

Inland Rail – Parkes to Narromine Project

SSI 7475

Environmental Representative – Monthly Report to Secretary
August 2020

7 September 2020





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1 Key findings for August 2020

The Australian Rail Track Corporation (ARTC) continues to progress the delivery of the Inland Rail – Parkes to Narromine Project (the Project). INLink, a joint venture between BMD and Fulton Hogan, is responsible for construction of the Project.

Construction is complete at the North West Connection (NWC). Construction continued at Stages B1 and B2 Parkes to Goonumbla, Stage A1.1 Goonumbla to Mickibri, Stage A1.2 Mickibri to Peak Hill, Stage A3.1 Peak Hill to Tomingley West and Stage A3.2 Tomingley West to Narromine.

The Complaints Register is presented in Appendix A. 6 x complaints were received during the reporting period (to 28 August 2020) which related to vehicle damage, engagement, fencing, level crossings and flooding. Five complaints remain open in total, including three for the month of August 2020. All others are considered closed by ARTC. The ER will continue to monitor responses to complaints relating to flooding / drainage / scour in particular.

There were no non-compliances with the Conditions of Approval identified by the Proponent during the reporting period.

There were no environmental incidents, as defined by the Project Approval, recorded in the incident register for August 2020.

No environmental major issues were identified during the ER site inspection carried out on 11 and 25 August 2020. One Medium risk issue and several Low risk issues were identified and require rectification.

The ER approved removal of 11 surface water quality monitoring locations on the basis that construction and landscaping works are complete and stable in the relevant catchment areas.

Reviews of waste classification and management practices and implementation of the relevant parts of the Landscaping and Visual Amenity Plan indicated no issues.

Further details are presented within this Report and within the Inspection Reports in Appendix B.



2 Background

The Australian Rail Track Corporation (ARTC) is responsible for the delivery of the Inland Rail – Parkes to Narromine Project (the Project). INLink, a joint venture between BMD and Fulton Hogan, is responsible for construction of the Project.

On 7 July 2018, the Minister for Planning approved the Project (Infrastructure Approval SSI 7475) subject to a set of Conditions of Approval (CoA).

This Report has been prepared in accordance with CoA A19(i). CoA A19(i) requires the Environmental Representative (ER) to submit to the Secretary of the Department a Monthly Report, providing the information set out in the Environmental Representative Protocol under the heading “Environmental Representative Monthly Reports.”

The Environmental Representative Monthly Report must be submitted within seven (7) calendar days following the end of each month for the duration of the ER’s engagement for the Project.

This Report covers the period from 1 to 31 August 2020.



3 Project activities

3.1 Minor construction ancillary facilities

As the Project has numerous work fronts open along all the alignment several minor construction ancillary facilities have been required. Each of the facilities provide offices and amenities for the workforce, including lunch and washrooms, provide limited parking for construction vehicles while using the facility and store construction materials and water.

1 x new minor ancillary facility was approved by the ER during the reporting period. This facility is being established and operated at Goobang Junction to support commissioning works which are scheduled to occur in September 2020. The ER confirms that the minor ancillary facility complies with the requirements of CoA C21.

3.2 Construction works

Construction continued at Stage A1.1 Goonumbla to Mickibri, Stage A1.2 Mickibri to Peak Hill, Stage A3.1 Peak Hill to Tomingley West and Stage A3.2 Tomingley West to Narromine and Stage B Parkes to Goonumbla. Construction works at North West Connection (NWC) are complete, with minor defect corrections ongoing as part of operations under the control of Pacific National.

A summary of the works undertaken in August 2020 is provided below.

3.2.1 North West Connection

- Minor defect correction works for trackwork and signalling.

3.2.2 Stage B Parkes to Goonumbla

- Level Crossing (LX) works are nearing completion.
- Fencing installations ongoing.
- Finalisation works progressing.
- Temporary Land Occupancy (TLO) handover process ongoing.
- Landscaping provisions ongoing.
- Signalling mechanical fit-out and installation works ongoing.
- Signalling cable pulling completed.
- Signalling Site Acceptance Testing (SAT) ongoing.

3.2.3 Stage A1.1 Goonumbla to Mickibri

- TLO handover process ongoing.
- Fencing installations ongoing.



- Finishing works completed.
- Completion & defect walks ongoing.
- Track and signalling signage installation ongoing.
- Track survey marks ongoing.
- Ground frame installation ongoing.

3.2.4 Stage A1.2 Mickibri to Peak Hill

- TLO handover process ongoing.
- Fencing installations ongoing.
- Finalisation works nearing completion.
- Landscaping nearing completion.
- Mickibri Siding works ongoing.
- Mickibri LX amendments completed.
- Signalling testing ongoing.
- Completion & defect walks ongoing.
- Track signage installation and survey marks ongoing.

3.2.5 Stage A3.1 Peak Hill to Tomingley West

- TLO handover process ongoing.
- Fencing installations ongoing.
- Finalisation works nearing completion.
- Landscaping provisions nearing completion.
- Completion & defect walks ongoing.
- Complete tamping and regulating.
- Complete rail stressing
- Track and signalling signage installation ongoing.
- Track survey marks ongoing.

3.2.6 Stage A3.2 Tomingley West to Narromine

- All of the capping has been placed. There is 500m to be proof rolled & handed over.



- LX works nearing completion; however, the balance of the private crossings will be completed post rail installation.
- Fencing installations ongoing.
- Finalisation works ongoing in readiness for landscaping provisions.
- Skeleton track construction ongoing.
- Top ballasting with train ongoing.
- Tamping and regulating ongoing.
- Rail stressing ongoing.
- Cable pulling works complete.
- Terminations and Testing ongoing.
- Signalling SAT testing ongoing.

3.3 Changes to the Project

Construction remains consistent with that approved. No modifications to the Project Approval have been requested.

One minor consistency assessment was issued to the ER during the reporting period in accordance with CoA A20(b). The proposed changes that are the subject of the consistency assessment relate to the commissioning of the P2N rail line (to occur in September 2020). As part of the commissioning works, INLink are required to make modifications to the existing signals along the rail network. The assessment described the proposed works, assessed the environmental impacts and assessed consistency and compliance with the EIS and Project Approval. INLink and ARTC concluded that the works are consistent with the Approved Project. The ER concurs with the assessment and its conclusions.

3.4 Community consultation and complaints received

Consultation with potentially affected community members and community groups continued during August 2020.

The Complaints Register is presented in Appendix A. 6 x complaints were received during the reporting period (to 28 August 2020) which related to vehicle damage, engagement, fencing, level crossings and flooding. Five complaints remain open in total, including three for the month of August 2020. All others are considered closed by ARTC.

During August, the ER reviewed how ARTC and INLink investigate and resolve complaints relating to flooding / drainage / scouring. The outcomes of the review are presented within the inspection report for 11 August 2020. The ER found that investigations undertaken by ARTC and INLink were generally adequate, however it was recommended that the Project hydrologist investigate one complaint that had previously been closed by ARTC without their involvement.

The ER will continue to monitor complaints throughout the construction period.



3.5 Incidents and Non-compliances

3.5.1 Incidents

The INLink Incident Register, current to 25 August 2020, was sighted during the most recent inspection. It demonstrated that one incident was recorded for the reporting period. This related to dust deposition exceedances at two sample locations. Neither were attributable to construction works. No incidents as defined by the Project Approval occurred during the reporting period.

3.5.2 Non-compliances

There were no non-compliances notified by ARTC to the Department during the reporting period.



4 ER activities

4.1 Advice provided to the Proponent on the CoA and other authority conditions

Other than the provision of the ER Inspection Reports (in Appendix B), there has been no other formal advice issued by the ER during the reporting period.

4.2 Environmental management plans and programs

4.2.1 Reviews and updates

The ER did not approve any minor revisions to sub plans in August 2020.

INLink requested approval to remove 11 x surface water monitoring locations identified in the Water Monitoring Program due to construction works being completed. A review was conducted by the ER, INLink and ARTC to confirm whether the removal of the monitoring points was appropriate.

- 5 x surface water monitoring points requested to be removed from the construction monitoring program have been approved by the ER on the basis that construction works are complete and landscaping (stabilisation works) were complete and adequate.
- 6 x surface water monitoring points requested to be removed from the construction monitoring program have been approved by the ER on the basis that construction works are complete and landscaping (stabilisation works) were complete and adequate. However, the ER approval for these locations is conditional on the defects inspection (which has yet to occur for these locations) identifying that ground disturbance works are not required to rectify any defects at these locations. If the defects inspection identifies that ground disturbance works are required to rectify the defect, then the approval does not stand.

4.2.2 Implementation

Implementation of commitments and requirements from environmental management plans and programs is reviewed during the fortnightly inspections. During August the waste classification and disposal requirements and the relevant parts of the Landscape and Visual Amenity Plan were reviewed. No issues were identified. Refer to Appendix B.

4.3 Site inspections

As indicated in section 3.2, large sections of the Project have now been constructed and are undergoing landscaping treatment.

Site inspections were carried out on 11 and 25 August 2020, covering stage B and stage A3. One Medium risk item and several low risk items were identified that required rectification. Details are presented in the Inspection Reports in Appendix B.



4.4 Audits

There were no audits carried out on the Project in August 2020.

4.5 Complaint resolution

Refer to Section 3.4 and Appendix A regarding complaints.

The Planning Secretary did not request the ER to assist in the resolution of any complaints.

4.6 Meetings

The ER holds fortnightly site environmental meetings at each ER inspection. These were held on 11 and 25 August 2020.

A lessons learned workshop was held with representatives from ARTC and the Department on 6 August 2020. The meeting discussed issues faced by the Project to date and possible actions to help prevent recurrence or realise improvements for future projects.

4.7 Documentation issued

Two ER Inspection Reports were issued for August 2020. These are presented in Appendix B.

4.8 Communications with the Secretary

Other than the submission of this Report, there were no communications with the Secretary.



5 Environmental performance of the Project

The Complaints Register is presented in Appendix A. 6 x complaints were received during the reporting period (to 28 August 2020) which related to vehicle damage, engagement, fencing, level crossings and flooding. Five complaints remain open in total, including three for the month of August 2020. All others are considered closed by ARTC. The ER will continue to monitor responses to complaints relating to flooding / drainage / scour in particular.

There were no non-compliances with the CoA identified by the Proponent during the reporting period.

There were no environmental incidents, as defined by the Project Approval, recorded in the Incidents Register for August 2020.

No environmental major issues were identified during the ER site inspection carried out on 11 and 25 August 2020. One Medium risk issue and several Low risk issues were identified and require rectification.

The ER approved removal of 11 surface water quality monitoring locations on the basis that construction and stabilisation works are complete in the relevant catchment areas.

Reviews of waste classification and management practices and implementation of the relevant parts of the Landscaping and Visual Amenity Plan indicated no issues.



Appendix A - Complaints Register

P2N Complaints Register as at 4 September 2020												
No.	Date received	Time received	Method received	CM Unique Identifier	Chainage	Nature of Complaint	Number of people affected in relation to a complaint	Details of Complaint	Response to Complaint	Date Responded	Time Responded	Status of Complaint
1	01/11/2018	9:30am	Meeting	27372 15792 27852 27525		Design - Flooding	4	Complainant raised concerns regarding the size of culverts and does not agree with the proposed culvert configuration at some locations and suggested ARTC redistribute the culverts. Complainant would like ARTC to increase the number of culverts presently proposed.	Independent mediation has been coordinated via Australian Dispute Centre. Initial mediation session was held 10 January 2020. No outcome at Independent Mediation was reached. Complaint closed. Landowners notified of this on 14/02/2020	10/01/2020	9:30am	Closed Out 14/2020
2	05/11/2018	Not recorded	Door Knock	21817		Noise - Operations	1	Complainant raised concerns regarding potential noise impacts and the number of future train movements proposed.	ARTC discussed with the complainant the proposed change in train numbers from 2018, 2025 and 2040. The Complainant was also advised of the EPA Rail Infrastructure Noise Guidelines and the Operational Noise and Vibration Review.	05/11/2018	Not recorded	Closed out 7/12/2018
3	05/12/2018	Not recorded	Meeting	28832 12797 12798		Noise mitigation	3	Complainant contacted ARTC regarding noise mitigation measures for a property they own which is located near the railway line. The complainant has requested compensation.	ARTC advised that under the Conditions of Approval, ARTC are required to install noise mitigations within 6 months of construction starting. ARTC and the complainant agreed to continue discussions regarding compensation options.	05/12/2018	Not recorded	Closed Out 19/12/2018
4	05/12/2018 and 19/12/2018	2:58pm	Meeting			Project Design	4	Complainant raised issues relating to a proposed road closure and the impacts this may cause.	The decision has been made to close the unauthorised road after investigating multiple options. ARTC has met with impacted landowners and councillors to discuss the decision and outcomes.	05/12/2018	7:16pm	Closed out 27/11/19
5	19/12/2018	12:00pm	Meeting	26399 12864 28832 12797 12798		Project Design	4	Complainant raised issues relating to a proposed road closure and the impacts this may cause.	The decision has been made to close the unauthorised road after investigating multiple options. ARTC has met with impacted landowners and councillors to discuss the decision and outcomes.	19/12/2018	12:00pm	Closed out 27/11/19
6	19/12/2018	5:30pm	Meeting	32001		Noise Mitigation/ Project Design	1	Complainant raised concerns regarding potential operational noise. Complainants property is outside approved noise mitigation triggers. Complainant raised concerns regarding impacts to farming operations due to a proposed closure of a public Level Crossing. Requested ARTC purchase land due to the removal of this level crossing.	ARTC has met with landowner to advise that the house is not eligible for noise mitigation treatment based on the specifications in the ONVR (Aug 2019). The concerns about the split property are understood, however ARTC will not be purchasing the property.	19/12/2018	5:30pm	Closed out 30/11/19
7	23/02/2019	08:00am	Phone call (in)	20348		Dust and Traffic Movements	2	Complainant raised concerns about the traffic movements which were creating dust at Wards Lane. This was near his house which was located away from the work zone. They requested for the contractors to slow down and to provide some water treatment (water truck) to dampen down the dust along the public road.	Complainant was advised water truck would water down area near complainants house. All staff in the area would be briefed to slow down near the property. In addition issue would be shared at next Pre-Start. Complainant was satisfied with this response.	23/02/2019	08:04am	Closed out 23/02/2019
8	07/03/2019	11:00:am	Meeting	12724		Construction Activities	5	Complainant advised that a vehicle had been sitting in the railway corridor near his boundary through the duration of construction. He advised that his family was concerned about a strange vehicle sitting there for such long periods. Complainant also advised that construction work was much louder than he expected. He had been door knocked the day previously and hadn't realised the scale of the impacts.	Advised the vehicle that was sitting stationary was in fact a Protection Officer who was required as part of OH&S requirements of project and would not be able to move to a different location. Will be installing shade cloth near property to minimise visibility between property and construction site.	07/03/2019	11:05am	Closed out 07/03/2019
9	07/03/2019	1:00pm	Meeting			Access	2	Complainant advised that a gate had been left open, where a truck had turned around from the railway corridor. The gate was left open and two cows had escaped. He believed it was ARTC due to the truck marks left in the area.	Advised that ARTC would investigate and that nobody should be entering his property without permission. Landowner advised he understood, he didn't want to make a big deal about it. Advised we would follow up all the same to avoid it happening again and would talk to our contractors to avoid it happening in the future.	07/03/2019	1:05pm	Closed out 07/03/2019
10	11/03/2019	5:30pm	Phone call (in)	31019		Dust , Traffic Movements, Noise, removal of trees and our of hours work	1	Complainant advised that there was excessive quantities of dust coming across the corridor. They said this was in part due to weather but also the speed at which vehicles were driving down the road. The beepers on the vehicles could be heard at their property. There were concerns as to why trees were being removed from the rail corridor and what was the programme for replanting. Complainant was also concerned about the out of hours works that were planned for the coming weeks and questioned whether we were complying with the EPA.	The complainant was advised water trucks are used to water down the dust and that staff had been advised to slow down in their pre-start sessions prior to commencing work, this was also being monitored. Dust monitors would be employed to monitor the dust. It was explained that beepers were being used on the vehicles as a safety measure to ensure there were no accidents; however during out of hours work squawkers (non-tonal alarms) would be used. Explained the need to remove trees (15m within) the rail corridor for safety purposes; however not all trees were being removed and some were solely trimmed. It was advised there would be a off set programme for the alignment for native vegetation removed. Out of hours work was being used in order to remove the rail and sleepers and was on a rolling schedule up the corridor so would not consistently be outside in one section of the alignment.	12/03/2019	12:45pm	Closed out 12/03/2019
11	12/03/2019	10:20am	Meeting	29446		Access	1	Complainant was a Manager of a local business. Raised concerns regarding the amount of vehicles parking on public street as it was creating issues surrounding access/ turning for B-Doubles into their driveway. He was concerned that some of the construction contractors vehicles might get damaged.	Advised complainant that signage had been installed previously to instruct parking should not occur in this vicinity, but the signage had not been installed far down enough. Organised for vehicles in this area to be moved outside of their business and placed a bollard and sign in front of the business. A business card was provided for Business owner to make direct contact should there be any further concerns.	12/03/2019	11:00am	Closed out 12/03/2019

