Australian Government

BUILDING OUR FUTURE

NSW GOVERNMENT

M1 Pacific Motorway extension to Raymond Terrace

Environmental impact statement – Chapter 6: Consultation

Transport for NSW | July 2021

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6. Consultation

This chapter provides an overview of the consultation activities that have been carried out for the project to date and outlines the consultation activities planned for future project stages, including EIS exhibition and before and during project construction. This chapter also presents a summary of issues raised by the community, organisations and public authority stakeholders and where they are addressed in this EIS.

Table 6-1 outlines the SEARs as they relate to consultation with government, relevant stakeholders and community groups and identifies where consultation has been addressed in this EIS.

The desired performance outcome for the project relating to consultation, as outlined in the SEARs, is to:

- Ensure that the project is developed with meaningful and effective engagement during design and preparation of the EIS (refer to **Section 6.1**).

Table 6-1 SEARs (consultation)

Secretary's requirement	Where addressed in EIS
4. Consultation	
1. The project must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups (including Local Aboriginal Land Councils, Aboriginal stakeholders, and pedestrian and bicycle user groups), affected landowners, businesses and the community. The consultation process must be undertaken in accordance with the current guidelines.	Consultation carried out during route selection, and concept design development and the environmental assessment is outlined in **Section 6.2.5** and **Section 6.2.6**. A summary of consultation with Aboriginal stakeholders is provided in **Section 6.2.4** and **Section 6.3.4**, and captured in full in the Aboriginal Cultural Heritage Assessment Report (ACHAR) (**Appendix L**). No major pedestrian groups exist in the vicinity of the project and, as such, no consultation has been carried out with these groups. Consultation with Newcastle Cycleways Movement, a bicycle user group, is outlined in **Table 6-4**. Consultation was carried out in accordance with the guidelines outlined in **Section 6.2.3**. Future consultation to be carried out is outlined in **Section 6.4**.
2. The Proponent must document the consultation process, and demonstrate how the project has responded to the inputs received.	The consultation process for the project is outlined in **Section 6.2** and shown in **Figure 6-1**. Feedback received to date and how it has been responded to, including where it is discussed in the EIS, is outlined in **Section 6.3**.
3. The Proponent must describe the timing and type of community consultation proposed during the design and delivery of the project, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.	Community consultation carried out during design and EIS development is outlined in **Section 6.2**. Community consultation to be carried out during delivery of the project (including detailed design) is outlined in **Section 6.4**. The mechanisms for community feedback, keeping the community informed, and complaints handling and resolution are described in **Section 6.4**.

Secretary's requirement	Where addressed in EIS
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: (a) traffic management (including property, cyclists and pedestrian access) (b) landscaping/ urban design matters (c) hydrology and flooding (d) staging and timing of construction activities including out of hours work and utility relocations (e) noise and vibration mitigation and management (f) soil erosion and water quality management (g) interaction with existing land uses.	A draft Community Consultation Framework has been prepared and is provided in **Appendix E**. The draft Community Consultation Framework is briefly discussed in **Section 6.4.1** and in the Socio-economic Working Paper (**Appendix M**).

6.1 Consultation objectives and strategy

Transport has prepared and implemented a Community and Stakeholder Engagement Plan (CSEP) (Transport for NSW 2021) which establishes the objectives and strategies to guide stakeholder engagement throughout the life of the project and outlines the engagement approach and project stakeholders. The CSEP is a working document which aims to support the concept design and EIS investigations for the project. The CSEP has been progressively updated throughout the project to capture developments in the consultation process over time.

The engagement approach for the project has been guided by the International Association for Public Participation (IAP2) spectrum of public participation, delivered at a 'consult' level. By engaging the community and stakeholders at the 'consult' level, Transport has, and will continue to, work with stakeholders and the community to obtain feedback on analysis, alternatives and/or decisions during project development and will provide feedback on how the input was considered in the decision making process.

The objectives of community and stakeholder consultation for the project are to:

- Keep all relevant stakeholders informed of the need for the project and project progress including any design changes, in a timely manner
- Provide ample opportunity for stakeholders and the community to learn about the project and provide feedback to the project team
- Consider all community and stakeholder feedback when making project design decisions
- Respond to all feedback appropriately and in a timely and respectful manner
- Identify issues early to avoid surprises and manage issues effectively to minimise impact on project delivery
- Increase understanding of the area around the project and the community and stakeholder values relating to this project
- Leave a positive legacy for this project within the community.

6.2 Consultation process

6.2.1 Consultation overview and background

An extensive consultation program has been carried out since project initiation in 2004, including community updates, media releases, public displays and community feedback periods to support the preferred route, concept design development and environmental assessment.

Transport has endeavoured to keep the community informed as the project has progressed and has worked with the neighbouring communities and stakeholders to ensure that all issues and concerns are understood, documented and addressed throughout project development.

Figure 6-1 provides a summary of the project consultation stages from preferred route identification, application to the Minister for Planning and Public Spaces with a State Significant Infrastructure Application (SSIA), development of the concept design and environmental assessment and the associated community consultation carried out. Consultation activities carried out during route selection, concept design and environmental assessment are summarised in **Section 6.2.4** to **Section 6.2.6**. Future consultation to be carried out for the project is outlined in **Section 6.4**.

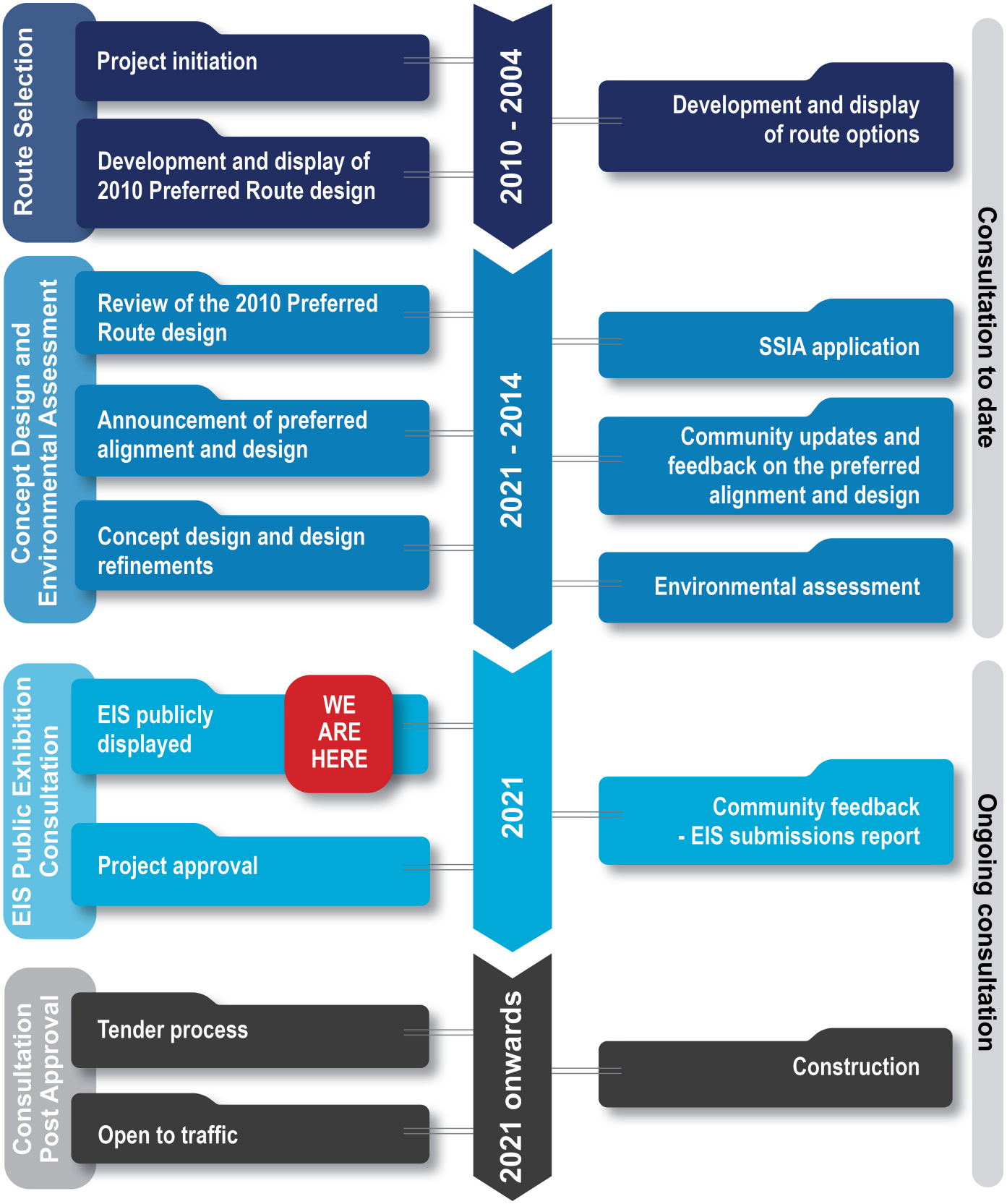

Figure 6-1 Summary of project consultation stages

6.2.2 Stakeholders

Stakeholders were identified as those parties that may have an interest in or have the potential to be affected by the project and include:

- Government stakeholders:
  - Local, State and Commonwealth agencies
  - Local councillors
  - State and Federal members of parliament
  - Other divisions of Transport (prior to merge with Roads and Maritime Services)
  - Department of Planning, Industry and Environment (DPIE) (formerly the Department of Planning and Environment (DPE))
  - Australian Rail Track Corporation (ARTC)
  - Environment, Energy and Science (EES) Group of the DPIE (formerly the Office of Environment and Heritage (OEH))
  - Commonwealth Department of Infrastructure, Transport, Regional Development and Communications (formerly Commonwealth Department of Infrastructure and Regional Development)
  - Commonwealth Department of Agriculture, Water and the Environment (DoAWE) (formerly the Commonwealth Department of the Environment and Energy (DoEE))
  - Environment Protection Authority (EPA)
  - Subsidence Advisory NSW
  - Transport Management Centre (TMC)
  - Local Land Services.
- Local government areas (LGAs):
  - City of Newcastle (LGA in which the project is located – formerly Newcastle City Council)
  - Port Stephens Council (LGA in which the project is located)
  - Maitland City Council (nearby LGA)
  - Cessnock City Council (nearby LGA).
- Local Aboriginal Land Councils (LALC) and Registered Aboriginal Parties (RAPs)
- Other relevant industry and stakeholders such as:
  - Property owners and businesses
  - Motorists including the freight industry and bus operators
  - Environmental groups
  - Educational facilities
  - Emergency services.
- The wider community, special interest groups (where they exist) and community groups and facilities
- Utility and service providers.

