



Australian Government

BUILDING OUR FUTURE



M1 Pacific Motorway extension to Raymond Terrace

Community Consultation Framework

Transport for NSW | July 2021



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1. Introduction

This draft Community Consultation Framework provides a framework to engage and consult with the community about the M1 Pacific Motorway extension to Raymond Terrace (the project) and to receive and respond to feedback. The framework has been prepared in accordance with the requirements issued by the Secretary of the NSW Department of Planning, Industry and Environment (DPIE), the Secretary's environmental assessment requirements (SEARs) for the project.

The project would connect the existing M1 Pacific Motorway at Black Hill and the Pacific Highway at Raymond Terrace within the Newcastle City and Port Stephens local government areas. The project would provide regional benefits and significant productivity benefits on a national scale.

The SEARs state that a draft Community Consultation Framework must be prepared, identifying relevant stakeholders (refer to **Section 6**), procedures for distributing information and receiving/responding to feedback (refer to **Section 5**) and procedures for resolving stakeholder and community complaints during construction and operation (refer to **Section 3**).

Key issues that at a minimum must be addressed in the draft framework are highlighted in **Table 1-1**.

Table 1-1 Key issues that must be addressed in the draft Community Consultation Framework

Secretary's requirement	Where addressed in this report
12. Socio-economic, Land Use and property	
7. A draft Community Consultation Framework must be prepared identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback and procedures for resolving stakeholder and community complaints during the design, construction and operation of the project. Key issues that must be addressed in the Framework include, but are not limited to: <ul style="list-style-type: none">a) Traffic management (including property access, pedestrian access)b) Landscaping/urban design mattersc) Hydrology and floodingd) Staging and timing of construction activities including out of hours work and utility relocationse) Noise and vibration mitigation and managementf) Soil erosion and water quality managementg) Interaction with existing land uses.	<p>Key stakeholders identified for the project are listed in Table 6-1.</p> <p>Procedures for distributing project information and receiving / responding to feedback are outlined in Chapter 5.</p> <p>Procedures for resolving stakeholder and community complaints are outlined in Chapter 3.</p> <p>Key issues of the project and how they will be addressed are outlined in Chapter 7.</p>

Prior to construction, a Community Communication Strategy would be prepared that outlines the community consultation and engagement activities that would support the construction of the project.

The Community Communication Strategy would provide further details about community involvement during construction and the project opening phase. The Community Communication Strategy would guide the project team's interactions with the community and stakeholders and set standards for proactive engagement.

2. Consultation purpose and objectives

Transport for NSW (Transport) aims to engage in an open, proactive and transparent community engagement and consultation process prior to and during construction of the project. This would ensure teams working on the project would:

- Actively involve stakeholders and the community in the project where opportunities arise
- Arrange engagement activities at times and places convenient for stakeholders
- Respond to reasonable requests from the community and stakeholders for information and/or additional engagement activities
- Acknowledge and understand diverse community and stakeholder views about the project
- Use feedback to positively influence the project design and delivery.

The community and stakeholder engagement objectives are to:

- Provide clear, consistent and timely information about the project to stakeholders and the community
- Provide communication in a variety of mediums
- Promote and raise awareness of the project and engagement activities being carried out
- Foster and develop relationships with stakeholders and the community
- Identify opportunities for community and stakeholder groups to be involved in the project
- Ensure that community and stakeholder enquiries about the project are managed and resolved effectively
- Meet the statutory requirements for consultation under the *Environment Planning and Assessment Act 1979*
- Leave a positive legacy for this project within the community to enhance Transport's reputation and relationship with the community.

3. Enquiries and complaints handling procedures

A complaints management system would be developed and implemented before the start of construction activities for the project. This would include ensuring the following mechanisms are established and available for community enquiries and complaints for the duration of construction:

- Toll free 24-hour telephone number(s) through which complaints and enquiries can be registered
- Postal address to which written complaints and enquires may be sent
- Email address to which electronic complaints and enquiries may be transmitted.

The complaints management system would be maintained during construction and would be made available to the Secretary of DPIE.

