



Australian Government

BUILDING OUR FUTURE



The Northern Road Upgrade Mersey Road, Bringelly to Glenmore Parkway, Glenmore Park

NSW Environmental Impact Statement /
Commonwealth Draft Environmental Impact Statement

Appendix R – Draft Community Involvement Plan

June 2017





Australian Government

BUILDING OUR FUTURE



The Northern Road Upgrade, Mersey Road, Bringelly to Glenmore Parkway, Glenmore Park

Draft Community Involvement Plan

February 2017

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1. Introduction and context

1.1. Purpose

This draft Community Involvement Plan has been prepared to address the Secretary's Environmental Assessment Requirements for The Northern Road Upgrade between Mersey Road, Bringelly and Glenmore Parkway, Glenmore Park.

Secretary's Environmental Assessment Requirements (NSW EP&A Act)

During the preparation of the Environmental Impact Statement (EIS), you must consult with the relevant local, State and Commonwealth Government authorities, service providers, community groups and affected landowners.

In particular you must consult with:

Local, State and Commonwealth government authorities, including the:

- Environment Protection Authority,
- Office of Environment and Heritage (including Heritage Division),
- Department of Primary Industries,
- NSW Office of Water,
- Sydney Catchment Authority,
- Civil Aviation Safety Authority,
- AirServices Australia,
- Where known, the operator of the proposed Western Sydney Airport,
- Department of Defence,
- Ministry of Health, including the South Western Sydney and Nepean Blue Mountains Local Health Districts,
- Liverpool City Council,
- Penrith City Council, and
- Emergency Services.

Specialist interest groups, including local sporting groups, Aboriginal stakeholders, and pedestrian and bicycle user groups;

Utilities and service providers

The public, including community groups, businesses, and adjoining and affected landowners.

The EIS must describe the consultation process and the issues raised, and identify where the design of the infrastructure has been amended in response to these issues. Where amendments have not been made to address an issue, a short explanation should be provided.

Commonwealth EIS Guidelines (Commonwealth EPBC Act)

Any consultation about the action, including:

<ul style="list-style-type: none"> • Any consultation that has already taken place • Proposed consultation about relevant impacts of the action • If there has been consultation about the proposed action, any documented response to, or result of, the consultation • Identification of affected parties, including a statement mentioning any communities that may be affected and describing their views.
Details of any public consultation activities undertaken, and their outcomes.
Details of any consultation with indigenous stakeholders.

In addressing the above, this document provides an overview of the consultation principles and practices that would apply to the construction phase of The Northern Road Upgrade between Mersey Road and Glenmore Parkway. It includes a list of stakeholders based on analysis to date and identifies at a strategic 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 conditions of approval for the project would require preparation of a Community Involvement Plan (CIP), Community Communications Strategy (CCS) or similar document for the construction phase of the project. This document would support the delivery of The Northern Road Upgrade, between Mersey Road and Glenmore Parkway and describe the detail of the community liaison and engagement process and activities during the construction and implementation phase.

2. Project background

Roads and Maritime is upgrading The Northern Road between The Old Northern Road, Narellan and Jamison Road, South Penrith. To do this efficiently and minimise impact on the community, Roads and Maritime is carrying out the work in sections (see Appendix). These are:

- Between The Old Northern Road, Narellan and Peter Brock Drive, Oran Park (previously known as Stage 1)
- Between Peter Brock Drive, Oran Park and Mersey Road, Bringelly (previously known as Stage 2)
- Between Mersey Road, Bringelly and Eaton Road, Luddenham (previously known as Stage 4)
- Between Eaton Road, Luddenham and Littlefields Road, Luddenham (previously known as Stage 4)
- Between Littlefields Road, Luddenham and Glenmore Parkway, Glenmore Park (previously known as Stage 3 South)
- Between Glenmore Parkway, Glenmore Park and Jamison Road, South Penrith (previously known as Stage 3 North).

The completed upgrade is expected to service the Western Sydney Priority Growth Area (WSPGA), South West Priority Growth Area (SWPGA), Western Sydney Employment Area (WSEA) and a Western Sydney Airport at Badgerys Creek.

This program of work is part of the Western Sydney Infrastructure Plan (WSIP), a \$3.6 billion, 10 year road investment program jointly funded by the Australian and NSW governments.

WSIP will deliver major road infrastructure upgrades to support an integrated transport solution for the region and capitalise on the economic benefits from developing a Western Sydney Airport at Badgerys Creek.

