

COMMUNITY COMMUNICATION STRATEGY

Moorebank Intermodal Precinct – West
Precinct Stage 2 and Stage 3

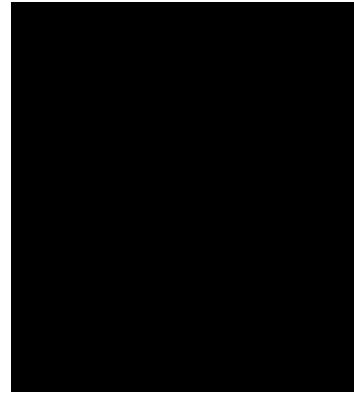
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Moorebank Intermodal Precinct – West Precinct Stage 2



SSD 7709

Community Communication Strategy

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Version Checker	[REDACTED]
Version Approver	[REDACTED]
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Version Author/ Reviewer Details

Author Details	Qualifications and Experience
 Aspect Environmental BEnvSc	1 year experience in environmental impact assessments, management plans and compliance reporting.
 Aspect Environmental BEnvSc (Hons1), Grad Cert EnvPI	16 years of experience in environmental planning, assessment and management.

REVISIONS

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CONTEXT

This Community Communication Strategy (CCS) applies to construction activities being undertaken at the Moorebank Precinct West (MPW) Site, in Moorebank, New South Wales under the MPW Stage 2 (SSD 7709) development consent and the MPW Stage 3 (SSD 10431) development consent.

This CCS was originally approved by the (then) Department of Planning, Industry and Environment (DPIE) (now the Department of Planning, Housing and Infrastructure (DPHI)) in accordance with condition of consent (CoC) A31 of the MPW Stage 2 (SSD 7709) development consent prior to the commencement of construction of the MPW Stage 2 Development.

The MPW Stage 3 (SSD 10431) development consent was issued by the IPC on 11 May 2021 and CoC B8 of that development consent requires the preparation of a CCS for the Development for approval by the Planning Secretary. CoC B9 allows for the expansion of the existing MPW Stage 2 CCS to cover the MPW Stage 3 development and satisfy the requirements of CoC B8 of that development consent. The Applicant elected to update the MPW Stage 2 CCS in accordance with CoC B9.

The CCS has been prepared accordingly and satisfies the requirements of CoC A31 of the MPW Stage 2 (SSD 7709) development consent and CoC B8 of the MPW Stage 3 (SSD 10431) development consent.

ACRONYMS AND DEFINITIONS

Acronym/Term	Meaning
CAQMP	Air Quality Management Plan
CCC	Community Consultative Committee
CCS	Community Communication Strategy
CEC	Community Engagement Consultant
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CoC	Conditions of Consent
Contractor's CM	Contractor's Construction Manager
Contractor's WPEM	Contractor's Works Environmental Manager
Contractor's WPM	Contractor's Works Package Manager
DM (Communication)	Development Manager (Communications)
DPHI	Department of Planning, Housing and Infrastructure
DPIE	Department of Planning, Industry & Environment
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ER	Environmental Representative
ESR	Precinct Developer
ESR CEC	ESR Community Engagement Consultant
FCMM	Final Compilation of Mitigation Measures. These are the management and mitigation measures (2 November 2018) included in Appendix 2 of the SSD 7709 Consent.
IAPP	International Association of Public Participation
IPC	Independent Planning Commission
km	kilometre
m	metre
MIP	Moorebank Intermodal Precinct which includes Moorebank Precinct East (MPE) and Moorebank Precinct West (MPW)
MPE	Moorebank Precinct East

Acronym/Term	Meaning
MPW	Moorebank Precinct West
MPW Site	The site which is the subject of the MPW Concept Approval (SSD 5066) and MPW EPBC Approval (2011/6086) comprising Lot 1 DP1197707 and Lots 100, 101 DP1049508 and Lot 2 DP 1197707. The MPW Site does not include the rail link as referenced in the MPW Concept Approval or MPE Concept Plan Approval.
PD	Precinct Developer
REMM	Revised Environmental Management Measures. These are the management and mitigation measures presented in the MPW Concept Plan Supplementary RtS (August 2017).
RtS	Response to Submissions
SIMTA CES	SIMTA Communications and Engagement Strategy
SSD	State significant development
SSFL	Southern Sydney Freight Line
TEU	Twenty-foot equivalent units
The MPW Stage 2 Development	The MPW Stage 2 Development involves the construction and operation of a multi-purpose Intermodal Terminal facility, rail link connection, warehousing and upgraded Moorebank Avenue intersection as described in Section 4.1 of the MPW Stage 2 EIS, and as approved under SSD 7709.
The MPW Stage 3 Development	The MPW Stage 3 Development involves the progressive subdivision of the MPW site into nine allotments, importation of unconsolidated clean fill for compaction up to final land level and structural fill for warehouse pad completion, establishment of a temporary works compound area in the southern portion of the MPW site, and ancillary development, as approved under SSD 10431.

CONTENTS

REVISIONS	IV
CONTEXT	V
ACRONYMS AND DEFINITIONS	VI
1 INTRODUCTION	1
1.1 Development Ownership	1
1.2 Moorebank Intermodal Precinct Overview	1
1.3 Development Consent	4
1.4 Purpose and Application	4
1.5 Objectives and Targets	4
2 ENVIRONMENTAL MANAGEMENT	6
2.1 Legal and Other Obligations	6
2.1.1 Compliance Matrices	6
2.2 Roles and Responsibilities	12
2.3 Training	13
2.4 Incident Management	13
2.5 Communication Tools	13
3 IMPLEMENTATION	17
3.1 Stakeholder Identification	17
3.2 Aspects and Impacts	20
3.3 Community Communication Process	22
3.3.1 Community Consultative Committee	22
3.3.2 Notification Timeframes	22
3.3.3 Approvals Process	23
3.3.4 Out of Hours Work	24
3.3.5 High-Noise Activities and Traffic Disruptions	24
3.3.6 Crisis Management	24
3.3.7 Complaints and Enquiries	25
3.3.8 Media and Government Resolutions	25
4 MONITORING AND REVIEW	27
4.1 Monitoring	27
4.2 Environmental Auditing and Reporting	27
4.3 Review and Improvement	27
4.4 Non-Compliance	28

APPENDICES

APPENDIX A NOTIFICATION DISTRIBUTION AREA

APPENDIX B COMPLAINTS HANDLING

APPENDIX C ENQUIRIES HANDLING

APPENDIX D GENERAL CONTENT APPROVAL PROCESS

APPENDIX E CONDITIONS OF CONSENT

LIST OF TABLES

Table 1-1 Objectives and Targets	5
Table 2-1 Legislation, Planning Instruments and Guidelines	6
Table 2-2 MPW Concept Plan Modification 1 REMM.....	7
Table 2-3 SSD 7709 development consent compliance table.....	7
Table 2-4 SSD 10431 development consent compliance table.....	9
Table 2-5 MPW Stage 2 and Stage 3 FCMM as relevant to this CCS.....	11
Table 2-6 Roles and Responsibilities	12
Table 2-7 Communication Tools.....	13
Table 3-1 Stakeholder identification	17
Table 3-2 Potential impacts to stakeholders.....	21
Table 3-3 Engagement Timeframes.....	22

LIST OF FIGURES

Figure 1-1 MPW Stage 2 site	2
Figure 1-2 MPW Stage 3 site	3

1 INTRODUCTION

This Community Communication Strategy (CCS) has been developed to provide the mechanism by which to facilitate communication with Liverpool City Council and community stakeholders during the construction phases of the MPW Stage 2 Development and the MPW Stage 3 Development.

Within this plan, a strategy has been established to demonstrate the contractor's approach to the management of community engagement and complements the overarching SIMTA Moorebank Intermodal Communications and Engagement Strategy (SIMTA CES) and Stakeholder and Community Liaison Plan (Stakeholder & CLP). This CCS addresses the relevant requirements of the Development Approvals, including the Environmental Impact Statement (EIS), Response to Submissions (RtS) and Conditions of Consent (CoC), and is applicable from pre-construction through to a period of 24 months following the completion of construction. The requirement of an Operational CCS will be reviewed at this time, subject to DPIE's consideration.

Additionally, this CCS also addresses all applicable guidelines and standards specific to the management of community engagement during both preconstruction and construction.

The MPW Stage 2 Development involves the construction and operation of a multi-purposes Intermodal Terminal (IMT) facility, rail link connection, warehousing, freight village and upgrades to the Moorebank Avenue and Anzac Road intersection. The MPW Site, including the MPW Stage 2 construction footprint, is shown in Figure 1-1.

The MPW Stage 3 Development involves the progressive subdivision of the MPW Site into nine allotments, importation of unconsolidated clean fill for compaction up to final land level and structural fill for warehouse pad completion, establishment of a temporary works compound area in the southern portion of the MPW Site, and ancillary development. The MPW Stage 3 Site is located wholly within the MPW Stage 2 construction footprint in the southern portion of the MPW site, and is shown in Figure 1-2.

1.1 Development Ownership

In 2022, LOGOS joined the ESR group of companies and since August 2024, the LOGOS and ESR operations have been integrated to now operate under the name ESR Australia & NZ (ESR). The applicant/approval holder entity remains unchanged at this stage until further notice and references to LOGOS and LOGOS authored documents and/or plans may continue and remains relevant where LOGOS and ESR are used interchangeably.

1.2 Moorebank Intermodal Precinct Overview

The MPW Development and Moorebank Precinct East (MPE) Development are being developed into the Moorebank Intermodal Precinct (MIP), operated by ESR Australia & NZ (formerly LOGOS). When completed, the MIP will move 1.55 million shipping containers annually. It will also feature Australia's largest purpose-built warehouse and distribution precinct serviced by the latest automated technology which will see driverless shuttle carriers collect and transport containers around the precinct to be processed, unpacked and stored on site or distributed in smaller consignments.

