

Community Communication Strategy – Addendum

Moorebank Intermodal Precinct – West Precinct South

6 JUNE 2025

MOOREBANK INTERMODAL PRECINCT- PRECINCT WEST- SOUTH

EPBC 2011/6086 Approval and SSD 5066 Development Consent

Community Communication Strategy

Author

Contributor

Approver

Report No J002006250606.02

Date 06/06/2025

Revision Rev 2

Limitations on use and reliance

Aspect Environmental Pty Ltd has prepared this report solely for the use of the Client and those parties with whom a warranty / end-user agreement or licence has been executed, or with whom an assignment has been agreed. Should any third party wish to use or rely upon the contents of the report, written approval must be sought from Aspect Environmental Pty Ltd; a charge may be levied against such approval.

Aspect Environmental Pty Ltd accepts no responsibility or liability for:






- a) the consequences of this document being used for any purpose or project other than for which it was commissioned, and*
- b) the use of, or reliance on, this document by any third party with whom an agreement has not been formally executed.*

The work undertaken to provide the basis of this report comprised a study of available documented information from a variety of sources (including the Client).



Should additional information become available which may affect the opinions expressed in this report, Aspect Environmental Pty Ltd reserves the right to review such information and, if warranted, to modify the opinions accordingly.

© Copyright 2025 ESR Australia & NZ. The concepts and information contained in this document are the property of ESR Australia & NZ. Use or copying of this document in whole or in part without the written permission of ESR constitutes an infringement of copyright. Limitation: This report has been prepared on behalf of, and for the exclusive use of ESR's Client, and is subject to, and issued in accordance with, the provisions of the contract between ESR and the Client. ESR accepts no liability or responsibility whatsoever for, or in respect of, any use of, or reliance upon, this report by any third party.

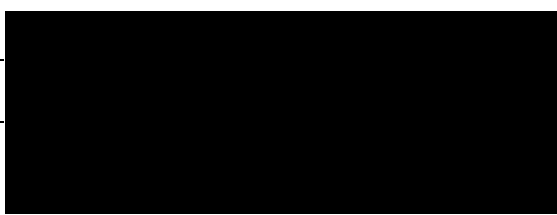
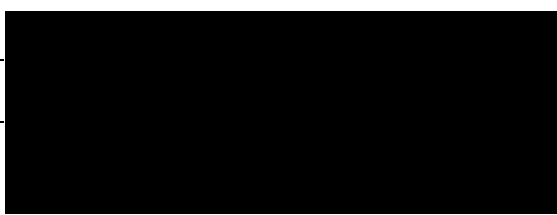
Original Author Details

Author Details	Qualifications and Experience
	<p>BSc, DipEnvStud, MSc</p> <p> has over 30 years of experience in the transport, industrial, water, energy, communications and other sectors. As a project director and project manager,  has broad-ranging experience in managing the preparation of strategic planning studies, environmental assessments and plans, risk assessments and environmental management systems for large and complex programs and projects.</p>
	<p>BEnvSc (Hons1), GradCert EnvPI</p> <p> has 18 years of environmental planning, assessment and management experience in the private sector. This experience includes working on projects ranging in scale from small local development to large complex developments over a long timeframe.</p>

Current Revision Author Details

Author Details	Qualifications and Experience
	<p>LLB (Hons 1)</p> <p>8 years of experience in environmental impact assessments, management plans and compliance reporting.</p>
	<p>BEnvSc (Hons1), GradCertEnvPI</p> <p>18 years of experience in environmental planning, assessment and management</p>

REVISIONS

Revision	Date	Description	Prepared by	Approved by
0F	20/02/2024	Draft for client review		
01	28/02/2024	Final		
02	06/06/2025	Update following CDC approval of Warehouse S4		

Context

This Community Communication Strategy (CCS) – Addendum applies to construction activities being undertaken at the Moorebank Precinct West (MPW) South Site, in Moorebank, New South Wales, under the:

- 2011/6086 Approval issued under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act)
- MPW – Concept and Stage 1 State significant development (SSD 5066) Development Consent
- Revised Environmental Management Measures (REMM) presented in the MPW Concept Plan Supplementary Response to Submission (RtS) (August 2017)
- Applicable complying development conditions issued with the following Complying Development Certificates (CDC) in accordance with Chapter 6 of the *State Environmental Planning Policy (Transport and Infrastructure) 2021* (TISEPP):
 - CDC 230736/01
 - CDC 250077/01.