This draft Community Involvement Plan will focus on The Northern Road Upgrade between Mersey Road and Glenmore Parkway (the project). Covering about 16 kilometres the Upgrade will be delivered in three sections:

- Between Mersey Road, Bringelly and Eaton Road, Luddenham.
- Between Eaton Road, Luddenham and Littlefields Road, Luddenham
- Between Littlefields Road, Luddenham and Glenmore Parkway, Glenmore Park

A map of the local area showing the specific project location(s) is available at Appendix A.

3. Consultation purpose and objectives

The project will meet the reasonable needs and desires of the community for information and consider their views.

3.1. Guiding principles

The project's overall approach to community and stakeholder involvement would be guided by the following key principles:

- Be inclusive. Ensure all stakeholders have access to information about the project, approvals process and work program
- Be proactive. Inform and engage stakeholders early in the process, ensure they remain fully informed and demonstrate that stakeholder issues have been considered and addressed in a transparent process
- Be responsive. Respond to all stakeholder contact in a timely manner and manage a transparent issues relation process
- Be sensitive. Make every effort to carry our works with minimal impact on local communities
- Honour all obligations of the Secretary's Environmental Assessment Requirements, the Commonwealth EIS Guidelines, Conditions of Approval and commitments made by the project team
- Undertake activities in reference to the global best practice AA1000 Stakeholder Engagement Standard.

3.2. Involvement objectives

Community and stakeholder involvement would be tailored to each phase of The Northern Road Upgrade between Mersey Road and Glenmore Parkway, enabling appropriate consideration and balancing of community and stakeholder's social, economic, environment and functional issues to achieve best for project outcomes.

In summary the community involvement approach would:

- Provide an open, accountable and transparent involvement process which can demonstrate how community and stakeholder input has been considered within the project development and impact mitigation
- Provide a range of accessible opportunities for stakeholders, interest groups and the wider community to be sufficiently informed about the project and contribute informed input
- Provide two-way communication channels enabling timely intervention aimed at resolving issues raised by the community and stakeholders

- Facilitate a positive reputation outcome for the project and Roads and Maritime supporting future operations, building on existing relationships and results in constructive working relationships with the community and stakeholders.

The purpose of the consultation process during the construction phase of the project would be to:

- Manage community and stakeholder expectations as an integral component of the project
- Ensure community and stakeholder participation is used to define issues, identify opportunities and inform relevant aspects of project activities
- Provide open and proactive engagement with and management of stakeholders and the community.

In achieving the general purpose above, the anticipated objectives of the community and stakeholder consultation process would be to:

- Provide regular and targeted information to build awareness about The Northern Road Upgrade and the likely impacts and benefits of the project
- Provide clear direction to the community and stakeholders about whether we are providing information or seeking feedback so that expectations are clear at all stages of engagement
- Identify issues for consideration in construction management planning
- Manage complaints about the project
- Ensure community and stakeholder feedback is continuously fed into the project team and used to understand and effectively assess impacts
- Collaborate with government agencies and local councils to ensure a whole-of-government approach and consistent key messages.

3.3. Tailoring the involvement approach

The community consultation approach would be tailored for the:

- Construction phase
- Commissioning phase.

4. Stakeholder identification

Comprehensive and representative stakeholder lists and a general / mailing database have been established for the project. These are based on information gathered during the project development, concept design and environmental assessment phases. The database is regularly updated to ensure all stakeholder details are correct and interested parties are added or removed when requested. Current stakeholder groups include:

Community/stakeholder group	Stakeholder
State and Federal Ministers and MPs	Federal Minister for Urban Infrastructure Federal Minister for Infrastructure and Transport NSW State Minister for Roads, Maritime and Freight NSW State Minister for Transport and Infrastructure State Member for Mulgoa State Member for Camden