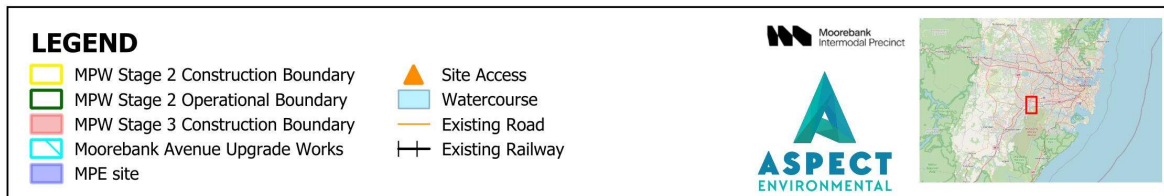
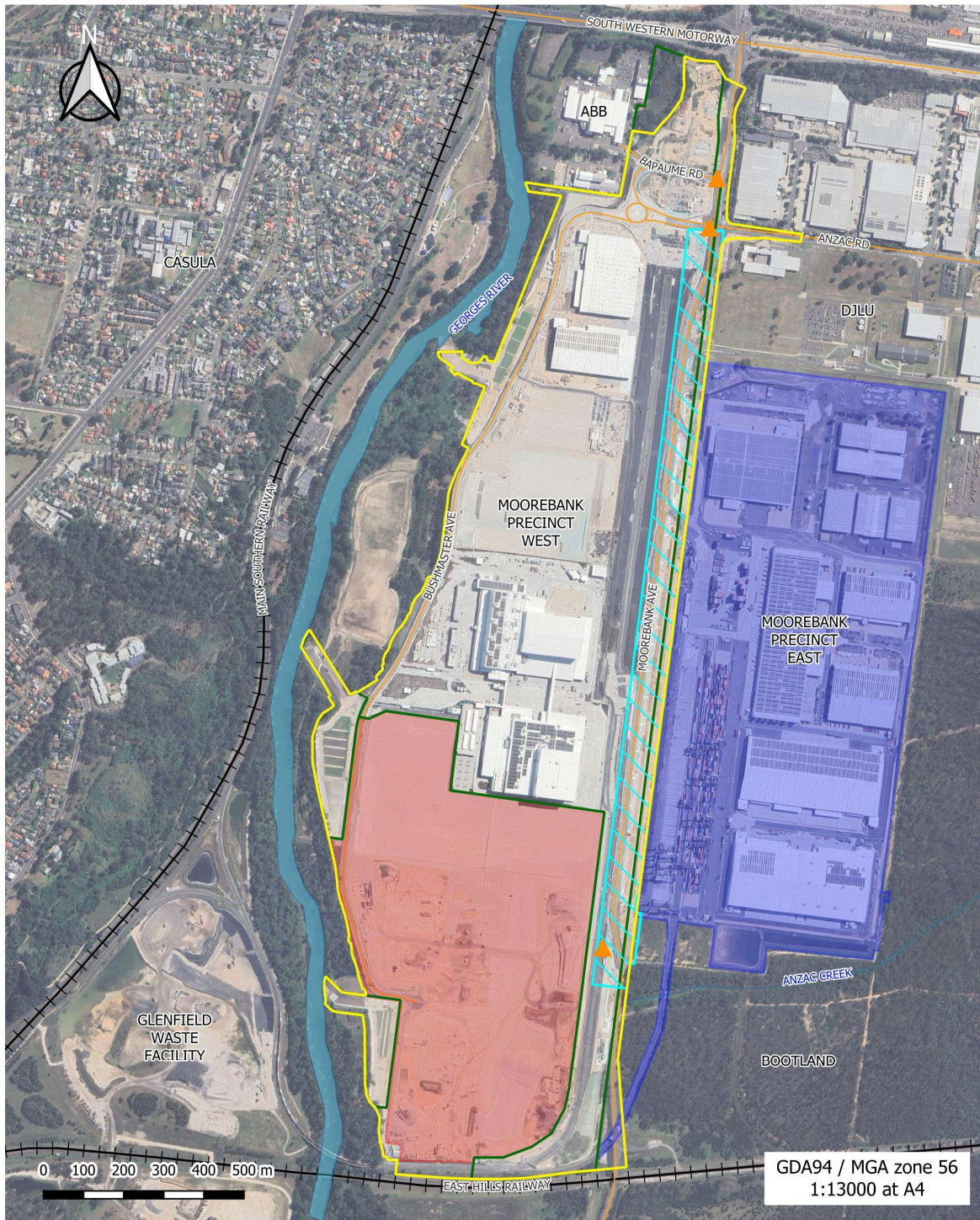


Figure 1-1 MPW Stage 2 site

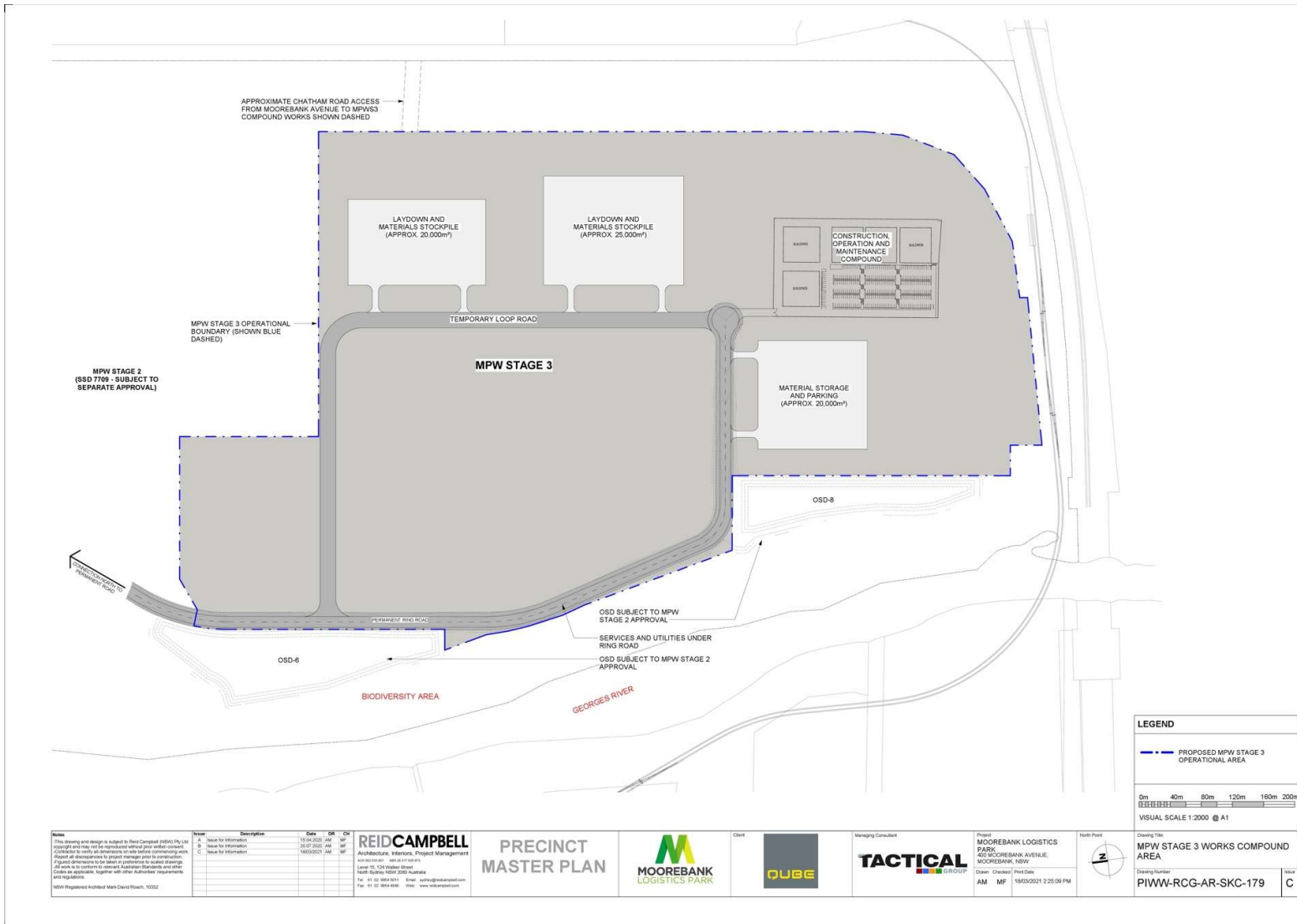


Figure 1-2 MPW Stage 3 site

1.3 Development Consent

1.1.1 MPW Stage 2 Development

MPW Stage 2 was approved by the Independent Planning Commission (IPC) as SSD 7709 on 11 November 2019 subject to CoCs. Details of the Development, including its potential impacts, consultation and proposed mitigation and management is documented in the following suite of documents:

The MPW Stage 2 Development, including its potential impacts, consultation and proposed mitigation and management, is documented in the following:

- the SSD 7709 development consent, as modified
- Moorebank Precinct West – Stage 2 – Environment Impact Statement (EIS) (Arcadis Australia Pacific Pty Limited, October 2016)
- Moorebank Precinct West – Stage 2 – Response to Submissions (RtS) (Arcadis Australia Pacific Pty Limited, July 2017)
- *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6086) granted on 27 September 2016).

1.1.2 MPW Stage 3 Development

MPW Stage 3 (SSD 10431) was approved by the IPC on 11 May 2021. The MPW Stage 3 development, including proposed impacts, consultation and proposed mitigation and management is provided in the following suite of documents:

- SSD 10431 Consent
- Moorebank Precinct West – Stage 3 – Environment Impact Statement (Aspect Environmental Pty Limited, 24 April 2020)
- Moorebank Precinct West – Stage 3 – Response to Submissions (Aspect Environmental Pty Limited, 21 August 2020)
- *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6086) granted on 27 September 2016).

1.4 Purpose and Application

This CCS has been developed to address the CoC and Final Compilation of Mitigation Measures (FCMM) of the MPW Stage 2 and MPW Stage 3 Developments, and aims to demonstrate how communications with community and stakeholders will be facilitated. This CCS has been prepared to align with the SIMTA CES and Stakeholder & CLP prepared for the Moorebank Intermodal Precinct (inclusive of Moorebank Precinct East and MPW Development sites).

This strategy provides the methods to measure and reduce the impact to nearby sensitive receivers by the Construction Contractor during construction, including all sub-contractor and consultant partners.

The CCS will be implemented for the duration of both MPW Stage 2 and MPW Stage 3 construction and for 12 months following the commencement of operation (or 12 months following the completion of construction in the case of the MPW Stage 3 Development). The requirement of an Operational CCS will be reviewed at this time, subject to DPHI's consideration.

1.5 Objectives and Targets

The SIMTA CES and Stakeholder & CLP provide a high level overarching framework for communication and engagement activities associated with the MPE and MPW precincts. ESR will lead all stakeholder and community engagement activities. ESR contractors will communicate and engage with key stakeholders and the community where approached directly or with the prior consent of ESR.

The objectives and targets outlined in Table 1-1 directly support and underpin the objectives outlined in the SIMTA CES.

Table 1-1 Objectives and Targets

Objective	Target	Timeframe	Accountability
Minimise Development related complaints through consultation and awareness	< 3 substantiated complaints per month	Throughout construction	Contractor's WPM
Provide accurate, timely and reliable information about construction activities and impacts	100% of communiques are delivered within Development timeframes specified in Section 3.3.2	Throughout construction	Contractor's WPM
Under the guidance of the ESR Community Engagement Consultant (CEC), respond in a timely and professional manner to complaints raised by community stakeholders	100% of complaints to be responded to within agreed timeframes	Throughout construction	ESR CEC

2 ENVIRONMENTAL MANAGEMENT

2.1 Legal and Other Obligations

Table 2-1 details the legislation, planning instruments and guidelines considered during the development of this strategy.

Table 2-1 Legislation, Planning Instruments and Guidelines

Legislation	Description	Relevance to this CCS
<i>Environmental Planning and Assessment Act 1979</i>	This Act establishes a system of environmental planning and assessment of development proposals for the State that provides for conditioning of consents under s 4.38.	The CoC are incorporated into this strategy.
ISO10002-2006 – Customer Satisfaction – Guidelines for Complaints Handling in Organisations	This international standard provides guidance on complaints handling for all commercial and non-commercial activities.	The CEC have developed the complaints management system in accordance with this standard.
International Association of Public Participation (IAPP) Core Values and Principles	This international member association provides values and principles that guide the practice of community engagement incorporating governments and individuals that impact the public interest.	The values and principles of the IAPP are incorporated into this strategy.