Details of how to make an enquiry or complaint would be included in all communications materials such as community updates, notifications, advertisements, and the project website. A complaints and enquiry register would be established to record the details, response and outcome of complaints and enquiries received. All complaints would be investigated, and an appropriate response would be provided to the complainant.

Figure 3-1 demonstrates the typical enquiries and complaints handling process. A similar process would be adopted for the project.



Figure 3-1 Typical enquiries and complaints handling process

4. Monitoring, reporting and evaluation

The performance and effectiveness of the community consultation and engagement activities carried out during the construction of the project would be regularly monitored.

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

- Ensure the adequacy of the Community Communication Strategy and its effectiveness in delivering the project's community engagement program
- Measure the performance, timeliness and effectiveness of communication activities and tools through the implementation of the Community Communication Strategy, including the complaints and enquiries handling process
- Demonstrate proactive communication
- Identify trends or hot-spots for complaints, including repeated complaints about preventable issues.

Community engagement activities and processes would be modified as required, based on feedback and/or issues that arise during the monitoring process.

5. Mechanisms for distributing information and seeking feedback

A range of communication tools can be used to assist in community and stakeholder engagement activities and encourage community feedback at all stages of the project. The application of these tools would be outlined in the Community Communication Strategy.

5.1 Community Communication Strategy

This framework document would be developed into a Community Communication Strategy. The Community Communication Strategy would describe in detail the Transport community liaison and engagement process and activities, including mitigation and management measures and conditions of project approval for the project development, delivery, and operation.

At a minimum the Community Communication Strategy would contain:

- Identify people or organisations to be consulted during the delivery of the project
- Set out procedures and mechanisms for the regular distribution of information about the project
- Outline mechanisms to keep relevant stakeholders updated on site construction activities, schedules and milestones
- Outline avenues for the community to provide feedback (including a 24-hour, toll free project information and complaints line) or to register complaints and through which Transport will respond to community feedback
- Outline a process to resolve complaints and issues raised.

5.2 Community information

Relevant authorities, communities and stakeholders would be kept informed about project activities throughout construction. The method of communication would be based on the level of information being provided and the timeframe for the delivery of information.

The following communication tools could be used to inform and consult with communities and stakeholders:

- Postal notifications about proposed work
- Email updates to registered stakeholders
- Email and SMS alerts
- Web-based information, including updates to the project website
- Social media
- Meetings with stakeholders and residents
- Community information sessions and neighbourhood meetings
- Drop-in information centres
- Updates to livetraffic.com
- Variable message signs
- A 24 hour toll free project hotline for enquiries and complaints handling
- Videos and animations to assist in communicating key project features and activities
- Digital tools, which could include augmented and virtual reality to display project information
- Print and radio advertising (ahead of community information sessions)
- Media announcements
- Door-knocking activities at properties near construction support sites and other project activities
- Translation and interpreting service.

Communication tools would be provided in accessible formats to support people with disabilities.

6. Stakeholder identification

The key stakeholders currently identified for the project are listed in **Table 6-1**. Communication tools and activities for informing and consulting with stakeholders would be employed flexibly, to suit the nature and scale of each stakeholder's interests and issues. Timing would be determined and included in the Community Communication Strategy.