The MPW Stage 2 CCS was originally approved by the (then) Department of Planning, Industry and Environment prior to the commencement of construction, in accordance with Condition of Consent (CoC) A31 of the MPW Stage 2 (SSD 7709) Development Consent.

The MPW Stage 3 (SSD 10431) Development Consent was issued by the Independent Planning Commission on 11 May 2021 and CoC B8 of that development consent required the preparation of a CCS for the project for approval by the Planning Secretary. CoC B9 of the MPW Stage 3 (SSD 10431) development consent allowed for the expansion of the MPW Stage 2 CCS to cover the MPW Stage 3 development and satisfy the requirements of CoC B8 of that development consent. The MPW Stage 2 CCS was subsequently updated to include the requirements of the MPW Stage 3 (SSD 10431) Development Consent and approved by the Planning Secretary.

The EPBC 2011/6086 Approval for the MPW Concept was granted by the Commonwealth Department of the Environment and Energy (now the Department of Climate Change, Environment, Energy and Water (DCCEEW (Cth))) in September 2016. The MPW Stage 2/3 CCS addresses the relevant conditions of approval (CoA) and commitments required by the EPBC 2011/6086 Approval.

This MPW South CCS – Addendum has been prepared to apply communications actions, where relevant, consistently for the construction of the MPW South development and meet the requirements of the relevant conditions under the EPBC 2011/6086 Approval, MPW Concept and Stage 1 (SSD 5066) Development Consent and CDC approvals.

ACRONYMS AND DEFINITIONS

Acronym / Term	Meaning
CAQMP	Air Quality Management Plan
CCC	Community Consultative Committee
CCS	Community Communication Strategy
CDC	Complying Development Certificate
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CoC	Conditions of Consent
Construction area / footprint	Extent of construction works, namely areas to be disturbed during the construction of the Project, as identified in the CDC
Contractor's CLM	Contractor's Community Liaison Manager
Contractor's CM	Contractor's Construction Manager
Contractor's EM	Contractor's Environmental Manager
EIS	Moorebank Intermodal Terminal Project, Environmental Impact Statement, Parsons Brinckerhoff
Environmental incident	An occurrence or set of circumstances that causes or threatens to cause material harm and which may or may not be or cause a non-compliance. Environmental incidents include pollution incidents and environmental emergencies. Environmental incidents may arise from natural (e.g. storm, wind or bushfire) or human factors.
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ESR CM	ESR Communications Manager
Material harm	Harm that involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial, or results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment)
MPE	Moorebank Precinct East
MPW	Moorebank Precinct West
MPW Concept Development Consent	MPW Concept (SSD 5066) Development Consent, granted by the Minister for Planning on 29 September 2014 for the development of an intermodal terminal facility including a rail link connecting the site to the Southern Sydney Freight Line, an intermodal terminal, warehousing and distribution facilities and a freight village.
MPW Concept EPBC Act Approval	Commonwealth Approval (No. 2011/6086) granted in September 2016 under the Environment Protection and Biodiversity Conservation Act 1999, for the impact of the MPW Project on listed threatened species and communities (sections 18 and 18A of the EPBC Act) and Commonwealth action (sections 28 of the EPBC Act).
Non-compliance	An occurrence, set of circumstances, or development that results in a non-compliance or is non-compliant with the MPW Concept (SSD 5066) Development Consent or EPBC Act Approval (EPBC 2011/6086) Approval but is not an incident.
PD	Precinct Developer