2.1.1 Compliance Matrices

The MPW Concept Plan and Stage 1 Early Works (SSD 5066) was approved on 3 June 2016. The conditions of consent relate primarily to the management of Stage 1 Early Works or the assessment of later stages of development and are therefore not included in this plan.

The Revised Environmental Management Measures (REMM) were presented in the MPW Concept Supplementary RtS Report Modification 1 (Arcadis, August 2017). The REMM relevant to this plan are identified in Table 2-2.

Table 2-2 MPW Concept Plan Modification 1 REMM

REMM	Requirement	Document Reference
2A	<p>A Community Engagement Plan (CEP) (or equivalent) would be prepared to outline community involvement and consultation activities during early works, construction and operation phases.</p> <p>As a minimum, the CEP would include appropriate measures for community involvement, including:</p> <ul style="list-style-type: none"> • a direct telephone number (24 hour) • an email address • a postal address • regular project updates • a community liaison representative; and scheduled meetings with a local representative body such as a community consultation (or liaison) committee <p>The CEP would also set out a guide on expectations for responding to relevant information received from community members.</p>	<p>Table 2-7 provides details on the measures that will be made available to encourage community involvement in the Development including the 24-hour telephone number, email address, postal address, where regular Development updates will be posted and the CCC.</p> <p>Table 3-3 outlines communication and engagement timeframes to be adhered to by the contractor when responding to complaints and/or enquiries.</p>
2B	<p>The CEP would be prepared to ensure:</p> <ul style="list-style-type: none"> • the community and stakeholders have a high level of awareness of all processes and activities associated with the project • accurate and accessible information is made available; and • a timely response is given to issues and concerns raised by stakeholders and the community. 	<p>Table 2-7 provides details on how ESR will communicate with the community so they are aware of the Development and that information is accurate and easily accessible.</p> <p>Table 3-3 outlines communication and engagement timeframes to be adhered to by the contractor when responding to issues and concerns raised by stakeholders and the community.</p>

The Developments are being delivered under Part 4, Division 4.7 of the EP&A Act. The CoCs of each development consent include requirements to be addressed in this plan and delivered during the construction phase. This section details the primary CoCs related to the development of this strategy and how they are addressed for each of the MPW Stage 2 and MPW Stage 3 development consents. Details of CoCs are addressed in Appendix E.

The relevant MPW Stage 2 CoCs and how they are addressed is detailed in Table 2-3.

Table 2-3 SSD 7709 development consent compliance table

CoC No.	Condition	Section Reference	How Addressed
Primary Conditions			
A31	<p>A Community Communication Strategy must be prepared and submitted to the Planning Secretary for approval no later than one month before the commencement of construction. The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, the Council(s) and the community (including adjoining affected landowners and businesses, and others directly impacted by the development). The Community Communication Strategy must:</p>	This plan	<p>The CCS (this plan) has been prepared to address the requirements of this condition.</p>

CoC No.	Condition	Section Reference	How Addressed
	(a) assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the development;	Section 2.5	<p>The ESR CEC will be the central contact for all community enquiries and will develop content to be distributed to the community.</p> <p>The Contractor's Community Liaison Manager will be responsible for timely provision of information to the ESR CEC to enable the community to be kept up to date and informed.</p>
	(b) detail the mechanisms for regularly consulting with the local community throughout the development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results;	Section 2.5 Table 2-7	Table 2-7 identifies that community information and feedback sessions will be scheduled as required to update the community on the progress of construction works and to seek feedback.
	(c) detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works, vibration intensive activities or manage traffic disruptions;	Section 3.3.5	Section 3.3.5 provides the procedure for consulting with nearby sensitive receivers to schedule high noise generating activities and to manage traffic disruptions.
	(d) include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders; and	Section 3.1 Table 3-1	Table 3-1 provides the contact details of key community groups, relevant regulatory authorities, RAP and other interested stakeholders
	(e) include a complaints procedure for recording, responding to and managing complaints, including: (i) email, toll-free telephone number and postal addresses for receiving complaints,	Section 3.3.7 Section 2.5 Table 2-7	<p>The procedure for recording, responding and managing complaints is outlined in Section 3.3.7</p> <p>Table 2-7 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints.</p>
	(ii) advertising the contact details for complaints before and during operation, via the local newspaper and through on-site signage,	Section 2.5 Table 2-7	Table 2-7 identifies that Development contact details will be published in local newspapers and through on-site signage during construction.
	(iii) a complaints register to record the date, time and nature of the complaint, details of	Section 3.3.7	Section 3.3.7 describes the information that will be

CoC No.	Condition	Section Reference	How Addressed
	the complainant and any actions taken to address the complaint, and		recorded in the complaints register. The information that will be recorded include: the name, address, form, time, date, nature of the complaint and actions taken to address the complaint.
	(iv) procedures for the resolution of any disputes that may arise during the course of the development.	Section 3.3.7	The ER will act as a mediator to resolve disputes that are unable to be resolved by the Development management team. Section 3.3.7 further describes the procedure.
A32	The Applicant must: (a) not commence Construction until the Community Communication Strategy has been approved by the Planning Secretary.	This plan	Upon approval of this plan. The plan will address the requirements of this condition.
	(b) implement for the Community Communication Strategy for the duration of construction and for 12 months following the commencement of operation.	Section 1.4 Section 1.5	Section 1.4 and Section 1.5 of this plan address the requirement of this condition.

The relevant MPW Stage 3 (SSD 10431) CoCs and how they are addressed are detailed in Table 2-4.

Table 2-4 SSD 10431 development consent compliance table

CoC No.	Condition	Section Reference	How Addressed
Primary Conditions			
B8	No later than two weeks before the commencement of construction, or within another timeframe agreed with the Planning Secretary, a Community Communication Strategy must be submitted to the Planning Secretary for approval. The Community Communication Strategy must provide mechanisms to facilitate communication between the Applicant, the relevant Council, and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction. The Community Communication Strategy must:	This plan	The CCS (this plan) has been expanded, in accordance with CoC B9, to address the requirements of this condition.

Co C No.	Condition	Section Reference	How Addressed
	(a) Identify people to be consulted during the design and construction phases;	Section 3.1 Table 3-1	<p>Table 3-1 provides the contact details of people (or organisations), including relevant government agencies, interested parties (including RAPs and community groups), and impacted community areas and businesses.</p> <p>Consultation during design and construction would be undertaken on an 'as required' basis.</p>
	(b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;	Section 2.5, Table 2-7	<p>Table 2-7 details the communication tools for the Developments, which include the Project website (https://moorebankintermodalprecinct.com.au/), community notifications, advertisements and signage that community information and feedback sessions will be scheduled as required to update the community on the progress of construction works and to seek feedback.</p>
	(c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;	Section 2.5 Table 2-7	<p>Table 2-7 outlines that community information and feedback sessions will be scheduled, as required, to update the community on the progress of construction works and to seek feedback.</p> <p>In addition, the current Moorebank Intermodal Precinct Community Consultative Committee (MIP CCC) would be expanded to include the MPW Stage 3 Development.</p> <p>A Development representative will be available upon request to attend (or be involved in) any community-based forum regarding key environmental management issues for the development that may be required.</p>
	(d) set out procedures and mechanisms: (i) through which the community can discuss or provide feedback to the Applicant;	Section 2.5, Table 2-7 Section 3.3.1 Section 3.1	<p>Table 2-7 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints.</p> <p>Section 3.3.1 outlines the formation and function of the MIP CCC.</p> <p>The procedure for recording, responding and managing enquiries and complaints is explained in Section 3.3.7</p>
	(ii) through which the Applicant will respond to enquiries or feedback from the community; and	Section 3.3.7 Section 2.5, Table 2-7	<p>The procedure for recording, responding and managing enquiries and complaints is explained in Section 3.3.7</p>

Co C No.	Condition	Section Reference	How Addressed
		Appendix C	Table 2-7 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints. The enquiries handling process is outlined in full in Appendix C.
	(iii) to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.	Section 3.3.7 Appendix B	As noted in Section 3.3.7, the ER may act as a mediator to resolve disputes that are unable to be resolved by the Development management team. The complaints handling process is outlined in full in Appendix B.
	(e) include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage, flood emergency warning, stormwater impacts on watercourses and lighting.	Section 3.3.7 Table 10	Table 10 outlines any specific management requirements for the MPW Stage 3 Development.
B9	The Planning Secretary may consider a request to expand an existing MPW Community Communication Strategy to cover the MPW Stage 3 development and to satisfy condition B8.	This plan	This plan expands the previously prepared MPW Stage 2 CCS to cover the MPW Stage 2 and Stage 3 Developments.

The Management and Mitigation Measures referred to in SSD 7709 CoC A3(d) (Appendix 2) are provided as the Final Compilation of Mitigation Measures (FCMM) (Arcadis, November 2018). These FCMMs were revised for relevance to the MPW Stage 3 Development, and also included as Appendix 3 of the SSD 10431 development consent.

The relevant FCMM and how they been compiled with in this plan are provided in Table 2-5.

Table 2-5 MPW Stage 2 and Stage 3 FCMM as relevant to this CCS

FCMM	Requirement	Document reference
MPW S2 - 14A	A community information awareness strategy would be included in the CEMP and would outline measures to maintain communication with the community and all relevant stakeholders throughout the construction process of the Proposal. Additionally, written notification would be provided to potentially affected and adjoining landowners prior to commencement of site operations.	This plan
MPW S3 - 14A	A Community Communication Strategy prepared for MPW Stage 2 would be reviewed, as required, to accommodate MPW Stage 3 conditions.	This plan

The EPBC Act approval for the MPW Concept was granted by the Department of Environment and Energy in September 2016 (No. 2011/6086). This approval was provided for the impact of the MPW Development on listed threatened species and communities (Sections 18 and 18A of the EPBC Act) and Commonwealth

action (Section 28 of the EPBC Act). There are no specific EPBC Conditions of Approval requirements related to the CCS.

2.2 Roles and Responsibilities

Table 2-6 outlines the key responsibilities associated with this CCS.