12	12/03/2019	4:45pm	Phone call (in)	12795		Dust	1	Complainant advised that there was a lot of dust coming from the corridor and settling on his property. He had a number of stock sitting in that paddock and wasn't sure if they could be left there.	Advised that Inlink would send through a grader the following morning to move the dust which would alleviate the amount in the corridor. Other works in the corridor would stop until the grader had made the sweep.	12/03/2019	5:20pm	Closed out 12/03/2019
13	15/03/2019	4:18pm	Meeting	31101		Traffic, traffic controls, safety, LX design, notifications.	1	Complainant was unhappy about the speed of traffic outside of Coleman Rail / Pacific National works. There was concern about construction vehicles not stopping on Coopers Road before pulling onto Brogan Road. Complainant queried the design of the Brogan Road LX, wanting to understand the warning signs and signalling. They questioned why notifications couldn't be posted on facebook.	Complainant was advised that they would find her a contact number to address issues surrounding concerns at Coleman Rail / Pacific National facility as this was not their construction area. Informed complainant that these vehicles were unlikely to be related to the project. There were strict policies in place over not stopping at stop signs, which included instant dismissal. Safety issues are addressed every morning at pre-start. Contractor advised complainant they were addressing access and egress in this area to help prevent further issues occurring. Level Crossing design was addressed, complainant was informed that there would be signage included to warn people of the Level Crossing ahead. Complainant was advised all notifications were on the ARTC P2N website and a follow up email was sent addressing notification concerns and informed them of the Quarterly Construction forums. Stakeholder was added to notification mailing list.	15/03/2019	4:30pm	Closed out 15/03/2019
14	16/03/2019	08:30am	Phone call (in)	15189		Dust	1	Complainant called to complain about dust and whether water trucks could be sent to dampen down the construction area.	Construction contractor sent down water trucks to the area in response to his concerns.	16/03/2019	9:30am	Closed out 16/03/2019
15	18/03/2019	08:35am	Phone call (out)	30791		Equipment on property, private utilities	1	Complainant advised that equipment had been left on his property which would prevent him from conducting work when sowing in April. He advised that no-one had consulted with him about this. Complainant also questioned whether there was a requirement to do anything with his private utility (water pipe) on his brother's property.	ARTC advised that the equipment sounded like it was a dust monitor and they would follow up. In follow up call contractor made contact with complainant and apologised for the error in placing the dust monitor on his property. The installer had made a mistake and installed in the wrong location. They requested to remove it the following day with landowner permission. Inlink advised they would follow up with their services team to ensure that they were aware of his private utility.	18/03/2019	11:30am	Closed out 18/03/2019
16	20/03/2019	4:00pm	SMS (in)	31188		Vehicles movements and dust	1	Complainant text to complain that contractors were not passing on message to vehicle users to slow down along the corridor. The complainant had taken photos and was sending them to EPA. Complainant also advised they had seen no water trucks in the area of works for dampening down dust.	Construction contractor called the number to no response. SMS was sent to the complaint and requested further information in order to understand what was the exact issue. Complainant advised that the issue was with dust and that they were concerned there could be an accident on the Newell Highway. Contractor advised complainant that they had instructed staff working in the area to slow down and that there were three water trucks in that particular area. They were appreciative of the response.	20/03/2019	4:50pm	Closed out 21/03/2019
17	21/03/2019	12:15pm	Phone call (in)	27619		Dust	1	Complainant called in to advise that there was a lot of dust along a public road near the work and requested some water trucks be sent down to the area.	Inlink informed the Supervisor on duty there was dust on the road and water trucks to attend the area.	21/03/2019	2:00pm	Closed out 21/03/2019
18	24/03/2019	10:54am	Phone call (in)	12801		Noise	1	Complainant called in to advise that they had been awoken by construction activities and that we were working outside of the specified work hours on the notification she had received.	Advised complainant that there was an out of hours notification delivered to her address that specified the work hours over the weekend would be 06:00 - 18:00. Complainant was advised that she should have also received an email to the same effect. Advised the works would not be outside of her property the following weekend. The next stage of work would be excavation in the corridor.	24/03/2019	11:15am	Closed out 24/03/2019
19	26/03/2019	6pm	Community Forum	31101		Traffic, traffic controls, safety, consultation process.	1	Complainant, who had previously made same complaint to ARTC. (See Complaint No. 13). Raised previous concerns but also included concerns around the activities and planning of the local council and Pacific National Intermodal activities. Complainant raised new concern regarding flooding and how flood patterns would change.	Same response was provided to complainant as per Complaint No. 13. Complainant was briefed on ARTC Flood modelling and flood maps, with a talk through of the existing and future situation. Complainant was satisfied with explanation.	26/03/2019	6:30pm	Closed out 26/03/2019
20	02/04/2019	09:46am	SMS (in)	12724		Dust	1	Complainant text the Inlink Community phone to advise they had not seen water suppression for long duration and that even without work happening a substantial amount of dust was being blown over their property.	Advised that there was no work happening in that area, but there was Telstra works happening there which involved digging underground with a low vacuum excavation truck. Telstra were contacted and informed to wet down area in future before works took place. Inlink sent down a water truck to the area on Eastern side and then a second time on the Western side.	02/04/2019	10:46am	Closed out 02/04/2019
21	02/04/2019	4:30pm	Phone call (in)	20348		Weed Management	4	Complainant(s) were unhappy about the works of Inlink carrying soil from the north of Alecown West to the South of Alecown West where it is currently being stockpiled. Complainant was concerned about the soil being contaminated with silver leaf nightshade and wanted to stop the movement immediately.	Advised the complainant(s) that silver leaf nightshade had been identified by ecologists as being from separate areas and that was down areas were established to prevent the spread of any unwanted weeds. The soil that was being excavated was from underneath the railway corridor which was weed free. The top soil was not moved along corridor which could carry weeds. Explained in further conversations that the ballast, top soil and fly ash (sand under the ballast) had been stripped and pushed within the corridor. The excavated material that is being transported is from 800mm down (at deep clay level). Ecologists (both ARTC and InLink) had been to survey the area previously and not identified silver leaf nightshade in the corridor. Meeting with landowner on 3/04/19 and 4/04/19 and agreed even though we did not believe	02/04/2019	4:30pm	Closed out 3/04/2019
22	02/04/2019	4:45pm	Phone call (in)	12763		Weed Management	1	Complainant called about the transportation of soil from the north of Alecown West Road to the south. Complainant informed team that silver leaf nightshade was present in both eastern and western side of his paddocks and continues up the line onto Mickibiri Road.	Explained that the ballast, top soil and fly ash (sand under the ballast) had been stripped and pushed within the corridor. The excavated material that is being transported is from 800mm down (at deep clay level). Ecologists (both ARTC and InLink) had been to survey the area previously and not identified silver leaf nightshade in the corridor. Meeting with landowner on 3/04/19 and agreed even though we did not believe there would be an impact on the transfer of weeds, we could and would rearrange truck movements to alleviate his concerns. Landowner was happy with outcome.	02/04/2019	4:45pm	Closed out 02/04/2019

23	03/04/2019	09:45am	SMS (in)	20348		Weed Management and damaged fencing	1	Complainant informed the team that fence their had been damaged.	Was informed that they would have the Construction Team to go down and check the fence that had been damaged. Photographs have been taken and in the process of identifying which part of the fencing is the damaged fence.	03/04/2019	10:16am	Closed out 6/04/2019
24	04/04/2019	3:00pm	Phone call (in)	31492		Code of Conduct breach	1	Complainant called to complain they had seen photos taken and published on social media (Snapchat) that were of their horses on their property. They were concerned over the use as they do not like to advertise the fact they have horses on their property in case they were to be stolen.	Was informed that an investigation would take place into the images and who was accountable and have them taken down. The photos were removed and the Inlink employees attended the complainants house to apologise for the misuse of the images.	04/04/2019	3:00pm	Closed out 04/04/2019
25	08/04/2019	9:40am	Phone call (in)	13107		Potential Code of Conduct breach	1	Complainant called to inform that his colleague saw drone footage of The Dish on Inland Rail Official social media, despite a no-fly zone (as shown on the Civil Aviation Safety Authority drone app) being in place around the area. He wanted to reiterate the no-fly zone as it is not only a crash risk, but also has the potential to interfere with the technology used. He asked that any photographers are reminded of the no-fly zone in the future and that the post be removed.	Apologised for the no-fly zone potentially being breached and noted that the footage would have been taken in earlier stages of the project, not recently. Agreed to remove the post as requested and will remind subcontractors and suppliers to check CASA for no-fly areas before flying drones.	08/04/2019	10:00am	Closed out 08/04/2019
26	09/04/2019	8:30am	SMS (in)	12724		Vehicle movements and noise	1	Complainant requested that subcontractors who use semi's not use compression brakes when entering Trewilga Road or Mickibri Road because they make a lot of noise.	Advised that truck drivers have been told to consider nearby homes when breaking. They use their discretion when braking for safety purposes of controlling their vehicles.	09/04/2019	8:30am	Closed out 09/04/2019
27	09/04/2019	8:45am	SMS (in)	31019		Vehicle movements and noise	1	Complainant who lives 2km east from construction works was upset about the beeping noise as part of construction throughout the day. She works nightshift and the additional noise makes it hard to sleep during the day. She asked how long the work will go for and what the project team can do to address the issues.	Explained that works will continue on and off for approximately nine months and listed the different work activities, as well as reiterating standard construction hours. Offered to provide earplugs and arranged drop off at neighbouring property.	09/04/2019	8:45am	Closed out 09/04/2019
28	09/04/2019	11:48am	Meeting	31523		Vehicle movements	1	Complainant visited the ARTC shopfront to complain about the speed of trucks on Wards Lane and Alecown West Road.	Advised that the complaint will be passed on to the construction Superintendent and Traffic Management Team to discuss with drivers.	09/04/2019	11:48am	Closed out 09/04/2019
29	10/04/2019	9:55am	SMS (in)	15189		Vehicle movements and dust	1	Complainant sent through video of truck travelling on Wards Lane and generating dust.	Advised that video has been passed on the site foreman and engineer who is managing trucks. All truck subcontractors were emailed to be informed that a 60km/h speed limit is being enforced for vehicles on all unsealed roads across the project. Signage will also go out on those roads to ensure subcontractors are aware of speed reduction.	10/04/2019	9:55am	Closed out 10/04/2019
30	10/04/2019	11:00am	SMS (in)	12724		Noise	1	Complainant messaged about the noise generated by water tank truck.	Advised that trucks sometimes use beepers and other sounds for safety when they are fully loaded. Asked drivers to be considerate when near homes.	10/04/2019	11:00am	Closed out 10/04/2019
31	11/04/2019	3:00pm	Phone call (in)	31561		Sponsorships and donations	1	Complainant couldn't complete sponsorship application form on website because it is not an editable document.	Sent an editable word version of the document and offered assistance with the application if needed.	11/04/2019	3:00pm	Closed out 11/04/2019
32	12/04/2019	5:15pm	SMS (in)	31019		Noise and vibration Dust Environmental Management	1	Complainant sent series of texts throughout the day to obtain information on Inlink personnel. Final text was to complain that they were unhappy with the solution(s) provided to them by the contractor surrounding the use of ear plugs for noise management, controls on machinery brakes usage and water management for dust. Also unhappy that solutions were being provided by the Comms Team as stakeholders believe they are not qualified to comment.	Contractor attempted to organise a meeting with stakeholder and provided details of personnel at Inlink that was being requested. No response was to made to final text message as the nature of the complaint was a personal criticism. Meeting was held on 17 April (10am) on site, whereby senior representatives from Construction Environment and Comms from Inlink attended.	12/04/2019		Closed out 17/04/2019
33	15/04/2019	09:00am	Phone call (in)	12794		Dust	1	Complainant called to suggest that dust was a problem where works were being undertaken.	Inlink organised for water trucks to be deployed to the area and drop water near his property on the rail and road sides. Contractor followed up with foreman to ensure there was more planning put in place for dust suppression.	15/04/2019	09:05am	Closed out 15/04/2019
34	15/04/2019	09:30am	SMS (in)	12724		Noise	1	Complainant text to criticise no prior communication made to inform residents that there would be loud work undertaken that day.	Apologised for the delay in an update being made to the residents and explained the works and timeframe to be completed that week. Informed the stakeholder that it would be finished by Thursday and there would be a shut down period for 10 days, recommencing from 29 April. Contractor agreed to continuously email stakeholders upcoming works in their area with sufficient notice (at meeting on 17 April).	15/04/2019	09:44am	Closed out 17/04/2019
35	16/04/2019	08:45am	SMS (in)	31019		Meeting Request	1	Complainant sent a series of texts to both Inlink and ARTC demanding a meeting for ongoing issues with noise management, dust and environmental management concerns.	A meeting was organised for representatives from Inlink to meet with stakeholder to talk through the issues that were seemingly unresolvable regarding noise and dust. Meeting was held the following day (17 April) 10am at site, whereby Senior Representatives talked through a number of solutions to their concerns. INLink has voluntarily replaced beepers with squawker to mitigate noise.	16/04/2019	09:13am	Closed out 7/05/2019
36	16/04/2019	09:00am	SMS (in)	12724		Noise	1	Complainant text in to complain about the brakes being used on vehicles and noise mitigation measures around this.	Explained that they would remind truck drivers to be courteous when near the houses and that all issues would be discussed at a meeting that had been requested by several residents the following day.	16/04/2019	09:16am	Closed out 16/04/2019
37	17/04/2019	09:30am	Phone call (in)	15194		Site Occupation	1	Complainant called and then emailed concerns regarding the site set up of temporary land occupation that they were unable to access for maintenance purposes. They had not been informed of the way in which the contractor wanted to organise the site and this had caused them issues which they needed rectifying.	Emailled Contractor, copying in Stakeholder, to discuss access protocols on private land. Requested someone from Inlink call Stakeholder ASAP to discuss operational requirements and sign off with stakeholder organisation's site managers, before engaging logistics/setup protocols for this site moving forward.	17/04/2019	3:37pm	Closed out 18/04/2019

