

Appendix



Community consultation framework



WestConnex

M4 East

Draft Community Consultation Framework

September 2015

1. Introduction

This Draft Community Consultation Framework (CCF) has been prepared to address the following Secretary's Environmental Assessment Requirements (SEARs) for the WestConnex M4 East project (the project):

The EIS must also address the following specific matters:

Social and economic — including, but not limited to:

a draft Community Consultation Framework identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback and procedures for resolving community complaints. Key issues that should be addressed in the draft framework should include:

- *traffic management (including property access, pedestrian access),*
- *landscaping/urban design matters,*
- *construction activities including out of hours work, and*
- *noise and vibration mitigation and management.*

This document provides an overview of the community consultation and engagement principles and practices that would apply during the construction phase of the project. It includes a list of stakeholders based on research and consultation to date and identifies, at a strategic or high level:

- Procedures for engaging/consulting with these stakeholders
- Procedures for gathering, managing and using feedback and information from these stakeholders.

Should the project be approved, it is anticipated that Conditions of Approval (CoAs) for the project will require preparation of a Community Involvement Plan (CIP) for construction that describes the detail of the community liaison and engagement process and activities during the construction phase.

Noting the SEARs for the project, this Draft CCF is structured as follows:

- Consultation purpose and objectives
- Enquiries and complaints handling
- Monitoring and evaluation
- Communication tools
- Stakeholder analysis providing details on
 - All stakeholders
 - Indicative tools for consulting/engaging with these stakeholders
- Specific issues, communications and management strategies appropriate for traffic management, landscaping/urban design and construction activities.

2. Consultation purpose and objectives

The purpose of open and proactive community consultation and engagement activities during the construction phase of the project is to:

- Meet community and stakeholder expectations that their issues are an integral part of the project
- Meet reasonable community and stakeholder needs for information about the project
- Ensure community and stakeholder participation is used to define issues, identify opportunities and inform relevant aspects of project activities.

In achieving this purpose, the anticipated objectives of the community and stakeholder consultation process will be to:

- Ensure the community and stakeholders have a high level of awareness of construction activities and related work
- Ensure accurate and timely information is provided to community and stakeholders
- Provide a timely response to issues and concerns raised by stakeholders and the community
- Identify issues for consideration in construction management planning
- Address issues to improve outcomes for community and stakeholders, where possible, and in doing so reduce the impact of the project.

3. Enquiries and complaints handling procedure

A complaints management system consistent with ISO 10002 (formerly AS 4269 Complaints Handling) will be developed and implemented prior to the commencement of construction activities. The system will be maintained for the duration of construction activities.

Details of how to make a complaint or enquiry will be included in all communication material such as community updates, work notifications, advertisements and the project website. A 24-hour complaints telephone service will commence prior to construction and continue until completion of construction.

A complaints and enquiry register will be maintained to record the details, response and outcome of the complaint/enquiry. All complaints will be investigated and an appropriate response will be provided to the complainant.

The flow chart below demonstrates a typical complaints handling process. A similar process will be adopted for the project. Response times would be specified for each step of the process.



4. Monitoring, reporting and evaluation

The performance and effectiveness of the community consultation and engagement activities undertaken during construction of the project will be regularly monitored for effectiveness and key performance indicators set for the delivery of community consultation activities by the contractor.

Processes and communication channels will be modified based on feedback or issues identified in the monitoring process.

Data would be collected during community consultation and engagement activities for monitoring, reporting and evaluation purposes such as:

- Examining the adequacy of the CIP and its implementation in achieving the intent of the consultation
- Measuring the performance, timeliness and effectiveness of communication activities and tools
- Providing evidence of proactive communication
- Identifying trends and hot-spots for complaints or issues including repeated complaints about preventable issues.

