rehabilitate regenerate and/ or revegetate these areas.
- Design features, built elements, lighting and building materials.
- Graphics such as sections, perspective views and sketches for key elements of the project, including built elements of the project.

Additionally, a signage strategy would be developed during the detailed design phase of the project. Targeted community and stakeholder consultation would be carried out during the development of the signage strategy in relation to signage location and associated impacts.

4.4 Noise and vibration

Consultation regarding construction noise and vibration would generally be undertaken as part of wider project communications outlined in **Section 3**. However, specific consultation would be carried out in relation to out of hours works. This consultation would be targeted at stakeholders and the community who are likely to be impacted by noise or vibration from these works.

Consultation for out of hours works would include community notification in accordance with the requirements of any conditions of approval and an Environmental Protection Licence issued for the project. Additional targeted consultation would be undertaken with the affected community based on the predicted level of noise exceedance of the works. This may include letter box drops, specific notifications, phone calls or individual briefings. The level of exceedance when each particular consultation tool would be utilised would be determined as part of the Construction Noise and Vibration Management Plan and the Out of Hours Works Protocol.

5 Next steps

Subject to obtaining planning approval, this framework document would be developed into a community liaison implementation plan by the construction contractor. The community liaison implementation plan would provide further details regarding community involvement during design, construction and the project opening phase. This would include the consultation tools, activities and timing for each project elements and specific issue.

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