38	02/05/2019	11:40am	Phone call (out)	21756		LX upgrade/detour	1	When called to inform about temporary LX closure at Whitton Park Road, complainant was not happy with the detour option as it is the direct access point between his home and his work sheds. Complainant concerned about the time, cost and vehicle impacts the longer detour will have. Complainant called again 17/05/2019 about same issue.	Explained that complainant would not be able to use the LX as there are a lot of services that run under the roadway and railway line, making this upgrade more complex than others. Also explained that the timing of the closure is due to 36 culverts being installed, a long road upgrade and elevating the railway to 1.1m. Offered an alternate detour solution by suggesting complainant use the laneway that runs beside the showground, but complainant advised it would not be suitable for his vehicle. Complainant has since organised his business in a way to minimise the impact so no further action is required.	02/05/2019	11:40am	Closed out 12/06/2018
39	02/05/2019	1:30pm	Email (in)	29465		Vehicle movements	1	Parent concerned about the safety of the Coradgery school bus and its passengers due to the speed of heavy vehicles using Bogan Road. Drivers need to slow down and be aware that the school bus uses Bogan and Adavale Roads and travels slowly, making regular stops.	INLink has passed on concern to all truck companies used on the project, advising them to be aware of school buses and slow down on Bogan Road. This issue is being discussed at toolbox talks.	02/05/2019	1:30pm	Closed out 6/05/2019
40	02/05/2019	4:50pm	Phone call (in)	26399		Vehicle movements	1	Complainant was concerned about the number of trucks travelling along Bogan Road, particularly between 7:30am-8:30am and 3:30pm-4:30pm due to school buses using the route.	Advised that Bogan Road was used because it's the best road to access the corridor and there is a quarry. Will pass the concern on to the project team, however the route is essential to the work and is unlikely to change. Complainant accepted this response, just wanted to raise it as a concern and thanked for our time. While it is the same issue as Complaint #39, stakeholder did not require follow-up.	02/05/2019	4:50pm	Closed out 02/05/2019
41	21/05/2019	8:00am	Phone call (in)	12794		Dust	1	Complainant advised that the added vehicles on Kittos Bridge Road was stirring up dust.	Advised the foreman, who sent a water truck to water both sides of the level crossing on Kittos Bridge Road.	21/05/2019	8:00am	Closed out 21/05/2019
42	21/05/2019	4:15pm	Phone call (in)	20325		Vehicle movements	1	Complainant was following a tipper truck leaving Claremont Lane when a large stone from the tipper hit her windscreen. Wants drivers to check their tippers for loose gravel to avoid it hitting passing cars on the Newell Hwy. Complainant sent a photo of the truck's number plate and damage to windscreen.	Passed on complaint to the Superintendent, who said it would be tool boxed the next morning and the truck's details were passed on to the Logistics Manager to follow up with the trucking company.	21/05/2019	4:15pm	Closed out 21/05/2019
43	23/05/2019	9:05am	Phone call (in)	12794		Dust	1	Complainant advised there was a huge amount of dust hanging around his property in the morning. Advised the dust was coming from Kittos Bridge/Mingerong road where the trucks are using it from the Newell Hwy, not the actual working area.	Advised the foreman, who sent water trucks to Kittos Bridge/Mingerong Roads and will direct direct them to water this area multiples times a day.	23/05/2019	9:05am	Closed out 23/05/2019
44	25/05/2019	09:30am	Phone call (in)	32001		Dust	1	Complainant advised there was a large amount of dust in the area and that it was affecting her property and encroaching from the corridor.	Advised the foreman who explained that they were not working in the area, however they sent water trucks to the area to water down the dust to assist the landowner. Landowner was very appreciative.	25/05/2019	09:35am	Closed out 25/05/2019
45	29/05/2019	08:15am	Phone call (in)	31019		Vehicle movements and noise	1	Complainant advised there were beepers being used on the construction site when they had been advised they would be using squawkers, post a meeting held with construction company in April. See Complaint #35 Complainant followed up her phone call with texts to both ARTC and Inlink engagement teams.	Construction Contractor and ARTC followed up with phone calls to complainant, but calls were not answered. In previous meeting, Construction Contractor had committed to reducing reversing beepers as much as possible but had advised stakeholder that there would still be machinery with beepers at different points during the work.	29/05/2019	10:20am	Closed out 25/07/2019
46	31/05/2019	12:15pm	Phone call (out)	30530		Movement of stock	1	Complainant believes that his sheep which were out to feed in the road corridor were moved onto a neighbouring property by the construction crew and were there for a day before realising. Neighbour was not happy about this.	Spoke to superintendent, foreman and engineers who were at the location who advised that the sheep were mustered through the worksite by a man on a quad bike. Called complainant to advise that our team had not moved the sheep and explained that moving stock is not something the team would do. Complainant understood this and advised he would speak to his neighbour about it again.	31/05/2019	12:15pm	Closed out 3/06/2019
47	31/05/2019	4:05pm	1800 Phone call	32755		LX upgrade/detour	1	Complainant had not been consulted about the closure of Barber Lane. Has also noticed vehicles driving up and down the road late at night and is concerned about rural crime and would be calling the police when he next sees that. Nobody has spoken to him or his wife about the work to date.	Took details of the complainant as he was not currently in Consultation Manager and therefore it was unlikely he would have received notifications in relation to work. Apologised for the lack of notification and added to distribution list.	31/05/2019	4:05pm	Closed out 31/05/2019
48	05/06/2019	11:45am	Phone call (in)	32844		Crew behaviour	1	Complainant advised offensive language was being used on channel 12 in the Goonumbra radius. Suggested the users were concreters who may have been from the project and advised that this behaviour is not acceptable as wives and kids in houses would be able to hear the language.	Followed up with safety team and Superintendent who spoke to team. Called complainant to advise that the complaint has been passed on and that the behaviour should no longer be an issue. Complainant was happy for the prompt action.	05/06/2019	11:45am	Closed out 5/06/2019
49	06/06/2019	2:30pm	SMS (in)	23331		Road condition	1	Complainant requested a grader go over Mickibri road as pot holes in the road are getting bad.	Advised that grader can't go on the road as it is not owned by the project and referred complainant to contact Council as they own the road.	06/06/2019	2:30pm	Closed out 6/06/2019
50	12/06/2019	2:30pm	Phone call (in)	20472		Dust and Road condition	1	Complainant advised that trucks carrying rock are travelling at speed and creating dust and damaging the road way of Baldry-Peak Hill Road, Trewilga.	Advised that Inland Rail are sourcing rock from quarries in other areas and truck trackers show that construction vehicles were not on this road.	12/06/2019	3:00pm	Closed out 12/06/2019
51	19/06/2019	11:15am	SMS (in)	31019		Noise	1	Complainant advised she has heard beeping for the third consecutive day this week and was told to inform the team of any beeping so it is documented for investigation.	Due to ongoing issues, there is an understanding that the project team does not respond to text messages sent by this complainant. The complaint was passed on to the Foreman and Superintendent who went to Trewilga to assess the noise levels/beeping from trucks.	-	-	Closed out 19/06/2020
52	20/06/2019	11:58am	Email (in)	12724		Noise	1	Complainant understands that beepers were to be replaced by squawkers after a meeting with the project team, however there has been a grader beeping outside complainants house for 4 days.	Followed up with the complainant to let them know they had spoken to the foreman on-site and discovered that the grader that was being used had come up from the south and they had immediately changed from beepers to squawkers.	20/06/2019	1:00pm	Closed out 20/06/2019
53	24/06/2019	5:30pm	Phone call (in)	12795		Utilities	1	Complainant advised that he was very angry at Inland Rail and questioned why we had asked him to pay \$700 a year for a water pipeline across the track. He said this was unfair and that we needed to get our act together. Stakeholder advised he was going to make 'some phone calls' to resolve the issue.	Advised that we understand complainants concern, however the fee will still need to be paid.	24/06/2019	5:30pm	Closed out 24/06/2019
54	26/06/2019	10:20am	Phone call (in)	28645		Road condition	1	Complainant advised the proposed detour south on Coopers Road to Forbes Bogan Gate Road was becoming unsuitable to drive on. Concerned that cars could skid due to road conditions deteriorating at the intersection of Coopers and London roads.	Advised that the project did not propose a detour south, and the suggested detour was included on the work notification. Noted that improvements have been made on Davies Lane to make it more accessible to vehicles who wish to use that route instead. Advised complainant to contact Council for any road condition issues.	26/06/2019	10:20am	Closed out 26/06/2019
55	26/06/2019	12:00pm	Phone call (in)	12798		Fencing	1	Complainant concerned that there was a permanent fence established on the temporary land occupation boundary without permission.	Advised that though the fencing looks permanent, it is a temporary measure around the compound and will be removed. Informed stakeholder that the team are looking to put in a one strand solar powered electric fence across the top of the existing temporary fence.	26/06/2019	12:00pm	Closed out 26/06/2019

56	27/06/2019	2:55pm	Phone call (in)	32848		Dust	1	Complaint about dust blowing into property from the high number of vehicles using Pat Meredith Drive west on Brolgan Road. Complainant asked if it was possible to have a water truck once a day to eliminate the dust that is blowing into her property (area near her house and into the drive). Complainant advised that people seem to be using this drive more than Davies Lane.	Passed complaint onto foreman and had water truck arranged. Advised complainant of when truck will be arriving.	27/06/2019	2:55pm	Closed out 27/06/2019
57	27/06/2019	4:15pm	Phone call (in)	32001		Culverts	1	Stakeholder called to ask if culverts were going to be put in between her two dams (on both sides of the rail line, linked by a water course). Complainant believes the water course may be cut off. Complainant relies on water course to travel between her properties to fill her dams and believes the rail line will block it off unless there are culverts.	Left voicemail for complainant saying that the pipes were being replaced with culverts in the same place and invited a call back if necessary.	28/06/2019	10:00am	Closed out 28/06/2019
58	01/07/2019	9:45am	Phone call (out)	12724		General dissatisfaction	1	Whilst on the phone regarding another matter, complainant raised a number of issues. She was unhappy with the poor lack of communication from the construction contractor, wanted to know how long the Trewilga LX would be closed for and why construction updates aren't advertised in the Peak Hill Times. Complainant also advised she was unhappy with the road closure due to her children working in Peak Hill and the additional impact on time and money the detour will have (they don't have off-road vehicles). There was also miscommunication about whether the LX would be upgraded to a RX2 (as originally told) or RX5 (as told recently). Complainant texted 8/08 to advise more beeping occurred in Trewilga.	This family has now moved from this property and are no longer stakeholders on this project.	06/01/2020	9:45am	Closed out 6/1/2020
59	05/07/2019	12:45pm	SMS (in)	12724		Lime	1	Complainant messaged requesting that we "Stop bombarding... with lime. Now". In a subsequent phone call, complainant advised that lime was hitting him in the face.	Followed up complaint with site foreman who advised that work was being done 200m north of the house and there was limited chance of lime hitting the house. He suggested it may have been steam from the water used to stabilise the lime. Complainant proceeded to call foreman a liar, claiming it was 20m away. Site foreman and ARTC representative met with complainant who was satisfied that the wind was causing the issue and that the wind had changed direction for the afternoon. Foreman advised that no further works using lime would be done while there was wind.	05/07/2019	3:00pm	Closed out 05/07/2019
60	05/07/2019	2:20pm	Phone call (in)	30791		Dust	1	Complaint about lots of trucks creating dust on Trewilga Road, blowing dust over his house.	Advised complainant that water trucks will be sent to the area to mitigate dust. Stakeholder made two follow-up calls because the water trucks still haven't arrived. Foreman advised that trucks did not go far enough up the rail corridor, and were sent back out to water the specific area.	06/07/2019	11:30am	Closed out 09/07/2019
61	05/07/2019	6:00pm	Phone call (in)	33548		Vehicle movements	1	Complainant was travelling along Bogan Road with her children in the car and had to take evasive action to avoid hitting a Colvini truck coming out of the quarry. The truck was a tri tris side tipper. It did not stop at the give way sign and caused a car of miners travelling in the opposite direction to also take evasive action.	Advised complainant that the incident will be investigated and raised incident with Logistics Manager and Construction Manager.	05/07/2019	6:00pm	Closed out 22/07/2019
62	11/07/2019	8:30am	Email (in)	12724		Signage	1	Complainant advised that current signage at closed LX near their property is causing motorists confusion as to accessing properties. Mail and other services are no longer going to property. Requested one sign changed from 'Road Closed' to 'Rail Crossing closed' and to change 'construction traffic only' to 'local traffic only' or for the barriers to be moved east past the property gate. Complainant frustrated with how they have been treated and how their issues are never believed. Requested they deal only with ARTC and not construction contractor.	Arranged for signage to be checked on site, then confirmed with complainant that the requested signage is being organised as it should have already been in place. Also spoke to the post office to confirm that mail is to be delivered to property during the works. Foreman and Community Manager met with complainant onsite to explain upcoming level crossing works and discussed how complainants water main has been protected from the works by covering pipe with concrete. ARTC Stakeholder Advisor has become the key contact in response to stakeholder request.	11/07/2019	8:30am	Closed out 11/07/2019
63	12/07/2019	10:45am	Phone call (in)	12794		Dust	1	Complainant advised dust was getting into his property at Kittos Bridge Road and Gaspers Lane. Requested water truck in area.	Water truck was sent to the area to mitigate dust.	12/07/2019	10:45am	Closed out 12/07/2019
64	14/07/2019	8:45pm	SMS (in)	12864		Crew behaviour	1	Complainant advised that supervisor in Peak Hill has a bad attitude.	Contractor met with complainant to discuss concerns. Confirmed that access is maintained and for stakeholders to liaise with site Protection Officer or community team to access property.	14/07/2019	8:45pm	Closed out 17/07/2019
65	15/07/2019	4:55pm	Phone call (out)	12798		Private utilities/payment/LX detour/fencing	1	Complainant unhappy about having to pay a potential fee for private utility under rail line. Advised temporary occupation has still not been paid. Trewilga road LX detour is difficult to live with, especially after having to use the Whittton Park Road detour. Complainant saw contractor vehicles taking a side road on Trewilga and didn't understand why he can't use the same. Also advised that work on the LX is slow, people not working on it every day. Complainant was promised a pen and wanted all fencing along property boundary replaced. Also concerned about the security of his stock during construction.	Advised that cost for private utility covers the cost of installing and maintaining a pipe in the railway corridor. ARTC had made a change to provide the installation free of charge. Complainant signed off application form Temporary occupation payment process and complainant paid Advised Trewilga is a relatively short closure compared to others. Complainant wanted written confirmation that this LX closure wouldn't be extended like Whittton Park Road. Advised that a pen can be installed on a public road. As a result a pen would not be installed.	15/07/2019	4:55pm	Closed out 8/8/19
66	17/07/2019	10:30am	Phone call (in)	15189		Property access	1	Complainant advised that gates on property are left open and sheep could get out.	Advised that all subcontractors will be reminded to ensure gates are closed once accessed.	17/07/2019	10:30am	Closed out 17/07/2019
67	25/07/2019	08:00am	SMS (in)	31019		Noise	1	Complainant sent series of texts throughout the day (to both Inlink and ARTC) in relation to noise. Inlink have previously held a meeting with this complainant about outstanding issue of the use of squawkers over beepers. The texts question why there is still beeping at construction site and whether Inlink are misleading the community on proposing changes that cannot be met. See complaints #32 #35 #45 and #51	Contractor attempted to make contact with complainant twice by phone, to which the stakeholder did not answer. The stakeholder refuses to answer phone calls and instead suggests also contact should be made by an alternative landholder and in writing. We are unable to email the stakeholder directly as they refuse for their email address to be used. ARTC and InLink have managed all concerns as best as possible. However as customer refuses to be contacted by email or phone, this item to considered closed until new issues are raised.	-	-	Closed out