Table 2-6 Roles and Responsibilities

Roles	Responsibilities
CEC	<p>The CEC will act as the ‘control tower’ for all public communications; they will be the central contact to keep nearby residential receivers and the CCC informed of the progress of the development. Their responsibilities are as follows:</p> <ul style="list-style-type: none"> • Manage the relevant enquiries and complaints in accordance with the CCS • Working with contractors in the organisation and delivery of community notifications and/or information dissemination • Reviewing contractor community relations materials, including notifications, letters, advertising, signs and factsheets • Monitoring, responding to and triaging Project calls and emails • Attend CCC meetings • Working with Contractor’s WPEM and DM (Communication) on environmental complaints received from the public
ESR Precinct Developer (PD)	<ul style="list-style-type: none"> • Responsible for management of all media enquiries
Development Manager (Communications) DM (Communication)	<ul style="list-style-type: none"> • Implement the CCS • Assist the CEC in the management of the relevant enquiries and complaints in accordance with the CCS • Communicate results of complaint, audit report findings and incident investigations to the community and relevant stakeholders
Contractor’s Works Package Environmental Manager (Contractor’s WPEM)	<ul style="list-style-type: none"> • Assist the DM (Communication) in the management of community complaints where required • Address CoC and other Development requirements and attend stakeholder meetings as required
Contractor’s Construction Manager (Contractor’s CM)	<ul style="list-style-type: none"> • Provide updates and information to enable the development of communiques • Support in the response to complaints and enquires and implement actions/resolutions • Provide information for reporting as required • Attend stakeholder meetings as required
Environmental Representative (ER)	<ul style="list-style-type: none"> • Act as a mediator to resolve unresolved disputes between a complainant and the Development management team
All Personnel	<ul style="list-style-type: none"> • Report any community interaction to the DM (Communication) • Identify potential impacts on the community and notify the site supervisor
Site Supervisors	<ul style="list-style-type: none"> • Support in the response to complaints and enquires where required • Interact with members of public in a positive and respectful manner • Consider impacts on stakeholders and the community during planning and implementation of work

Roles	Responsibilities
	<ul style="list-style-type: none"> Report any community interaction to the DM (Communication)
Principal's Representative	<ul style="list-style-type: none"> Review the CCS to check that it meets all relevant regulatory and Development requirements Issue a stop work direction immediately where an unacceptable environmental or community impact may occur

2.3 Training

All personnel working on the Development shall undergo general environmental awareness training and training about their responsibilities under the MPW Stage 2 and Stage 3 Construction Environmental Management Plan (CEMP), sub-plans to the CEMP and other relevant post approval documents including the CCS in accordance with Section 2.7 of the CEMP. Records of Development environmental induction and other environmental training will be maintained in the Construction Contractor's site office.

The environmental induction will include the following stakeholder management requirements:

- Procedure for reporting of complaints and enquiries
- Adequate behaviour when interacting with stakeholders including the local community
- Management of media enquiries.

Toolbox meetings will also be undertaken, as and when required reiterating stakeholder management requirements.

2.4 Incident Management

Incidents will be managed in accordance with Section 2.8.2 of the relevant CEMP. The Construction Contractor will notify the Principal's Representative of any incident which can reasonably be expected to attract the attention of the media, the Minister for Finance, Minister for Infrastructure and Regional Development, a local Member of Parliament, local council or the broader community immediately after the incident is made safe or is contained. Where there is potential for the community to be impacted by an incident, any response or notification required will be undertaken in coordination with the appropriate emergency services.

In the event of an incident, no information will be provided to any person, other than that which is required to directly manage the incident or to comply with law, without the approval of the Principal's Representative.

Senior and experienced personnel will be made available to support ESR in responding to stakeholders, the media or the public as required and assist in the development of communications materials that may need to be disseminated as a result of an incident.

2.5 Communication Tools

The SIMTA CES outlines the overarching Development engagement tools, purpose and responsibility. Table 2-7 summarises the interaction between the Construction Contractor and ESR and how these tools will be used to contribute to and/or develop the communication tools for the Development.

Where relevant all communication tools will reference access to the information via a community language Information Line in the five most commonly spoken languages, in addition to English, in the Liverpool region – Fijian, Arabic, Vietnamese, Hindi and Filipino.

Table 2-7 Communication Tools

Tool	Purpose	Responsibility
Project Contacts		
Project Email	moorebank@tsamgt.com	CEC

Tool	Purpose	Responsibility
	This email is the primary contact point for use on the Development and managed by the CEC. Incoming emails relating to the Development will be redirected to the DM (Communication) for actioning, as necessary.	
24 Hour Project information line	1800 986 465 The CEC will be responsible for managing the information line. All calls coming through to the line will be triaged to the appropriate package of work.	CEC to direct calls to DM (Communication) or Contractor's Environmental Manager who will manage these appropriately
Postal address	Level 15, 207 Kent Street, Sydney NSW 2000. The CEC will be responsible for managing incoming letters. Where required, letters will be triaged to the appropriate package of work.	CEC
Community Information		
Project Website	<p>www.moorebankintermodalprecinct.com.au/ The Project website will be managed by the CEC and relevant content provided by the Construction Contractor would be made available. This content would include:</p> <ul style="list-style-type: none"> • MPW Stage 2 EIS and RtS • MPW Stage 2 Conditions of Consent • MPW Stage 2 Revised Compilation of Mitigation Measures • EPBC approval, Conditions of Approval and REMMs • Development Layout Plans, design plans and amended water-sensitive urban design (WSUD) and architectural design plans • All approved strategies, plans and programs required under the MPW Stage 2 development consent • Comprehensive summary of monitoring results • Complaints register • Annual reviews of the development • Independent environmental audit reports • Updated Biodiversity Assessment Report • All statutory approvals for the Moorebank development • Summary of the current stage and progress of the development • Contact details to enquire about the development or make a complaint • Regular reporting on the environmental performance of the Moorebank development. <p>As reports, plans, programs and strategies are updated, they would be made available on the project website.</p>	DM (Communication) to provide information to CEC
Website and newsletter community update	Development updates will be posted on the website and newsletters will be distributed at least quarterly.	DM (Communication) to provide detail to CEC
Community Notification	<p>Specific notifications regarding works being undertaken for potentially affected neighbouring property owners and businesses before undertaking major activity or milestones. These include:</p> <ul style="list-style-type: none"> • Commencement and completion of works • Noisy works • Audible (at receptor) Out of Hours works 	DM (Communication) to provide detail to CEC, CEC to approve and distribute

Tool	Purpose	Responsibility
	<ul style="list-style-type: none"> Changes to traffic, parking or access <p>Community notifications include all Community Updates, Out-of-Hours notices, Development information flyers and other communications material. The notifications will proactively notify the community and key stakeholders of current and forthcoming activities including those that have the potential to impact on the community. All notifications will include the Development contact numbers, details of the Project website and an email address to refer any enquiries.</p>	
Advertisements	<p>Used to inform the wider community about works and upcoming engagement opportunities. In particular, advertisements may be used to inform the community about changes to traffic conditions.</p> <p>The Development contact details will be published in the newspaper(s) circulating in the local area prior to the commencement of early works and prior to the commencement of operation.</p> <p>Long term or permanent changes to a public road will be advertised in both the Liverpool Leader and Liverpool Champion.</p>	DM (Communication) to provide detail to CEC and CEC to approve and distribute
Face to face, phone calls, letters	<p>This may include door knocking, face to face contact or phone calls with affected residents or businesses. Particularly if works impacts on individuals.</p> <p>A record of conversation will be logged on Consultation Manager.</p> <p>Whenever possible, written notice and verbal notification will be provided to properties adjacent to or directly impacted by emergency works at least two hours before the work is scheduled to start.</p>	DM (Communication) with CEC in attendance
Signage	<p>Signage will be placed a minimum of seven days prior to changes which may impact on pedestrian routes, cycle ways, traffic conditions and access to public transport.</p> <p>Development contact details will be included in on-site signage</p>	DM (Communication) with CEC liaison
Community Information and Feedback Sessions	<p>Drop-in sessions will be used to update the community on construction works and to seek feedback. The sessions will be scheduled as required with a minimum of two held per year. The sessions will be held in locations accessible to the local community.</p>	Organised by CEC and attended by relevant Construction Contractor personnel
Meetings		
Stakeholder meetings	<p>Where required, key stakeholders will be invited to meetings to resolve issues or be provided with additional information etc. as required. These meetings will be attended by the DM (Communication) and Construction Manager (or delegate). CEC will be notified and attend if required.</p> <p>Details of the meeting will be recorded in Consultation Manager.</p>	DM (Communication) and CEC to organise meetings

Tool	Purpose	Responsibility
CCC meetings	The CCC will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Development, level of public interest and sensitivity of the site and surrounding area. Meetings will be attended by the independent chairperson, applicant, Council, members of the local community and stakeholder groups. Meetings will discuss the progress of the Development, consider community issues and concerns, review environmental impacts of the Development and provide information on the progress of the Development.	CEC to attend.
Communication coordination meetings	Fortnightly meetings between the Construction Contractor and ESR will be undertaken. This may include subcontractors as required.	DM (Communication) to attend
Reporting		
Monthly	A monthly report summarising key stakeholder engagement activities will be provided to ESR.	DM (Communication)
Compliance	Details of stakeholder engagement will be provided to ESR in order to undertake compliance reporting in accordance with the Development Conditions of Consent.	DM (Communication)
Consultation Manager	Consultation Manager is a database which will be used by CEC to record any stakeholder engagement.	CEC. DM (Communication) to provide information to CEC
Training		
Site induction, pre-start meetings and toolbox talks	All site staff will attend the site induction which will outline the Development community requirements. Pre-start meetings and toolbox talks will be used to reiterate this message and detail specific concerns as required.	DM (Communication) and Contractor's Environment Manager

In addition to the meetings described in Table 2-7 above, the CEC acknowledge that the formation of community-based forums, in addition to the CCC, that focus on key environmental management issues may occur over the life of the MPW Stage 3 Development, and will make a Development representative available upon request to attend (or be involved in) any such forum.

3 IMPLEMENTATION

3.1 Stakeholder Identification

Various stakeholder groups will be consulted at different times throughout construction. Table 3-1 outlines the stakeholders to be proactively communicated with.

Table 3-1 Stakeholder identification

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement	
Client Delivery Team	ESR	1800 986 465 www.moorebankintermodalprecinct.com.au/	Collaborate	
	JWP	0450 399 278		
	Tactical Group	(02) 8907 0700		
	Contractors	TBC upon contract award		
Government Agencies	Department of Planning, Housing and Infrastructure	1300 305 695	Consult/ Involve	
	Department of Climate Change, Energy, the Environment and Water	1800 920 528		
	Campbelltown City Council	(02) 4645 4000		
	Liverpool City Council	1300 362 170		
	Western Sydney Regional Organisation of Councils (WSROC)	9671 4333		
	Infrastructure NSW	(02) 9216 5700		
	Office of Environment and Heritage	(02) 9995 5000		
	Environment Protection Authority	131 555		
	Department of Primary Industries – Fisheries	1300 550 474		
	NSW Government Water	1300 081 047		
	State Emergency Services			Ambulance NSW (02) 9320 7777
				Police NSW Assistance Line
		131 444		
		NSW RFS (02) 8741 5555		
		NSW Fire and Rescue Service		



Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement	
		(02) 9265 2999		
	Heritage Council of NSW	(02) 9873 8500		
	Department of Defence	1800 333 362 Yourcustomer.service@defence.gov.au		
	Transport for NSW - Roads and Maritime	13 22 13		
	Transport for NSW	131 500		
	Sydney Trains	131 500		
	Australian Rail Track Commission (ARTC)	8217 4366		
	Australian Competition and Consumer Commission (ACCC)	1300 302 502		
	Transport Management Centre	131 700		
		Sydney Water	13 20 92	
		Endeavour Energy	General enquiries: 133 718 Emergency assistance: 131 003	
		Jemena	Gas: <ul style="list-style-type: none"> Faults and emergencies: 131 909 General enquiries: 1300 137 078 Electricity: <ul style="list-style-type: none"> Faults and emergencies: 131 626 General enquiries: 1300 131 871 	
	Utilities companies		Telstra 13 22 00	
			AGL Upstream Investments Consumers: 1300 302 502 Businesses: 1300 302 021	
		AAPT Technical support: <ul style="list-style-type: none"> Medium business: 1300 769 691 		



Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
		<ul style="list-style-type: none"> Enterprise 1300 799 735 (option 2) 	
Federal Government Ministers	Minister for Infrastructure, Transport and Regional Development	6277 7520	Inform
	Minister for Finance	6230 0411	
Federal Members	Federal Member for Fowler	9726 3988	Inform
	Federal Member for Hughes	9521 6262	
	Federal Member for Werriwa	8783 0977	
State Government Ministers	NSW Minister for Transport	7225 6060	Inform
	NSW Minister for Roads	7225 6030	
	NSW Minister for Energy and Environment	7225 6020	
State Members	State Member for Holsworthy	9825 3653 holsworthy@parliament.nsw.gov.au	Inform
	State Member for Liverpool	9602 0040 liverpool@parliament.nsw.gov.au	
	State Member for Macquarie Fields	9618 2077 macquariefields@parliament.nsw.gov.au	
Interested Parties	Registered Aboriginal Parties:	Tharawal Local Aboriginal Land Council (LALC) (02) 4681 0059 reception@tharawal.com.au	Consult / Involve
	– Tharawal Local Aboriginal Land Council	Cubbitch Barta Native Title Claimants Aboriginal Corporation (02) 4684 3829 kgchalker@bigpond.com	
	– Cubbitch Barta Native Title Claimants Aboriginal Corporation	Darug Tribal Aboriginal Corporation (02) 9622 4081 Darug_tribal@live.com.au	
	– Darug Tribal Aboriginal Corporation	Darug Custodian Aboriginal Corporation 0415 770 163 info@darugcorporation.com.au	
	– Darug Aboriginal Cultural Heritage Assessments	Darug Aboriginal Landcare Inc 0408 360 814	
	– Tocomwall Darug Land Observations		
	– Darug Custodian Aboriginal Corporation		
	– Darug Aboriginal Landcare Inc		
	Moorebank Heritage Group		



Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	Pedestrian and bicycle user groups		
	East Liverpool Progress Association	Elpa2008@gmail.com	
	Residents Against Intermodal Development	info@raidmoorebank.org	
	No Intermodal Committee	Not publicly available	
Impacted Community and Business	Travelling public	Community notice in newspapers	
	Residents of Casula; Wattle Grove, Moorebank, Glenfield	Letterbox drop	
	All Saints College	9602 4555 info@ascc.catholic.edu.au	
	Casula Powerhouse	9824 1121 reception@casulapowerhouse.com	
	Glenfield Farm	131 555 info@environment.nsw.gov.au	
	Neighbouring businesses	ABB (02) 9821 0111	Inform
	Glenfield Waste Facility	9601 8766 http://www.glenfieldrecycling.com/contact/	
	Ingleburn Business Chamber	info@ingleburnchamber.com.au	
	Liverpool Chamber of Commerce	9600 5200 info@liverpoolchamber.org.au	
	Business Western Sydney (formerly Western Sydney Business Chamber)	02 9466 4429 enquiries@businesswesternsydney.com	
	Wattle Grove Public School	9731 1355 wattlegrov-p.school@det.nsw.edu.au	
Users of Leacocks Trail/Weaving Garden Path	Community notice in newspapers		
Other	Local and national media such as		Inform

3.2 Aspects and Impacts

Table 3-2 outlines the potential impacts to stakeholders from construction activities and provides a list of mitigation measures that will be implemented to address these impacts.

Table 3-2 Potential impacts to stakeholders

Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
Noise and vibration	<p>Noise due to operation of machinery and equipment impacting residents, businesses and visitors to community venues</p> <p>Complaints from nearby residents and businesses</p> <p>Negative media</p> <p>Reputational damage</p>	<p>Abatement measures such as acoustic hoarding</p> <p>Implementation of mitigation measures as outlined in the relevant CEMP and relevant Construction Noise and Vibration Management Plan (CNVMP)</p> <p>Training of site staff in mitigation measures through toolbox talks and pre-start meetings</p> <p>Noise and vibration monitoring</p> <p>Community notifications as appropriate</p>
Human health	<p>Contact with contaminated materials such as asbestos and PFAS (poly-fluoroalkyl substances)</p>	<p>Asbestos and dust monitoring will be undertaken in accordance with the relevant Construction Air Quality Management Plan (CAQMP) and the relevant contamination management procedures.</p> <p>Implementation of Contractor Health and Safety Management Plan to maintain the safety of all staff and visitors and members of public in the vicinity of the Development</p> <p>Training of staff through site induction, toolbox talks and pre-start meetings</p> <p>Community notifications as appropriate</p>
Traffic	<p>Heavy vehicles and oversized deliveries causing delays/ access impacts to local businesses, residents and community venues</p> <p>Noise associated with increased traffic</p> <p>Increased traffic on local roads and the associated safety risks</p> <p>Queuing of delivery trucks</p> <p>Trucks using non-approved haul routes</p> <p>Damage to roads</p>	<p>Site induction to identify access routes and contractor parking areas on site</p> <p>Truck access parameters as per the relevant Construction Traffic Access and Management Plan and monitoring by the Site Supervisors</p> <p>Variable message signage (VMS) on Moorebank Avenue advising motorists of construction traffic access routes during peak times of construction traffic</p> <p>Community notifications as appropriate</p>
Air Quality	<p>Reduction in air quality and increase in dust</p> <p>Complaints from nearby residents and businesses</p> <p>Negative media</p> <p>Reputational damage</p>	<p>Implementation of mitigation measures as outlined in the relevant CAQMP</p> <p>Air quality monitoring as outlined in the relevant CAQMP</p>
Visual and Social Amenity	<p>Community concern regarding visual impacts during works</p> <p>Visual impact of sedimentation to Georges River resulting from inadequate erosion and sediment control</p> <p>Changes in visual amenity to the local area</p>	<p>Delivery of the Development strictly in accordance with the Principal's Requirements and Conditions of Consent and tightly aligned to all approved Development Plans and strategies</p> <p>Community notifications as appropriate</p>
Cultural Heritage	<p>Impact on indigenous or other heritage sites</p>	<p>Site induction to identify the location (as appropriate) and responsibilities in relation to known and unknown cultural heritage</p> <p>Implementation of unexpected finds procedure</p>

Construction Activity	Description of Potential Impact	Management / Mitigation Measures Required
		Implementation of salvage strategy Appropriate engagement with Registered Aboriginal Parties
Contamination	Disturbance of potentially contaminated material	Implementation of unexpected contamination procedure
Flood emergency response	High rainfall event causing potential flooding	Implementation of the flood emergency response procedures contained in the relevant Construction Emergency Response Plan
Stormwater impacts	Stormwater impacts to adjacent waterways, including the Georges River	Implementation of the relevant Construction Soil and Water Management Plan
Lighting	Light spill impacts on offsite receptors during construction	Implementation of the relevant Light Spill Management procedure.

3.3 Community Communication Process

3.3.1 Community Consultative Committee

As part of the MPE Stage 2 (SSD 7628) development consent, CoC B154 a CCC was established for the MIP (MPE and MPW). This CCC will remain in place to meet the requirements of the MPW Stage 2 Development, in accordance with CoC A30 of the SSD 7709 development consent, and the MPW Stage 3 Development, in accordance with CoC B7 of the SSD 10431 development consent.

The CCC acts as an advisory committee and comprises the Applicant, Council, members of the local community, stakeholder groups and an independent chairperson. Meetings involve discussion on the progress of the Development, consider community issues and concerns, involve a review of environmental impacts of the Development and provide information on the progress of the Development. The CCC will operate for the duration of construction and at least 6 months following the commencement of decommissioning. The Committee will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Development, level of public interest and sensitivity of the site and surrounding area. The frequency of such meetings may vary as the Development progresses through its different phases of construction and into operation. Public interest and sensitivity of the site and surrounding area may also impact the frequency of meetings.

3.3.2 Notification Timeframes

The SIMTA CES outlines the communication and engagement timeframes to be adhered to by the Contractor. These are detailed below in Table 3-3. Any external notifications relating to environmental incidents will be managed in accordance with the CEMP Section 2.8.3.

Table 3-3 Engagement Timeframes

Communication	Timing
Complaints	<ul style="list-style-type: none"> Acknowledge complainant within 4 hours (where contact details are provided), even when an answer has not yet been found Provide a written and/or verbal response to complainant within 24 hours Record details of the complaint received and response provided (written and verbal) in the database within 48 hours Forward information on any complaints received and details of any actions undertaken or proposed or investigations occurring to ESR in writing within one business day
Enquiries	<ul style="list-style-type: none"> Acknowledge the enquirer within 8 hours (where contact details provided), even when an answer has not yet been found

Communication	Timing
	<ul style="list-style-type: none"> • Provide a verbal response (where an immediate response cannot be given) within 24 hours from the time of the enquiry being received unless the enquirer agrees otherwise • Provide a written response to letters and emails within 48 hours • Record details of all enquiries received and responses provided (written and verbal) in the database within 48 hours • Report monthly on any enquiries received and responses given.
Community Notification	<p>Community notifications are required in the following circumstances where works may impact on the community:</p> <ul style="list-style-type: none"> • Modifications to traffic arrangements, pedestrian routes, cycleways and bus stops • Out of hours works • Extended hours of work • Medium and high noise activities • High vibration activities, if applicable • Disruption to residential or business access • Changing or disruption of utility services • Removal of trees or vegetation • Site investigation activities • Establishing site compounds • Start of construction and other significant milestones <p>Notifications will be led and approved by ESR CEC.</p> <p>The Contractor must provide written notification to relevant utility service authorities and the Principal at least 7 days before commencing any utility service works, unless the works are for or on behalf of that utility service provider.</p> <p>Works with an impact limited to road users will be notified with a Current Works notice on the ESR website and use of VMS boards on approach to worksites, both done in advance of work commencing but not necessarily seven days in advance.</p> <p>Refer to the MPW Stage 2/Stage 3 Construction Noise and Vibration Management Plan (CNVMP) Out of Hours Work Protocol for community notification requirements specific to noise. In summary, low impact out of hours works will not require notification to be distributed to receptors potentially affected by the works. Out of hours works which are medium and high impact will require notification to be distributed to receptors potentially affected by the works at least 7 days prior to the commencement of works which may impact the community or stakeholders. Medium and high noise activities may include jack hammering, vibratory rolling, cutting of pavement, steel of concrete works that may generate noise with impulsive, intermittent, tonal or low frequency characteristics.</p>
Development Signage	<p>Installed at least 7 days before any changes that impact on pedestrian routes, cycle ways, traffic conditions or access to public transport.</p>

3.3.3 Approvals Process

The contractor must provide a minimum of 15 business days' notice to ESR prior to the commencement of any activity where a community notification is required. The following information must be provided:

- Works to be undertaken
- Location of work
- Hours of work
- Duration of activity
- Equipment used
- Likely impacts (including noise, vibration, traffic, access and dust)
- 24-hour contact number.

All mass-public communication materials will be submitted to ESR for review and approval for at least five business days before it is planned to be released. This includes newsletters, website updates, community notifications, letters, advertisements, signs and proactive project emails. A minimum of 20 business days'

notice will be provided (to ESR) of significant development milestones to enable the Principal to develop its media response.