6.2.3 Guidelines, engagement and consultation tools

Consultation was carried out in accordance with the following guidelines:

- Community Engagement and Communications Manual (Roads and Maritime Services 2012)
- Land Acquisition Information Guide (NSW Government 2014) and land acquisition reforms announced by the NSW Government in 2016 which can be found online here: **finance.nsw.gov.au/sites/default/files/NSW_Government_Response.pdf**
- Property Acquisition. A Guide for Residential Owners (NSW Government 2019)
- Aboriginal Cultural Heritage Consultation Requirements for Proponents (DECCW 2010a)
- Procedure for Aboriginal Cultural Heritage Consultation and Investigation (PACHCI) (Roads and Maritime Services 2011b)
- NSW Sustainable Design Guidelines Version 4.0 (Transport for NSW 2017a).

A number of engagement channels were established for the project to seek input from stakeholders and the community and to facilitate ongoing community and stakeholder engagement. These include:

- A project email address (M1RT@jacobs.com) and phone number (1800 094 895) to receive feedback, manage enquiries and provide information on the EIS
- A project website (**nswroads.work/m12rt**) which provides background information on the project, along with maps, project updates and announcements, and information on how to provide feedback on the project
- Other tools used to facilitate consultation for the project include:
  - Community newsletters delivered via letterbox drop
  - Project posters
  - Doorknocking
  - Community information and feedback sessions
  - Media releases
  - Newspaper and digital advertisements
  - Postcard advertising community information sessions
  - Electronic variable message sign (VMS).
- Aboriginal Focus Group (AFG) meetings
- Stakeholder briefings and one-on-one meetings with residents, businesses and property owners
- Social media posts
- Email to contacts on the established distribution list
- Community information sessions and ‘pop-up’ information stands.

6.2.4 Aboriginal cultural heritage consultation

The project is located within the Mindaribba LALC and the Worimi LALC areas.

Transport has developed the PACHCI (Roads and Maritime Services 2011b) to provide a consistent means of effective consultation with Aboriginal communities about activities that may impact on Aboriginal cultural heritage values and ensure a consistent assessment approach for Transport activities across NSW.

Aboriginal stakeholder engagement was carried out to address the requirements of the PACHCI in accordance with relevant statutory requirements and government policies, including the Aboriginal Cultural Heritage Consultation Requirements for Proponents (DECCW 2010a). Further details relating to Aboriginal community consultation is provided in the ACHAR (**Appendix L**).

Aboriginal stakeholder consultation carried out for the project has involved:

- Identification of relevant stakeholders and LALCs through letters to government agencies, Native Title searches and register of Aboriginal Owners. Identified Aboriginal stakeholders were invited to register as Aboriginal parties for the project. A further search of the National Native Title Register was also carried out in November 2015 at the request of the RAPs
- Site surveys involving RAPs and Aboriginal site officers, included:
  - Three surveys carried out with nominated LALC site officers in February, July and October 2015
  - Additional survey carried out in November 2015, with all RAPs given the opportunity to participate
  - Survey of the areas not previously surveyed, carried out with RAPs in July 2020.
- Test excavations, carried out between May and August 2016, with approved site officers
- Five AFG meetings, including:
  - October 2015: An initial AFG following public display of the project. Prior to the AFG, the draft archaeological survey report and archaeological methodology were issued to the RAPs and Heritage NSW for review and comment
  - December 2015: Provided the updated archaeological survey report and archaeological methodology. Outcomes of this meeting were considered in the updated archaeological survey report and revised archaeological methodology, which was provided to the RAPs in March 2016
  - September 2016: Provided the results of test excavation program, including potential impacts and management measures
  - September 2018: Provided an overview of the project, results of the test excavation program, and review of sites, impacts and management measures
  - November 2020: Provided an overview of the areas not previously surveyed and presented the results of the survey carried out in July 2020. Potential impacts of the project on Aboriginal cultural heritage and proposed mitigation measures were also outlined.
- Ongoing consultation with the Aboriginal community.

A list of RAPs who responded to the notification letters and/or advertisements continues to be maintained for the project for ongoing consultation. Issues raised by the Aboriginal community are briefly discussed in **Section 6.3.4** and discussed further in the ACHAR (**Appendix L**). Future consultation is discussed in **Section 6.4**.

6.2.5 Consultation carried out during route selection

During project development and route selection, a number of consultation activities were carried out with a range of stakeholders including the local community, landowners, residents, State and Commonwealth Government agencies, local councils, infrastructure and service providers, business and industry. Activities carried out during the project development involved:

- Project initiation: 2004 to 2005
- Development and display of route options: 2005
- Development and display of the preferred route and 2010 Preferred Route design: 2005 to 2010.

These activities, and their associated community consultation outcomes, including key issues raised, are detailed further in **Table 6-2**. Consultation activities carried out during concept design and environmental assessment are detailed in **Section 6.2.6**.

A number of stakeholders have undergone name changes since project initiation, as described in **Section 6.2.2**. Where these stakeholders are referenced in the following sections, the stakeholder name accurate to the time of consultation has been used.

Table 6-2 Community consultation activities carried out during route selection

Consultation stage and date	Consultation activity and communication summary
Project initiation	
2004	The project was announced by the Minster for Roads in October 2004 as the F3 to Raymond Terrace Upgrade. Following announcement, input from the community was sought to inform the concept design and selection of the preferred route. Consultation activities included: • Establishment of an 1800 (toll free) project information line in October 2004 • Establishment of a project website in November 2004 • Community update distributed in November 2004 providing background to the project and sought nominations for a Community Liaison Group (CLG) • A community information session held at Raymond Terrace High School on 15 November 2004 • A Planning Focus Meeting was held on 15 November 2004. Attended by 20 representatives from key government agencies, local councils, utility companies and Mindaribba and Worimi LALCs • The CLG was formed in December 2004 and provided a link between the community and the project team through the planning stage of the project. The first CLG meeting was held on 13 December and provided an overview of the project development process and the key constraints and opportunities of the project. Members of the CLG represented farming interests in the area, residents of Black Hill, Heatherbrae and Beresfield, LALCs, Port Stephens, Maitland and Newcastle Councils, Raymond Terrace Chamber of Commerce, Heatherbrae businesses, the Green Coalition, Hunter Region Botanic Gardens (HRBG), Millers Forest and Hunter River High School • A number of meetings involving representatives from government agencies and local councils including Port Stephens Council, Newcastle City Council, Maitland City Council, the Department of Planning, the Department of Natural Resources and the Department of Environment and Conservation • Interviews with major landowners to identify current land uses, key issues and any major constraints within the land parcels applicable to the project.
2005	• A CLG meeting was held on 18 January 2005. The meeting included a bus tour of the project to allow members to gain a more thorough understanding of the key attributes and physical conditions of the project.
Development and display of route options	
2005	Community consultation was carried out to inform the development of route options for the project. Route options were developed from February 2005, with the selected options presented in the F3 Freeway to Raymond Terrace Route Options Development Report (RTA 2005a), which was displayed between 21 October 2005 and 2 December 2005. Consultation activities during route options development and display included: • Three CLG meetings, held in January, June, and November 2005. The meetings provided an opportunity to generate route options on aerial base and constraint plans, provide updates on route options development, identify the key constraints of the project, and introduce the two feasible route options short-listed in the F3 Freeway to Raymond Terrace Route Options Development Report (RTA 2005a). The route options display and value management process were also explained and the next steps toward the selection of the preferred route outlined • Advertisements in April 2005 announcing the expansion of the route options study area to allow consideration of route options within a corridor to the south of the Hunter River • Five staffed displays held at various locations between 27 October and 29 October 2005 • A community update was issued in October 2005 about the options development report display. A total of 1500 copies of the community update were printed and distributed to members of the community, relevant government agencies, local councils and other stakeholders. Copies of the update were also enclosed within letters to CLG members, potentially affected property owners and placed at the display locations. Further copies were distributed to properties and businesses within the study area

Consultation stage and date	Consultation activity and communication summary
	• A community information session held at Hunter River High School on 15 November 2005 • A total of 24 meetings with potentially-affected property owners • A meeting with Hunter Water Corporation on 1 December 2005 to discuss impacts to the Tomago Sandbeds Catchment Area. Eighty-five feedback forms and 55 telephone calls were received, with the most commonly raised concerns including social and business impacts, noise and vibration, impacts to terrestrial ecology, impacts on hydrology and flooding, land/property acquisition, safety and access, and visual and urban design.
Development and display of the preferred route and 2010 Preferred Route design	
2005	Following display of the route options, consultation outcomes were considered and informed the development of a preferred route option for the project (refer to **Chapter 4** for details on the design development). A value management workshop was held in December 2005. Forty participants attended the workshop, including representatives from the CLG, local councils, government agencies and LALCs. Three route options were identified for further investigation.
2006	• Two CLG meetings, held in January and September 2006. The meetings were held to discuss the value management workshop, and provide updates on the preferred route selection process, with the preferred route presented in the September meeting • A meeting with Hunter Water Corporation on 23 February 2006 to further discuss impacts to Tomago Sandbeds Catchment Area. The preferred route option was presented in the F3 Freeway to Raymond Terrace Preferred Route Report (RTA 2006), which was displayed between 30 August 2006 and 13 October 2006. Consultation activities during display of the preferred route included: • Three staffed displays held at various locations between 8 September 2006 and 9 September 2006 • Letters advising of the preferred route were sent to stakeholders. Stakeholders included directly affected property owners, property owners in the vicinity of the construction footprint, property owners no longer affected by the construction footprint, members of the CLG and other parties that had registered an interest in the project • Phone calls to directly-affected property owners to follow up receipt of the letter and offer a meeting with the project team. Individual meetings were arranged to further discuss specific issues • A community update was issued in August 2006 informing the community of the preferred route option display. Responses received during display of the preferred route option were considered during development of the concept design. The most commonly raised concerns included flooding impacts, impacts to terrestrial ecology, safety and access, the location of design elements, and impacts to groundwater resources.
2007	• A CLG meeting was held in April 2007 which provided an update on the concept design process • A meeting with Hunter Water Corporation was held on 13 September 2007 to further discuss impacts to Tomago Sandbeds Catchment Area.