5. Communication tools

A range of communication tools will be used to inform, consult and engage with community and stakeholders. These may include:

- Notifications of proposed work
- Web-based information
- Videos and animations to assist in community understanding of the key features
- Meetings with key stakeholders and staffed community displays
- Specialist liaison groups (where appropriate or if required in the CoAs)
- Project updates
- Advertisements and media announcements
- Variable message signs and roadside/motorway signage
- Emails to registered stakeholders
- Door knocking to directly reach project neighbours.

6. Stakeholder identification

Prior to the start of construction, the project team will identify and analyse stakeholders relevant to the project and identify appropriate tools for informing, engaging and consulting with these stakeholders.

The table below provides a list of stakeholders based on analysis to date and identifies the anticipated tools that would be used to engage and consult with these stakeholders. Communication tools and activities would be employed flexibly to suit the nature and scale of stakeholders' interests or issues. Timing would be determined and included in the CIP.

Stakeholder group	Stakeholders	Indicative tools for informing, engaging and consulting
Government agencies, local councils	• Department of Planning and Environment • Environment Protection Authority • Heritage Council of NSW • Department of Primary Industries • Department of Lands	• Meetings and briefings • Phone, emails and letters • Community updates • Traffic and Transport Liaison group.

	• NSW Office of Water • NSW Health • NSW Land and Housing Corporation • Transport for NSW • Roads and Maritime Services • Urban Growth NSW • Sydney Olympic Park Authority • Auburn Council • Strathfield Council • Canada Bay Council • Burwood Council • Ashfield Council • Emergency Services.	
Local community	• Residents near to construction sites and compounds • Residents in surrounding suburbs • Motorists • Resident and community action groups (including Action for Public Transport, WestCon Action Group, Homebush Resident Action Group, Strathfield Residents Action Group, The Haberfield Association) • Local heritage and environment interest groups (including Burwood and District Historical Society, City of Canada Bay Heritage society, Inner West Environment Group) • Community groups/clubs (Rotary and Lions Club, Probus Club) • Places of worship • Cultural and ethnic community groups • Cyclists and bicycle user groups • Sporting groups, clubs and facilities (including Concord Sports Precinct users and clubs) • Local Aboriginal Land Councils and Aboriginal stakeholders	• Work notification letters, phone calls and face to face meetings including doorknocking • Community information sessions/public displays • Community update newsletters • Street meetings • Press releases and local media stories • Project information line • Project website • Livetraffic.com updates • Variable message signs and other roadside signage (for motorists) • Radio advertising (traffic alerts) • Newspaper advertising.
Business	• Business owners and tenants adjacent to construction sites and compounds. • Business owners and tenant adjacent to Parramatta Road • Local chambers of commerce (including Croydon Park, Strathfield, Burwood, Majors Bay) • Sydney Business Chamber • NSW Business Chamber • Business Council of Australia • Flemington Markets • DFO • Bakehouse Quarter • Rhodes Shopping Centre	• Briefings and/or meetings • Community information sessions/public displays • Community update newsletters • Newspaper advertising • Press releases and local media stories • Project information line • Project website • Working with council business coordinators.
Community service providers	• Local schools • Childcare centres • Hospitals • Local religious organisations • Nursing homes and aged care facilities	• Briefings and/or meetings • Community information sessions/public displays • Community update newsletters • Newspaper advertising

	Utilities (including Ausgrid, Jemena, Sydney Water, Telstra, Optus, NBNCo).	- Press releases and local media stories - Project information line - Project website.
Peak industry groups	- Infrastructure Partnerships Australia - Road Freight Industry Council - NatRoads Ltd - NRMA - Planning Institute of Australia - Urban Taskforce.	- Meetings and/or briefings - Letters, phone calls, emails - Community updates.
Media	- Local media (including ethnic media circulated in the project area) - Metropolitan media - National media.	- Media releases - Media conferences/briefings - Telephone and email contact.

7. Specific issue communication and management

It is anticipated that some aspects of the project's construction will require specific communications and/or management strategies due to the nature of the potential impact and/or stakeholder group. Any such strategies would be guided by the CIP.