TABLE OF CONTENTS

1. Introduction.....	8
1.1. Project Approvals	10
1.2. Purpose and Application	10
1.3. Objectives and Targets	10
2. Environmental Management.....	12
2.1. Legislative Requirements	12
2.1.1. Compliance Matrix.....	12
2.2. Roles and Responsibilities	15
2.3. Training	16
2.4. Incident Management	16
2.5. Communication Tools	17
3. Implementation	22
3.1. Stakeholder Identification.....	22
3.2. Community Communication Process.....	27
3.2.1. Community Consultative Committee	27
3.2.2. Notification Timeframes.....	27
3.2.3. Approvals Process.....	28
3.2.4. Out of Hours Work.....	29
3.2.5. High-Noise Activities and Traffic Disruptions	29
3.2.6. Crisis Management.....	30
3.2.7. Complaints and Enquiries.....	30
3.2.8. Media and Government Resolutions	31
4. Monitoring and Review	32
4.1. Review and Improvement	32

LIST OF TABLES

Table 1-1 Objectives and targets	11
Table 2-1 Approvals and consents compliance matrix.....	13
Table 2-2 Roles and responsibilities	15
Table 2-3 Communication tools	18
Table 3-1 Stakeholder identification.....	22
Table 3-2 Engagement timeframes.....	27

LIST OF FIGURES

Figure 1-1 MPW South Site location	9
--	---

1. Introduction

This CCS – Addendum has been developed to provide the mechanism by which to facilitate communication, when required, with Liverpool City Council and community stakeholders during the construction phases of the MPW South Project.

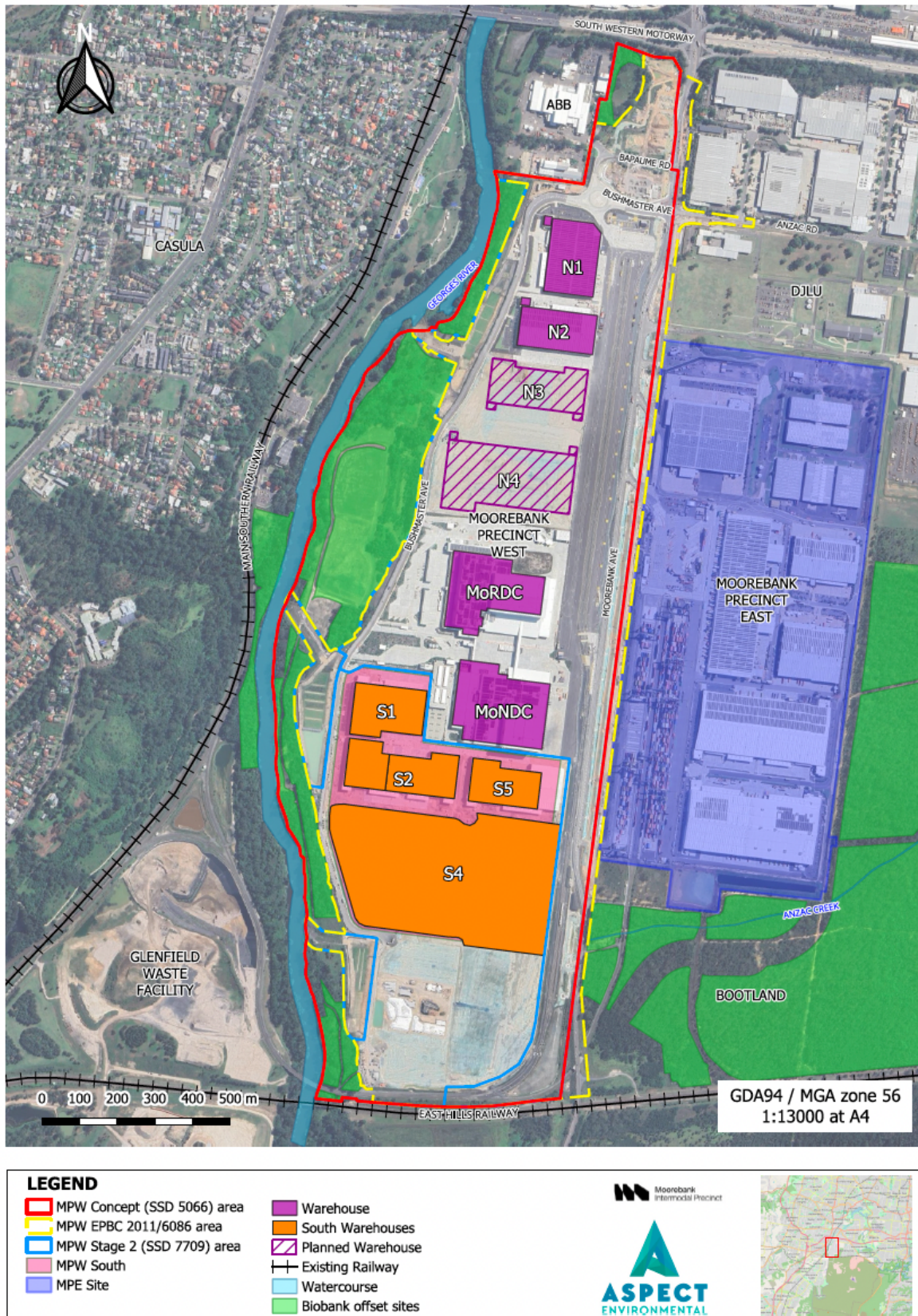
Within this plan, a strategy has been established to outline the contractor's approach to the management of community engagement, which complements the MPW Stage 2/3 CCS. This CCS – Addendum addresses the relevant requirements of the Project approvals, and is applicable from pre-construction through the completion of construction. The requirement of an Operational CCS will be reviewed at this time.