Consultation stage and date	Consultation activity and communication summary
2008	The concept design, including responses to comments received during 2006 display of the preferred route option, were presented in the F3 Freeway to Raymond Terrace Concept Design Report (RTA 2008). The concept design was placed on display at five locations between 14 July 2008 and 15 August 2008. Consultation activities included: • Three staffed displays held at the Heatherbrae Visitor Information Centre on 31 July, 2 August and 7 August 2008 • A CD copy of the concept design report was provided to CLG members who attended the Thursday 31 July staffed display • Letters, including the concept design community update, were sent to stakeholders advising of the concept design display. Stakeholders included directly affected property owners, owners directly affected by the preferred route but no longer directly affected by the concept design, property owners in the vicinity of the project, members of the community liaison group, councils and other government agencies, and other parties that had registered an interest in the project • A total of 1500 copies of the concept design community update were also distributed to members of the community relevant government agencies, local councils and other stakeholders. Further copies of the update were placed at the static display locations and distributed following requests to the project information line • Phone calls and meetings (if requested) with directly affected property owners • Three meetings were held with the board of the HRBG • An 1800 telephone number and a project inbox (email) were available for community and stakeholder enquiries throughout the display period (and ongoing for the project). Around 150 submissions were received, with the most commonly raised concerns including access and interchange arrangements (notably at HRBG, access to Heatherbrae, and the Tomago interchange), flooding, water quality, noise, signage and impacts to flora and fauna.
2010	Submissions received during display of the concept design and Transport's responses to the issues raised were presented in the F3 Freeway to Raymond Terrace Concept Design Submissions Report (RTA 2010), which was placed on public display in December 2010. A community update was also issued in December 2010 which informed the community of a revised concept design (referred to in this EIS as the 2010 Preferred Route design) and outlined two options for alternate access arrangements to the HRBG. Following the release of the December 2010 community update, project development was put on hold.

6.2.6 Consultation carried out during concept design and environmental assessment

Transport has carried out ongoing community consultation through the development of the refined concept design and environmental assessment, as outlined in **Chapter 4**. Details of the main consultation activities carried out during this period are provided in **Table 6-3**. Stakeholders consulted as part of this process, together with relevant consultation activities, are provided in **Table 6-4**.

Consultation for the concept design and environmental assessment began in 2014. At this time, Transport also initiated an extensive review of the 2010 concept design with an aim to improve functionality and traffic flow around the interchanges, benefit from lessons learnt during other Pacific Highway projects in floodplain environments, minimise environmental impacts and address the changing needs of the network, particularly after the Hunter Expressway opened in 2014. The outcomes of the review are detailed further in **Chapter 4**.

Alongside the display of the revised concept design in September 2015, the State significant infrastructure (SSI) application (Roads and Maritime Services 2015b) was made publicly available on the former DPE website. Consultation with the former DoEE was also initiated in September 2015 with submission of the referral.

Table 6-3 Consultation carried out during concept design and environmental assessment

Activity	Date(s)	Details
Review of the 2010 concept design	2014-2015	A series of meetings with stakeholders was held in September and October 2014. Representatives from Roads and Maritime Services met with council (Newcastle and Port Stephens), directly impacted business owners, ARTC, Hunter Water Corporation, HRBG, the then OEH, EPA and a number of directly affected property owners. The purpose of these meetings was to provide an update on the project, and to identify any changes to land use that would need to be considered in the concept design review. In September 2015, the M1 Pacific Motorway extension to Raymond Terrace Discussion Paper – Revised Concept Design (Roads and Maritime Services 2015a) was placed on public display. This discussion paper outlined the process used to identify and develop a revised concept design for the project.
State Significant Infrastructure Application (SSIA) report and SEARs	September 2015	The SSIA report was issued to the former DPE (Roads and Maritime Services 2015b). The report was made publicly available on the department's website at the time. During the process of developing SEARs for the project, the former DPE consulted with state agencies to seek input into the SEARs.
Public display of revised concept design	October 2015	Changes to the 2010 concept design were placed on public display between 7 October 2015 and 27 November 2015. Comments on design changes were invited from all members of the public, government agencies and stakeholders. Consultation activities during this time included: • Three media releases on 7 October 2015 (announcement of the public display), 29 October 2015 (a reminder to the community to provide feedback) and 2 November 2015 (announcement of the extension of the public display) • Newspaper advertisements on various dates in October and November 2015 placed in the Maitland Mercury, Newcastle Herald, Cessnock Advertiser and Port Stephens Examiner • Project updates were directly mailed to stakeholders including government agencies, elected government representatives, schools, transport groups, community groups and environmental groups. Project updates were also available for collection at the then Roads and Maritime Services motor registries in Wallsend, Cessnock, Raymond Terrace and Nelson Bay, and Service NSW centres at Newcastle and East Maitland, and at City of Newcastle, Port Stephens Council, Cessnock City Council and Maitland City Council • Project postcards were delivered to 13,000 properties including residences and businesses in Beresfield, Black Hill, Heatherbrae, Hexham, Lenaghan, Millers Forest, Nelsons Plains, Raymond Terrace, Tarro, Thornton, Tomago and Woodberry • The project webpage was updated with the latest project information including the project update, postcard, frequently asked questions and discussion paper, as well as updated for the extension of the public display • Two community information sessions were held at Stockland Shopping Centre, Green Hills (Thursday 15 October 2015) and Market Place Shopping Centre, Raymond Terrace (Saturday 17 October 2015) • Fifteen stakeholder meetings were held between 6 and 14 October with directly affected property owners and stakeholders • An 1800 telephone number and a project inbox were available for community and stakeholder enquiries by telephone and email throughout the display period (and ongoing for the project). Forty-seven submissions were received from the community and stakeholders during this period. This included 25 emails, seven letters, four telephone calls, five web forms and six handwritten feedback forms. Thirty-seven issues were raised in the submissions received.

Activity	Date(s)	Details
		The most commonly raised issues included timing of the project, access to Heatherbrae, impacts to the existing road network and traffic impacts, and the revised alignment. Transport reviewed and considered all comments and incorporated them into the decision-making stages of the project as appropriate. The submissions received are discussed in detail in the M1 Pacific Motorway extension to Raymond Terrace Community Consultation Report (Roads and Maritime Services 2016a). Comments on the project were considered in the design of the project, as outlined in **Chapter 4**.
Planning Focus Meeting	October 2015	A Planning Focus Meeting was held in Newcastle to present the project, the draft SEARs, and carry out a bus tour of the study area. Thirty-two participants attended, including representatives of the former Roads and Maritime Services, DPE, ARTC, OEH, Port Stephens Council, City of Newcastle, TransGrid, Hunter Water Corporation and Jacobs. Following the Planning Focus Meeting, agencies provided comment on the draft SEARs. Agencies also provided comments relating to the content of the project EIS, the project design and requested further consultation. These agency comments and issues raised are summarised in **Table 6-5**.
Consultation with business owners	2015 ongoing	Consultation with business owners was carried out in 2016 as part of the Socio-economic assessment for the project, as discussed in **Chapter 13** (socio-economic) and the Socio-economic Working Paper (**Appendix M**). Consultation involved written surveys which were delivered to owners / managers of retail and service businesses within Heatherbrae and Beresfield. Surveys were either completed face-to-face or left to be completed by the business owner / manager. A total of 26 surveys were completed. Consultation with targeted business owners was carried out throughout 2019 and 2020. Consultation activities included face-to-face meetings with targeted businesses and distribution of reengagement letters in April 2020.
Flood Focus Group	February 2016	As a result of community and stakeholder feedback, Transport established a Flood Focus Group. The aim of the Flood Focus Group was to create a forum for discussion and exchange of information between the project team and the community regarding flooding events on the Hunter River floodplain. A Flood Focus Group was held in Raymond Terrace with 18 participants, including representatives from Transport, Port Stephens Council, City of Newcastle, an independent reviewer from WMAWater, and property owners and businesses directly affected by the project. Property owner discussions were held in August 2016 with Transport, Jacobs and an independent reviewer from WMAWater. The purpose of the meetings was to facilitate further discussions with property owners and gain an understanding of flooding near the project. A total of six discussions were carried out. Comments from these discussions were considered when assessing the potential impacts of the project on flooding as outlined in **Chapter 10** (hydrology and flooding).
Public display of concept design changes	August 2016	Transport invited further community feedback on the revised concept design for the project between 29 August and 28 September 2016. Consultation activities during this time included: • Two media releases on 30 August 2016 (announcing the public display) and 14 September 2016 (reminding the community to have their say) • Newspaper advertisements on various dates in August and September 2016 placed in the Maitland Mercury, Newcastle Herald, Cessnock Advertiser and Port Stephens Examiner

Activity	Date(s)	Details
		• Project updates were directly mailed to stakeholders in the local area including government agencies, elected government representatives, schools, transport groups, community groups and environmental groups. Project updates were also available for collection at the then Roads and Maritime Services motor registries in at Nelson Bay; Service NSW centres at Newcastle, Wallsend, East Maitland, Cessnock and Raymond Terrace; City of Newcastle, Port Stephens Council, Cessnock City Council and Maitland City Council • Project updates were directly mailed to about 500 residences and businesses in Heatherbrae and Tomago • Project postcards were delivered to about 16,000 properties including residences and businesses in Beresfield, Black Hill, Heatherbrae, Hexham, Lenaghan, Millers Forest, Nelsons Plains, Raymond Terrace, Tarro, Thornton, Tomago and Woodberry and Medowie • The project webpage was updated on 29 August with the latest project information including the project update and postcard • Stakeholder meetings were held between 6 and 14 October with directly affected property owners and stakeholders. Forty-eight submissions were received from the community and stakeholders during this period. This included 24 emails, eight letters, nine telephone calls, seven survey forms. Twenty-nine issues were raised in the submissions received. The most commonly raised issues included impacts to businesses, timing and funding of the project, access (including the access to the HRBG) and signage and line marking. Transport reviewed and considered all comments and incorporated them into the decision-making stages of the project as appropriate. The submissions received are discussed in detail in the M1 Pacific Motorway extension to Raymond Terrace Community Consultation Report (Roads and Maritime Services 2017a).
Community consultation reports and project updates	May 2016 June 2017 November 2020	Community feedback on the 2015 revised concept design was presented in the M1 Pacific Motorway extension to Raymond Terrace Community Consultation Report (Roads and Maritime Services 2016a) in May 2016. A project update was also placed on public display in May 2016. The project update provided a summary of submissions received during the 2015 display of the revised concept design and informed stakeholders of potential changes to the project design as a result of community feedback. Community feedback on the 2016 revised concept design was presented in June 2017 in the M1 Pacific Motorway extension to Raymond Terrace Community Consultation Report (Roads and Maritime Services 2017a). A project update was placed on public display in June 2017. The project update provided a summary of submissions received during the 2016 display of the revised concept design and provided a link to the M1 Pacific Motorway extension to Raymond Terrace Community Consultation Report (Roads and Maritime Services 2017a). A project update was placed on public display in November 2020. The project update provided an overview of the project, described the current status of the project and summarised the improvements made to the project since the 2016 revised concept design.
Consultation with land owners	2019 ongoing	Consultation with targeted land owners was carried out throughout 2019 and 2020. Consultation activities included: • Continued meetings with directly impacted property owners • Distribution of reengagement letters to targeted land-owners in April 2020, including requests for further consultation (if required) • Distribution of voluntary property acquisition letters to targeted land-owners in October 2020.