68	25/07/2019	3:00pm	Phone call (in)	12774	Dust Vehicle Speed Access in his property Location of cul de sac	1	Complainant called the contractor to complain they had been asked to slow down when approaching construction site at Whitton Park Road. They were unhappy because they feel that construction staff drive around on their mobile phones, drive at speed near their property - whilst there are stock around and creating excess dust near their property. The complainant also had concerns about access on his property subsequent to fencing being erected - making it difficult for them to cross. Advised they felt that a cul de sac that was in construction had been built in the wrong location.	Advised complainant that a water truck would be organised to attend the location of excess dust. Informed complainant that all staff would be reminded to drive at 60km along unsealed roads and that using mobile phones whilst driving was an offence and they would be liable for fines. Recommended that the construction contractor would speak to foreman about their access.	25/07/2019	3:00pm	Closed out 25/07/2019
69	29/07/2019	8:45am	Phone call (in)	34015	Vehicle movements	1	Complainant was driving along Whitton Park road when a truck didn't stop to give way, despite complainant already half way across the railway line, resulting in having to brake abruptly. Complainant wanted to know what the role of a spotter is, since they did not stop this incident from happening or make any attempt to stop the truck.	Explained that the role of the spotter is to spot for the heavy vehicles that are crossing from north to south through the rail corridor and not for local vehicles. Will move where the spotter sits so they can see down Whitton Park Road as well as the corridor to help avoid these incidents. The traffic management and safety teams were informed of this interaction to find a solution. Also spoke to Logistics Manager to ensure that trucks would not be going down Whitton Park Road. Also spoke to Superintendent to remind water trucks to watch for vehicles on local roads.	29/07/2019	5:00pm	Closed out 29/07/2019
70	01/08/2019	11:30am	Phone call (out)	12774	Dust	1	While on a call for a separate matter, complainant mentioned that trucks were still not slowing down when driving near his house, which was creating dust.	Passed on complaint to traffic coordinator and officer involved and reminded them to slow down near houses on unsealed roads as it creates a lot of dust. Also passed on to foreman to arrange for a water truck to go near house to suppress the dust.	01/08/2019	11:30am	Closed out 01/08/2019
71	01/08/2019	5:30pm	Phone call (in)	32001	Water/utilities	1	Complainant believes Inland Rail trucks have damaged water pipe on the corner of Tullamore Road and Dows Lane. Advised that water was pooling at that corner where their water pipe runs under the road and the heavy trucks must have damaged the pipe. Complainant also asked for trucks to stop parking out the front of their property as it is damaging their lawn and they are trying to sell the property.	Advised that the foreman will look at the situation the following day, though the works are not currently near that intersection. Advised that it could be a Council related issue if the road is not holding up, and could be due to other vehicles using the road, not just trucks from the project. Will be in touch with complaint once foreman has assessed the site.	01/08/2019	5:30pm	Closed out 02/08/2019
72	02/08/2019	8:20am	SMS (in)	27619	Dust	1	Complainant asked when the water truck would be coming down Whitton Park Road and Attwells Lane as a big grader just passed creating dust. Noted that the water truck had driven straight past the property without releasing any water.	Advised that the water truck was empty so was on its way to collect more water and will be watering near the property on the way back.	02/08/2019	8:20am	Closed out 02/08/2019
73	02/08/2019	10:00am	Phone call (in)	31059	Vehicle behaviour	1	Complainant was overtaken by a truck over double lines and near a hill while travelling 70km/h towing a feed trailer. Had captured the registration of the truck that had gone into the quarry off Bogan Road to pass on to project team.	Complaint was passed on to Logistics Manager who identified truck and driver and stood driver down for the rest of the day and tomorrow. Driver was spoken to about his driving behaviour. He is from the city and was told about expecting slower farming vehicles using local roads. Complainant was informed of this and happy with outcome.	02/08/2019	10:00am	Closed out 02/08/2019
74	13/08/2019	3:15pm	Phone call (in)	32927	Dust	1	Complainant requested water truck behind property to settle dust as family members are feeling asthmatic.	Complaint passed on to Foreman, who sent water truck to area.	13/08/2019	3:15pm	Closed out 13/08/2019
75	13/08/2019	4:00pm	Phone call (in)	12774	Dust	1	Complainant not happy about the lack of water trucks that have driven along Whitton Park Road in response to the dust that is being created by passing trucks. Had previously requested water trucks but haven't seen any in area.	Complaint was passed on to Foreman who advised that less than a handful of vehicles are using Whitton Park Road and therefore not much dust would be created. Will send a couple of water trucks throughout the day to address any dust that may occur in response to complaint.	13/08/2019	4:10pm	Closed out 13/08/2019
76	14/08/2019	1:45pm	Phone call (in)	34486	Vehicle movements	1	Complainant advised 8 Doubles using Bogan Road during the school bus block-out time. Believes there is a danger because children are getting on and off buses and running across the road to get to their parents.	Complaint passed on to Logistics Manager who advised all laws and requirements stipulated in permits are being met. Trucks are travelling at a max of 80km/h on Bogan Road and no vehicles over 19m are on the road during the block-out times.	14/08/2019	1:45pm	Closed out 14/08/2019
77	15/08/2019	2:00pm	Phone call (in)	32001	Dust	1	Complainant requested water trucks on Tullamore road to address dust created by work activities.	Complaint passed on to Foreman. Area will be monitored for dust and water truck will be used.	15/08/2019	2:00pm	Closed out 16/08/2019
78	22/08/2019	10:00am	Shopfront visit	21946	Dust/road condition	1	Complainant explained that during the heavy rain last week, their driveway has been washed away and requested INLink fix their driveway.	Advised that complainants driveway is outside the approved works area and therefore are unable to use any machinery outside the works area.	22/08/2019	3:30pm	Closed out 22/08/2019
79	22/08/2019	11:00am	Phone call (in)	12757	Dust	1	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Passed complaint onto foreman and had water truck arranged to go down Wards Lane.	22/08/2019	11:15am	Closed out 22/08/2019
80	23/08/2019	11:00am	Phone call (in)	12794	Dust	1	Complainant advised there is lots of dust coming from trucks along Kittos Bridge Road. The water truck comes but it isn't enough.	Complaint passed on to sub-Foreman, who arranged for water trucks to deposit water on their way to and from the Newell Highway. Water trucks sent.	23/08/2019	11:00am	Closed out 23/08/2020
81	23/08/2019	12:45pm	Phone call (in)	14585	Dust	1	Complainant upset about dust blowing off Kittos Bridge Road into property.	Advised water truck is on its way (as per previous complaint request) and followed up with sub-foreman.	24/08/2019	12:45pm	Closed out 23/08/2019
82	24/08/2019	10:30am	Phone call (in)	32927	Dust	4	Complainant advised dust from the rail corridor was coming onto her property and around her house.	Complainant passed on to Foreman and had water truck sent to area.	24/08/2019	10:30am	Closed out 24/08/2019
83	28/08/2019	3:30pm	Phone call (in)	12757	Dust	4	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Complainant passed on to Foreman and had water truck sent to area.	28/08/2019	4:30pm	Closed out 28/08/2019
84	29/08/2019	10:00am	SMS (in)	27660	Dust	4	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Complainant passed on to Foreman and had water truck sent to area.	29/08/2019	10:15am	Closed out 29/08/2019
85	30/08/2019	9:00am	Phone call (in)	25189	Dust	4	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Complainant passed on to Foreman and had water truck sent to area.	30/08/2019	9:15am	Closed out 30/08/2019
86	31/08/2019	8:15am	Phone call (in)	12794	Dust	1	Complainant advised dust was coming off Gaspers Lane and onto property.	Complainant passed on to Foreman and had water truck sent to area.	31/08/2019	8:15am	Closed out 31/08/2020
87	02/09/2019	8:20am	Phone call (in)	30791	Water line	1	Landowner found water line (which crosses the rail corridor) had been turned off. This meant there was no water in the trough, which was an issue as he had sheep in the paddock. Landowner wants to be notified if water is being turned off in advance.	Complaint passed on to services engineer, who advised that the water main was turned off by Council so the connection could take place as part of construction activities. Council have chosen to not turn the water back on. Landowner was provided an update on this information and is going to contact Council.	02/09/2019	10:00am	Closed out 02/09/2021
88	03/09/2019	9:30am	SMS (in)	14585	Dust	1	Complainant requested water trucks along Kittos Bridge Road due to dust.	Complaint passed on to Foreman and had water truck sent to area.	03/09/2019	9:30am	Closed out 03/09/2022
89	03/09/2019	11:15am	Phone call (in)	15189	Dust	1	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Complaint passed on to Foreman and had water truck sent to area.	03/09/2019	11:15am	Closed out 03/09/2023
90	04/09/2019	12:45pm	SMS (in)	12760	Dust	1	Complainant requested water trucks on Wards Lane east of Ploymans Lane to address dust.	Complaint passed on to Foreman and had water truck sent to area.	04/09/2019	12:45pm	Closed out 04/09/2024
91	06/09/2019	8:45am	Email (in)	35011	Dust	1	Complainant requested water truck at Trewilga to address dust.	Complaint passed on to Foreman and had water truck sent to area.	06/09/2019	8:45am	Closed out 06/09/2025

92	07/09/2019	11:30am	Phone call (in)	29651		Fencing	1	Complainant reports damage to fence on property, potentially by earthworks plant currently working in area. Currently two damaged spots noticed, but has not inspected full length of section yet.	Spoke to complainant to receive more detail about the location so they can advise Foreman who will investigate further. Will be in touch once there is more detail following inspection. Foreman assessed damaged fence and has been temporarily fixed. Complainant happy with this solution	07/09/2019	11:30am	Closed out 09/09/18
93	09/09/2019	10:15am	Phone call (in)	12795		Water line	1	Complainant reported damaged water line at level crossing is leaking	Complaint passed on to foreman, who was arranging to visit site to fix the damaged water pipe.	09/09/2019	10:15am	Closed out 09/09/19
94	09/09/2019	2:00pm	SMS (in)	31019		Dust	1	Complainant requested water trucks to Baldry/Peak Hill Road to address dust issues.	Complaint passed on to Foreman to have water trucks sent to area. Also noted that it is very windy today and this is unfortunately causing additional dust.	09/09/2019	2:15pm	Closed out 09/09/19
95	10/09/2019	08:30am	Phone call (in)	35056		Dust	1	Complainant requested water trucks to Baldry/Peak Hill Road to address dust issues.	Complaint passed on to superintendent and foreman, and have since arranged to have water truck on Baldy Road fulltime.	10/09/2019	10:00am	Closed out 10/09/19
96	10/09/2019	01:30pm	Phone call (out)	30859		Dust	1	Complainant called 1800 number to complain about dust on Lindner Street, Peak Hill	Complaint passed on to foreman, with water truck sent to Lindner Street area.	10/09/2019	01:30pm	Closed out 10/09/19
97	11/09/2019	12:15pm	SMS (in)	29651		Dust	1	Complainant requested water trucks on Wards Lane to address dust created by work activities.	Complaint passed on to foreman, with water truck sent to Wards Lane area.	11/09/2019	12:15pm	Closed out 11/09/19
98	12/09/2019	09:00am	Phone call (in)	35330		Vehicle behaviour	1	Complainant concerned about work vehicles travelling too fast and also not using Plowmans Lane intersection safely.	Truck company has sent message to all drivers reminding them of road rules and safety. Further, team will contact Council to request additional give way/stop signage at the intersection to clarify road rules.	12/09/2019	5:00pm	Closed out 12/09/19
99	14/09/2019	08:15am	SMS (in)	29651		Dust	1	Call to request water trucks on Wards Lane to address dust created by work activities.	Complaint passed on to foreman, with water truck sent to Wards Lane area immediately.	14/09/2019	08:24am	Closed out 14/09/19
100	15/09/2019	07:45am	SMS (in)	32001		Dust	1	Call to request water trucks on Tullamore Road crossing to address dust.	Complaint passed on to foreman, with water trucks sent to Tullamore Road crossing area.	16/09/2019	08:41am	Closed out 14/09/19
101	20/09/2019	11:15am	Phone call (in)	34912		Excess vehicles; dust	1	Call to say there are a lot of trucks using Nanardine Lane, and there is a lot of dust.	Water truck sent to Nanardine Lane to address dust. Explained that truck use will likely lessen next month when they can start using rail corridor.	20/09/2019	11:15am	Closed out 20/09/19
102	20/09/2019	3:00pm	Phone call (in)	15189		Dust	1	Stakeholder requested water truck to address dust, particularly as there were currently high winds.	Concern passed on to foreman, with water trucks sent to location.	20/09/2019	3:00pm	Closed out 20/09/19
103	02/10/2019	12:30pm	Email (in)	21719		Closures	2	Complaint about Whitton Park Road crossing closure, causing additional travel time for residents.	Response apologises for the inconvenience and discusses potential other routes that may be used to lessen travel times.	02/10/2019	6:00pm	Closed out 02/10/19
104	03/10/2019	11:30am	Email (in)	31019		Closures; road condition; water usage	1	Complainant emailed about road closures, detours, road conditions; water usage	Team has attempted to contact by phone as email unavailable as per stakeholder's instruction. Complainant has not responded to phone calls.	03/10/2019	3:00pm	Closed out 03/10/19
105	03/10/2019	12:45pm	Phone call (in)	34631		Vehicle behaviour	2	Complaint about project's light vehicles (not trucks) kicking up rocks and dust by not slowing down to appropriate speeds when passing other vehicles.	Team discussed concerns with complainant and has committed that this driving behaviour will be passed on to teams via the general foreman and safety manager.	03/10/2019	12:45pm	Closed out 03/10/19
106	08/10/2019	01:30pm	Phone call (in)	29924		Damage to vehicle	1	Complainant's windscreen was damaged by rock flicked up by a B-double on Brolgan Road turning in to Pac Nat hub.	Team investigated and found the vehicle was owned by Northparkes Mines, and Northparkes has contacted the complainant with offer to pay insurance excess.	08/10/2019	01:30pm	Closed out 08/10/19
107	10/10/2019	5:00pm	SMS (in)	20348		Fencing - livestock	1	Complainant messaged about 5 missing rams that he believes escaped through inadequately fenced work area and into rail corridor.	Sheep have been located and arrangements are being made to relocate to property. Supervisor will discuss fencing issues with landowner to prevent repeat escapes.	10/10/2019	5:49pm	Closed out 11/10/19
108	15/10/2019	11:45am	Phone call (in)	12761		Fencing contractors	1	Stakeholder complained about fencing contractors working on area under crop instead of rail corridor.	Issue raised with foreman and contractors immediately advised to change work location to the rail corridor to avoid damage to crops. Also followed up with email to contractor re work limits.	15/10/2019	12:00pm	Closed out 15/10/19
109	16/10/2019	06:45am	Phone call (in)	32001		Dust	1	Called to complain about dust on Tullamore Road as vehicle numbers have increased while it is a detour route.	Foreman contacted and water truck sent to Tullamore Road area to address dust.	16/10/2019	07:00am	Closed out 16/10/19
110	17/10/2019	11:00am	Email (in)	15189		Fencing - livestock	1	Email in complaining about four missing rams that have escaped property due to inadequate fencing. Recurrence from complain #107 (10/10/19).	Contractor has contacted property owner to discuss options for fencing and procedure for potential compensation, including the need to report the lost or stolen livestock to police with value and ID information. In the meantime, issue has been raised at pre-starts and stock will be returned if found.	17/10/2019	11:30am	Closed out 28/10/19
111	18/10/2019	07:15am	Phone call (in)	32755		Dust	2	Call in to complain about excessive dust on Sandy lane (near Peak Hill), with concern that it's causing breathing problems for resident.	Foreman has instructed all work vehicles to slow down on Sandy Lane to reduce dust raised.	18/10/2019	07:30am	Closed out 18/10/19
112	18/10/2019	5:00pm	Phone call (in)	12758		Dust	1	Call in to complain about dust on Alectown West Road from construction vehicles.	Sub-contractor has been asked to continue to mention at pre-starts and have sent a company wide email reminder all drivers to slow down on unsealed roads.	18/10/2019	18:00pm	Closed out 18/10/19
113	18/10/2019	12:55	Phone call (in)	33714		Vehicles - exhaust	1	Call in to complain about three days of trucks driving past blowing smoke.	Contractor called back and pinpointed location. Has contacted logistics manager who instructed that all trucks in that area slow down.	18/10/2019	13:15	Closed out 18/10/19
114	21/10/2019	08:15	Phone call (in)	33714		Dust	1	Call in to complain about dust raised by trucks not slowing down on unsealed road.	Contractor has contacted logistics manager to instruct vehicles to slow down, and has arranged for water truck at the location.	21/10/2019	08:15	Closed out 21/10/19
115	24/10/2019	08:00	Phone call (in)	31146		Fence damaged	1	Call in to say fence on property appears to have been damaged by machinery.	Contractor apologised and the fence has now been repaired.	24/10/2019	12:45	Closed out 24/10/19
116	28/10/2019	08:00	Phone call (in)	12794		Construction debris	1	Call in to say rubbish from construction has blown on to his property during high winds.	Contractor foreman sent labourers to clean up area.	28/10/2019	08:00	Closed out 28/10/19
117	01/11/2019	10:45	Phone call (in)	36416		Dust, vehicle behaviour	1	Call in to say dust at Nanardine Lane area was bad and construction vehicles were not slowing down.	Inlink called both construction foreman and sub contractors to reiterate the need to slow down to reduce dust. Will be mentioned at pre-starts also.	01/11/2019	11:45	Closed out 1/11/19
118	04/11/2019	08:00	Phone call (in)	12789		Road condition	1	Call in to say that Back Tomingley Road was in poor condition.	Contractor will follow up with the project manager looing after Narromine Shire roads.	04/11/2019	08:00	Closed out 4/11/19
119	04/11/2019	08:30	Phone call (in)	12795		Water flows & drainage	1	Call in to complain about water flows from the weekend rain didn't flow on to his property and dams as culverts/drainage etc were blocked by construction.	Contractor arranged meeting with landowner for following day.	04/11/2019	18:00	Closed out 4/11/19
120	04/11/2019	09:00	Meeting	12795		Drainage, level crossings, fencing, debris from site	1	Landowner has a number of issues relating to construction at his property and is getting frustrated by the impacts as construction continues for a long period.	Contractor is following up on: fencing contractor to ensure fences are being reinstated, private LX on his property will be kept to a standard that he can use during harvest, construction debris will be cleaned up immediately by contractor, and open investigation pits will be filled asap.	05/11/2019	09:00	Closed out 5/11/19
121	11/11/2019	15:30	Phone call (out)	12774		Boundaries, fencing; traffic impacts; construction impacts	1	Landowner disagrees with boundaries shown by cadastral survey and the implications to fencing; complaint about duration of Whitton Park Road closure; complaint about ballast rocks in area leased for project.	Attempted to explain that moving the boundary fence off the cadastral boundary may create additional issues due to proximity with rail embankment; explained Whitton Park Road would be opening in coming weeks; committed to removing ballast rocks in leased area.	12/12/2019	15:30	Closed out 12/12/19
122	11/11/2019	18:30	Email (in)	12744		Dust	1	Email in to complain about large volumes of dust between Brolgan Road and Henry Parkes Way.	Contractor has visited site to find source of dust and will ensure dust suppression is appropriate.	12/11/2019	07:30	Closed out 12/11/19
124	12/11/2019	15:45	Phone call (in)	12795		Dust	1	Call in to complain about dust coming on to his property.	Contractor called back to let landowner know that construction activities had been stopped due to high winds and dust storm in area.	12/11/2019	16:30	Closed out 12/11/19
125	17/11/2019	10:15	Email (in)	36519		Vehicle damage	1	Email in about damage to vehicle potentially from construction debris.	Contractor contacted complainant to discuss matter and determined no compensation was being requested. Foreman sent to inspect site to ensure no debris was on road.	19/11/2019	17:00	Closed out 19/11/19
126	19/11/2019	13:45	Phone call (out)	21756		Drainage, traffic impacts	1	Phone call to discuss issues such as lack of drainage to dam during rain event, traffic signage, and construction vehicles stopped on road without traffic control.	Contractor discussed drainage issues and explained all options to allow flows during the recent rain were investigated. Some signage can and will be improved. Construction drivers will be reminded to ensure they are not impacting traffic unnecessarily.	19/11/2019	13:45	Closed out 19/11/19
127	22/11/2019	15:15	Phone call (in)	36807		Trucks on local roads	1	Phone call in to complain about heavy vehicles using Coradgery Street in Alectown.	Contractor confirmed that construction vehicles are not using Coradgery Street, and asked caller to get number plates of vehicles to ensure they are not construction vehicles using unauthorised local roads.	22/11/2019	15:15	Closed out 22/11/19