Draft materials will be reviewed and approved by the CEC before being submitted to PD for final approval. It is expected ESR will provide approval to non-urgent material within two business days. No materials will be released until it has been approved.

For urgent communications where it is not feasible to submit the material for approval five business days in advance, written advice will be provided to ESR explaining why the approval needs to be expedited and the requested deadline for approval. This situation will apply in the case of emergency works.

Any out of hours works or extended hours' work must be undertaken in line with the Noise and Vibration Management Plan (NVMP) Out of Hours Work Protocol and Extended Hours Works Plan.

3.3.4 Out of Hours Work

An Out of Hours Work Protocol will be prepared in accordance with CoC B135 of the SSD 7709 development consent, and CoC B21(i) of the SSD 10431 development consent. For construction works undertaken outside the hours specified in CoC B125 of the SSD 7709 development consent, and CoC C3 of the SSD 10431 development consent, and circumstances specified in CoC B126 and B127 of the SSD 7709 development consent, and CoC B21(i) of the SSD 10431 development consent, notification to sensitive receivers will be undertaken in line with measures outlined in Table 3-3.

3.3.5 High-Noise Activities and Traffic Disruptions

Traffic disruptions and high noise activities are likely to occur during Construction. The following procedure will be followed to inform nearby residential receivers of traffic disruptions and high noise activities:

1. Contractor's CM to identify types and durations of works which may generate high-impact noise or disrupt traffic flows during works scheduling and notify DM (Communication) prior to quarterly CCC Meetings
2. Works scheduling to be discussed at CCC meetings, with members given the opportunity to raise concerns around timing of works, for example due to school holidays or local events etc.
3. Contractor's CM to review schedule and amend where possible and provide DM (Communication) details or works being undertaken
4. DM (Communication) to develop content to be included within community notification and submit content to ESR CEC a minimum of 14 days prior to works commencing for review and approval
5. ESR CEC to review and approve notification and distribute to the impacted nearby sensitive receivers a minimum of 7 days prior to the works commencing. ESR CEC will also update the Development website with the relevant information. Appendix A identifies sensitive receivers that will be notified prior to the commencement of works that will cause traffic disruptions.

The notification will also be included on the Project website.

3.3.6 Crisis Management

A crisis is defined as "... an emergency event, a catastrophe, a disaster, a time of intense difficulty or danger". Crisis management procedures will be implemented when a 'crisis' event occurs which is likely to generate, widespread negative media coverage that poses a serious threat to the reputation of the Development and/or those parties directly associated with its delivery. The decision regarding what issue reaches the threshold of a 'crisis event' will be determined by the ESR PD and ESR's Stakeholder and Community Liaison Manager.

Refer to Section 9 of the PDC Stakeholder & CLP for further details on crisis management.

3.3.7 Complaints and Enquiries

Complaints and enquiries may be received directly from stakeholders to members of the Development management team, or indirectly via the 24-Hour Project information line, email address or postal address. The procedure for recording, responding to, and managing complaints is included within Appendix B.

3.3.7.1 24-hour Contact

The CEC will be the first responder to all calls on the 24-hour Project Information Line and will respond directly to all calls relating to the overarching Development.

The Construction Contractor will nominate two 24-hour contacts such as the DM (Communication) and Contractor's CM who are available to answer and respond to calls relating to the Development.

Community members are also able to use the Project email address for Development questions and access the Project website for additional Development information.

3.3.7.2 Complaints Register

All complaints and enquiries will be logged in the Consultation Manager Database by the CEC. The following information will be recorded in the complaints register:

- Name of enquirer/complainant
- Address of enquirer/complainant
- Form of enquiry/complainant
- Time and date of enquiry and/or complaint
- Nature of enquiry/complaint
- Allocation of enquiry to relevant Contractor
- Details of the investigation into the complaint
- Response provided to address the complaint. I.e. Written, or in the case of a verbal response, a transcript of the conversation
- Confirmation of response with ESR CEC
- Verification of the closeout of the complaint
- Any follow up with the complainant.

Upon request from the Secretary, the CEC will provide the complaints register to the Secretary within 7 days of request.

In accordance with CoC A38(a) the CEC will provide the complaints register to the Environmental Representative (ER) on a monthly basis for the preparation of the Environmental Representative Monthly Report.

3.3.7.3 Dispute Resolution

Should a complaint not be able to be resolved between the complainant and the Development management team including ESR, a third party independent mediator may be used to help resolve the dispute. This mediator will be the ER as they are independent of the design and construction personnel and have been approved by the Secretary.

Appendix B details the complaints procedure and how unresolved disputes will be resolved.

3.3.8 Media and Government Resolutions

The PD is responsible for managing all media inquiries. All Development personnel will be informed of the media obligations through the Development induction which will include the following detail:

- The DM (Communication) to be advised immediately of any media inquiries, who will then advise ESR as soon as possible, and within 2 hours of any media approach
- All personnel will be required to issue the Project Information number if approached by anyone, including media
- Media will not be permitted to visit the Development without the written approval of the ESR PD.

Direct requests from the media to any personnel for information about the Development will be referred directly to the ESR PD and the CEC.

4 MONITORING AND REVIEW

4.1 Monitoring

Monitoring under this strategy will be undertaken by the Contractor's WPEM during weekly inspections of construction activities to monitor compliance with the requirements of the CoC and this strategy. To minimise impact on the community and to rectify any issues to avoid potential complaints, weekly inspections will focus on the following key construction issues:

- Noise and vibration
- Traffic management
- Air quality.

A weekly Environment and Sustainability Inspection, as described in Section 4.2.2 of the MPW Stage 2 and Stage 3 CEMP will be undertaken to maintain compliance and effectiveness of controls. Items that require action will be documented during the inspection and notified to the Site Supervisor. The Site Supervisor will be responsible for providing appropriate resources in terms of labour, plant and equipment to enable the items to be rectified in the nominated timeframes.

Daily inspections and maintenance of controls will be made by the Site Supervisors and maintenance will be recorded in site diaries during active site works.

4.2 Environmental Auditing and Reporting

The Consultation Manager database will be used to record all Development Community and Stakeholder interactions. This database will be populated by the CEC for complaints and enquiries received through the 24-Hour Project information line, email address or postal address with the Construction Contractor responsible for providing information to the CEC on how the complaint or enquiry was addressed. The Construction Contractor will provide the CEC with details of any direct enquiries and complaints made to them within 24 hours of receiving the enquiry or complaint.

Environmental reporting requirements are outlined in Section 4.6 of the MPW Stage 2 and Stage 3 CEMP. The following information may be provided to inform environmental reporting:

- Number of communications issued
- Number of complaints and enquiries including response times
- Summary of any stakeholder interactions.

Furthermore, a quarterly report outlining Stakeholder Engagement will be prepared 20 business days post each reporting quarter.

4.3 Review and Improvement

Review and improvement of this plan will be undertaken in accordance with the CoC and Section 4 of the CEMP. Continuous improvement will be achieved by the ongoing evaluation of environmental management performance and effectiveness of this plan against environmental policies, objectives and targets.

Revisions of this plan will be undertaken in accordance with Section 1.1.5 of the MPW Stage 2 and Stage 3 CEMP. Any revisions to this plan may result from:

- Review of this plan
- Audits (either internal or by external parties)
- Changes to the environmental management system
- Changes to the procedures, scope of works and/or systems after an incident or potential incident
- Design changes
- Changes in the CoC
- Identification of opportunities for improvement of deficiencies in the Development system (e.g. through the course of site inspections)

- Following complaints.

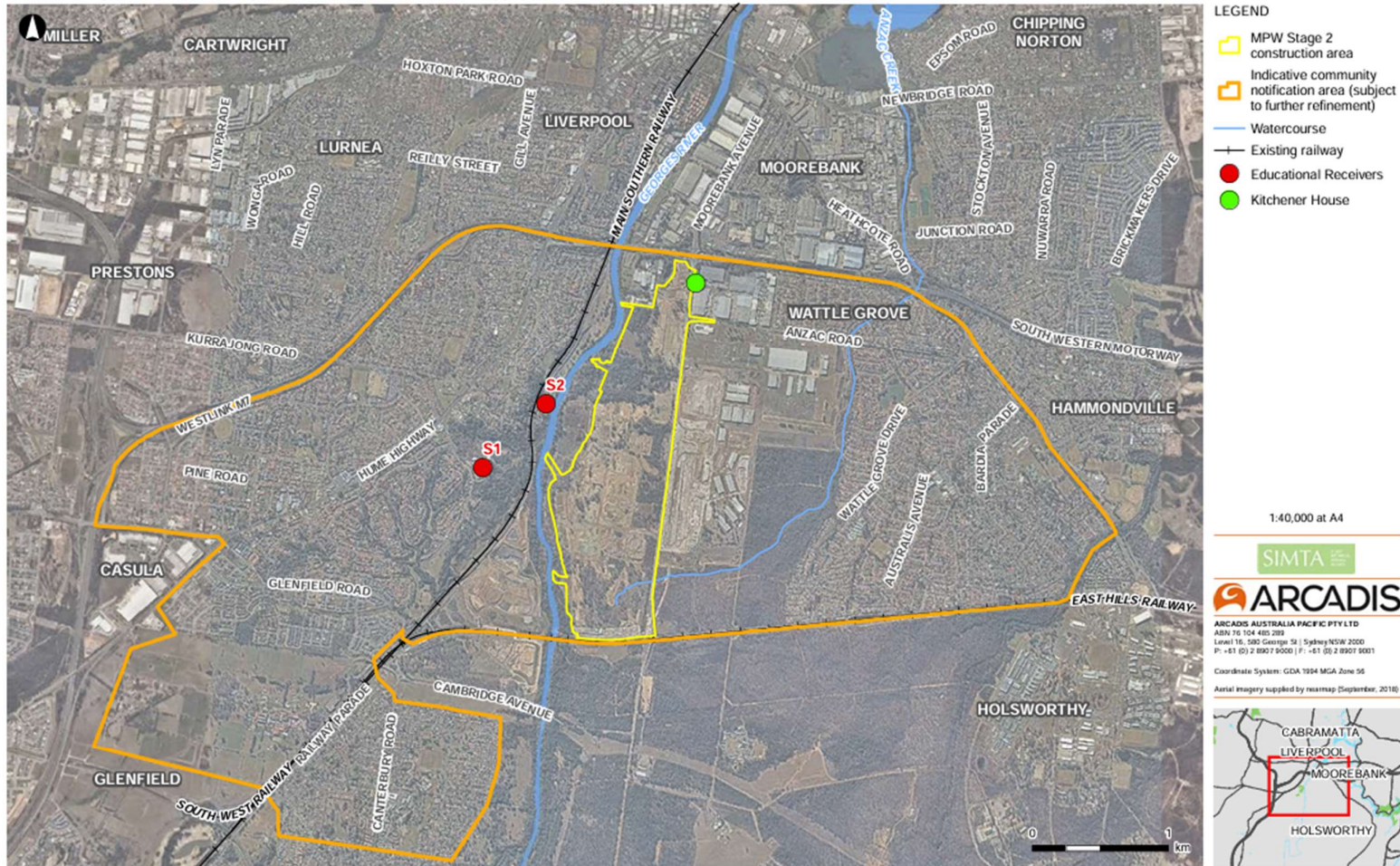
A copy of the updated plan and changes will be distributed to all relevant stakeholders in accordance with the approved document control procedure.