Table 6-4 Stakeholders consulted during concept design and environmental assessment

Stakeholder group	Individual stakeholder	Consultation activities
Public authorities	• Local councils including City of Newcastle, Port Stephens Council, Maitland City Council and Cessnock City Council • NSW Department of Planning, Industry and Environment (DPIE) • NSW Environment, Energy and Science (EES) Group • Environmental Protection Agency (EPA) • Department of Primary Industry (Fisheries) • Australian Rail Track Corporation (ARTC) • NSW Local Land Services • Department of Agriculture, Water and the Environment (DoAWE) • Subsidence Advisory NSW • Port of Newcastle	• Meetings and briefings • Telephone enquiries • Letters and emails • Project updates • Commonwealth referral for project impacts on Matters of National Environmental Significance • SSIA
Emergency services	• Police • Fire and Rescue • Ambulance • State Emergency Services	• Meetings and briefings including presentations at the Lower Hunter Emergency Management Co-ordinating Committee meetings • Letters and emails • Project updates
Public transport providers	• Hunter Valley Buses • Port Stephens Coaches	• Telephone enquiries • Letters and emails • Project updates
Specialist interest groups	• Donaldson Coal • Newcastle Fishermen's Cooperative • HRBG • Hunter Cycleways Movement	• Meetings and briefings • Letters and emails
Utility and service providers	• TransGrid • AGL • Hunter Water Corporation	• Meetings and briefings • Telephone enquiries • Letters and emails • Project updates
Aboriginal groups	• Mindaribba LALC • Worimi LALC • Project RAPs	• AFG meetings • Surveys • Test investigations • Project updates
Community	• Local residents and registered stakeholders • Directly affected land-owners • Business owners • Local media	• Community drop-in • Information sessions • Telephone enquiries • Letters and emails • Project updates • Project website • Media releases • One-on-one meetings

6.3 Summary of issues raised during concept design and environmental assessment

6.3.1 Summary of key issues raised

Key issues raised by the community, organisations and public authorities included:

- Impacts on traffic, transport and access: including access to the HRBG and Heatherbrae, cyclist and pedestrian access and integration with the existing rail and road networks
- Business and property impacts: including impacts on the HRBG and businesses at Heatherbrae and impacts on private property and existing land uses
- Impacts on existing infrastructure and utilities: including future operation of the existing road network and impacts to water supply infrastructure
- Timing and funding: including construction timeframes and funding availability
- Impacts on flooding and water quality: including flood immunity of the project and impacts on the Tomago Sandbeds Catchment Area
- Contaminated land: including existing contaminated land
- Impacts to Aboriginal heritage
- Urban design and visual impacts: including landscaping and vegetation species
- Noise and vibration impacts: including the efficacy of existing noise controls and the noise impacts of the project
- Biodiversity impacts and offsetting: including impacts on flora and fauna
- Project design: including the alignment, locations of intersections, interchanges and bridges, and road safety
- Community consultation: including ongoing and future consultation.

All of these issues were investigated and considered as part of the development of the concept design as discussed in the following sections.

6.3.2 Issues raised by public authorities and emergency services

Transport has carried out ongoing engagement with public authorities and emergency services through a number of engagement channels during project development, as outlined in **Table 6-4**.

A summary of issues raised during this engagement and where issues have been addressed in the EIS is provided in **Table 6-5**.

Table 6-5 Summary of issues raised by public authorities

Stakeholder	Issue category	Issues raised	How issue has been addressed
City of Newcastle	Project design	• Consider a bridge or culvert for the crossing of Purgatory Creek	A section of the alignment of Purgatory Creek would be adjusted as discussed in **Section 5.3.10**.
	Cyclists	• Consider planning cycleway networks in the area • Concern regarding safety for cyclists • Consider cycling facilities in the design, in line with existing and future cycleways	The project provides opportunities for on-road cycling in road shoulders and connection to existing cycleway networks in the area, as discussed in **Section 5.3.16**.
	Consultation	• Request to be kept informed by Transport regarding the project • Consultation with stakeholders and community should continue	Transport will continue to engage with stakeholders and the community, including council, throughout the development and delivery of the project as discussed in **Section 6.4**.
	Hydrology and hydraulic	• Request for a comprehensive flooding assessment be carried out	Potential flooding impacts have been addressed in the Hydrology and Flooding Working Paper (**Appendix J**), with a summary in **Chapter 10** (hydrology and flooding).
	Cumulative impacts	• Future developments need to be considered	Cumulative impacts, including an assessment of the project's interaction with future developments, are provided in **Chapter 23** (cumulative impacts).
Port Stephens Council	Land use, social and economic	• Concern regarding the loss of trade and impact on businesses being bypassed, particularly at Heatherbrae	Potential land use and business impacts have been addressed in the Land Use and Property Working Paper (**Appendix N**) and the Socio-economic Working Paper (**Appendix M**), which have been prepared as part of the EIS. A summary of the assessments is provided in **Chapter 14** (land use and property) and **Chapter 13** (socio-economic) respectively. To reduce the potential business impacts of the project, signage will be provided in accordance with Transport signage policy to inform the travelling public about services in Beresfield and Heatherbrae.

Stakeholder	Issue category	Issues raised	How issue has been addressed
	Project design	• Request to be involved with the design and construction requirements for Masonite Road • Need to integrate with existing and potential future rail facilities • Explore opportunities for rail linkages to Port Stephens, particularly Newcastle Airport	Transport will continue to engage with Port Stephens Council during design development. The project has been designed to allow for existing and future rail infrastructure, such as the Main North Rail Line at Hexham. The project has been developed to provide a motorway between the existing M1 Pacific Motorway at Black Hill and the Pacific Highway at Raymond Terrace. New rail projects are considered by Transport and are outside the scope of this project.
	Traffic and transport	• Project should assess impact on the existing road network during construction • Request that the project includes future operational responsibilities for the Pacific Highway • Concern about the existing and future operation of the M1 Pacific Motorway and Pacific Highway	Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). The assessment considered long term growth to ensure the project caters for the forecasted traffic volumes. Transport is in liaison with relevant local councils if any road previously not council's responsibility becomes the responsibility of council as a result of the project. This will be discussed and negotiated with the relevant local council before opening the completed project.
	Consultation	• Request that Transport provides regular updates regarding the project to the community	Transport will continue to engage with stakeholders and the community throughout the development and delivery of the project, as discussed in **Section 6.4**.
	Access	• Consider and address informal access arrangements for businesses on the Pacific Highway	Access to property and other infrastructure has been considered during design development, as discussed in **Section 5.3.19**. Measures to minimise impacts of the project on businesses, including access arrangements, are provided in **Chapter 13** (socio-economic) and the Socio-economic Working Paper (**Appendix M**).
	Timing and funding	• Clarity around timeframes for construction	Construction of the project is expected to begin in 2023 and conclude in 2028. The construction program and construction staging is discussed in **Section 5.4.14**. The potential for project staging is discussed in **Section 5.4.15**.

Stakeholder	Issue category	Issues raised	How issue has been addressed
Maitland City Council	Project design	• Opportunity to build cycleways to integrate into future cycling facilities	The project provides opportunities for on-road cycling in road shoulders and provides connections to existing and planned future cycleway networks in the area, as discussed in **Section 5.3.16**.
	Traffic and transport	• Concern about the existing and future operation of the New England Highway in the area of the proposed Tarro interchange, particularly in relation to weaving and merging • The traffic assessment needs consider future development and population growth • Existing traffic patterns on John Renshaw Drive should be considered by the project	Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). The current interchange arrangements are the best options for the project and are considered to best connect to the existing road network (refer to **Chapter 4**). The assessment considered long term population and employment growth to ensure the project caters for the forecasted traffic volumes. The project provides increased road capacity (three lanes in both directions) along the New England Highway through Tarro.
Hunter Water Corporation	Existing utilities and access	• Impact to existing Hunter Water Corporation assets including potential adjustments, construction protection and access for maintenance	Transport has carried out ongoing engagement with Hunter Water Corporation to ensure any impacts to water assets are managed appropriately. Assets would either be protected or relocated as necessary, in consultation with Hunter Water Corporation. Transport will continue to liaise with Hunter Water Corporation to ensure the project is compatible with existing and future asset infrastructure. Utilities are discussed in **Section 5.3.15**.
	Tomago Sandbeds Catchment Area	• Export of all potentially contaminated run off water from the project out of the groundwater drawn zone to guarantee no detrimental impacts on aquifer recharge water quality • The project will need to meet requirements and criteria for the drinking water catchment. The Australian Drinking Water Guidelines would be seen as minimum requirement	Transport have liaised with Hunter Water Corporation throughout the development of the project to ensure the design best meets requirements to protect the catchment area. In consultation with Hunter Water Corporation, the designed road level was raised in this area to avoid impacts arising from road run-off. Pavement drainage in this area was also designed to discharge road runoff away from the drinking water catchment to prevent any potential pollution impacts to the Tomago Sandbeds Catchment Area. Permanent water quality basins in this area will be lined to prevent groundwater interaction. As result of design changes, the project is not expected to impact on water quality within the Tomago Sandbeds Catchment Area during construction or operation. Potential impacts to the Tomago Sandbeds Catchment Area have been addressed in the Biodiversity Assessment Report (**Appendix I**), the Hydrology and Flooding Working Paper (**Appendix J**), and the Surface Water and Groundwater Quality Working Paper (**Appendix K**). Summaries of these assessments are provided in **Chapter 9** (biodiversity), **Chapter 10** (hydrology and flooding), and **Chapter 11** (surface water and groundwater quality) respectively.