Table 6-1 Key stakeholders

Stakeholder group	Stakeholders
Federal Government and federally-elected representatives	<ul style="list-style-type: none"> Federal Minister for Infrastructure, Transport and Regional Development Federal Members for Newcastle, Paterson and Hunter.
State Government elected representatives	<ul style="list-style-type: none"> NSW Minister for Transport and Roads NSW Minister for Regional Transport and Roads State Members for Port Stephens, Wallsend and Newcastle.
Local Government	<ul style="list-style-type: none"> City of Newcastle Port Stephens Council Maitland City Council Cessnock City Council.
Government agencies	Federal <ul style="list-style-type: none"> Department of Infrastructure, Transport, Regional Development and Communications Infrastructure Australia Department of Environment and Energy (DoEE).
	State <ul style="list-style-type: none"> Department of Planning, Industry and Environment NSW Environment, Energy and Science (formerly Office of Environment and Heritage (OEH)) NSW Environment Protection Authority (EPA) Department of Primary Industries (DPI) - Water, Crown Land, Fisheries, Agriculture, Mining Heritage NSW Local Land Services Subsidence Advisory NSW.
	<ul style="list-style-type: none"> Australian Rail Track Corporation (ARTC)
Public utilities	<ul style="list-style-type: none"> Hunter Water Corporation Ausgrid and TransGrid Optus, Vocus and Telstra Jemena and AGL.
Property owners and businesses	Directly impacted and adjacent property owners and residents in and near the project area, including ones that may be subject to land acquisition.
Key local business / enterprises	<ul style="list-style-type: none"> Hunter Region Botanic Gardens Port of Newcastle Newcastle Fishermen's Co-operative Newcastle Airport.
Emergency Services	<ul style="list-style-type: none"> NSW Ambulance Service NSW Police Force NSW Fire and Rescue Rural Fire Service State Emergency Service.

Stakeholder group	Stakeholders
Local residents	<p>Residents of:</p> <ul style="list-style-type: none"> • Beresfield • Black Hill • Heatherbrae • Hexham • Raymond Terrace • Tarro • Tomago
Road users	<ul style="list-style-type: none"> • Motorists, freight and trucking companies • Motoring Associations including NRMA • Heavy vehicle groups • Cycling groups, including Newcastle Cycleways Movement • Bus companies • Taxi operators.
Community	<p>Community groups and facilities including relevant Aboriginal groups and Land Councils: Worimi, Mindaribba</p>
Schools	<ul style="list-style-type: none"> • Black Hill Public School • Ashtonfield Public School • Thornton Public School • Hunter River High School, Heatherbrae • Beresfield Public School • Francis Greenway High School, Beresfield • Grahamstown Public School, Raymond Terrace • Hinton Public School • Irrawang Public School, Raymond Terrace • Irrawang High School, Raymond Terrace • Raymond Terrace Public School • St Brigid's Primary School, Raymond Terrace • Tarro Public School • Our Lady of Lourdes Primary School, Tarro • Woodberry Public School • Millers Forest Public School.

7. Key issues management

It is anticipated that some aspects of the project's construction would require specific communications and management strategies due to the nature of the potential impact. Any such strategies would be guided by this framework and managed through the Community Communication Strategy.

Management Plans identified as management measures to be implemented through construction include:

- Traffic Management Plan
- Construction Noise and Vibration Management Plan
- Flora and Fauna Management Plan
- Flood Management Plan
- Construction Soils and Water Management Plan
- Aboriginal Cultural Heritage Management Plan
- Contaminated Land Management Plan
- Non-Aboriginal Heritage Management Plan
- Air Quality Management Plan
- Waste Management Plan
- Sustainability Management Plan
- Bushfire Management Plan.

The Community Communication Strategy will give consideration to any issues identified through these management plans. Generally, stakeholders potentially interested in particular impacts will be diverse however, targeted issues to communicate and consult on with stakeholders is identified in **Table 7-1**.

Table 7-1 gives due consideration to key issues such as:

- Traffic management (including property access, pedestrian access)
- Landscaping/urban design matters
- Hydrology and flooding
- Staging and timing of construction activities including out of hours work and utility relocations
- Noise and vibration mitigation and management
- Soil erosion and water quality management
- Interaction with existing land uses.