Additionally, this CCS – Addendum addresses all applicable guidelines and standards specific to the management of community engagement during both pre-construction and construction.

The location of the MPW South Site is shown in Figure 1-1.

The Project involves the construction and operation of four warehouses ('S1', 'S2', 'S4' and 'S5') on the MPW South Site, as well as ancillary works including landscaping and infrastructure.

Figure 1-1 MPW South Site location



1.1. Project Approvals

The Project was approved under both the Environmental Protection and Biodiversity Conservation Act (EPBC Act) and *Environmental Planning and Assessment Act* (EP&A) Act. The approvals and consents granted under these Acts include conditions relevant to construction.

The EPBC 2011/6086 Approval was granted on 27 September 2016 and does not include specific conditions relevant to community communication during construction.

The SSD 5066 Development Consent was granted on 3 June 2016. The consent, excluding those conditions related to Stage 1 (early works), are applicable to the project.

CDC 230736/01 for the Project was issued under the TISEPP on 27 February 2024. A subsequent CDC (250077/01), for the construction and operation of Warehouse S4, was issued on 29 May 2025. The CDCs include conditions relevant to the construction of the Project but not specifically relevant to community communication and to this Addendum.

The compliance of this CCS – Addendum with the relevant conditions of the approvals and consents is detailed in Section 2.1.

1.2. Purpose and Application

This CCS – Addendum has been developed to address the relevant requirements of the Project approvals, and aims to demonstrate how communications with community and stakeholders will be facilitated during construction of the Project.

It has been prepared to align with the MPW Stage 2/3 CCS and was developed in reference to the following documents:

- Moorebank Intermodal Terminal Project Environmental Impact Statement, Parsons Brinkerhoff October 2014
- MPW South CEMP – Addendum.

This CCS – Addendum will be implemented for the duration of the MPW South. Construction will be undertaken in accordance with the most recent version of this CCS – Addendum.

1.3. Objectives and Targets

As the developer of MPW South, ESR will lead all stakeholder and community engagement activities. ESR contractors will communicate and engage with key stakeholders and the community, when approached directly or with the prior consent of EST.

The objectives and targets of this CCS – Addendum are outlined in Table 1-1.