128	28/11/2019	07:45	Phone call (in)	33714		Dust	1	Phone call in to complain about dust at Narwonah Siding Road, requesting water truck.	Contractor called foreman to request water truck to Narwonah Siding Road area asap.	28/11/2019	07:45	Closed out 28/11/19
129	28/11/2019	09:50	Phone call (in)	36801		Vehicle behaviour	1	Call in to complain about project vehicles speeding within the construction area at Nanardine and Back Trundle Road, causing safety concerns for other road users.	Contractor apologised for project vehicles creating these concerns, and asked call to note number plates so non-complying drivers can be followed up. Also forwarded concern to foreman, who will be reminding drivers to slow down to posted limits.	28/11/2019	09:50	Closed out 28/11/19
130	28/11/2019	16:45	Meeting	36917		Vehicle behaviour, dust	1	Complainant attended INLink admin office to complain about heavy vehicles turning at Millers Lookout Road, causing damage to road and lots of dust.	Contractor has spoken to logistics manager to remind drivers not to use unauthorised roads. Asked complainant to call in if he sees further construction vehicles using this road.	28/11/2019	17:15	Closed out 28/11/19
131	29/11/2019	09:00	Phone call (out)	12774		Removal of gates, stock escaping, dust, ballast on property.	1	Contractor called landowner to advise that his cows were out on the road. Landowner complained about removal of gates in corridor, electric fence not containing stock, ballast stones were on his property, dust is an issue.	Contractor will organise water truck to suppress dust at location. Foreman will have electric fences checked. Any ballast will be removed at the end of the lease (as covered by the temp land occupation agreement). Removal of gates in corridor is essential as there is to be no unauthorised access to the rail corridor.	29/11/2019	09:00	Closed out 29/11/19
132	29/11/2019	12:15	Phone call (in)	36970		Vehicle behaviour, dust	1	Phone call in to complain about dust on Nanardine Lane, and construction vehicles cutting the corner as they enter Nanardine Lane, which causes concern for children catching school bus at that location.	Contractor contacted foreman about dust. Comms team visited the site to discuss issues at the bus stop. Reminders have been sent to warn drivers about the bus stop and to use the intersection safely.	29/11/2019	16:15	Closed out 29/11/19
133	02/12/2019	11:45	Email (in)	37022		Dust	1	Email in to complain about extensive dust being experienced at Railway Parade Road property.	Contractor discussed dust management with foreman, and grader was sent to location to grade away top layer of bull dust. Contractor has agreed to more frequent watering near the house.	02/12/2019	11:45	Closed out 2/12/19
134	04/12/2019	11:00	Phone call (in)	36917		Vehicle behaviour	1	Phone call in to report trucks were still using Millers Lookout Road despite earlier reporting, causing dust and safety issues.	Contractor has followed up with sub contractor that was observed using the road, and has issued a direction to stop using immediately.	04/12/2019	12:30	Closed out 4/12/19
135	06/12/2019	13:30	Phone call (in)	32001		Dust	1	Phone call in to report dust in the vicinity of the Tullamore Road crossing in Peak Hill.	Contractor arranged for water truck to attend location.	06/12/2019	13:30	Closed out 6/12/19
136	09/12/2019	14:30	Phone call (in)	37268		Dust, vehicle behaviour	1	Phone call returned from 1800 line call, complaining about high levels of dust caused by vehicles, which she was concerned nearly caused a crash due to low visibility.	Naomi contacted both Foreman and superintendent of the works and a water truck was being sent to nanardine lane especially in the corner that's half way up where the incident occurred.	09/12/2019	14:30	Closed out 9/12/19
137	12/12/2019	08:15	Phone call (in)	34497		Damage to vehicle; road conditions	1	Phone call in to report that car's tyre was damaged by rough road surface while using prescribed detour route.	Contractor will follow up with managers to decide if compensation would be paid for the tyre damage. Contractor explained about measures in place to reduce damage to local roads and process for repairing after project. 13/12/19 contractor advised that they would not be compensating for the damaged tyre.	12/12/2019	12:15	Closed out 13/12/19
138	13/12/2019	09:00	Phone call (in)	21756		Vehicle behaviour	1	Phone call in to report dangerous driving behaviour by subcontractor vehicle. Licence plate provided.	Contractor's logistics manager has spoken to sub contractor and driver, with both being very apologetic.	13/12/2019	14:00	Closed out 13/12/19
139	13/12/2019	14:30	Phone call (in)	12580		Property damage	1	Phone call in to report that letter box has been damaged, probably by a vehicle.	Letterbox has been repaired.	13/12/2019	14:30	Closed out 13/12/19
140	14/12/2019	10:50	Phone call (in)	29924		Level crossing wait times	1	Phone call in to complain about wait times predicated at Brolgan Road level crossing, as had heard that it would be 40 minutes as the track had been built wrong.	Inlink and ARTC have both spoken to customer, and have explained that the wait time was a maximum of 25 minutes. The customer was not satisfied with this, however is strongly opposed to the project as a whole and is unlikely to be satisfied by any outcomes offered.	16/12/2019	10:30	Closed out 16/12/19
141	18/12/2019	08:00	Phone call (in)	37919		Damage to vehicle	1	Phone call in to report rocks falling from construction vehicle, damaging private vehicle. Licence plate and photos supplied.	Contractor has followed up with sub contractor and asked them to follow up directly with the caller directly.	19/12/2019	08:30	Closed out 19/12/19
142	18/12/2019	12:00	Phone call (in)	35593		Dust	1	Phone call in to complain about dust near Henry Parkes Way/Millers Lookout Road.	Contractor has advised that all construction vehicles have been ordered to stop using Millers Lookout Road as a turning point immediately. Caller was asked to report immediately if they spotted more vehicles using the intersection.	18/12/2019	13:45	Closed out 18/12/19
143	15/01/2020	10:45	Phone call (out)	15191	461.25	Drainage and flooding	1	Landowner has requested additional culverts under the road at Wyatts Lane level crossing due to drainage concerns.	Engagement team explained that following previous meetings, the design has been reviewed by the hydrology expert. This review shows that no additional benefit will be gained by adding culverts, and so ARTC has determined these will not be built.	15/01/2020	10:45	Closed out 15/1/2020
144	17/01/2020	10:00	Phone call (in)	34631		Vehicle behaviour	1	Caller complained about contractor utes not slowing down on Tomingley West Road, and this has caused two instances of damage to resident's vehicle from flying stones.	Construction foreman has issued reminder to all staff that vehicles must slow down to the speed limit, and to be considerate of other vehicles using the roads.	17/01/2020	10:00	Closed out 17/1/2020
145	21/01/2020	09:45	Phone call (in)	34631		Vehicle behaviour	1	Same caller as previous complaint, irate that trucks were still not slowing down on Tomingley West Road. Added that school buses will be on the road again next week and feels that the trucks should not be travelling so fast.	Contractor apologised for misunderstanding previous call, which was thought to be about light vehicles, not trucks. Explained that as Tomingley West Road was posted at 100km/h, trucks were legally allowed to travel at that speed. However, contractor's construction foreman and logistics manager will advise all staff and contractors using the road to be more considerate of vehicles sharing the road, and to slow down when passing vehicles travelling in the opposite direction.	21/01/2020	09:45	Closed out 21/01/2020
146	24/01/2020	09:00	Phone call (in)	12795		Temporary fencing; vehicle behaviour	1	Phone call in to report that temporary fencing had blown over; and also two project utes have driven inside his property instead of within rail corridor.	Contractor apologised and foreman sent worker to fix temp fencing immediately. Landowner was asked to continue to report vehicle using property without permission, and subcontractors have been advised that if they are found to be driving on property again without permission, they will be removed from project.	24/01/2020	09:00	Closed out 24/01/2020
147	31/01/2020	13:00	Phone call (in)	32844		Offensive language on radio	1	Phone call in to report that unknown persons had been using offensive language on UHF 12, and that when asked to stop, they were abusive to the complainant. Caller was not sure if the issue was with project staff but just wanted to report the matter.	Contractor thanked the caller for his report, and advised that INLink doesn't use UHF12, however it could possibly have been a sub contractor outside of the work area. The report has been relayed to management, and foreman and staff in the Goonumbla area.	31/01/2020	13:00	Closed out 31/01/2020
148	31/01/2020	14:00	Email (in)	18381		Boundary fencing	1	Email in from landowner's solicitor concerned that boundary fencing has been removed without his permission.	ARTC has responded to inform landowner that as the existing fence is not on the boundary, it will be removed and replaced on the correct boundary. Following meeting further information provided to landowner to show relocation of fence to boundary.	05/02/2020	17:00	Closed out 03/03/2020
149	04/02/2020	09:45	Phone call (in)	15189		Dust	1	Phone call in to complain about high levels of dust coming into the house from the Wards Lane crossing.	Contractor arranged for water truck to attend location.	04/02/2020	09:45	Closed out 04/02/2020
150	05/02/2020	08:15	Phone call (in)	15189		Dust	1	Same caller as previous complaint, calling to ask for water truck to suppress dust at same location.	Contractor arranged for water truck to attend location. Contractor also discussed using a new route to enter to avoid using the unsealed road closest to the caller's house.	05/02/2020	08:15	Closed out 05/02/2020
151	05/02/2020	09:15	Phone call (in)	23331		Vehicle behaviour	1	Phone call in to complain about ute driving through property (instead of rail corridor). Vehicle described but identifying features not confirmed.	Contractor has warned all staff in the area that vehicles must not enter private property without permission. Comms team asked caller to report further activity and with details if possible to allow follow up.	05/02/2020	09:15	Closed out 05/02/2020
152	09/02/2020	09:00	Email (in)	12792		Construction noise	1	Email in to complain about construction noise at 7.45am on Sunday in Peak Hill.	Contractor called to apologise for the noise, and advised that it would be a short term impact as the crew is moving north.	10/02/2020	10:30	Closed out 10/02/2020
153	11/02/2020	12:30	Drop in to shopfront	14593		Construction debris	1	Complainant called in to Parkes shopfront to complain about old marquee that appears to have been left behind by crew at the Henry Parkes Way crossing. Was concerned about safety as winds could blow marquee onto road.	The marquee is in place for shade for the traffic controller at the location and is suitably anchored to the ground. However contractor will remove the marquee if it is causing safety concerns to the public.	12/02/2020	08:30	Closed out 12/02/2020
154	11/02/2020	16:55	Phone call (in)	21756		Water flows & drainage	1	Landowner called to complain that very little water had run off into his dams during the recent rain, and he believes that sediment controls have prevented this.	Contractor has inspected site and has responded to landowner to explain longer term water flows, as well as discussed the current environmental conditions that mean the bunds must stay in place to protect from run off.	13/02/2020	15:00	Closed out 13/02/2020