Stakeholder	Issue category	Issues raised	How issue has been addressed
	Biodiversity	• Early consideration of BioBanking areas	Transport has carried out ongoing consultation with Hunter Water Corporation, including discussion of the existing Hunter Water Corporation BioBanking site located near the HRBG. While the construction footprint has been designed to avoid and minimise direct impact where possible to this biobanking site, the project would impact on around 0.6 hectares (0.5 per cent) of this site on its the western edge. Impacts to the existing BioBanking site owned by Hunter Water Corporation have been considered in the Biodiversity Assessment Report (**Appendix I**), with a summary provided in **Chapter 9** (biodiversity).
DPIE	Crown land	• Identify any Crown Land affected by the project	The project would require some temporary and permanent impacts to Crown Land along the banks of the Hunter River. Crown land impacted by the project is identified and assessed in the Land Use and Property Working Paper (**Appendix N**), with a summary provided in **Chapter 14** (land use and property).
	Mineral resources	• Consider the potential for the project to impact upon any significant mineral resources	The project construction and operational footprints are covered by an exploration license (EL5497) and an assessment lease (ALA71). The boundaries for this license and assessment lease extend to the western side of the M1 Pacific Motorway at Black Hill. Works in this area are generally located within or near to the existing M1 Pacific Motorway corridor and potential impacts on any future mining uses are expected to be minimal. The construction and operational footprints cover a small area where underground coal mining has previously occurred. This includes part of an ancillary facility (AS1) and land within the John Renshaw Drive road corridor. No mine induced subsidence impacts are anticipated during operation of the project. Impacts to mineral resources are further discussed in the Land Use and Property Working Paper (**Appendix N**), with a summary provided in **Chapter 14** (land use and property).
	Commercial aquaculture	• Ensure commercial prawn trawlers are contacted in relation to the proposed bridge and navigation is not hindered	Transport has carried out ongoing engagement with Newcastle Fishermen's Cooperative to ensure impacts to commercial aquaculture activities are minimised where possible. A navigation channel will be maintained within the Hunter River near to construction works for maritime traffic. Where temporary access changes or restrictions are proposed, these will be undertaken in consultation with affected stakeholders. Impacts to commercial prawn trawling operations are further assessed in the Socio-economic Working Paper (**Appendix M**), with summary provided in **Chapter 13** (socio-economic).

Stakeholder	Issue category	Issues raised	How issue has been addressed
	Biodiversity	• Potential impact on wetland areas that are habitat for the wading and migratory birds • Inclusion of biodiversity offsets for aquatic environments in the EIS	The project has been designed to minimise potential impacts on biodiversity as far as possible, including Hexham Swamp and floodplain areas, which represent habitat for wading a migratory species. Additionally, migratory wader habitat is poorly represented within the construction footprint, with no migratory waders recorded during field surveys. The removal of some wetland habitat, representing potential habitat for migratory species, would be required. The extent of habitat removal and the associated impacts are further discussed in the Biodiversity Assessment Report (**Appendix I**), with a summary provided in **Chapter 9** (biodiversity). A Biodiversity Offset Strategy (**Appendix I**) has been prepared for the project, which includes consideration of offsets for impacts to aquatic habitats. A summary of the strategy is provided in **Chapter 9** (biodiversity).
	Water quality and hydrology	• Consideration of tidal movements • Impacts on surface water and groundwater sources, including related infrastructure, adjacent licensed water users, basic landholder rights, watercourses, riparian land, and groundwater dependent ecosystems, and measures proposed to reduce and mitigate these impacts.	Tidal influence has been considered in the flooding assessment and flood modelling carried out for the project. An assessment of flooding and hydrology, including the influence of tidal movements, is provided in the Hydrology and Flooding Working Paper (**Appendix J**), with a summary provided **Chapter 10** (hydrology and flooding). Impacts on surface water and groundwater quality are assessed in the Surface Water and Groundwater Quality Working Paper (**Appendix K**), with a summary provided in **Chapter 11** (surface water and groundwater quality). Impacts on surface water and groundwater quantities are assessed in the Hydrology and Flooding Working Paper (**Appendix J**) with a summary provided in **Chapter 10** (hydrology and flooding). Impacts to riparian land and groundwater dependent ecosystems are further assessed in the Biodiversity Assessment Report (**Appendix I**), with a summary provided in **Chapter 9** (biodiversity). Management measures are also provided to reduce the impacts of the project on surface water and groundwater sources.
	Access	• Access and maintenance roads during project operation to be included in the assessment	The project has considered and responded to the need for access and maintenance roads during operation. Existing property accesses will be maintained during construction. Where this is not feasible or reasonable, temporary alternative access arrangements will be provided following consultation with the affected property owners. Further discussion of access arrangements during operation is provided in **Section 5.3**.

Stakeholder	Issue category	Issues raised	How issue has been addressed
EES Group	Environmental assessment	• Address biodiversity, historic heritage, Aboriginal cultural heritage, water and soils, flooding (including the Hunter Valley Flood Mitigation Scheme requirements), and coastal erosion.	The environmental assessment presented in this EIS has included an assessment of project impacts on all of the issues raised, provided in the applicable chapters and working papers (as listed in **Chapter 1**). The project would potentially impact on discharge flow rates in drainage channels which are part of the Hunter Valley Flood Mitigation Scheme. Transport would continue to consult with the operators of the Hunter Valley Flood Mitigation Scheme during detailed design to minimise project impacts wherever possible.
	Biodiversity	• Usage of land for biodiversity offsetting, particularly around the Watagan to Stockton Green Corridor	A Biodiversity Offset Strategy (**Appendix I**) has been prepared for the project as part of the EIS. A summary of the strategy is provided in **Chapter 9** (biodiversity). Transport is considering all options to meet the offsetting obligations of the project.
EPA	Environmental assessment	• Adequately describe the development proposal, the environmental implications of the proposed activity, and the existing environment including air, noise, waters, contamination/soils, chemicals and waste	The environmental assessment presented in this EIS has included a description of the existing environment and an assessment of project impacts on all of the issues raised, provided in the applicable chapters and working papers (as listed in **Chapter 1**).
	Water quality	• Maximum discharge needs to be reported	Discharge amounts and rates have been identified and assessed in the Hydrology and Flooding Working Paper (**Appendix J**) with a summary provided in **Chapter 10** (hydrology and flooding).
ARTC	Access	• Consider existing access to the ARTC network via the Tarro Interchange	There would be no impact to the function of the Main North Rail Line and Hexham Train Support Facility during project operation. Access to Thornton, Beresfield, Tarro and Hexham railway stations, and ARTC assets via Tarro interchange, would remain as existing. Access to existing infrastructure is discussed further in the Traffic and Transport Working Paper (**Appendix G**), with a summary provided in **Chapter 7** (traffic and transport). The Aurizon access road will be relocated as part of the project but access will continue to be retained during construction.
	Flooding	• Flood modelling and assessment to include consideration of impacts on ARTC infrastructure	Existing railway infrastructure has been considered in the flooding assessment and flood modelling carried out for the project. An assessment of flooding and hydrology, including impacts to railway infrastructure, is provided in the Hydrology and Flooding Working Paper (**Appendix J**), with a summary provided in **Chapter 10** (hydrology and flooding).

Stakeholder	Issue category	Issues raised	How issue has been addressed
Hunter Local Land Services	Biodiversity offsets	• Consider biodiversity offsets to contribute to the health of the Hunter River Estuary	A Biodiversity Offset Strategy (**Appendix I**) has been prepared for the project. A summary of the strategy is provided in **Chapter 9** (biodiversity).
Emergency Services	Water supply	• Water supply locations for firefighting to be identified	Emergency water supply locations for firefighting are outlined in **Chapter 22** (safety and risk).
	Access	• Identify access points for emergency services to the construction site • Maintain adequate space for emergency vehicle access to fire trails • Emergency access to the motorway to be available for firefighters to avoid getting trapped	The project has considered and responded to the need for access and maintenance roads during construction and operation. Existing property accesses will be maintained during construction. Where this is not feasible or reasonable, temporary alternative access arrangements will be provided following consultation with the affected property owners. Where required, and where the project severs existing access tracks, (including fire trails) turnaround facilities would be provided on access tracks to allow vehicles to turn around. Further discussion of access arrangements during operation is provided in **Section 5.3**. The project includes 2.5m minimum nearside shoulders along the main alignment. This allows vehicles to pull over at any location in the event of a breakdown or other incident and provides space between the stationary vehicle and passing traffic. On the viaduct and bridges, the nearside shoulder width would be between 2.5 and 3.5m wide. This would be adequate for most vehicles to be able to stop clear of traffic, as discussed in **Section 5.3**.
	Project design	• Include additional hardstand areas near emergency cross-overs/u-turn facilities for speed enforcement purposes	Combined emergency crossover, U-turn facilities and stopping bays (in addition to road shoulders) would be provided for use by Transport, police and emergency vehicles, as discussed in **Section 5.3.13**.
	Signage	• Suggested that “kilometre” markers and interchanges be named to allow members of the public to easily identify location of incidents	Interchanges have been named according to the area of the project they service (from west to east: Black Hill Interchange, Tarro Interchange, Tomago Interchange, and Raymond Terrace Interchange), providing an easily-identifiable reference point for the location of incidents. As outlined in the Socio-economic Working Paper (**Appendix M**), signage will be provided in accordance with Transport signage policy to inform the travelling public about services in Beresfield and Heatherbrae.

6.3.3 Issues raised by the community

Table 6-6 provides a summary of issues raised by the community including special interest groups, utilities and service providers and where these have been addressed in the EIS.