Table 1-1 Objectives and targets

Objective	Target	Timeframe	Accountability
Minimise project related complaints through consultation and awareness	< 3 substantiated complaints per month	Throughout construction	Contractor's PM
Provide accurate, timely and reliable information about construction activities and impacts	100% of communiques are delivered within project timeframes specified in Section 3.3.2	Throughout construction	Contractor's PM
Under the guidance of the ESR Community Engagement Manager (CEM), 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 CEM

2. Environmental Management

2.1. Legislative Requirements

The regulatory framework for the Project is outlined within the Compliance and Obligations Register (refer to Appendix A of the MPW South CEMP – Addendum). This register identifies the requirements of the Project Approvals and where they are addressed. It also identifies relevant legislative instruments, their key objectives and relevance to the Project, including legislative and voluntary obligations, permits and licences, standards and guidelines.

Where updated or revised versions of guidelines, protocols, standards or policies, or a replacement of them are available, the most recent versions should be applicable to this Plan.

2.1.1. Compliance Matrix

The conditions specific to the development of this CCS – Addendum are detailed in Table 2-1.

Table 2-1 Approvals and consents compliance matrix

CoA/ CoC	Requirement	Section	How Addressed
EPBC 2011/6086 Approval			
The EPBC 2011/6086 Approval did not include any conditions relating to community communications.			
SSD 5066 Development Consent			
The SSD 5066 Development Consent did not include any conditions relating to community communications during the construction of future stages of the Project.			
REMM			
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>Section 2.5</p> <p>Section 3.3</p>	<p>Section 2.5 provides details on the measures that will be made available to encourage community involvement in the Project including the 24-hour telephone number, email address, postal address website and the CCC.</p> <p>Section 3.3 outlines communication and engagement timeframes to be adhered to by the contractor when responding to complaints and/or enquiries.</p>
2B	The CEP would be prepared to ensure:	<p>Section 2.5</p> <p>Section 3.3</p>	Section 2.5 provides details on how ESR will communicate with the community to ensure they are aware of the Project and that information is accurate and easily

	<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>accessible.</p> <p>Section 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>
--	--	--

CDC 230736/01

The CDC did not identify conditions relating to community communications.

CDC 250077/01

The CDC did not identify conditions relating to community communications.

2.2. Roles and Responsibilities

Key roles and responsibilities associated with the implementation of this CCS – Addendum are detailed in Table 2-2.

Table 2-2 Roles and responsibilities

Roles	Responsibilities
ESR Communications Manager (ESR CM)	<p>The CM 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 this CCS – Addendum • 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 EM and CLM on environmental complaints received from the public.
ESR Precinct Developer (PD)	<ul style="list-style-type: none"> • Responsible for management of all media enquiries
ESR Environmental Representative (ESR EM)	<ul style="list-style-type: none"> • Monitor implementation of this CCS – Addendum • Complete environmental reporting and auditing requirements • Attend stakeholder meetings • Review complaints and complaint closeout actions and responses • Review the CCS – Addendum and address all relevant regulatory and Project requirements • Review and update the CCS – Addendum as required • Issue a stop work direction immediately where an unacceptable environmental or community impact may occur
Contractor's Community Liaison Manager (Contractor's CLM)	<ul style="list-style-type: none"> • Implement this CCS – Addendum • Assist the ESR CM in the management of the relevant enquiries and complaints in accordance with the CCS – Addendum • Communicate results of complaint, audit report findings and incident investigations to the community and relevant stakeholders
Contractor's Environmental Manager (Contractor's EM)	<ul style="list-style-type: none"> • Assist the Contractor's CLM in the management of community complaints where required • Address CoC and other project requirements and attend stakeholder meetings as required • Report to the ESR EM on matters relating to environmental management and where community impacts may result.

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 ensure actions/resolutions are implemented • Provide information for reporting as required • Attend stakeholder meetings as required
All Personnel	<ul style="list-style-type: none"> • Report any community interaction to the Contractor's CLM • 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 • Report any community interaction to the Contractor's CLM

2.3. Training

All personnel working on the Project shall undergo general environmental awareness training and training about their responsibilities under the MPW South CEMP – Addendum and sub-plans and other relevant post approval documents (including this CCS – Addendum) in accordance with Section 2.7 of the MPW South CEMP – Addendum. Records of Project 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 of the MPW South CEMP – Addendum. 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

Table 2-3 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 Project.