155	11/02/2020	17:40	Phone call (in)	25147	Approx 542.6	Water flows & drainage	1	Landowner called with concerns that smaller culverts had led to water pooling on his property, and asked if the new culverts were the same size as the previous culverts.	Advised complainant that construction was not completed yet so current water flows wouldn't always reflect the final water flows. Advised that we would confirm the size of previous culverts located in the area.	11/02/2020	17:40	Closed out 27/03/2020
156	12/02/2020	21:00	SMS (in)	14546	455.2 & 454.8	Water flows & drainage	1	SMS in to complain about drainage at Back Trundle Road crossing, with culverts not appearing to carry water during rain event.	Engagement officer met with landowner to view areas of concern. Fencing matter will be rectified.	12/01/1900	09:00	Closed out 27/02/2020
157	12/02/2020	17:15	Phone call (in)	12843		Construction impacts; water flows and drainage	1	Call in to complain about length of construction time on crossing at property on Peak Hill Railway Road, which is impacting his access.	Contractor has contacted landowner and advised that a short term access will be built across the line. While the crossing construction is ongoing, a tin top will be placed to allow access until the rail is laid.	13/02/2020	14:30	Closed out 13/02/2020
158	20/02/2020	10:15	SMS (in)	33548		Vehicle behaviour	1	SMS in to complain about unsafe driving behaviour by subcontractor truck, licence plate provided.	Contractor's logistics manager is following up directly with the subcontractor to remind of safe driving responsibilities.	20/02/2020	15:10	Closed out 20/02/2020
159	25/02/2020	15:45	Phone call (in)	12843		Boundary fencing	1	Phone call in to complain about culverts and damaged fencing	Contractor's General Foreman JP contacted stakeholder to discuss location/ options on fencing issues to be rectified.	27/02/2020	08:30	Closed out 27/02/2020
160	27/02/2020	09:15	Meeting	39730		Damaged road	1	Meeting about truck doing U-turns in Stakeholder's business driveway resulting in damage to road	Contractor contacted Stakeholder to advise the sub-contractor trucks will no longer use the road and park elsewhere. Road belongs to Council so contractor can't touch any damage but offered to speak to Council on behalf of owner if needed.	28/02/2020	09:30	Closed out 28/02/2020
161	27/02/2020	09:30	Phone call (in)	21830		Weed management	1	Stakeholder complained about weeds growing along property	Contractor spoke to environment team who confirmed they were spraying for weeds over the next couple of weeks.	27/02/2020	12:00	Closed out 27/02/2020
162	28/02/2020	08:45	Phone call (in)	32844		Vehicle behaviour	1	Stakeholder called to complain about unsafe driving behaviour, licence plate provided.	Contractor followed up with logistics manager and confirmed back to Stakeholder that it wasn't one of our trucks.	28/02/2020	09:00	Closed out 28/02/2020
163	02/03/2020	10:04	Phone call (in)	12853		Vehicle behaviour	1	Phone call in to complain about dangerous driving by subcontractor truck, licence plate provided.	Contractor followed up with logistics manager and confirmed back to Stakeholder that the truck driver had been spoken to and given a warning.	05/03/2020	10:00	Closed out 05/03/2020
164	05/03/2020	02:00	Phone call (in)	12843	Approx 538.9	Water flows & drainage	1	Stakeholder called to complain that rain water was flooding paddocks and very little running from rail corridor to his dams.	Contractor followed up with enviro team and foreman who advised culverts were not yet finished and had an environmental bund around them to stop "dirty" water getting to paddocks. On review, water doesn't flow to stakeholders paddock anyway. Contractor advised stakeholder who understood.	05/03/2020	16:00	Closed out 05/03/2020
165	13/03/2020	16:30	Phone call (in)	13609		Traffic management/ damage to local roads	1	Stakeholder called to complain of trucks driving through the night on Nanardine Land. Also complained of condition of road.	Contractor followed up with logistics manager, foreman and subcontractors who advised no deliveries were received at the time as drivers would be in breach of the contract if they work these hours; also checked with local farmer who wasn't using the road. Contractor explained that local council looking. Stakeholder happy with outcome and apologised for being angry and complaining.	17/03/2020	13:00	Closed out 17/03/2020
166	18/03/2020	16:15	Phone call (in)	12794		Property - fencing/ access during construction	1	Stakeholder called to complain about a truck opening his gate and entering his paddock. Also asked about when his fencing was going to be installed.	Consultant apologised to the stakeholder and advised the truck driver had been spoken to and a toolbox would be completed at pre-start to remind all staff about entering property only with permission/ leaving gates as they were. Time being arranged for stakeholder to meet with ARTC fencing engineer to discuss further.	19/03/2020	08:00	Closed out 19/03/2020
167	22/03/2020	07:00	Phone call (in)	13609		Dust	1	Stakeholder called & sent through videos of dust coming off Nanardine Lane as staff drove to site, also concerned they were speeding.	Contractor arranged for water truck to Nanardine Lane to help with dust. All staff reminded of speed limit being 60km/hr.	22/03/2020	07:20	Closed out 22/03/2020
168	23/03/2020	09:00	Phone call (in)	39958		Dust	1	Stakeholder called to complain of dust coming off London Rd, being a detour while Brolgan Rd LX being completed.	Contractor organised water truck to help with dust issue. Stakeholder happy with outcome.	23/03/2020	09:00	Closed out 23/03/2020
169	23/03/2020	09:08	Phone call (in)	28645		Dust	1	Stakeholder called to complain of dust coming off London Rd with extra traffic, while Brolgan Rd LX being completed.	Contractor apologised and advised a water cart had been organised and would be there to help with dust issue shortly. Stakeholder happy with outcome.	23/03/2020	09:08	Closed out 23/03/2020
170	31/03/2020	11:45	SMS (in)	29651		Weeds	1	Stakeholder sent SMS to Contractor complaining of burrs and weeds along the corridor, asking when it will be sprayed.	Contractor replied to SMS advising weed sprayers were booked in for this week but it rained and had to postpone - advised they are booked in for next week, and thanked Stakeholder for sending photos.	31/03/2020	11:45	Closed out 31/03/2020
171	31/03/2020	13:15	Phone call (in)	12774		Weeds	1	Stakeholder called to complain of weeds and ask when they were going to be sprayed.	Contractor explained the week sprayers were booked in for this week but had to postpone due to the rain, and are booked in for next week.	31/03/2020	13:15	Closed out 31/03/2020
172	31/03/2020	15:45	Meeting	15191	461.25	Lighting at LX Drainage Road damage	1	Stakeholder met with Contractor to complain about lack of lighting and drainage under Wyatt's Road LX. Also complained of pot holes west of Wyatts Road.	Contractor explained lighting/ drainage is an ARTC issue & she would have an engineer to contact him to discuss further. Contractor advised Stakeholder the road would be fixed immediately.	31/03/2020	15:45	Closed out 31/03/2020
173	03/04/2020	16:45	Phone call (in)	12795	Approx 487.2 - 489.5	Flooding	1	Stakeholder called to complain about corridor and his paddock flooding, second LX blowing out and lot of debris now in his paddock.	Contractor advised Stakeholder that she would raise it with ARTC.	15/05/2020	09:00	Closed out 15/05/2020
174	04/04/2020	11:30	Phone call (in)	34497	535.6	Flooding	2	Stakeholder advised of flooding issue in their paddock.	Contractor arranged for enviro team to attend the location and look at the water issue. Advised stakeholder via text that the enviro team was on site. Enviro report was that the whole area was flooded due to 73ml rain received.	04/04/2020	13:30	Closed out 04/04/2020
175	05/04/2020	08:15	Phone call (in)	34497		Property and land use	1	Stakeholder called to complain about an InLink staff member's attitude when making an complaint	Engagement team advised it would be looked into & agreed no follow up with Stakeholder. Review of management of complaint from previous day was managed in compliance with Comms Strategy and environmental restrictions.	05/04/2020	08:15	Closed out 05/04/2020
176	05/04/2020	12:30	SMS (in)	12744		Property damage	1	Stakeholder text to advise of trucks turning around in front of driveway and requested signage for them to stop doing it.	Contractor replied to SMS apologising and advising Superintendent was going to look at it, all drivers have been told to stop doing this. Signage being arranged.	05/04/2020	12:30	Closed out 05/04/2020
177	06/04/2020	12:57	Phone call (in)	12813	Approx 504.7	Flooding	1	Stakeholder called after sending numerous photos through via SMS, of water flowing through his paddock which could impact farming operations	Engagement team advised it would be looked into. When asked about other dam he claimed water has been directed away from, he advised it didn't look like there was a problem but would wait and see.	06/04/2020	12:57	Closed out 06/04/2020
178	09/04/2020	10:00	Phone call (in)	40681		Dust	1	Stakeholder called to advise water truck was unnecessarily dumping water on Nanardine Lane, no need for dust suppressant as it was wet from recent rain	Contractor spoke to the foreman and environment team & water shouldn't have been dumped on Nanardine Lane. Contractor advised Stakeholder, which was appreciated.	09/04/2020	12:00	Closed out 09/04/2020
179	09/04/2020	11:36	Phone call (in)	40687		Contractor payment	1	Stakeholder advised about consistent errors in wage payment from sub-contractor	Engagement team took all information and sent onto Contractor to request full details.	30/04/2020	09:00	Closed out 30/04/2020
180	15/04/2020	14:30	Phone call (out)	15191	461.25	Flooding	1	Drainage/water flows at Wyatts Lane crossing	Engagement team reiterated previous advice that the crossing design does not increase inundation at the site and no changes are planned at that location. Refer to No. 172 for history/ previous dealings.	15/05/2020	09:00	Closed out 15/05/2020
181	18/04/2020	08:00	Phone call (in)	12795	Approx 487.2 - 489.5	Property damage Flooding	1	Stakeholder called to complain of the extensive damage the recent rain has done to his property, not just the level crossings. He's taken photos/ drone footage and is looking at suing for damages.	Contractor explained to stakeholder that they had been out to have a look at the damage but all those needed to have a further discussion about it weren't available today. Stakeholder advised he hadn't been able to show issues with ARTC representative as it's been too wet. Meeting arranged for 21/4/20.	18/04/2020	08:00	Closed out 18/04/2020

182	19/04/2020	08:00	SMS (in)	34497		Property impact - blocking access	1	Stakeholder text to advise operator left their driveway blocked and not traversable for the remainder of the weekend, Stakeholder had to use their tractor to make it traversable.	Contractor apologised to Stakeholder's husband and advised the superintendent would be called to rectify the area. SMS was sent to Stakeholder to apologise for the situation and advise it would be rectified ASAP.	19/04/2020	16:30	Closed out 19/04/2020
183	22/04/2020	07:30	Phone call (in)	36293		Dust	1	Stakeholder called to complain about dust coming off Nahwonah Siding Rd.	Contractor apologised and arranged with the foreman for a water truck to go and suppress dust.	22/04/2020	07:30	Closed out 22/04/2020
184	22/04/2020	11:00	Meeting	12795 25183	Approx 487.2 - 489.5	Property damage Flooding	2	Meeting with Stakeholder, ARTC and INLink to discuss property damage, drainage and culvert capacity since recent rains.	ARTC and Inlink have met on site with the landowner to determine work to be done to correct water flow issues. Work completed to date includes reinstating previous ground levels to ensure water flows as per flood model and design. Landowner is satisfied with work so far. Final job remaining includes installing a causeway at LX3633 to prevent wash out in heavy rain. See also complaint #173 and #181.			Ongoing - nearing completion.
185	24/04/2020	15:27	Phone call (out)	34078		Property impact - general	1	Stakeholder questioned the style of conduit crossing installed	Engagement team apologised to Stakeholder for the mistake in pipe installation, explained there was no legal requirement for ARTC to do what was originally promised as it was too expensive.	24/04/2020	15:27	Closed out 24/04/2020
186	28/04/2020	11:15	Phone call (in)	20401	Approx 452.4	Water: drainage	1	Stakeholder contacted the contractor with questions about the drainage design south of Henry Parkes Way and how this would effect flows on his property.	Contractor advised drainage had been built to the design which was determined by the flood model Stakeholder team has met with property owner to outline flood modelling and flow paths, which are as per the design.	28/06/2020	09:00	Closed out 28/06/20
187	07/05/2020	14:00	Email (in)	32001		Fencing	2	Stakeholder contacted ARTC to request assistance with cost of fencing relocation.	ARTC responded via phone to stakeholder and outlined our position regarding fencing as per previous letter sent to them.	07/05/2020	14:00	Closed out 07/05/2020
188	08/05/2020	09:00	Email (in)	40973		Damaged tyres	1	Stakeholder hit a pothole on the Goonumbia side road temporary LX which resulted in two flat tyres - requesting replacements.	Contractor responded to stakeholder's tyre replacement request after area and incident investigated - request declined as rough surface warning and reduced speed signs were in place.	14/05/2020	10:00	Closed out 14/05/2020
189	26/05/2020	07:00	Phone call (in)	13650		Vehicle behaviour	1	Stakeholder called to complain about truck not sharing the road on Wyanga Rd, Stakeholder had to drive on side of the road.	Contractor apologised for this vehicle behaviour and followed up with foreman and logistics manager to speak to all truck drivers about safe driving at pre-start meetings.	26/05/2020	07:00	Closed out 26/05/2020
190	27/05/2020	16:15	Phone call (in)	37022		Dust	1	Stakeholder called to complain of dust issues coming from the track where the Moxie was travelling near Railway Pde.	Contractor arranged for water truck to increase dust suppression along the moxie track. Enviro team to install a dust monitor at location. Contractor called stakeholder to update on dust management plan.	28/05/2020	08:00	Closed out 28/05/2020
191	28/05/2020	09:00	Phone call (in)	41211		Road condition	1	Stakeholder complained of road condition deteriorating road conditions on Back Tomingley Road due to volume of traffic; also questioned why Back Tomingley Road is still being used when most	Contractor explained that Narromine Shire Council own the roads and we aren't able to do anything to improve them, except raise it at Council meetings, which the contractor advised is what we will do. Contractor also explained reasoning as to why trucks are using Back Tomingley	28/05/2020	09:00	Closed out 28/05/2020
192	29/05/2020	08:00	Phone call (in)	21830		Road curtilage damaged	1	Stakeholder called to advise a truck was bogged out the front of his property on the curtilage and dirt near his driveway was gouged.	Contractor sent superintendent to stakeholder's driveway to assess the damage.	29/05/2020	08:00	Closed out 29/05/2020
193	29/05/2020	09:13	Phone call (in)	12843		Traffic issues	1	Stakeholder said he'd spoken to group of contractors looking at his LX. Also advised rocks had flung up and cracked his windscreen, contractor had also been advised.	Engagement team said contractor will work with stakeholder to reach a resolution.	29/05/2020	09:13	Closed out 29/05/2020
194	11/06/2020	09:00	Phone call (in)	12789		Gates left open	1	Stakeholder called to complain that the gates weren't shut at the Barrabadeen Creek, resulting in his sheep getting into the rail corridor.	Contractor arranged for foreman to remind staff across the project that if they have to open gates remember to shut them and if they are open leave them open.	11/06/2020	09:00	Closed out 11/06/2020
195	11/06/2020	10:30	Phone call (in)	12754		Fencing	1	Stakeholder called to complain that old fencing material had been removed when he had requested to keep it. Also that there the fencing contractors advised they are not installing barbed wire on	Contractor spoke to fencing engineer and the old fence will try to be salvaged and barbed wire will be installed on the bottom.	11/06/2020	10:30	Closed out 11/06/2020
196	12/06/2020	09:45	Phone call (in)	36293		Dust	1	Stakeholder called to complain about dust coming off Nahwonah Siding Rd, caused by the trucks.	Contractor called foreman to request water truck to Narwonah Siding Road area but was advised we don't have any trucks using that road. Contractor was in the area and stopped one of the trucks creating the dust to explain we were getting dust complaints - he worked for Narromine	12/06/2020	13:00	Closed out 12/06/2020
197	17/06/2020	11:44	Phone call (in)	15189	470.45	Water drainage/ flooding	1	Stakeholder called to complain about erosion within his paddock at a culvert & believed because there was less grass slowing the water down is was leading to it flowing faster.	Engineering team visited to inspect location and determined that scour has not been caused by location of new culvert as there is no flow path between the scour and culvert. The scour appears to be an existing attribute caused by the pre-existing lay of the land.	17/06/2020	11:44	Closed out 20/06/2020
198	23/06/2020	13:30	Meeting	41605		Enagement: general stakeholder comment	1	Stakeholder visited contractor office to complain tenants working on the project haven't paid their final rent in full.	Contractor followed up with relevant staff and on agreement with Project Manager, agreed it is a private matter between the tenants, real estate agent and landlord.	25/06/2020	08:00	Closed out 25/06/2020
199	30/06/2020	07:30	SMS (in)	15187		Vehicle behaviour	1	Stakeholder messaged to complain about ute using Peak Hill Railway Road, not moving over from middle of the road or using blinkers when entering Fairview Siding Road site office.	As stakeholder was unable to provide rego or other identifying markers, follow up with driver is not possible. Contractor committed to follow up with foreman to have driver behaviour reminders mentioned at pre-start.	30/06/2020	07:30	Closed out 30/06/2020
200	14/07/2020	11:15	Meeting	32844		Construction train blocking traffic	1	Stakeholder complained of a long wait at Bogan Road crossing while ballast train was in vicinity. Held by traffic control for approx 20 mins even though train was stationary and not on the crossing.	Contractor followed up and appears to have been a miscommunication between operator and traffic control. Contractor explained matter and apologised to stakeholder for the confusion and the delay. Stakeholder happy for the follow up.	15/07/2020	14:00	Closed out 15/07/2020
201	17/07/2020	16:00	Phone call (in)	39874	Approx 524.9	Water trucks	1	Stakeholder called to say that water trucks were spraying on Sharkeys Road, when he'd been told by council that no spraying was supposed to happen as water was damaging roads.	Contractor followed up and explained to stakeholder that NSC had requested the spraying on unsealed sections of some roads, including Sharkeys. Stakeholder apologised and said he felt like a goose but was happy everything was all in order.	17/07/2020	16:30	Closed out 17/07/2020
202	23/07/2020	15:35	Phone call (in)	12740	Approx 458.3	Vehicle behaviour	1	Stakeholder called to complain that water vehicles were spotted travelling above the speed limit on Nanardine Lane, and he was concerned about the speed as he has stock to move there	Contractor spoke to the foreman & superintendent to ask them to remind staff to slow down. The info was to be mentioned at pre-start to reiterate the 60km/h speed limit as sign posted by Inlink, and also that stock would be on the road on 24/7 and they have right of way.	23/07/2020	15:45	Closed out 23/07/2020
203	27/07/2020	13:15	Email (in)	35375	465.25	Road condition	1	Stakeholder emailed to report large pothole on Bogan Road near Goonumbia Siding.	Contractor responded that they were already aware of the issue and were organising repairs asap.	27/07/2020	13:45	Closed out 27/07/2020
204	28/07/2020	10:30	Meeting	12843	Approx 538.9	Drainage	1	Stakeholder continues to complain about drainage at access to private level crossing, which continues to be covered by water preventing access.	Contractor met with landowner to discuss. At this time, contractor has not yet completed backfill and grading work to direct water to existing culvert as directed by ARTC in May 2020. Contractor told stakeholder they will carry out this work but continues to push responsibility back to ARTC.	28/07/2020	10:00	Ongoing
205	29/07/2020	07:30	Email (in)	35674	465.25	Construction impacts, traffic impacts	1	Stakeholder emailed contractor to complain about the duration and traffic impacts of the work at the Bogan Road crossing. He said the contractor had provided inadequate provision for traffic, traffic	Contractor apologised for the impact that the construction has had on traffic to the mines and local residents. Explained that this was a complex crossing and wet weather had created additional delays beyond original scope.	29/07/2020	10:30	Closed out 29/07/2020
206	05/08/2020	16:15	Phone call (in)	29924	Off alignment	Vehicle damage	1	Stakeholder called ARTC media unit to complain about damage to her windscreen that occurred near the Pacific National Terminal in October 2019.	Complaint was originally made in October 2019, with investigation determining that the matter was unrelated to Inlink or ARTC, as the damage was not at a work site and the vehicle was from Northparkes Mines. No action required.	04/08/2020	16:15	Closed out 04/08/2020
207	05/08/2020	13:00	Phone call (in)	12775	493.2	Engagement	1	Stakeholder called to complain that paperwork had been sent to her brother, who co-owns an impacted property, but not to her.	Contractor apologised if this had been the case, and assured the caller that all paperwork would be going to both as both were listed as owners. Investigation from both INLink and ARTC shows no paperwork has been sent recently so unable to determine cause of complaint.	05/08/2020	13:00	Closed out 05/08/2020
208	05/08/2020	14:00	Phone call (in)	12774	493.2	Fencing	1	Stakeholder called to complain about his cows getting through the temporary fencing near Taweni Road. Complaint made to both ARTC and INLink. Contractor went to site and replaced a bent pole and ensure all poles and wires were secure. Contractor has now	Note: Complaint reopen following call from landowner on 11 August 2020. Landowner advised he still had issues with fencing. INLink agreed to attend site to fix some fencing. Additional boundary fencing also has problems, Landowner has requested he uses his own fencing contractor. Awaiting landowner to provide update on this.	06/08/2020	14:00	Ongoing