Table 6-6 Summary of issues raised by the community – individuals, special interest groups, utilities and service providers

Issue category	Consultation period	Issues raised	How issue has been addressed
Traffic, transport and access			
Access	2015	• Property access	Access to private property and other infrastructure during construction and operation of the project has been considered during design development, as discussed in **Section 5.3.20**. Potential property access impacts have been addressed in the Land Use and Property Working Paper (**Appendix N**) and the Socio-economic Working Paper (**Appendix M**). A summary of these assessments is provided in **Chapter 14** (land use and property) and **Chapter 13** (socio-economic) respectively. Direct access to the M1 Pacific Motorway from surrounding properties would be restricted by fencing. Where existing property accesses are affected by the project, access would be provided either from existing roads or new access roads and tracks provided as part of the project. Access adjustments would be carried out in consultation with property owners and prior to the realisation of construction impacts to ensure access is maintained.
	2016	• Impact the project would have on access to private property	
Access to Heatherbrae	2015	• Request review of access to Heatherbrae • Lack of ramp for northbound traffic south of Heatherbrae • No direct access to Heatherbrae	The design changes at Tomago, Heatherbrae and Raymond Terrace now enable access to and from Heatherbrae from the north and south. This was a major design change provided to address business concerns through Heatherbrae. Refer to **Chapter 4** for further discussion on the design changes progressively included to address business concerns. No direct private property access to the main alignment would be permitted. The Tomago and Raymond Terrace interchanges are described in **Section 5.3.3**.
	2016	• Southbound access to the motorway from Heatherbrae • Need to ensure access is maintained to and from the M1 Pacific Motorway	

Issue category	Consultation period	Issues raised	How issue has been addressed
Traffic impacts	2015	• The traffic assessment needs to take into account future development and population growth • Would the project improve traffic conditions on the New England Highway?	The project is expected to improve traffic conditions on roads within the project and reduce traffic volumes across the existing network during morning and evening peak periods. Construction traffic movements will be required along Quarter Sessions Road to access AS4, however construction traffic is not expected to substantially increase traffic along Quarter Sessions Road. Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). The assessment considered long term population and employment growth to ensure the project caters for the forecasted traffic volumes. Transport will continue to work with local councils to ensure the surrounding road network will operate effectively when the project is built.
	2016	• Concern over potential increase in traffic on adjoining roads, particularly Tomago Road and Quarter Sessions Road • Congestion from weekday peak traffic heading to Newcastle • Increased traffic volumes on road network surrounding Newcastle Airport	
Connectivity to Tarro	2015	• Restricted access to Tarro	The project will maintain access to Tarro through the existing road network and the Tarro Interchange. The Tarro Interchange is described in **Section 5.3.3**. Potential impacts on access and connectivity for residents, workers and visitors have been addressed in the Socio-economic Working Paper (**Appendix M**). A summary of the assessment is provided in **Chapter 13** (socio-economic).
Cyclists	2015	• Need to apply safety standards for active road users • Need to lead regional cycleway strategy • There is an opportunity to build cycleways to integrate into future cycling facilities • Consider planning cycleway networks in the area	The project provides opportunities for on-road cycling in road shoulders and connection to existing cycleway networks in the area, as discussed in **Section 5.3.16**. The project would enable integration into the future cycleway planning in the area. The development of a regional cycleway network is outside the scope of the project. It is expected that the project would improve cycling conditions on the existing network by reducing traffic volumes on adjoining roads. Transport will continue to consult with cycling groups throughout project development.
	2016	• Consider cycling facilities in the design, in line with existing and future cycleways	

Issue category	Consultation period	Issues raised	How issue has been addressed
Rail	2015	• Need to integrate with existing and potential future rail facilities	The project has been designed to allow for existing and future rail infrastructure, such as the existing Main North Rail Line at Hexham.
		• Explore opportunities for rail linkages to Port Stephens, particularly Newcastle Airport	New rail projects are outside the scope of this project.
Hunter Region Botanic Gardens (HRBG) access	2016	• Concern about access and visibility of the HRBG. Concern over the lack of visibility for motorists accessing the gardens	Access to the HRBG has been carefully considered during project development. Access to the HRBG would be via a new access road with a signalised intersection at the Pacific Highway (refer to **Section 5.3.3**). The new signalised intersection would be provided at the HRBG to cater for pedestrian access to public transport and the site.
		• Consider location of bus stops and pedestrian links for better access to the gardens	The locations of existing bus stops have been considered during project development. Bus stops on the Pacific Highway at the HRBG (Transport Stop ID 2324115 and 2322117) would be permanently moved to a new location either side of the HRBG intersection.
Construction traffic impacts	2015	• Project should minimise impact on existing road network during construction	Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). Construction activities would cause minimal disruption along the existing road network. Where disruptions may occur, management measures, including the need for temporary traffic intersections, reduced speed limits, temporary pavement, and traffic switches, have been proposed. To reduce traffic delays, design and construction staging has been developed to maintain existing speed limits of up to 80km per hour within the construction footprint. However, some speed limits would need to be reduced for the safety of both road users and construction workers on site.
	2016	• Concern about traffic delays during construction	

Issue category	Consultation period	Issues raised	How issue has been addressed
Business and property			
Business impacts	2015	• Loss of trade and impact on businesses being bypassed	The design changes at Tomago, Heatherbrae and Raymond Terrace now enable access to and from businesses in Heatherbrae from the north and south. A new access road would be provided from the Pacific Highway to maintain direct access to the HRBG, passing under the bridge (B09) on the main alignment, as shown in **Figure 5-1** of **Chapter 5**. Potential business impacts have been addressed in the Socio-economic Working Paper (**Appendix M**). A summary of the assessment is provided in **Chapter 13** (socio-economic). As outlined in the Socio-economic Working Paper, signage will be provided in accordance with Transport signage policy to inform the travelling public about services in Beresfield and Heatherbrae.
	2016	• Loss of trade and impact on Heatherbrae businesses • Loss of business exposure and impact on the HRBG	
Property impacts	2015	• Concern about impact to property • Concern about proximity to dwellings • The project should consider that private land within the area has a number of uses	Transport have minimised impacts to private property during the development of the project wherever possible. Consideration of private property impacts have informed the options decision-making process, as discussed in **Chapter 4**. Potential property impacts have been addressed in the Land Use and Property Working Paper (**Appendix N**) and the Socio-economic Working Paper (**Appendix M**), A summary of these assessments is provided in **Chapter 13** (socio-economic) and **Chapter 14** (land use and property) respectively. Transport has carried out extensive consultation with targeted landowners, including negotiating acquisition of properties where necessary, as outlined in **Table 6-3**. Transport will continue to assess impacts to private property and liaise directly with property owners as the project progresses.
	2016	• Concern about proximity of proposed alignment to dwelling and impact to private property • Impact to existing uses on land	
Property impact compensation	2015	• The project devalues property	Potential acquisition impacts have been addressed in the Land Use and Property Working Paper (**Appendix N**). A summary of the assessment is provided in **Chapter 14** (land use and property). Transport would be required to acquire properties to build the project. Compensation to landowners directly impacted by the project (full or partial acquisitions) is governed by the *Land Acquisition (Just Terms Compensation) Act 1991*. Proposed property acquisition is detailed in **Section 5.3.19**.
	2016		

Issue category	Consultation period	Issues raised	How issue has been addressed
Existing infrastructure and utilities			
Existing road network	2015	• Concern about existing roads and their future operation • Request to upgrade the existing Pacific Highway roundabout at Masonite Road • High traffic volumes and congestion on road network surrounding Thornton	The completed project would improve traffic conditions across the surrounding road network by reducing traffic volumes and enabling existing routes and intersections, such as the Pacific Highway and Masonite Road intersection, to operate more efficiently. Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). High traffic volumes surrounding Thornton are outside the scope of the project.
		• Lack of full interchange at M1 Pacific Motorway/Hunter Expressway	This interchange is located beyond the scope of the project.
		• Continued use of Weakleys Drive for southbound travel from Maitland to M1 Pacific Motorway	The M1 Pacific Motorway/Weakleys Drive intersection was upgraded from a roundabout to traffic signals as part of a separate project to improve the operational performance of the existing roundabout. The Weakleys Drive and John Renshaw Drive intersection upgrade was completed in March 2019.
		• Request to allow a right turn from Tomago Road at the Pacific Highway	The project design as assessed in the EIS allows a right turn from Tomago Road at the Pacific Highway.
		• Viability of reconfiguring Pacific Highway and New England Highway intersection at Hexham	The New England Highway and Pacific Highway intersection at Hexham would experience a substantial reduction in right turn movements when the project is built. There would be opportunities to improve the intersection after the project is completed, however the ongoing demand for right turn movements would need to be considered. The viability of reconfiguring the Pacific Highway and New England Highway intersection at Hexham will be assessed in a separate project.
	2016	• Impact of the project on the existing road network	The completed project would improve traffic conditions across the surrounding road network by reducing traffic volumes and enabling routes and intersections to operate more efficiently.

Issue category	Consultation period	Issues raised	How issue has been addressed
		• Remove southbound right turn from existing Hexham Bridge onto New England Highway	The New England Highway and Pacific Highway intersection at Hexham would experience a substantial reduction in right turn movements when the project is built. There would be opportunities to improve the intersection after the project is completed, however the ongoing demand for right turn movements would need to be considered. The viability of reconfiguring the Pacific Highway and New England Highway intersection at Hexham will be assessed in a separate project.
		• Consider further motorway extensions beyond the project to link with the Hunter Expressway and Newcastle Airport • Consider making the southbound Hexham Bridge single lane with a cycle lane	Upgrades to areas outside of the project are outside of the project scope.
Existing Hunter River bridges	2015	• The existing on ramp to the northbound Hexham Bridge is dangerous. Request to consider the ramp be closed to all vehicles or heavy vehicles	The existing bridges would be retained and continue to serve non-motorway traffic wishing to cross the Hunter River from the Pacific and New England highways.
Future road classification	2015	• Need to detail the responsibilities for maintenance of existing roads in the network after completion of the project so suitable funding arrangements can be made	Transport is continuing to liaise with relevant local councils. Any road previously not council's responsibility that becomes the responsibility of council as a result of the project will be discussed and negotiated with the relevant local council before opening the completed project.
Utilities	2015	• Proximity of the main alignment to the Hunter Water Corporation pipeline	As outlined in **Section 6.3.1** and **Section 6.3.2**, Transport has carried out ongoing engagement with Hunter Water Corporation to ensure any impacts to water supply utilities are managed appropriately. Hunter Water Corporation assets would either be protected or relocated as necessary, in consultation with Hunter Water Corporation. Transport will continue to liaise with utility asset owners such as Hunter Water Corporation to ensure the project is compatible with existing and future infrastructure. Utilities are discussed in **Section 5.3.15**.