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.

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

Table 2-3 Communication tools

Tool	Purpose	Responsibility
Project Contacts		
Project Email	<p>moorebank@tsamgt.com</p> <p>This email is the primary contact point for use on the project and managed by the ESR CM. Incoming emails relating to the Project will be redirected to the Contractor's CLM for actioning, as necessary.</p>	ESR CM
24 Hour Project information line	<p>1800 986 465</p> <p>The ESR CM will be responsible for managing the information line. All calls coming through to the line will be triaged to the appropriate package of work.</p>	ESR CM to direct calls to Contractor's CLM or Contractor's Environmental Manager who will manage these appropriately
Postal address	<p>Moorebank Intermodal Precinct c/- TSA Management Level 15, 207 Kent Street, Sydney NSW 2000</p> <p>The ESR CM will be responsible for managing incoming letters. Where required, letters will be triaged to the appropriate package of work.</p>	ESR CM
Community Information		
Project Website	<p>www.moorebankintermodalprecinct.com.au</p> <p>The Project website will be managed by the ESR CM and relevant content provided by the Construction Contractor would be made available. This content would include:</p> <ul style="list-style-type: none"> • All statutory approvals for the Moorebank development • Summary of the current stage and progress of the development 	Contractor's CLM to provide information to ESR CM

	<ul style="list-style-type: none"> • 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>	
Website and newsletter community update	Project updates will be posted on the website.	Contractor's CLM to provide detail to ESR CM
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 • Changes to traffic, parking or access <p>Community notifications include all Community Updates, Out-of-Hours notices, project 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 project contact numbers, details of the Project website and an email address to refer any enquiries.</p>	Contractor's CLM to provide detail to ESR CM and ESR CM to approve and distribute
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 project 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>	Contractor's CLM to provide detail to ESR CM and ESR CM to approve and distribute
Face to face, phone calls, letters	This may include door knocking, face to face contact or phone calls with affected residents or businesses. Particularly if works impacts on individuals.	Contractor's CLM with ESR CM in attendance

	<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>	
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>Project contact details will be included in on-site signage</p>	Contractor's CLM with ESR CM liaison
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 Contractor's CLM and Construction Manager (or delegate). ESR CM will be notified and attend if required.</p> <p>Details of the meeting will be recorded in Consultation Manager.</p>	Contractor's CLM and ESR CM to organise meetings
CCC meetings	<p>The CCC will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Project, 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 Project, consider community issues and concerns, review environmental impacts of the Project and provide information on the progress of the Project.</p>	ESR CM to attend.
Communication coordination meetings	<p>Fortnightly meetings between the Construction Contractor and ESR will be undertaken. This may include subcontractors as required.</p>	Contractor's CLM to attend

Reporting		
Monthly	A monthly report summarising key stakeholder engagement activities will be provided to ESR. Contractor's CLM	
Consultation Manager	Consultation Manager is a database which will be used by ESR CM to record any stakeholder engagement.	ESR CM. Contractor's CLM to provide information to ESR CM
Training		
Site induction, pre-start meetings and toolbox talks	<p>All site staff will attend the site induction which will outline the project community requirements.</p> <p>Pre-start meetings and toolbox talks will be used to reiterate this message and detail specific concerns as required.</p>	Contractor's CLM and Contractor's Environment Manager