[illegible]



Appendix B - ER Inspection Reports

INLAND RAIL PROJECT – PARKES TO NARROMINE

ENVIRONMENTAL REPRESENTATIVE'S INSPECTION REPORT

19/08/2020



SECTION 1: SUMMARY		
Project: Inland Rail – Parkes to Narromine	Date: 11/08/20	Time: 0800 – 1400
Client: ARTC	Inspection By: Steve Fermio	
Principal Contractor: INLink	Report No.: 200811	Pages: 17
Locations Inspected: Back Trundle Lane, Wyanga to Narwonah.		
Issued to: ARTC, INLink		
Weather conditions: Fine		
Attendees: <ul style="list-style-type: none"> • ARTC – Roisin Feeney (remote – meeting only), Leanna Wrobel (remote – meeting only), Kim Lembke • INLink – Kathryn Wilson 		
SUMMARY OF FINDINGS / RECOMMENDATIONS FROM INSPECTION: <p>Section 2 presents the status of open items from previous inspections and plan reviews. All items are considered closed.</p> <p>Section 3 presents the findings from the review of implementation CoA requirements relating to ancillary facilities, complaints management and waste:</p> <ul style="list-style-type: none"> - The status of ancillary facilities shows progressive decommissioning as works begin to wind down. - Following review of complaints related to drainage / flooding / scouring, the ER is satisfied that ARTC is continuing to address the open items. - Further clarification is required in relation to classification and reuse of timber sleepers and some disposal records. <p>Section 4 Presents photos from the site inspection. No significant issues were identified.</p>		

SECTION 2: OPEN ISSUES / ACTIONS FROM PREVIOUS INSPECTIONS AND PROCESS / DOCUMENT REVIEWS

SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
TTA05	No part of any crossing loop will cross over any driveway, private road or public road, unless agreed with the relevant landowner and any other adjacent landowner whose access is impacted by the crossing loop	Timjelly Loop was moved to reduce potential impacts – more information to be provided on this	<p>Resident access was relocated to prevent being impacted by the Timjelly passing loop.</p> <p>ARTC reached commercial agreement. Sighted drawing showing access road realignment for the impacted property holder's access road. Sighted agreement letter dated 26/6/19 whereby the landowner accepted relation of access road to avoid level crossing. Access road is currently under construction.</p> <p>Status: CLOSED</p>
TTA20	All trucks will be loaded so as not to exceed the legal weight limitations in force at the time, noting weight restrictions of any bridges along designated routes	Further information in relation to this to be provided	<p>INLink stated that it is required to inspect a minimum of 10% of all deliveries (incoming and outgoing) as per the chain of responsibility requirements.</p> <p>Sighted 8 x vehicle inspection records. Vehicle loads are checked. All records sighted indicate the load was below the capacity for the vehicle.</p> <p>Sighted a toolbox record (02/05/19) undertaken by Lantrak (logistics contractor on the Project) on ensuring trucks are no overloaded.</p> <p>Status: CLOSED</p>
TTA30	Driver's Code of Conduct will be managed through the Safety Management Plan (J013_HSEQ_MGP_SMP) and the Communication and Community Engagement Management Plan (J013_HSEQ_MGP_CCE)	Toolbox talks given on 7/3/19 and 11/12/19 covered safe driving issues. Pre-start on driver behavior was provided last week and this is to be provided to the ER.	<p>Sighted toolbox talk from 23/07/20 evidencing communication of driver behavior.</p> <p>Status: CLOSED</p>

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW

SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED																																																																												
CoA C20 / C21	CoA C20 and C21 set out the requirements for the establishment of ancillary facilities.	<p>A request was raised to identify the status of all construction ancillary facilities across the project:</p> <ul style="list-style-type: none"> - What facilities are now closed. - What facilities are still operating. - What facilities are yet to come online. 	<p>The status was provided by INLink on 18/08/20, as follows:</p> <table border="1"> <thead> <tr> <th>Location</th><th>Type</th><th>Status</th><th>Planned Decommissioning</th></tr> </thead> <tbody> <tr> <td>NWL</td><td>Major</td><td>Still in use</td><td>End of August to Mid-September</td></tr> <tr> <td>Goobang Junction</td><td>Minor</td><td>To be installed</td><td>End of September</td></tr> <tr> <td>Blaxland Road</td><td>Minor</td><td>Application to be submitted</td><td>End of September</td></tr> <tr> <td>Chainage 450.500km</td><td>Minor</td><td>Relocated to chainage 452.130km</td><td>N/A</td></tr> <tr> <td>Chainage 452.130km</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Nanardine Lane</td><td>Minor</td><td>Still in use</td><td>End of August to Mid-September</td></tr> <tr> <td>Goonumbla</td><td>Minor</td><td>Still in Use</td><td>End of August to Mid-September</td></tr> <tr> <td>Chainage 472.900km</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Alectown West Road</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Mickibri</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Chainage 482.100km</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Whitton Park Road</td><td>Minor</td><td>Still in use</td><td>End of August to Mid-September</td></tr> <tr> <td>Peak Hill</td><td>Major</td><td>Still in use</td><td>End of August to Mid-September</td></tr> <tr> <td>Chainage 511km</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Tomingley West Road</td><td>Major</td><td>Decommissioned</td><td>N/A</td></tr> <tr> <td>Wyanga</td><td>Minor</td><td>Still in use</td><td>Mid-September</td></tr> <tr> <td>Fairview</td><td>Minor</td><td>Still in use</td><td>Mid to end September</td></tr> <tr> <td>Narwonah</td><td>Minor</td><td>Decommissioned</td><td>N/A</td></tr> </tbody> </table> <p>Status: CLOSED</p>	Location	Type	Status	Planned Decommissioning	NWL	Major	Still in use	End of August to Mid-September	Goobang Junction	Minor	To be installed	End of September	Blaxland Road	Minor	Application to be submitted	End of September	Chainage 450.500km	Minor	Relocated to chainage 452.130km	N/A	Chainage 452.130km	Minor	Decommissioned	N/A	Nanardine Lane	Minor	Still in use	End of August to Mid-September	Goonumbla	Minor	Still in Use	End of August to Mid-September	Chainage 472.900km	Minor	Decommissioned	N/A	Alectown West Road	Minor	Decommissioned	N/A	Mickibri	Minor	Decommissioned	N/A	Chainage 482.100km	Minor	Decommissioned	N/A	Whitton Park Road	Minor	Still in use	End of August to Mid-September	Peak Hill	Major	Still in use	End of August to Mid-September	Chainage 511km	Minor	Decommissioned	N/A	Tomingley West Road	Major	Decommissioned	N/A	Wyanga	Minor	Still in use	Mid-September	Fairview	Minor	Still in use	Mid to end September	Narwonah	Minor	Decommissioned	N/A
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CoA B6	A Complaints Management System must be prepared prior to the commencement of any works in respect of the CSSI and be implemented and maintained for the duration of construction and for a minimum for six (6) months following completion of construction of the CSSI.	<p>The ER notes that there have been several complaints related to drainage / flooding / scouring that required some clarification to verify that they were being appropriately managed.</p> <p>Please confirm the total number of drainage / flood / scour related complaints since construction. Please confirm the number related to temporary works (construction) and permanent works (design).</p>	<p>Total complaints received: 19</p> <p>Design related: 14</p> <p>Construction related: 5</p> <p>Status: CLOSED</p>																																																																												

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		Please confirm how many complaints related to drainage / flood / scour issues were referred to IRDJV and the number that received review by the project hydrologist.	<p>Total design related complaints: 14</p> <p>Of these, 11 have been issued to IRDJV for hydrologist review.</p> <p>3 not issued for hydrologist review</p> <p>Status: CLOSED</p>
		Please confirm the process of investigation of drainage / flood / scour related complaints that did not receive review by project hydrologist. Please include the positions of the persons whom conducted these investigations and the bases on which the project determined whether the complaint was justified.	<p>3 not issued for hydrologist review.</p> <p>Complaint No.19 – The main complaint was about access impacts (rather than surface waters). Questions relating to hydrology were explained to the landowner by the Stakeholder Engagement Lead. The landowner is satisfied with outcome.</p> <p>Complaint No.57 – The design was explained to the stakeholder. The complaint was in relation to whether new culverts would be installed. ARTC's current design was in line with what the landowner wanted. The landowner was satisfied with the outcome.</p> <p>Complaint No.197 – The complaint was reviewed by the ARTC Senior Engineer. The issue appeared to be pre-existing. Following an ER meeting on 11 August 2020 this will be inspected by the hydrologist next week (17/08/2020). Supporting information was provided to the ER on 18/08/20. ARTC to provide feedback once completed.</p>

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
			Status: CLOSED. Refer also finding in relation to complaint 197 below.
		Please confirm the number of drainage / flood / scour related complaints that received agreement from the complainant that the issue was resolved.	<p>ARTC provided details on 16 complaints relating to drainage / flood / scour. As the complaints relate to events following rain, some of the complaints are rolled over into subsequent records on the register.</p> <p>Based on the information presented the following complaints have ongoing actions to demonstrate that they are adequately resolved. These are being managed by ARTC through ongoing implementation of the Communications Strategy.</p> <p>Complaint 155: Ongoing consultation following construction adjacent to their land</p> <p>Complaint 156: follow up with complainant to confirm resolution.</p> <p>Complaint 177: ARTC to verify design and implement changes as required; follow up with complainant on progress and outcome of design review / changes.</p> <p>Complaint 184: Refer below for further detail.</p> <p>Complaint 197: Refer below for further detail.</p> <p>Complaint 204: Refer below for further detail.</p>

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
			Status: CLOSED (on the basis that open complaints will be managed by ARTC through ongoing implementation of the Communications Strategy; i.e.: ARTC will manage these separate to further follow up from the ER at this time).
		Please confirm how many follow up complaints (received either directly, or via a third party – such as the Minister / Local Member / Council etc) related to drainage / flood / scour issues after the project had marked the complaint as being closed.	<p>ARTC advise that there have been three complaints considered applicable to this question.</p> <p>Complaint 1: This was the complaint that was escalated to mediation. Mediation was non-binding and no agreement was reached. No change to the design was initiated.</p> <p>Complaint 143 and 180: related to a property owner not adjacent to, or directly affected by the Project works (in so far as drainage / flood / scour). ARTC reviewed modelling and it was determined that no design change was required.</p> <p>Ministerial enquiry regarding culverts at Bogan Road: A formal response was provided to the Minister. No follow-up information was requested. No complaint was made to ARTC directly from the person about this issue.</p> <p>Status: CLOSED</p>
		<p>With respect to complaint 184 please detail:</p> <ul style="list-style-type: none"> - The status of remaining works to rectify the issue 	<p>ARTC provided an update, stating:</p> <ul style="list-style-type: none"> - Works are still ongoing. This includes fixing some minor flow paths, water

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		<ul style="list-style-type: none"> - The proposed approach to reach agreement from the complainant that the issue is closed - The proposed approach to verify that the issue does not recur following the implementation of the rectification works. 	<p>ponding and construction of a causeway at LX3633.</p> <ul style="list-style-type: none"> - Complaint will be closed when issues raised by the complainant and works to address these concerns are addressed. A close-out meeting with the complainant will held. ARTC anticipate most of these matters will be resolved by October 2020. <p>Status: CLOSED (on the basis that this open complaint will be managed by ARTC through ongoing implementation of the Communications Strategy; i.e.: ARTC will manage this separate to further follow up from the ER at this time).</p>
		<p>With respect to complaint 197 please detail:</p> <ul style="list-style-type: none"> - The relevant experience of the person/s that conducted the investigations of the complaint - The evidence relied on to determine that the issue existed prior to the construction of the project - The complainant's position on the issue following the investigation - Pursuant to the two points above, the basis on which the complaint is considered closed. - Any work to follow up on the condition of the site, subsequent to recent rainfall events. 	<p>ARTC advise that</p> <ul style="list-style-type: none"> - A Senior Project Engineer investigated the issue. It is unclear whether this persons experience is relevant to assessing hydrological behaviour and impacts. - The investigation identified that although erosion was occurring within the landholder's paddock, it could not be definitively linked to the project works. Particularly as no evidence of the scour was observed within the project footprint, rip rap has been installed to dissipate flows and that water velocity generally


SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
			<p>would be decreasing as it flowed away from the culvert.</p> <ul style="list-style-type: none"> - The complainant was advised that the ER wanted to look at the site on 28 July 2020, and that the matter was being considered further. The complainant believes the issue is being caused by Inland Rail. - Aerial imagery, of which ARTC advise is taken from before the construction of P2N, indicates the presence of a pre-existing flow path. - Since the meeting held on the 11/08/20 ARTC have reopened the complaint and will have this matter reviewed by qualified hydrologist. <p>Status: CLOSED (on the basis that this open complaint will be managed by ARTC through ongoing implementation of the Communications Strategy; i.e.: ARTC will manage this separate to further follow up from the ER at this time).</p>
		<p>With respect to complaint 204 please detail:</p> <ul style="list-style-type: none"> - The status of remaining works to rectify the issue, noting that the complaints register indicates that ARTC and INLink have been discussing responsibility for this issue since May 2020. 	<p>ARTC advise:</p> <ul style="list-style-type: none"> - The works relates to drainage activities around the level crossing LX3648. Water was pooling on the upstream side of the level crossing.