Table 7-1 Key issues of interest raised by stakeholders

Stakeholder group	Stakeholders	Key Issues of Interest
Federal Government and Federally-elected representatives	<ul style="list-style-type: none"> Federal Minister for Infrastructure, Transport and Regional Development Federal Members for Newcastle, Paterson and Hunter. 	Overall delivery and timing of project
State Government elected representatives	<ul style="list-style-type: none"> NSW Minister for Transport and Roads NSW Minister for Regional Transport and Roads State Member for Port Stephens, Wallsend and Newcastle. 	Overall delivery and timing of project
Local Government	<ul style="list-style-type: none"> City of Newcastle Port Stephens Council Maitland City Council Cessnock City Council. 	<ul style="list-style-type: none"> Overall delivery and timing of project Impact to local roads, community facilities and the local community Flooding impacts Potential impacts to land use (existing and future) and property
Government agencies	Federal <ul style="list-style-type: none"> Department of Infrastructure, Transport, Regional Development and Communications Infrastructure Australia Department of Environment and Energy (DoEE). 	<ul style="list-style-type: none"> Overall delivery and timing of project Impacts to and mitigation of biodiversity, heritage and other Commonwealth environmental issues
	State <ul style="list-style-type: none"> Department of Planning, Industry and Environment NSW Environment, Energy and Science (formerly Office of Environment and Heritage (OEH)) Environment Protection Authority (EPA) Department of Primary Industries (DPI) - Water, Crown Land, Fisheries, Agriculture, Mining Heritage NSW Local Land Services Mine Subsidence Board. 	<ul style="list-style-type: none"> Overall delivery and timing of project All environmental assessment, impacts and management measures
	<ul style="list-style-type: none"> Australian Rail Track Corporation (ARTC). 	Design and construction of the project across the Main North Rail Line.
Public utilities	<ul style="list-style-type: none"> Hunter Water Corporation Ausgrid and TransGrid Optus, Vocus and Telstra Jemena and AGL. 	Design and construction of all impacted utilities.

Stakeholder group	Stakeholders	Key Issues of Interest
Property owners and businesses	Directly impacted and adjacent property owners and residents in and near the project area, including ones that may be subject to land acquisition	<ul style="list-style-type: none"> Overall delivery and timing of project Land acquisition and associated consultation Management of access and notification during construction
Key local business / enterprises	<ul style="list-style-type: none"> Hunter Region Botanic Gardens 	Management of access and notification during construction
	<ul style="list-style-type: none"> Port of Newcastle Newcastle Fishermen's Co-operative Newcastle Airport. 	<ul style="list-style-type: none"> Overall delivery and timing of project Impacts to and management of access to roads and the Hunter River
Emergency Services	<ul style="list-style-type: none"> NSW Ambulance Service NSW Police Force NSW Fire and Rescue Rural Fire Service NSW State Emergency Service. 	<ul style="list-style-type: none"> Management of accessibility during construction. Addressing longer term changes to emergency management plans in operation
Local residents	Residents of: <ul style="list-style-type: none"> Beresfield Black Hill Heatherbrae Hexham Raymond Terrace Tarro Tomago 	<ul style="list-style-type: none"> Impacts from changes to traffic conditions Management of noise and vibration impacts to local residents, including out of hours activities. Any impacts to property from flooding change.
Road users	<ul style="list-style-type: none"> Motorists, freight and trucking companies Motoring Associations including NRMA Heavy vehicle groups Cycling groups, including Newcastle Cycleways Movement Bus companies Taxi operators. 	<ul style="list-style-type: none"> Traffic management during construction Design provisions for public transport, pedestrians and cyclists
Community	Community groups and facilities including relevant Aboriginal groups and Land Councils: Worimi, Mindaribba	<ul style="list-style-type: none"> Overall delivery and timing of project Management of heritage, including completion of the aboriginal heritage salvage program.
Schools	<ul style="list-style-type: none"> Black Hill Public School Ashtonfield Public School 	<ul style="list-style-type: none"> Overall delivery and timing of project Impacts from changes to traffic conditions

Stakeholder group	Stakeholders	Key Issues of Interest
	<ul style="list-style-type: none"> • Thornton Public School • Hunter River High School, Heatherbrae • Beresfield Public School • Francis Greenway High School, Beresfield • Grahamstown Public School, Raymond Terrace • Hinton Public School • Irrawang Public School, Raymond Terrace • Irrawang High School, Raymond Terrace • Raymond Terrace Public School • St Brigid's Primary School, Raymond Terrace • Tarro Public School • Our Lady of Lourdes Primary School, Tarro • Woodberry Public School • Millers Forest Public School. 	<ul style="list-style-type: none"> • Management of noise and vibration impacts