4.4 Non-Compliance

It is the responsibility of all site personnel to report non-compliances to the Site Supervisor and/or the Contractor's WPEM. Non-compliances will be managed in accordance with Section 4.4 of the MPW Stage 2 and Stage 3 CEMP.

APPENDIX A NOTIFICATION DISTRIBUTION AREA

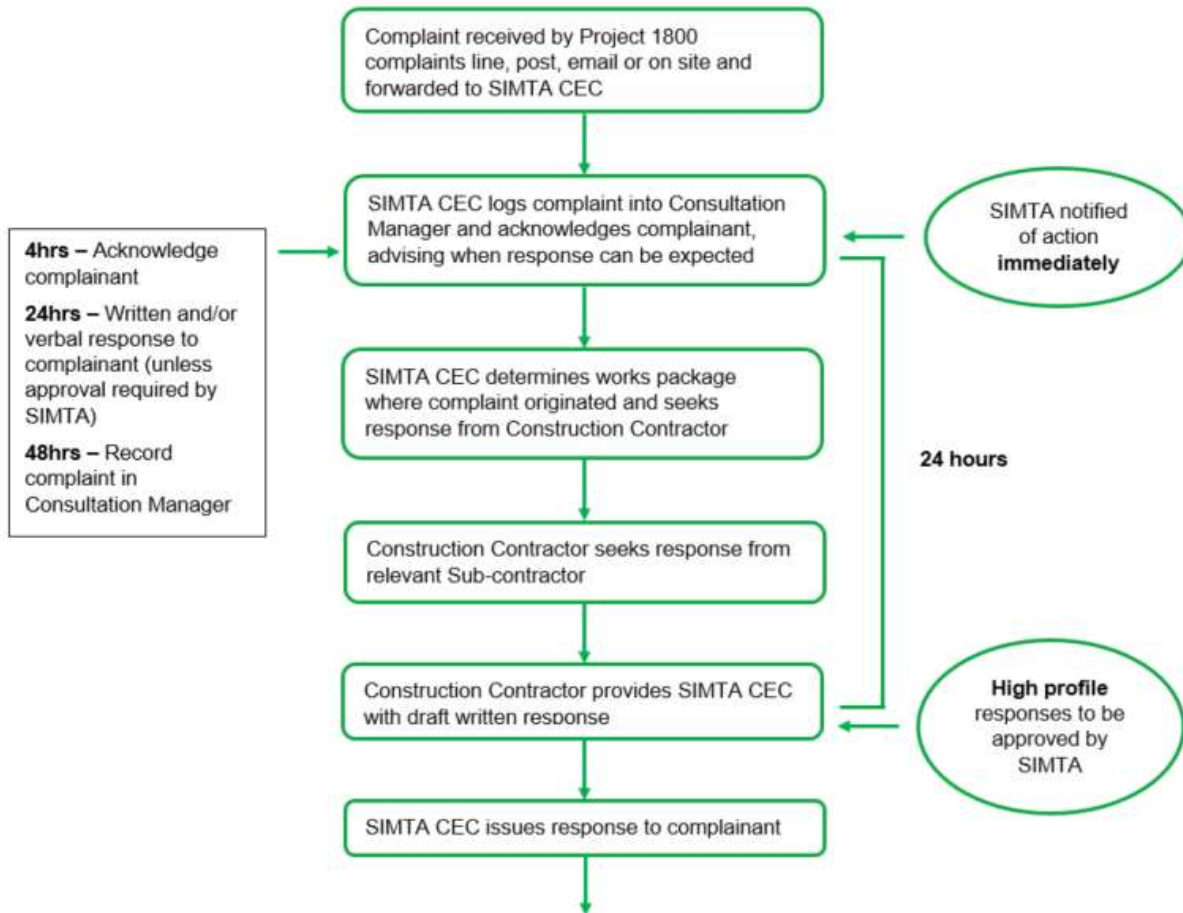
MPW Stage 2 Community Communication Strategy



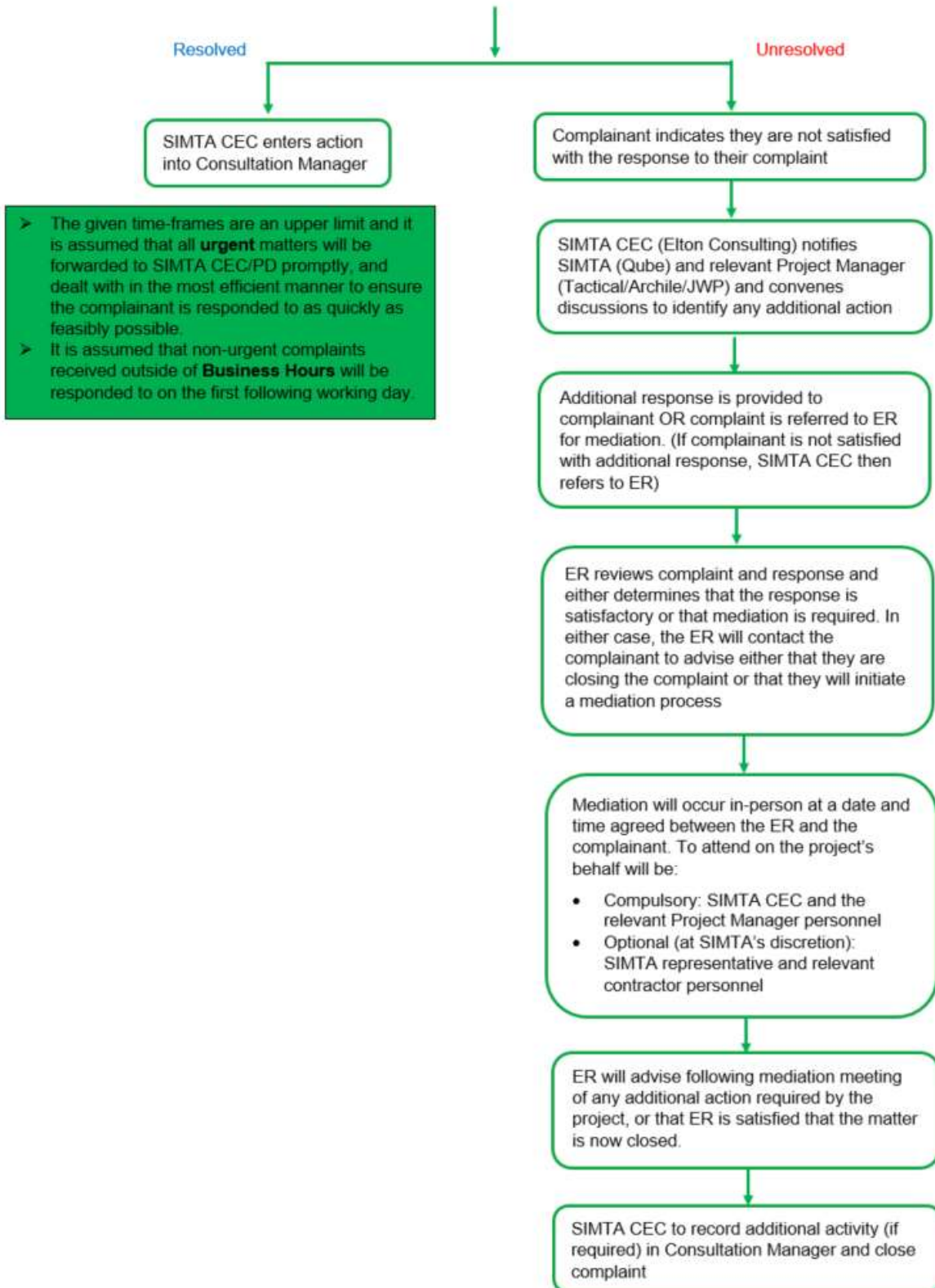
Appendix A: Notification Distribution Area

APPENDIX B COMPLAINTS HANDLING

The below is an extract from the CES, which has been updated in this strategy to provide further clarity on how unresolved disputes are resolved. As per the requirements identified in Section 3.3.7.2, a copy of the complaints register will be submitted to the ER on a monthly basis for the preparation of the ER Monthly Report.