Issue category	Consultation period	Issues raised	How issue has been addressed
Timing and funding			
Timing and staging	2015	• Consider building the upgrade in stages if there is a lack of funding • The project should be prioritised and constructed in the short-term	Construction of the project is expected to begin in 2023 and finish in 2028, but could be sooner. The construction program, including construction staging, is discussed in **Section 5.4.14**. The potential for project staging is discussed in **Section 5.4.15**. The current stage of concept design and environmental assessment is one of the final steps before gaining approval to progress the project to detailed design and construction.
	2016	• The project should be prioritised and built in the short term • Clarity around construction timeframes	
Funding	2015	• Concern the project has been in planning for a long time and is yet to be built or fully funded • Concern over a lack of funding	Additional commitment to funding for the project has been provided by the Australian and NSW Governments since 2015. The project currently has combined funding commitment of $2 billion from the Australian and NSW Governments. The project design was determined and refined through an extensive evaluation and review process to ensure that it best meets the project objectives, is evaluated against the functional, social and economic and natural environment and culture considerations and provides major benefits to road users, as discussed in **Chapter 4**.
	2016	• Concern the project has been in planning for a long time and is yet to be built or fully funded • Concern about cost of the project and floodplain bridge (viaduct) • Concern about the additional cost of bypassing Heatherbrae.	
Flooding and water quality			
Flooding	2015	• Concerns raised about how the project would impact flooding • Need to ensure that the flooding assessment is carried out appropriately	Flooding is one of the key issues identified for this project. Potential flooding impacts have been addressed in the Hydrology and Flooding Working Paper (**Appendix J**). A summary of the assessment is provided in **Chapter 10** (hydrology and flooding).

Issue category	Consultation period	Issues raised	How issue has been addressed
	2016	• Concern the project would impact flooding and drainage • Project needs to address the existing flooding and drainage impacts adjacent to the project • Flood immunity of the upgrade.	Drainage has also been considered as part of the project design and environmental assessment, and is discussed in **Section 5.3.8**, **Section 5.4.10**, **Chapter 10** (hydrology and flooding) and the Hydrology and Flooding Working Paper (**Appendix J**). The project has been designed to be consistent with other Pacific Highway upgrade program projects which provide a minimum of 5% AEP (one in 20 year) flood immunity to the edge lines of the carriageway. The project has the added advantage of numerous bridge structures, which would provide one in 100-year flood immunity between Black Hill and Tomago. Flooding is one of the key issues identified for this project. Potential flooding impacts have been addressed in the Hydrology and Flooding Working Paper (**Appendix J**). A summary of the assessment is provided in **Chapter 10** (hydrology and flooding).
Groundwater	2016	• Impact on the Tomago Sandbeds Catchment Area.	Transport have liaised with Hunter Water Corporation throughout the development of the project to ensure the design best meets requirements to protect the catchment area. In consultation with Hunter Water Corporation, the designed road level was raised in this area to avoid impacts arising from road run-off. Pavement drainage in this area was also designed to discharge road runoff away from drinking water catchments to prevent any potential pollution impacts to the Tomago Sandbeds Catchment Area. Basins and grassed swales in this area will also be lined to prevent groundwater interaction. As result of design changes, the project is not expected to impact on water quality within the Tomago Sandbeds Catchment Area during construction or operation. Potential impacts to the Tomago Sandbeds Catchment Area have been addressed in the Biodiversity Assessment Report (**Appendix I**), the Hydrology and Flooding Working Paper (**Appendix J**), and the Surface Water and Groundwater Quality Working Paper (**Appendix K**). Summaries of these assessments are provided in **Chapter 9** (biodiversity), **Chapter 10** (hydrology and flooding), and **Chapter 11** (surface water and groundwater quality) respectively.
Contaminated land			
Contaminated land	2015 2016	• Properties in the project could be contaminated	Potential contamination impacts have been addressed in the Soils and Contamination Working Paper (**Appendix P**). A summary of the assessment is provided in **Chapter 16** (soils and contamination). The assessment includes measures to manage the risk of contamination across the project, including existing contamination.

Issue category	Consultation period	Issues raised	How issue has been addressed
Aboriginal heritage			
Aboriginal heritage	2015	• Need to ensure Aboriginal heritage is considered	Potential Aboriginal heritage impacts have been addressed in the ACHAR (**Appendix L**). A summary of the assessment is provided in **Chapter 12** (Aboriginal cultural heritage). Aboriginal stakeholder engagement has been carried out to address the requirements of the relevant statutory requirements and Government policies, including the Aboriginal Cultural Heritage Consultation Requirements for Proponents (DECCW 2010a). Aboriginal stakeholder engagement is further discussed in **Section 6.2.4** and **Section 6.3.4**.
Urban design and visual impacts			
Visual impacts	2015	• Concern about the visual impact of the project	Potential landscape and visual impacts have been addressed in the Urban Design, Landscape Character and Visual Amenity Working Paper (**Appendix O**). A summary of the assessment is provided in **Chapter 15** (urban design, landscape and visual amenity).
Landscaping	2016	• Consider non-allergenic vegetation for landscaping	Vegetation species to be used for landscaping along the project will be selected with consideration of safety, security, commercial availability, performance under motorway conditions, and establishment and maintenance requirements.
Noise and vibration			
Noise impacts	2015	• Concern about noise impacts • Existing noise barriers do not address issues • Concern about compression braking	Noise management strategies have been developed to reduce the impacts of both construction and operational noise and to meet criteria set by the EPA. Potential noise impacts have been addressed in the Noise and Vibration Working Paper (**Appendix H**). A summary of the assessment is provided in **Chapter 8** (noise and vibration). The adequacy of existing noise management measures, such as existing noise walls are considered in this assessment.
	2016	• Concern about noise impacts resulting from the proposed floodplain bridge (viaduct)	

Issue category	Consultation period	Issues raised	How issue has been addressed
Biodiversity			
Fauna	2015	• Concerns about potential impacts on wildlife caused by the project and request for fauna sensitive design • Need to consider impact on natural environment, including koala	The project has been designed to avoid and minimise potential impacts on biodiversity as far as possible, including minimising direct impacts to Hexham Swamp and floodplain areas, reducing habitat fragmentation, avoiding impacts to remnant vegetation and threatened species habitat and minimising impacts to native vegetation where possible. Fauna sensitive design, including fauna crossing structures and fauna exclusion fencing, have also been implemented to reduce impacts on wildlife during project operation. Potential impacts on threatened flora, threatened fauna and threatened ecological communities within the vicinity of the project have been addressed in the Biodiversity Assessment Report (**Appendix I**). A summary of the assessment is provided in **Chapter 9** (biodiversity). Potential impacts on wildlife and their habitat, including koala, have also been considered in this assessment.
Biodiversity	2016	• Consider impact on wildlife habitat in HRBG bushland	Impacts on wildlife habitat in the bushland surrounding the HRBG have been addressed in the Biodiversity Assessment Report (**Appendix I**). A summary of the assessment is provided in **Chapter 9** (biodiversity).
		• Biodiversity offset should consider the local strategic priorities surrounding the corridor and engagement should be carried out with key stakeholders.	A Biodiversity Offset Strategy (**Appendix I**) has also been prepared for the project. A summary of the strategy is provided in **Chapter 9** (biodiversity). The Biodiversity Offset Strategy considers the availability of local and regional offset sites.
Project design			
Design changes and revised alignment	2015	• Concern about the change in alignment • Request to consider 2010 option or other options further east • Concern about the project crossing the floodplain • Were interchanges located in consideration of traffic conditions	The project as assessed in the EIS best balances environmental, infrastructure and physical constraints in the project area. The current alignment and interchange arrangements would allow for improved connection to the existing road network, improved interchange function and increased avoidance of sensitive environmental areas and wetlands. Additional interchanges are not being considered at this stage. The interchange locations have been selected to provide connections to existing major roads, most notably the M1 Pacific Motorway, the Pacific Highway, and the New England Highway. Interchange locations have also been selected to provide

Issue category	Consultation period	Issues raised	How issue has been addressed
	2016	• Convenience of interchange arrangements at Heatherbrae • Consider an interchange at Masonite Road • Suggestion to leave the motorway through Heatherbrae and not build a bypass • Consider a new alignment across Hexham Swamp	access to key destinations and existing routes such as the Tomago industrial area, Heatherbrae and Raymond Terrace. The current arrangements and locations for interchanges are the best options for the project and are considered to best connect to the existing road network (refer to **Chapter 4**). A previous alignment across Hexham Swamp was considered for the project and was presented in the F3 Freeway to Raymond Terrace Concept Design Report (RTA 2008). The preferred alignment has since been revised to minimise environmental impacts on Hexham Swamp. Project development and alternative alignment options considered are discussed further in **Chapter 4**.
Bridges and structures	2015	• The project should consider a bridge or culvert at water crossings • Would like to see an iconic bridge structure	The project has bridge structures at water crossings to mitigate the impacts of flooding and impacts to nearby environmentally sensitive areas. The bridge structures are described in **Section 5.3.5**. The bridge structure (B05) between Tarro and Tomago minimises impacts on flooding across the Hunter River floodplain and would consist of a 2.6km viaduct, as discussed in **Section 5.3.5**. This structure would be a major new visual element in the landscape, as discussed in the Urban Design, Landscape Character and Visual Amenity Working Paper (**Appendix O**), and summarised in **Chapter 15** (urban design, landscape and visual amenity). This structure is likely to be an iconic bridge structure.
Lighting	2015	• Concern about light pollution from the road	Lighting is not required on the main alignment of the project but would be provided at interchanges and associated ramps. Lighting would be provided in accordance with the Australian Standards. The impact of lighting on wildlife is discussed in the Biodiversity Assessment Report (**Appendix I**) and summarised in **Chapter 9** (biodiversity). The impact of lighting on sensitive receivers is discussed in the Urban Design, Landscape Character and Visual Amenity Working Paper (**Appendix O**), and summarised in **Chapter 15** (urban design, landscape and visual amenity). Lighting impacts during project construction and operation are expected to be low.
Signage and line marking	2015	• Need to ensure signage is clear to motorists approaching new interchanges • Need to signpost Newcastle Airport and promote access	Signage and road marking to enforce road rules and regulations, provide information on direction of travel, posted speed limit and parking restrictions would be included as part of the project. As outlined in the Socio-economic Working Paper (**Appendix M**), signage will be provided in accordance with Transport signage policy to inform the travelling