Community/stakeholder group	Stakeholder
	Federal Member for Lindsay Federal Member for Macarthur
Government partners	Federal Department of Infrastructure and Regional Development (Infrastructure Investment and Western Sydney units) Transport for NSW
Government agencies	Commonwealth Department of the Environment and Energy (DoEE) Environment Protection Authority (EPA) NSW Office of Environment and Heritage (OEH) NSW Department of Primary Industries NSW Department of Planning and Environment WaterNSW Civil Aviation Safety Authority AirServices Australia Department of Defence Ministry of Health, including the South Western Sydney and Nepean Blue Mountains Local Health Districts UrbanGrowth NSW Infrastructure NSW Infrastructure Australia Greater Sydney Commission
Councils	Penrith City Council Liverpool City Council Western Sydney Regional Organisation of Councils (WSROC)
Specialist interest groups, including Local Aboriginal Land Councils and Aboriginal stakeholders	Deerubbin Land Council Gandangara Land Council Tharawal Land Council Aboriginal Heritage Office
Utilities and service providers	Sydney Water Corporation Telstra Corporation Limited Optus Jemena Gas TransGrid Energy Endeavour Energy NBN Co (National Broadband Network)

Community/stakeholder group	Stakeholder
The public, including community groups and adjoining and affected landowners	<p>Bringelly, Luddenham, Glenmore Park residents</p> <p>Educational Facilities:</p> <p>Luddenham Public School</p> <p>Holy Family Primary School</p> <p>Luddenham Long Day Child Care Centre</p> <p>Community Groups:</p> <p>Western Sydney Business Chamber</p> <p>Western Sydney Business Connection</p> <p>Bicycle NSW</p> <p>Pedestrian Council of Australia</p> <p>Luddenham Progress Association</p>
Emergency services	<p>NSW Fire and Rescue</p> <p>NSW Rural Fire Service</p> <p>Penrith Local Area Command</p> <p>NSW Police Force</p> <p>State Emergency Service</p> <p>NSW Ambulance Service</p>
Media	<p>Penrith Press</p> <p>Western Weekender</p> <p>Penrith City Gazette</p> <p>Liverpool Leader</p> <p>Liverpool Champion</p> <p>Metropolitan radio, television and print</p>

5. Understanding issues

The potential issues associated with the project likely, or known, to be of interest or concern to the community and stakeholders are listed below. It is likely that these issues will be more defined and further issues identified throughout the construction and commissioning phases. Emerging issues will be tracked through the project Consultation Manager database and proactively managed.

Top issues

- Property access
- Noise, vibration, air quality impact and other construction impacts
- Flora and fauna
- Operational noise impacts

- Traffic impact and management (congestion)
- Cycle access and facilities
- Impact on business trade

5.1. Specific issue communications and management strategies

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.

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

- Traffic management, including property and pedestrian access during construction
- Social issues
- Construction activities and out-of-hours' work that may lead to noise impacts
- Noise and vibration management
- Landscaping / urban design matters.

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

5.1.1. Traffic management (including property and pedestrian access)

- Regular consultation with other Roads and Maritime construction projects as well as organisations across the Transport for NSW cluster and Australian Government – Department of Infrastructure and Regional Development, to identify cumulative impacts and minimise community impacts associated with The Northern Road Upgrade, the Western Sydney Airport and other major road work and transport activities
- Identify specific road-user stakeholders and their issues during the planning and consultation phases (including motorists, pedestrians, cyclists, emergency services, freight organisations, transport and freight unions, local schools and places of interest)
- 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 Northern Road and surrounding networks (such as the Transport Management Centre – livetraffic.com alerts)
- Providing mechanisms for the community to find out about and/or report traffic issues, for example the project contact number.

5.1.2. Social issues

- Meetings with stakeholders, businesses and the community to understand and address their issues where possible
- Providing mechanisms for the community to find out about and raise issues

5.1.3. 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, and other urban design elements

- Consultation with residents regarding location of compounds and screening, vegetation and landscaping.

5.1.4. Construction activities including out of hours work

- Prior notice for any planned out of hours work
- Meetings with stakeholders, businesses and the community to understand and address their issues where possible
- Regular consultation with other Roads and Maritime construction projects as well as organisations across the Transport for NSW cluster and Australian Government – Department of Infrastructure and Regional Development, to minimise community impacts associated with The Northern Road Upgrade, the Western Sydney Airport and other major road work and transport activities.

5.1.5. 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, including:

- 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 vibration
- Contingency plans to be implemented in the event of non-compliances and/or noise complaints.

6. Communication and involvement methods

The community involvement plan will set the requirements for the project about access to information, complaints and inquiries procedures and community consultation. Each phase of the project would require tailored application of communication tools to manage the range of different risks and desired outcomes for each phase and issue of the project.

6.1. Communication tools

A range of communication tools would be used to inform the community and stakeholders to facilitate their contact with the project team.