3. Implementation

3.1. Stakeholder Identification

Various stakeholder groups will be consulted at different times throughout construction of the Project. 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	[REDACTED]	Collaborate
		[REDACTED]	
		[REDACTED]	
		[REDACTED]	
	Aspect Environmental P/L	[REDACTED]	
	Contractors	FDC Building and Fitout	
		[REDACTED]	
		[REDACTED]	
		Richard Crookes Construction	
		[REDACTED]	
		[REDACTED]	
Government Agencies	Department of Planning, Housing and Infrastructure	1300 305 695	Consult/ Involve
		1300 420 596	
	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
	Department of Climate Change, Energy, the Environment and Water - Water	1300 081 047
		Ambulance NSW (02) 9320 7777
		Police NSW 131 444
	State Emergency Services	NSW RFS (02) 8741 5555
		NSW Fire and Rescue Service (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 1300 038 500
	Australian Rail Track Commission (ARTC)	(02) 8217 4366
	Australian Competition and Consumer Commission (ACCC)	1300 302 502 1300 302 021f
	Transport Management Centre	131 700
	Utilities companies	Sydney Water 13 20 92



		Endeavour Energy 133 718 131 003 gipa@endavourenergy.com.au	
		Jemena 1300 131 871	
		Telstra 13 22 00	
		AGL Upstream Investments 131 245	
		AAPT 1800 801 036	
Federal Government Ministers	Minister for Infrastructure, Transport and Regional Development	Minister for Infrastructure and Transport Electorate: 5338 8123 Parliament: 6277 7520	Inform
		Minister for Communications Electorate: 9671 4780 Parliament: 6277 4833	
		Minister for the Arts Electorate: 9750 9088 Parliament: 6277 7320	
	Minister for Finance	Electorate: 6230 04111 Parliament: 6277 7400	
Federal Members	Federal Member for Fowler	Electorate: 9726 3988 Parliament: 6277 4719	Inform
	Federal Member for Hughes	Electorate: 9726 3988 Parliament: 6277 4366	
	Federal Member for Werriwa	Electorate: 9521 6262 Parliament: 6277 2103	
	NSW Minister for Transport and Roads	7225 6060	Inform



State Government Ministers	NSW Minister for Energy and Environment	7225 6020	
State Members	State Member for Holsworthy	9825 3653 holsworthy@parliament.nsw.gov.au	
	State Member for Liverpool	9602 0040 liverpool@parliament.nsw.gov.au	Inform
	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 informationofficer@tharawal.com.au Cubbitch Barta Native Title Claimants Aboriginal Corporation (02) 4684 3829 Darug Tribal Aboriginal Corporation (02) 9622 4081 Darug_tribal@live.com.au Darug Aboriginal Cultural Heritage Assessments (02) 9410 3665 Darug Land Observations daruglandobservations@gmail.com Tocomwal Darug Land Observations (02) 9542 7714 Darug Custodian Aboriginal Corporation 0415 770 163 Darug Aboriginal Landcare Inc 0408 360 814	
	Moorebank Heritage Group	info@moorebankheritage.org.au	
	Pedestrian and bicycle user groups	bmx.info@cycling.org.au	
	East Liverpool Progress Association	Elpa2008@gmail.com 0414978694 (President Mr M. Byrne)	
			Consult / Involve



	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	(02) 8711 7123 reception@casulapowerhouse.com	
	Glenfield Farm	9252 5554 info@hha.net.au	
	Neighbouring businesses	ABB (02) 9821 0111	
	Glenfield Waste Facility	9600 9474 http://www.glenfieldrecycling.com/contact/	Inform
	Ingleburn Business Chamber	Ingleburnchamberofcommerce@gmail.com	
	Liverpool Chamber of Commerce	1300 464 547	
	Sydney Business Chamber, Western Sydney	9466 4429 enquirieswestsyd@thechamber.com.au	
	Wattle Grove Public School	9731 1355 Wattlegrove-p.school@det.nsw.edu.au	
Other	Users of Leacocks Trail/Weaving Garden Path	Community notice in newspapers	
	Local and national media	Campbelltown Macarthur Advertiser 4640 5151 Liverpool Leader 8778 2833 editor@liverpoolleader.com.au	Inform

Liverpool Champion
9794 6082
ihorner@fairfaxmedia.com.au

3.2. Community Communication Process

3.2.1. Community Consultative Committee

As part of the MPE Stage 2 (SSD 7628) development consent, CoC B154 a Community Consultative Committee (CCC) was established for the Moorebank Intermodal Precinct (MPE and MPW). This CCC will remain in place for the Project to meet the requirements of REMM 2A.