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		<ul style="list-style-type: none"> - The remaining actions to be undertaken to rectify this issue, along with confirmation as to when this will occur. - The proposed approach to reach agreement from the complainant that the issue is closed. - The proposed approach to verify that the issue does not recur following the implementation of the rectification works. 	<ul style="list-style-type: none"> - Works on the level crossing are still underway. This includes earthworks to ensure the water is directed into the culvert instead of ponding. A design update has been finalised. - INLink will complete the work as weather permits. This was confirmed with landowner in a recent meeting. - A survey shows that the proposed works will resolve the issue. Agreement with landowner has been reached to allow ARTC to implement the solution. <p>Status: CLOSED (on the basis that this open complaint will be managed by ARTC through ongoing implementation of the Communications Strategy; i.e.: ARTC will manage this separate to further follow up from the ER at this time).</p>
CoA E78 and E80	CoA E78 and E80 set out the requirements to avoid, reuse, recycle correctly classify and correctly dispose of wastes generated by the Project.	<p>Timber sleepers.</p> <p>Please provide:</p> <ul style="list-style-type: none"> - a copy of the timber sleeper waste exemption and order - a copy of the timber sleeper waste register - 6 x copies of the timber sleeper waste classification reports 	<p>INLink provided the information requested, noting however that tip dockets are not received for timber sleepers that are recycled in accordance with the applicable timber sleeper exemption and order.</p> <ul style="list-style-type: none"> - Waste classification reports for batches 202, 204, 106, 307, 317, 401 indicate between 5 and 6 samples per 100 sleepers. The exemption requires a sample frequency that scales depending on the number of sleepers. Clarification is

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		<ul style="list-style-type: none"> - 6 x tip dockets 	<p>required to confirm what number of sleepers (and thus what frequency of testing was applied).</p> <ul style="list-style-type: none"> - Batch 202, 106, 401 waste classification report states 'not suitable', yet the Waste Timber Tracker states PASS. Clarification required as to correct classification of this batch with supporting evidence. <p>Status: OPEN</p>
		<p>Please provide:</p> <ul style="list-style-type: none"> - A copy of the project waste register (in legible format) - EPL numbers for all waste facilities used on the project - 2 x tip dockets showing disposal at each facility. 	<p>INLink provided a copy of the project waste register. The register identifies each waste type, classification, volume, destination, date sent off site, amount recovered / recycled and so forth.</p> <p>Environment Protection Licences were provided for each facility. The licences indicate that they are approved to receive the relevant waste types.</p> <p>Waste dockets were provided. The ER was not able to reconcile several of the dockets with entries in the waste register. Clarification is required.</p> <p>Status: OPEN</p>





SECTION 4: INSPECTION

ISSUE PRIORITY LEVEL & DEFINITIONS


High	May potentially result in a significant/major environmental incident/damage. Must be addressed immediately or within timeframe as agreed / advised at time of inspection.
Medium	May potentially result in a medium/moderate environmental incident/damage. Must be addressed within 3 business days or within timeframe as agreed / advised at time of inspection.
Low	Observation not classified as high or medium risk but still needs to be rectified in a timely manner. Must be addressed within 5 business days or as agreed / advised at time of inspection.
O	Observation for further consideration.
	Observation of good practice. No corrective action required.

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
1		Laydown at Back Trundle Lane Surplus material remains on site.	O	Surplus material to be removed for reuse on the Project (if appropriate) or disposal off site to a facility lawfully permitted.
2		Complete culvert near Wyanga		NA

INLAND RAIL PROJECT – PARKES TO NARROMINE

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
3		Stage 2 culvert with gravel bund reducing dirty water inflows near Wyanga		NA
4		Laydown at Narwonah Ch ~547		NA

SECTION 5: AUTHORISATION

Name: Derek Low	Position: Environmental Representative
Signature: 	Date: 19/08/20

SECTION 6: SITES / ITEMS TO BE REVIEWED AT NEXT ER INSPECTION

NEXT SITE INSPECTION ON 25/08/20

1. Site inspection – Section B, site of complaint 197 (if accessible and if time allows)
2. Enviro Meeting – standard agenda. Cover off open items relating to waste and proposed removal of monitoring points.
3. Plan Review – completion related aspects of the Landscape and Visual Amenity Plan.

INLAND RAIL PROJECT – PARKES TO NARROMINE

ENVIRONMENTAL REPRESENTATIVE'S INSPECTION REPORT

02/09/2020



SECTION 1: SUMMARY		
Project: Inland Rail – Parkes to Narromine	Date: 25/08/2020	Time: 0800 – 1400
Client: ARTC	Inspection By: Steve Fermio	
Principal Contractor: INLink	Report No.: 200825	Pages: 14
Locations Inspected: Section B		
Issued to: ARTC, INLink		
Weather conditions: Fine		
Attendees: <ul style="list-style-type: none"> • ARTC – Roisin Feeney (remote – meeting only), Leanna Wrobel (remote – meeting only), Kim Lembke • INLink – Kathryn Wilson. 		
SUMMARY OF FINDINGS / RECOMMENDATIONS FROM INSPECTION: <p>Works undertaken during this reporting period include: Landscaping between Tinks Ln and Wyanga (reapplication of hydromulch), initial hydromulch spray from Wyanga to ch531 and between 534 and 548, rail / rail sleeper and ballast completed, signal commissioning at Peak Hill, defect works at Peak Hill, commissioning at Goobang, finishing works / capping repair at Whites Ln, all civils completed, all level crossings to be completed by 04/09/20.</p> <p>Section 2 presents the status of open items from previous inspections and plan reviews. One item remains open – the waste register is to be updated.</p> <p>Section 3 presents the findings from the review of implementation the Landscape and Visual Amenity Plan (relevant to current works) and the request to remove surface water monitoring locations identified in the Water Monitoring Program.</p> <ul style="list-style-type: none"> • The relevant mitigation measures from the Landscape and Visual Amenity Plan are being implemented. • 5 x surface water monitoring points requested to be removed from the construction monitoring program have been approved by the ER. • 6 x surface water monitoring points requested to be removed from the construction monitoring program have been approved by the ER provided the defects walk (which has yet to occur for these locations) identifies that ground disturbance works are not required to rectify any defects at these locations. <p>Section 4 Presents photos from the site inspection. 1 x Medium risk issue and 5 x Low risk issues were identified and require action by INLink.</p>		

SECTION 2: OPEN ISSUES / ACTIONS FROM PREVIOUS INSPECTIONS AND PROCESS / DOCUMENT REVIEWS

SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
CoA E78 and E80	CoA E78 and E80 set out the requirements to avoid, reuse, recycle correctly classify and correctly dispose of wastes generated by the Project.	<p>Timber sleepers.</p> <p>INLink were to provide:</p> <ul style="list-style-type: none"> a copy of the timber sleeper waste exemption and order a copy of the timber sleeper waste register 6 x copies of the timber sleeper waste classification reports 6 x tip dockets 	<p>INLink provided the information requested, noting that tip dockets are not received for timber sleepers that are recycled in accordance with the applicable timber sleeper exemption and order.</p> <p>The waste classification reports demonstrate that each batch has met the minimum sample frequency.</p> <p>The waste classification reports were completed under the original exemption for which the reports of concern failed. ARTC sought approval from the EPA to revise the exemption to cater for the actual results received. The EPA granted approval on 4/6/20. The waste classification reports were not revised; rather the waste receiver was informed of the results and the revised exemption criteria. Sighted also completed Waste Timber Separation and Management Protocol (1 x INLink and 1 x ARTC) which is required to be completed under the exemption.</p> <p>Status: CLOSED</p>
CoA E78 and E80	CoA E78 and E80 set out the requirements to avoid, reuse, recycle correctly classify and correctly dispose of wastes generated by the Project.	<p>All waste.</p> <p>INLink were to provide:</p> <ul style="list-style-type: none"> a copy of the project waste register (in legible format) EPL numbers for all waste facilities used on the project 2 x tip dockets showing disposal at each facility. 	<p>INLink provided a copy of the project waste register. The register identifies each waste type, classification, volume, destination, date sent off site, amount recovered / recycled and so forth.</p> <p>Environment Protection Licences were provided for each facility. The licences indicate that they are approved to receive the relevant waste types.</p> <p>Waste dockets were provided.</p> <p>The waste register is out of date. INLink to update.</p> <p>Status: OPEN</p>

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
Landscape and Visual Amenity Plan. Note that only mitigation measures relevant to this late stage of construction have been reviewed.			
LV08	<p>Any night lighting required for construction works will be located as far as practicable from sensitive receivers with appropriate screening to avoid light spill into residential.</p> <p>Temporary lighting would be designed and sited, so it complies with:</p> <ul style="list-style-type: none"> Australian Standard AS 4282-1997 Control of the Obtrusive Effects of Outdoor Lighting Dark Sky Planning Guideline: Protecting the observing conditions at Siding Spring (Department of Planning and Environment, 2016). 	<p>The Standard and Guideline identify various controls to minimise impacts from light spill on the surrounding environment. These include managing direction, shielding, avoiding over lighting, switching lights off when not in use and so forth.</p> <p>With regards to the measures relevant to the works being undertaken the ER sighted photos of light towers and light towers in the field during the site inspection. The light towers were used for various OOHs. The lights were directed downwards as per the Standard and Guideline.</p> <p>Sighted the INLink Lighting Plan, prepared for upcoming commission works which are scheduled to OOH from 08/09/20. The Plan identifies the control requirements, with reference back to each element from the Dark Sky Planning Guideline, to be implemented to reduce lighting impacts from the works.</p>	NA
LV11	<p>Earthworks areas will be rehabilitated wherever possible.</p> <p>Reinstatement must be undertaken in consultation with ARTC. Mitigation measures for reinstatement should be in conformance with the Works Specification - Volume 8 - Roads - 30001-240-PEN-00SP-0009_0 (or as amended)</p>	<p>Sighted Works Specification - Volume 8 - Roads - 30001-240-PEN-00SP-0009. The specification sets out the process for soil strip, import, placement, topsoil and topsoil testing, planting, maintenance.</p> <p>Sighted Aconex record regarding top soil testing being completed.</p> <p>ARTC advise that no top soil was imported. All was recovered from stripping on site.</p> <p>Sighted completed ITP for landscaping works as approved by ARTC for chainages 497500-498625, 515600-520080, 520080-525000. The ITPs show that topsoil has been tested with</p>	NA

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		reference to identified specifications, ground preparation is checked, planting checked, herbicides and pesticides are checked, applications of seeds / hydro mulch is checked and completion criteria checked. Relevant reports are appended.	
LV19	<p>The contractor should implement a program of regular inspections, which must include appropriate checks of visual amenity management and mitigation measures. Compliance records must be retained by the contractor. These must include:</p> <ul style="list-style-type: none"> • Inspections undertaken in relation to managing visual amenity; • Community complaints in relation to construction lighting, and the construction contractor's response; • Any visual amenity abatement actions or controls implemented; and, • Records of any impacts avoided or minimized through construction methods; and • Examples of visual amenity management that should be considered by the construction contractor include: <ul style="list-style-type: none"> ○ Where feasible, existing vegetation around the perimeter of the construction site will be maintained; and 	<p>Sighted environmental inspection records. Section 3 of the template requires a check of air, noise and visual quality.</p> <p>Refer to response to LV08 regarding light spill.</p>	NA


SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
	<ul style="list-style-type: none"> Temporary site lighting, for security purposes of night works, will be installed and operated in accordance with AS4282:1997 Control of Obtrusive Effect of Outdoor Lighting 		
Water Monitoring Program. Note that this reviewed involved assessment of INLink's request to remove surface water quality monitoring locations.			
Section 3.4	Monitor surface water at un-named watercourse (Chainage 472.040km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. No major defect work needs identified. The ER approves removal of this monitoring location.	NA
	Monitor surface water at un-named watercourse (Chainage 478.270km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. No major defect work needs identified. The ER approves removal of this monitoring location.	NA
	Monitor surface water at un-named watercourse (Chainage 517.430km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. Water quality results indicate that quality has improved substantially. The ER approves removal of this monitoring location, HOWEVER if defects walk identifies that ground disturbance works are required to rectify the defect, then this approval does not stand and must be reviewed.	NA
	Monitor surface water at un-named Watercourse (Chainage 518.550km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. Water quality results indicate that quality has improved substantially. The ER approves removal of this monitoring location, HOWEVER if defects walk identifies that ground disturbance works are	NA



SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		required to rectify the defect, then this approval does not stand and must be reviewed.	
	Monitor surface water at Bulldog Creek (chainage 509.600km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. The ER approves removal of this monitoring location, HOWEVER if defects walk identifies that ground disturbance works are required to rectify the defect, then this approval does not stand and must be reviewed.	NA
	Monitor surface water at Stanfords Creek (chainage 489.800km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. No major defect work needs identified. The ER approves removal of this monitoring location.	NA
	Monitor surface water at Barrabadeen Creek (chainage 503.550km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. The ER approves removal of this monitoring location, HOWEVER if defects walk identifies that ground disturbance works are required to rectify the defect, then this approval does not stand and must be reviewed.	NA
	Monitor surface water at Gundong Creek (chainage 512.100km)	It was confirmed by the group that no further works are occurring in this area. Whilst photos of the exact site were not available, photos from up and down the alignment indicate that landscaping has taken. The ER approves removal of this monitoring location, HOWEVER if defects walk identifies that ground disturbance works are required to rectify the defect, then this approval does not stand and must be reviewed.	NA
	Monitor surface water at Tomingley Creek (chainage 519.250km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. Water quality results indicate that quality has improved substantially. The ER approves removal of this monitoring location, HOWEVER if	NA

SECTION 3: PROJECT PROCESS / DOCUMENT REVIEW			
SECTION / CONDITION	REQUIREMENT	FINDING / COMMENT	CLOSE-OUT ACTION PROPOSED / IMPLEMENTED
		defects walk identifies that ground disturbance works are required to rectify the defect, then this approval does not stand and must be reviewed.	
	Monitor surface water at Burrill Creek (chainage 479.300km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. No major defect work needs identified. The ER approves removal of this monitoring location.	NA
	Monitor surface water at Ten Mile Creek (chainage 490.500km)	It was confirmed by the group that no further works are occurring in this area and that landscaping has taken. No major defect work needs identified. The ER approves removal of this monitoring location.	NA

SECTION 4: INSPECTION

ISSUE PRIORITY LEVEL & DEFINITIONS





High	May potentially result in a significant/major environmental incident/damage. Must be addressed immediately or within timeframe as agreed / advised at time of inspection.
Medium	May potentially result in a medium/moderate environmental incident/damage. Must be addressed within 3 business days or within timeframe as agreed / advised at time of inspection.
Low	Observation not classified as high or medium risk but still needs to be rectified in a timely manner. Must be addressed within 5 business days or as agreed / advised at time of inspection.
O	Observation for further consideration.
	Observation of good practice. No corrective action required.

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
1		Bogan Road Ancillary Facility. Waste storage / housekeeping needs improvement.	L	Clean up site. arrange for (and complete) waste collection.
2		Bogan Road Ancillary Facility. Waste storage / housekeeping needs improvement.	L	Clean up site. arrange for (and complete) waste collection.


INLAND RAIL PROJECT – PARKES TO NARROMINE

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
3		Bogan Road Ancillary Facility. Waste storage / housekeeping needs improvement.	L	Clean up site. arrange for (and complete) waste collection.
4		Bogan Road Ancillary Facility. Waste storage / housekeeping needs improvement.	L	Clean up site. arrange for (and complete) waste collection.

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
5		Bogan Road Ancillary Facility. Unknown status of sleepers	L	Confirm classification and dispose / recycle as permitted (based on classification)
6		Approx. Ch 462 (Section B) RFD and woah boy damaged / partially removed.	M	Reinstate controls as per the ERSÉD Plan for this location

NO	PHOTO	OBSERVATION	PRIORITY	CLOSE-OUT ACTION
7		Section B RFDs well maintained.		NA
8		Section B Flagging in place		NA

SECTION 5: AUTHORISATION

Name: Derek Low	Position: Environmental Representative
Signature: 	Date: 02/09/20

SECTION 6: SITES / ITEMS TO BE REVIEWED AT NEXT ER INSPECTION

NEXT SITE INSPECTION ON 08/09/20

1. Site inspection – Section B or Commissioning works sites (depending on timing).
2. Enviro Meeting – standard agenda.
3. Plan Review – Implementation of NVMP relevant to OOHW for commissioning.



Sydney

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