Possible communication tool	Outcome and duration
Community information contact number: 1800 703 457	The project contact number will provide a channel for the community and stakeholders to contact the Roads and Maritime project team. The phone line will operate during business hours at all stages of the project. New information lines will be established prior to the start of construction.
Project email: wsip@rms.nsw.gov.au	The project email address will provide a channel for the community and stakeholders to contact the Roads and Maritime project team. A new project email will be created prior to the commencement of

Possible communication tool	Outcome and duration
	construction for the construction delivery partner to address construction inquiries and complaints
Project website: www.rms.nsw.gov.au/thenorthernroad	A website has been established for the duration of the project. The website will report news and updates, community updates, community consultation reports, environmental assessment documents and construction management documents. The website will be reviewed regularly and updated whenever new information becomes available for the community.
Media releases and traffic alerts including notification of traffic impacts	Ongoing and prior to major traffic changes.
Community information sessions with project displays	According to project milestones
Addressed and unaddressed letters containing details of upcoming construction activity	Notification letters/leaflets – before any invasive investigations or construction work are started in a new location, Roads and Maritime will notify affected residents, business owners and other stakeholders at least five days before the start of work.
Face to face individual briefing and/or resident meeting	Prior to activities likely to impact residents (such as night work or access) and in response to concerns raised.
Doorknocking	Doorknocking property owners will be carried out before starting high impact activities like night work or local road upgrades impacting access, and in response to concerns raised.
Advertising – major traffic changes	<p>Local media advertising will be used to announce:</p> <ul style="list-style-type: none"> • Environmental assessment and consultation milestones • Start of construction and significant project milestones • Any major detours, traffic disruptions or controls and work outside normal construction working hours <p>Advertisements about construction impacts will appear at least seven days prior to the change.</p>
Community and project update newsletters	Will be issued periodically and as required.
Emails to stakeholders	Using the project database, email stakeholders with updates throughout the life of the project.
Complaints audit	Regular audit of complaint management provides the opportunity to follow up corrective actions take in relation to complaints and to identify areas for improvement.

6.2. Communication tools after opening

Roads and Maritime can be contacted on its website www.rms.nsw.gov.au, general inquiries number 132213 or by email RMS.Contact.Centre@rms.nsw.gov.au for any questions or comments about Roads and Maritime's operations, including operational matters relating to the project after opening.

6.3. Response to community representatives

6.3.1. Contacts management

All contact relating to the project, including suggestions and complaints, will be collected, documented and stored in the Consultation Manager database. This includes incoming and outgoing correspondence, phone and verbal contact, written submissions and any corresponding actions taken.

Regular reports summarising community contacts will be used to help inform the planning process. Consultation Manager will be used to record, track and respond to complaints and will include the following details:

- method of communication
- full name, address and contact details of complainant
- date and time of complaint
- nature of the complaint and issues raised
- names of people involved throughout
- action taken and details of the resolution, including response times.

All contact relating to the project should be acknowledged within two business days and must be responded to within seven days. These representations must be recorded in Consultation Manager.

All contact with the community and stakeholders will be managed in accordance with Roads and Maritime requirements. Contact includes all communication (comments, inquiries and complaints) initiated by phone contact, emails, letters and meetings. The project's contact details are as follows (but may change during the construction phase):

Phone: 1800 703 457

Email: WSIP@rms.nsw.gov.au

Post: The Northern Road Upgrade
PO Box 973, Parramatta NSW 2124

6.3.2. Complaints procedure

In accordance with any conditions set under the Conditions of Approval for The Northern Road Upgrade between Mersey Road and Glenmore Parkway, the project will adopt a complaints management procedure for recording, responding and reporting of complaints.

Complaints must be recorded, including:

- date and time
- type of communication (letter/ email/ phone call)
- name, address and contact number for complainant
- nature of the complaint
- action taken in response, including follow up with the complainant

- details on whether a resolution was reached
- details on whether mediation was required/ used
- monitoring to confirm the complaint has been resolved.

Complaints must be acknowledged within one working day. When a complaint cannot be responded to immediately, a follow-up verbal response on what action is proposed must be provided to the complainant or enquirer within three working days. A written response to the person raising a complaint shall also be provided within 10 working days.

Follow-up monitoring should be carried out to ensure any issues/complaints have been resolved satisfactorily.

6.3.3. Media and government

All inquiries from elected representatives will be forwarded to the Roads and Maritime project team. All media enquires will be forwarded to the Roads and Maritime media unit.