The CCC acts as an advisory committee and comprises ESR, Council, members of the local community, stakeholder groups and an independent chairperson. Meetings involve discussion on the progress of the Project, consider community issues and concerns, involve a review of environmental impacts of the Project and provide information on the progress of the Project.

The CCC will operate for the duration of construction. The CCC will meet quarterly unless an alternative frequency is determined in consideration of the stage of the Project, level of public interest and sensitivity of the site and surrounding area.

The frequency of meetings may vary as the project progresses through its different phases of construction. Public interest and sensitivity of the site and surrounding area may also impact the frequency of meetings.

3.2.2. Notification Timeframes

The communication and engagement timeframes to be adhered to by the Contractor are detailed below in Table 3-2. Any external notifications relating to environmental incidents will be managed in accordance with Section 2.8 of the CEMP – Addendum.

Table 3-2 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 or investigations proposed and undertaken 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 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

	<ul style="list-style-type: none"> • 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 the ESR CM.</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 Project 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 CNVMP – Addendum and the Out of Hours Work Protocol for community notification requirements specific to noise.</p>
Project 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>

3.2.3. 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 ESR CM before being submitted to ESR CM and EM 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 MPW South CNVMP – Addendum and Out of Hours Work Protocol.

3.2.4. Out of Hours Work

An Out of Hours Work Protocol has been prepared for construction works undertaken outside standard construction hours. Notification of sensitive receivers will be undertaken in line with measures outlined in Table 3-2.

3.2.5. 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:

- 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 Contractor's CLM
- Contractors CLM to notify ESR EM prior to quarterly CCC Meetings and provide relevant documentation and/or assessment for review and confirmation.
- 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.
- Contractor's CM to review schedule and amend where possible and provide Contractor's CLM details of works being undertaken
- Contractor's CLM to develop content to be included within community notification and submit content to ESR CM a minimum of 14 days prior to works commencing for review and approval

- ESR CM to review and approve notification and distribute to the impacted nearby sensitive receivers a minimum of 7 days prior to the works commencing. ESR CM will also update the Project website with the relevant information. Appendix A of the MPW Stage 2/3 CCS 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.

3.2.6. 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 project 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 the ESR CM.

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

3.2.7. Complaints and Enquiries

Complaints and enquiries may be received directly from stakeholders to members of the Project team, or indirectly via the 24-Hour Project information line, email address or postal address.

Complaints will be logged and passed onto the ESR CM for action and response as appropriate. An approved response will be issued to the complainant to resolve the matter.

The procedures for recording, responding to, and managing complaints and enquiries are included within Appendix B and Appendix C of the MPW Stage 2/3 CCS, respectively.

3.2.7.1. 24-hour Contact

The ESR CM 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 project.

The Construction Contractor will nominate two 24-hour contacts such as the Contractor’s CLM and Contractor’s CM who are available to answer and respond to calls relating to the Project.

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

3.2.7.2. Complaints Register

All complaints and enquiries will be logged in the Consultation Manager Database by the ESR CM. 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 CM
- Verification of the closeout of the complaint
- Any follow up with the complainant.

The register will be available online and updated monthly (online).

3.2.7.3. Dispute Resolution

Should a complaint not be able to be resolved between the complainant and the Project team including ESR, a third-party independent mediator may be used to help resolve the dispute.

3.2.8. Media and Government Resolutions

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

- The Contractor's CLM 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 Project without the written approval of the ESR PD.

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

4. Monitoring and Review

4.1. Review and Improvement

Review and improvement of this plan will be undertaken in accordance with Section 4 of the MPW South CEMP – Addendum. 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 CCS – Addendum will be undertaken in accordance with Section 1.1.5 of the MPW South CEMP – Addendum. Any revisions to this plan may result from:

- Review of this CCS – Addendum
- Internal audits
- 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 Project Approvals
- Identification of opportunities for improvement of deficiencies in the Project system (e.g. through the course of site inspections)
- Following complaints.

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