Indicative communication and management strategies are identified below for the following specific construction issues:

- Air quality management and the location of ventilation outlets
- Traffic management, including property and pedestrian access during construction
- Construction activities and out-of-hours' work that may lead to noise impacts
- Tunnelling and vibration management and potential ground settlement and subsidence
- Landscaping/urban design matters.

These communications and management strategies would be further developed prior to construction.

Air quality management and the location of ventilation outlets

- Environmental impact statement displays to have a focused section on air quality management
- Following project approval, an air quality liaison group to be established to focus on urban design, the results of local air quality monitoring and ventilation design
- Continue to engage with the Chief Scientist's Office on the design of the tunnel and air quality systems
- Website information on how the tunnel ventilation system will operate.

Traffic management (including property and pedestrian access)

- Establishing a Traffic and Transport Liaison Group, including representatives from motorist, cyclist and/or pedestrian stakeholders to provide a forum to discuss traffic management and road safety during construction
- Regular consultation with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime Services, Sydney Buses) to minimise impacts associated with rail track works and other major road work activities
- Identifying specific road-user stakeholders and their issues during the planning and consultation phases (including motorists, pedestrians, cyclists, emergency services, peak freight organisations, NSW Taxi Council, transport and freight unions, local schools, major event organisers)
- Identifying potentially impacted property owners during the planning and consultation phases
- Using communication tools and/or activities that suit the broad geographic spread of motorists using the M4, Parramatta Road and surrounding network (for example through the Transport Management

Centre tap into traffic reports provided on TV news, variable message signs, traffic alerts and livetraffic.com web updates)

- Providing mechanisms for the community to find out about and/or report traffic issues, for example a project phone number.

Construction activities including out of hours work

- Meetings with stakeholders, nearby construction compounds and worksites, especially residents and businesses to understand and address their issues where possible
- Regular consultation with organisations across the Transport for NSW cluster (Sydney Trains, Roads and Maritime Services, Sydney Buses) to minimise impacts associated with rail track works and other road work activities
- Prior notice for any planned out of hours work.

Noise and vibration mitigation and management

A Construction Noise and Vibration Management Plan (CNVMP) will be prepared for the project. The CNVMP will assist in ensuring that construction noise complies (where possible) with the construction noise management levels set for the project and by prescribing noise and vibration monitoring, reporting and response procedures. In addition to managing noise and vibration impacts, the CNVMP also outlines communications and management strategies for construction noise and vibration such as:

- construction timetabling to minimise noise impacts including time and duration restrictions, respite periods and frequency
- procedures for notifying residents of construction activities likely to affect their amenity through noise and vibration
- contingency plans to be implemented in the event of non-compliances and/or noise complaints.

Tunnelling and vibration management and potential ground settlement and subsidence

- Provide information, including to the media, on the tunnelling exercise being planned – staff, equipment, expertise, experience, safety precautions.
- Pre-condition building surveys to document existing conditions – good communications around this to ensure landowners are comfortable with the process
- Use the North West Rail Link tunnelling as a case study of best practice with minimal residential impact
- Door knock residents along the tunnel route to ensure they have team contact points and their questions have been answered
- Digital tool that assists people to see quickly and clearly their property and the proximity and dimensions of the tunnel
- Website to show the progress of the tunnel construction
- 24-hour contact points in case people have vibration concerns.

Landscaping/urban design matters

- Identifying opportunities to seek and incorporate community and stakeholder feedback into landscaping and urban design plans
- Early engagement with councils and key stakeholder groups regarding street plantings and landscaping, noise walls and other urban design elements
- Consultation with residents regarding design and implementation of noise walls, location of compounds and screening, vegetation and landscaping.

8. Conclusion

This framework acts as a reference for the development of the construction phase CIP. The CIP will guide the project team's interactions with the community and stakeholders and set standards for proactive engagement.