7. Communication evaluation and monitoring

Evaluation will generally be carried out at a strategic level as part of the overarching WSIP program.

To ensure we are able to be flexible and change our approach when required, communications and engagement activities will be monitored, assessed and reported regularly.

Monitoring will include:

- Recording the number and nature of comments received by the community at all stages of the project with an expectation that there will be a reduction of comments over time
- Documenting the outcome of meetings with property owners directly impacted
- Checking the cohesiveness of intergovernmental relations and the complaints from agencies
- Reviewing the delivery of communications material – on time and within budget
- Enabling GPS tracking of walkers delivering letters and community updates to ensure residents with the distribution zone receive project information
- Recording and responding to feedback received via the WSIP email and information contact number.

Appendix A – Project area

Figure 1 – Map of the broader western Sydney area, showing the staged upgrade of The Northern Road.

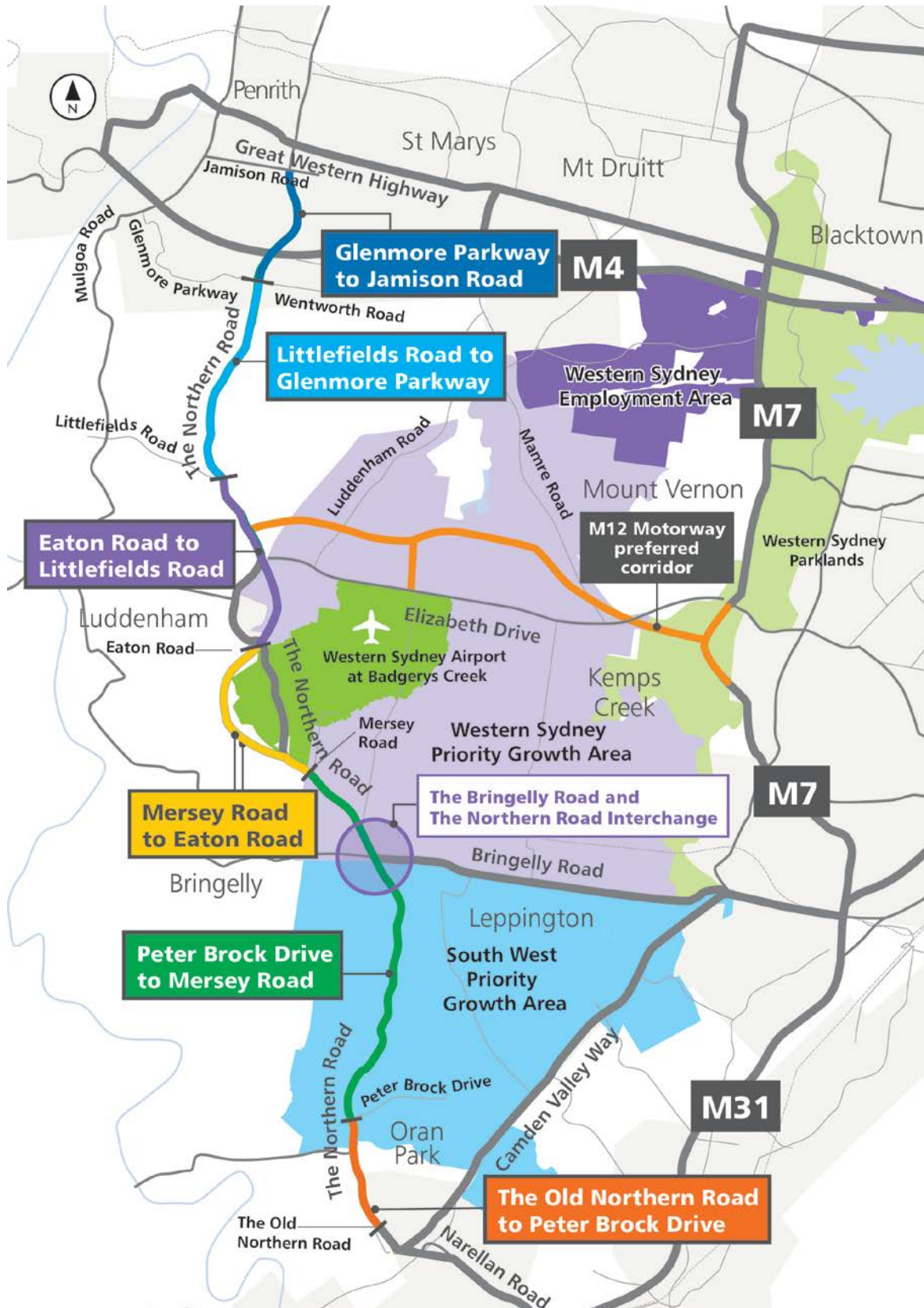
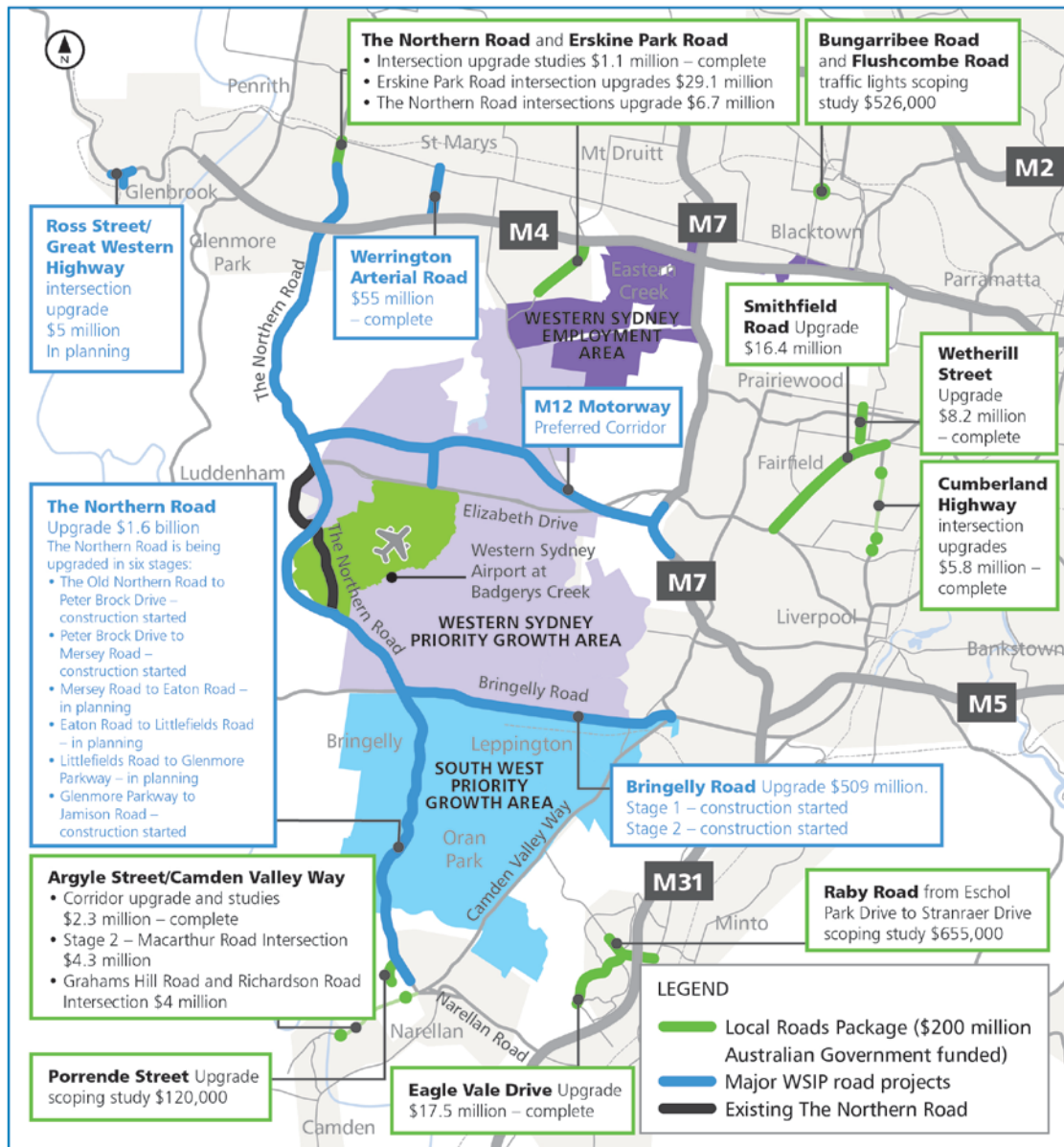


Figure 2 – Western Sydney Infrastructure Plan Project Map





rms.nsw.gov.au/wsip



1800 703 457



Customer feedback
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February 2017