Issue category	Consultation period	Issues raised	How issue has been addressed
	2016	• Consider using audio tactile line markings for road safety • Consider directional signage for Newcastle Airport • Consider directional signage for businesses in Heatherbrae, similar to tourist signage	public about services in Beresfield and Heatherbrae. Transport would also consider destinations such as Newcastle Airport, and tourist amenities when planning signage. All project signage and road marking would be designed in accordance with the current Australian Standards and Transport guidelines.
Rest areas	2016	• Consider acquiring nearby land for service centres, to provide rest stops and generate revenue for ongoing road maintenance • Location of rest areas and access to rest areas to consider heavy and oversized vehicles	There are no plans to provide additional rest areas or service centres as part of the project. Access to existing service centres and rest facilities would be via the new interchanges at Black Hill, Tarro, Tomago and Raymond Terrace.
Road safety	2015	• Concern about weather conditions, such as fog, affecting road safety along the project	Weather conditions have been considered during development of the project design. Elements of the project design, such as guidepost locations and spacings, speed restrictions and signage have been selected to improve safety along the project in times of adverse weather conditions. The safety and risks of the project are considered in **Chapter 22** (safety and risk).
M1 Pacific Motorway / Pacific Highway cross over	2015	• Consider whether the motorway be bridged over the Pacific Highway near the HRBG • Consider leaving the existing highway as is for ease of construction	There are many constraints at the location near the HRBG where the project and Pacific Highway would cross. The design through this area has minimised the impacts on adjoining land uses while achieving the appropriate road design requirements. A bridge over either the main alignment or the Pacific Highway needs to enable ongoing operation of the highway during construction and be cost-effective. The complexity and constructability of any bridge structure has been a key issue considered during design development. A new access road would be provided from the Pacific Highway to maintain direct access to the HRBG, passing under the bridge (B09) on the main alignment, as shown in **Figure 5-1** of **Chapter 5**.

Issue category	Consultation period	Issues raised	How issue has been addressed
Black Hill interchange	2015	• Southbound ramps from the motorway should be retained • Access to Lenaghans Drive should be adjusted and upgraded	The design as assessed in this EIS reduces the amount of southbound traffic exiting the motorway and travelling through the Weakleys Drive and John Renshaw Drive intersection. Southbound motorway traffic wishing to access John Renshaw Drive, Weakleys Drive, Lenaghans Drive or the New England Highway would exit the motorway at Tarro interchange. The left in/left out arrangement at Lenaghans Drive would be retained. The Black Hill interchange is described and shown in **Section 5.3.3**.
Raymond Terrace interchange	2015	• Request to consider a full interchange with all movements for improved access	A full interchange at the northern end of the project is not required. Motorists wishing to access the project's main alignment from Heatherbrae can continue south on the Pacific Highway and join the main alignment via the Tomago interchange. The Tomago and Raymond Terrace interchanges are shown and described in **Section 5.3.3**.
Tarro interchange	2015	• Concern about the existing and future operation of the New England Highway at the proposed Tarro interchange, particularly in relation to weaving and merging	Transport have considered existing and future merging and weaving issues on the New England Highway during the design of the Tarro interchange. Since the public display of the concept design, a number of design refinements have occurred at the Tarro interchange, as discussed and shown in **Section 5.3.3**. Tarro interchange would improve merge conditions at this location by providing six lanes along the New England Highway between John Renshaw Drive and the existing Tarro interchange, and extend the length of the existing eastbound merging lane from John Renshaw Drive. The current arrangements and locations for interchanges are the best options for the project and are considered to best connect to the existing road network
	2016	• Design changes to the Tarro interchange	
M1 Pacific Motorway / Weakleys Drive intersection	2015	• Concern about the proposed traffic lights. Further grade separation should be considered at the intersection	The M1 Pacific Motorway/Weakleys Drive intersection was upgraded from a roundabout to traffic signals as part of a separate project to improve the operational performance of the existing roundabout. The Weakleys Drive and John Renshaw Drive intersection upgrade was completed in March 2019.
Tomago Road intersections	2015	• Concern about the number of lanes on the proposed new link road from the Tomago interchange and connection with the existing road network	As a result of further design review identifying constraints, the link road at Tomago has been removed from the project. The Tomago interchange, which provides a major interchange at Old Punt Road to service traffic movements to and from Tomago and would cater for heavy and oversized vehicles, is described in **Section 5.3.2**.

Issue category	Consultation period	Issues raised	How issue has been addressed
	2016	• Concern over traffic congestion at the intersection of the new link road and Tomago Road • Request to provide access to the Pacific Highway from the new link road • Consider heavy and oversized vehicles in the design of the link road at Tomago • Ensure that new link road is designed in line with future growth requirements	Potential traffic and transport impacts have been addressed in the Traffic and Transport Working Paper (**Appendix G**). A summary of the assessment is provided in **Chapter 7** (traffic and transport). The assessment considered long term growth to ensure the project caters for the forecasted traffic volumes.
Masonite Road	2015 2016	• Bridging Masonite Road over the proposed motorway will cause traffic issues during construction	Masonite Road would be shifted slightly to the south where it crosses over the main alignment. This would allow the bridge (B10) to be built away from the existing road, reducing impacts to motorists during construction, as discussed in **Section 5.3.2**.
Community consultation			
Consultation	2015	• Consultation with stakeholders and community should continue	Transport will continue to engage with stakeholders and the community throughout the development and delivery of the project, as discussed in **Section 6.4**.
	2016	• Consultation with the community and business owners about the project should continue during construction and operation	

6.3.4 Issues raised by the Aboriginal community

Consultation with Aboriginal stakeholders was carried out to address the requirements of the relevant statutory requirements and Government policies, including the Aboriginal Cultural Heritage Consultation Requirements for Proponents (DECCW 2010a) with guidance from the PACHCI (Roads and Maritime Services 2011b) and has involved meetings with affected Aboriginal stakeholder groups, site surveys attended by RAPs, and test excavations attended by site officers. Key issues raised by the Aboriginal stakeholders and how they were addressed are outlined in the ACHAR (**Appendix L**) and summarised in **Chapter 12** (Aboriginal cultural heritage).

6.4 Future consultation

Following the EIS public display period, Transport will continue to identify and manage issues of interest or concern to the community during the EIS assessment and approval process, including during detailed design and construction. Ongoing consultation would be carried out to provide the community with:

- Accurate and accessible information regarding the processes and activities associated with the project
- Information in a timely manner
- Appropriate ways for providing comment or raising concerns
- A high level of responsiveness to their issues and concerns throughout development and delivery of the project.

6.4.1 Consultation during public display of the EIS

To guide ongoing communication and consultation, a draft Community Consultation Framework has been prepared and is provided in **Appendix E**. The draft Community Consultation Framework will guide the development of a Community Communication Strategy, as outlined in **Chapter 13** (socio-economic). The strategy will enable appropriate consideration and balancing of community and stakeholders' issues to achieve best project outcomes. Transport will continue to update the local community and identified stakeholders about relevant activities and other project updates using the engagement channels outlined in the CSEP.

DPIE will place this EIS on public display for a minimum of 28 days. During the public display period, government agencies, project stakeholders and community members will be able to review the EIS and provide feedback via a written submission to DPIE for consideration in its assessment of the project.

Advertisements will be placed in newspapers to advise the community of the public display and other relevant information. This will include any locations where the EIS can be viewed and details of planned consultation activities and information sessions.

Electronic copies of the EIS will be made available for viewing and download from the DPIE website.

Staffed displays and stakeholder/community meetings will be held during the public display of the EIS to enable community representatives to ask questions and to provide further information for consideration in the assessment process. During the EIS display, the community, government agencies and other interested parties are invited to make written submissions on the project to the DPIE.

Following public display of the EIS, the Secretary will provide copies of submissions to Transport or a report containing a summary of the issues raised. The Secretary may then require Transport to prepare a submissions report to respond to the issues raised in submissions or may require a Preferred Infrastructure Report (PIR) to outline any proposed changes to the project. If significant changes to the project are proposed the Secretary may make the PIR publicly available.

The Secretary will prepare a Secretary's environmental assessment report and provide it to the Minister for Planning and Public Spaces. The Minister for Planning and Public Spaces will then decide whether or not to approve the project and the conditions to be attached.

Preparation of the submissions report

At the end of the public display period, Transport will review any submissions received and prepare a submissions report and/or PIR if required. These reports will respond to the issues raised and outline any proposed changes to the project. This report will be made available to the public.

Refer to **Chapter 2** for further information on the approvals process following EIS public display.

6.4.2 Consultation during construction stages

Based on the expected timeframes for the project, the main construction activities are likely to begin in 2023, with some enabling work following project approval. Enabling work is further discussed in **Section 5.4.13**. Transport will continue to carry out further investigations and surveys before construction.

Consultation with stakeholders and the community during construction (including detailed design) will focus on providing updates on activities and program, responding to enquiries and concerns in a timely manner, and minimising potential impacts where possible.

Complaints management procedure

A dedicated community relations team will handle and investigate complaints during delivery of the project.

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

Regular reports summarising community issues and complaints will be used to help inform the delivery process. Consultation Manager will record the following details:

- Method of communication
- Full name, address and contact details of enquirer
- Date and time of enquiry
- Nature of the enquiry
- Names of people involved throughout
- Sentiment.

If a complaint is received the following details will be recorded in Consultation Manager as part of the complaints management record:

- Date and time complaint received
- 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 was resolved.

Complaints will be acknowledged and responded to in a timely manner. When a complaint cannot be responded to immediately, a follow-up verbal response on what action is proposed will be provided to the complainant. A written response to the person raising a complaint will also be provided.

Regular meetings between the Transport Community and Stakeholder Engagement team and the dedicated contractor community relations team will help provide a forum for peer review and a basis for continual improvement in complaint management response.

Follow-up monitoring will be carried out to ensure any complaints are resolved satisfactorily.

The complaints management procedure outlined above will be in place for the duration of construction.