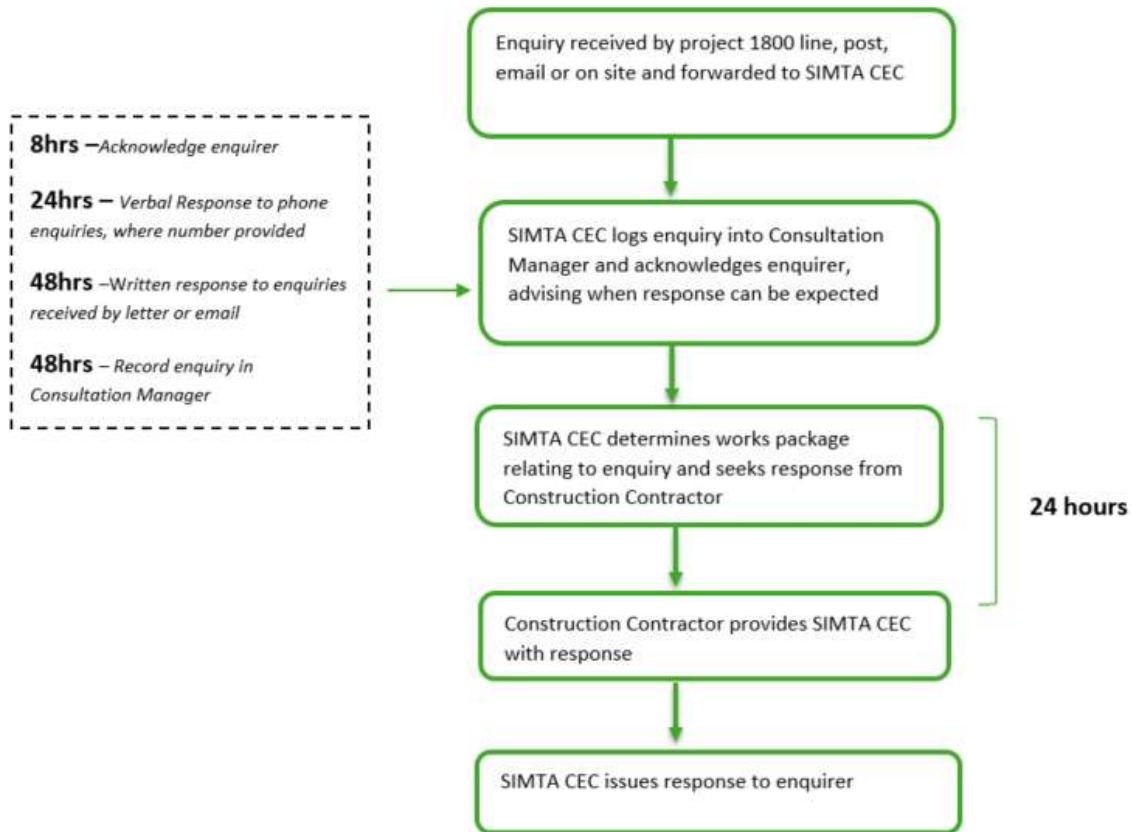


Continued below



APPENDIX C ENQUIRIES HANDLING

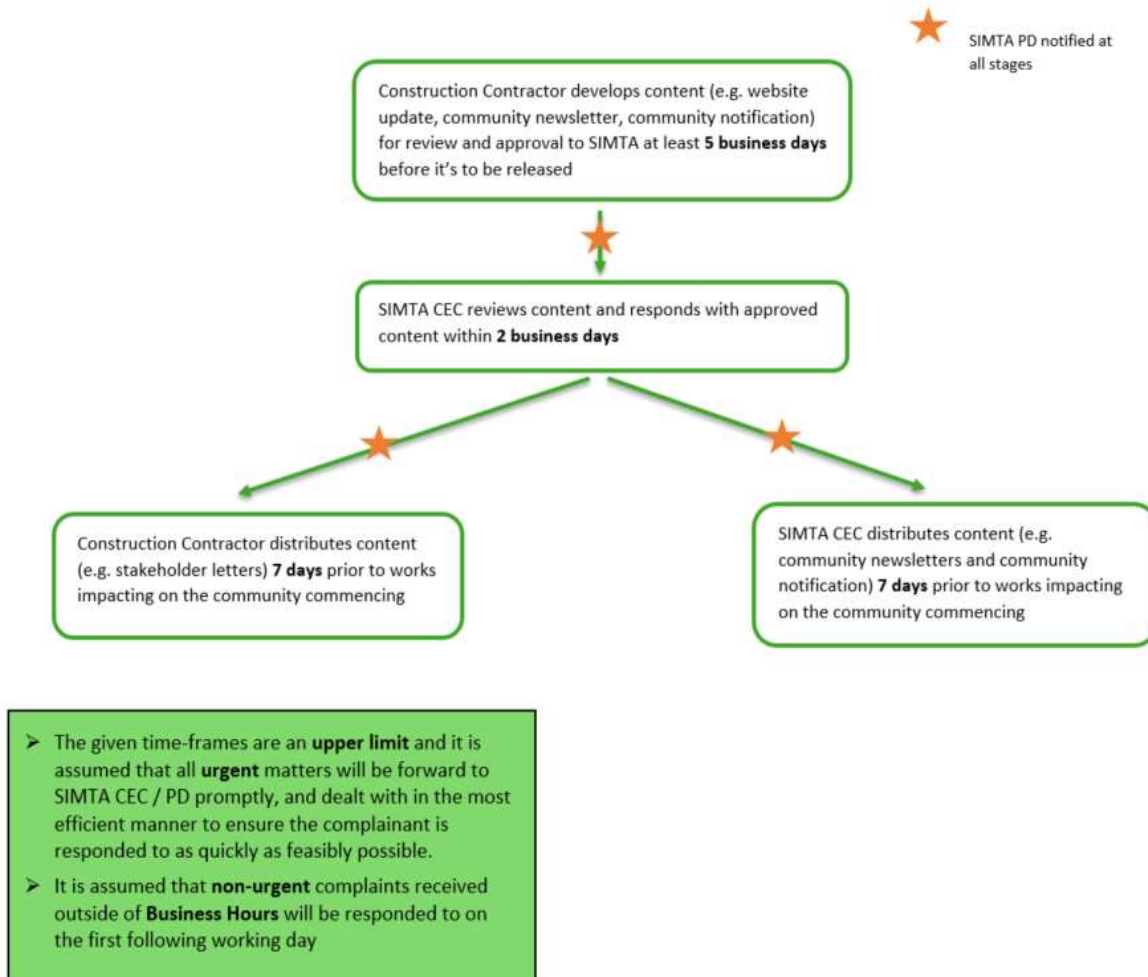
The below is an extract from the CES. As per the requirements identified in Section 3.3.7.2, a copy of the complaints register will be submitted to the ER on a monthly basis for the preparation of the ER Monthly Report.



➤ The given time-frames are an **upper limit** and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.

➤ It is assumed that **non-urgent** complaints received outside of **Business Hours** will be responded to on the first following working day

APPENDIX D GENERAL CONTENT APPROVAL PROCESS



APPENDIX E CONDITIONS OF CONSENT

Conditions of consent

Table E-1 details CoC that are relevant to this plan.

Table E-1 Conditions of Consent (SSD 7099)

CoC	Condition	Plan Section	How Addressed
SSD 7709 Conditions			
A1	In addition to meeting the specific performance measures and criteria in this consent, all reasonable and feasible measures must be implemented to prevent, and if prevention is not reasonable and feasible, minimise, any material harm to the environment that may result from the construction and operation of the development, and any rehabilitation required under this consent.	Section 3.2 Section 4	Section 3.2 of this CCS identifies the management measures to be implemented to prevent and minimise environmental harm to the community. Section 4 sets out the processes for monitoring and reviewing the effectiveness of these management measures. Opportunities to further minimise environmental harm will be identified through the ongoing evaluation of environmental management performance and effectiveness of this plan.
A29	Before the commencement of construction, a Community Consultative Committee (CCC) must be established for the development in accordance with the Department's Community Consultative Committee Guidelines: State Significant Projects (2019). The CCC must begin to exercise functions in accordance with such Guidelines before the commencement of construction and continue to do so for the duration of construction, upgrading and operation and for at least six months following the completion of decommissioning.	Section 3.3.1	The ESR CEC has established a CCC for the MIP. The CCC will meet quarterly or at a frequency agreed by the Committee members. Section 3.3.1 of this plan discusses the role of the CCC for the Development.
A38	The Applicant must provide all documentation requested by the ER in order for the ER to perform their functions specified in Condition A37 (including preparation of the ER monthly report), as well as: the complaints register (to be provided on a monthly basis); and	Section 3.3.7	Section 3.3.7 address the requirement of this condition.
B77 (l)	A Construction Noise and Vibration Management Plan (CNVMP) must be prepared for the development to the satisfaction of the Secretary. The plan must form part of the CEMP required by C1 and detail how construction noise and vibration impacts will be minimised and managed. The Plan must be consistent with the guidelines contained in the ICNG (DECC, 2009). The plan must be	Appendix B	Appendix B provides a diagram of the complaints handling procedure for construction of the Development. Details of complaint handling regarding noise and vibration are also included in the NVMP required under CoC C1.

CoC	Condition	Plan Section	How Addressed
	<p>developed in consultation with the EPA and include:</p> <p>(l) a community consultation and complaints handling procedure</p>		
B114 (d)	<p>The CTAMP must form part of the CEMP required by Condition C2 and, in addition to the general management plan requirements listed in Condition C1, the CEMP must:</p> <p>d) detail procedures for notifying residents and the community of any potential traffic disruptions.</p>	<p>Section 2.5</p> <p>Table 2-7</p> <p>Section 3.3.2</p> <p>Table 3-3</p>	<p>Table 2-7 and Table 3-3 provide details on how the community will be notified about traffic impacts caused by construction of the Development.</p> <p>Notification will be issued to the community 7 days prior to works that may cause traffic disruptions being undertaken.</p> <p>Details of notification regarding traffic impacts are also included in the Construction Traffic and Access Management Plan (CTAMP) required under CoC C1.</p>
B163	<p>Should the Applicant identify a potential risk to off-site receptors due to PFAS contamination, the Applicant must contact the EPA as soon as practicable to discuss requirements for community consultation.</p>	<p>Section 3.3.2</p> <p>Table 3-3</p>	<p>Table 3-3 details the procedure for community notification regarding potential traffic disruptions.</p> <p>Notification will be issued to the local community 7 days prior to works that may disrupt potential transport routes being undertaken.</p> <p>Details of notifications regarding traffic impacts are also included in the CTAMP required under CoC C1</p>
C21	<p>C21. At least 48 hours before the commencement of construction until the completion of all works under this consent, the Applicant must:</p> <p>(a) make the following information and documents (as they are obtained or approved) publicly available on its website:</p> <p>(i) the documents referred to in Condition A3 of this consent and the final, approved revised Development Layout Drawings, Stormwater Design Drawings, Landscape Drawings and Architectural Drawings for the development;</p> <p>(ii) all current statutory approvals for the development;</p> <p>(iii) all approved strategies, plans and programs required under the conditions of this consent;</p> <p>(iv) the proposed staging plans for the development if the construction, operation or decommissioning of the development is to be staged;</p> <p>(v) minutes of CCC meetings;</p> <p>(vi) regular reporting on the environmental performance of the development in accordance with the reporting requirements in any plans or</p>	<p>Section 2.5</p> <p>Table 2-7</p>	<p>Table 2-7 indicates that the Project website will make the documents listed in this condition publicly available.</p>

CoC	Condition	Plan Section	How Addressed
	<p>programs approved under the conditions of this consent;</p> <p>(vii) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs;</p> <p>(viii) a summary of the current stage and progress of the development;</p> <p>(ix) contact details to enquire about the development or to make a complaint;</p> <p>(x) a complaints register, updated monthly;</p> <p>(xi) the Compliance Reporting of the development;</p> <p>(xii) audit reports prepared as part of any Independent Audit of the development and the Applicant's response to the recommendations in any audit report;</p> <p>(xiii) any other matter required by the Planning Secretary; and</p>		

SSD 10431 Conditions of consent

Table E-2 details CoC that are relevant to this plan from SSD 10431.

Table E-2 Conditions of Consent (SSD 10431)

CoC	Requirement	Plan Section	How Addressed
SSD 10431 Conditions			
B5	<p>Prior to the commencement of construction, a Community Consultative Committee (CCC) must be established for the development of in accordance with the Department's <i>Community Consultative Committee Guidelines: State Significant Projects</i> (2019). The CCC must begin to exercise functions in accordance with such Guidelines before the commencement of construction and continue to do so for the duration of construction and for at least six months following the completion of construction.</p>	Section 3.3.1	<p>The current MIP CCC would continue to exercise its function and will be expanded to include the MPW Stage 3 development to meet the requirements of this condition.</p>
B7	<p>The Planning Secretary may consider a request to expand an existing MPW or MPE CCC to cover the MPW Stage 3 development and to satisfy condition B5.</p>	Section 3.3.1	<p>The current MIP CCC will be expanded to include the MPW Stage 3 development to meet the requirements of this condition and Condition B5.</p>
B20(f)	<p>The Construction Traffic and Access Management Sub-Plan (CTAMSP) must be prepared to achieve the objective of ensuring safety and efficiency of the road network and address, but not be limited to, the following:</p>	<p>Section 3.3.5 Appendix A</p>	<p>Section 3.3.5 outlines the notification process, and Appendix A identifies the notification area.</p> <p>The notification will also be included on the Project website.</p>

CoC	Requirement	Plan Section	How Addressed
	<p>...</p> <p>(f) detail procedures for notifying residents and the community of any potential disruptions.</p>		
B26	<p>Should the Applicant identify a potential risk to off-site receptors due to PFAS contamination, the Applicant must contact the EPA as soon as practicable and notify the CCC to discuss requirements for community consultation and the management of identified risks.</p>	<p>PFAS Management Plan</p>	<p>The PFAS Management Plan outlines the potential risk to off-site receptors, and the requirement of notification of EPA. The CCC would be contacted in accordance with this condition should risk be identified.</p>