

About us

Transport Construction Authority (TCA) is an operating entity of Transport NSW and is currently responsible for delivering the South West Rail Link, Rail Clearways Program, Commuter Car Park and Interchange Program, Northern Sydney Freight Corridor Program and Auburn Stabling Project.

The Minister for Transport is TCA's portfolio minister.

Objectives of TCA

The principal objectives of TCA are to develop major railway systems, and to develop other major transport projects in an efficient and financially responsible manner.

Organisational structure

TCA's Chief Executive is Mr Chris Lock. He is responsible to the Minister for Transport and Director General Transport NSW. The role of the Chief Executive is to set the strategic direction of TCA, establish performance targets set out in the Statement of Business Intent and to monitor progress in achieving targets while managing and controlling the affairs of TCA.

The Chief Executive is supported by a corporate governance framework, comprising a management structure and systems to facilitate the transparent demonstration of TCA's decision-making processes and performance. This management structure is a matrix-based functional structure with clear lines of single-point accountability and reporting.

Robust, ongoing guidance by TCA's advisory committees and Executive Committee is designed to ensure good corporate governance is a central tenet across the Authority.

Independent TCA advisory committees

Two independent advisory committees have been established to assist in the effective governance of TCA and support the Chief Executive in the following areas:

1. Finance, Audit and Risk
2. Health, Safety and Environment.

Each advisory committee has an independent Chair and includes independent members and TCA employees.

TCA Executive Committee

The TCA Executive Committee comprises the Chief Executive and the Chief Executive's direct reports. The Executive Committee meets monthly to share information, discuss strategic issues and operational coordination.

Occasional task groups

The TCA currently has four internally resourced occasional task groups to undertake specific tasks or conduct monitoring/reporting activities on behalf of the Executive Committee:

1. Business Systems Task Group
2. Competency Framework Task Group
3. Quality Management Task Group
4. Project Delivery Task Group.

Please see the Governance Framework chart for further information on the relationship between these elements.

Our services, functions and their impact on the community

Considering the community in all that we do is a key corporate value. TCA is committed to establishing genuine relationships with the communities in which we operate. This commitment is driven by the belief that meaningful communication with the community is a crucial element in the successful delivery of our projects.

TCA wants to ensure you can have your say and keep informed about projects in your area.

Having your say

TCA values the input of the community and other stakeholders in the development and delivery of our projects. You are encouraged to contact TCA at any time with questions or concerns regarding any of our activities.

In the planning phase of a project, environmental impact assessment documents are generally placed on public exhibition. During the public exhibition, the community and stakeholders are invited to review the report and provide comments in writing. These comments are often referred to as a submission and can be brief or detailed, depending on the nature of the issues or concerns.

Issues raised in submissions are addressed as part of the planning process and responses are documented in a report that is publicly available.

TCA may also invite feedback from the community and stakeholders at other stages in the project lifecycle, for example during decisions about design aspects of a project.

Visit the project pages of our website to find out more information about community involvement on each of our projects.

Keeping informed

TCA aims to provide high-quality, relevant information and communication channels to ensure the community and stakeholders are involved and advised about issues important to them.

Some of the ways in which this is achieved include:

Dedicated 1800 numbers for enquiries and complaints

The Project Infoline, 1800 684 490, and the Construction Response Line, 1800 775 465, are available for general enquiries and complaints. These numbers are answered 24-hours a day by a professional answering service that will take down your details and the nature of your enquiry and email it directly to the TCA office. Details of complaints will also be forwarded to a pager. Complaints will be responded to within two hours during construction periods. General enquiries will be responded to as soon as possible during business hours. For further information on our complaints handling procedure please [click here](#).

Notifications and newsletters

TCA's construction contractors produce regular notifications regarding upcoming construction activities that may impact on the local community, such as noisy works, traffic and access changes or out-of-hours work. These updates are distributed to letterboxes in the vicinity of the worksite and to people on the project mailing list.

In addition, TCA produces regular newsletters for its projects in the planning and construction phase to provide an overview of progress on the project and outline upcoming planning or construction activities and milestones. These are generally distributed to a wider area than a construction notification and may also be available at public locations, such as libraries and councils.

Community information sessions

Community information sessions may be held for projects in the planning or construction phase to allow interested community members to meet with the project team to discuss a project or specific issues. A community information session is run like an open house – the session is normally around three to four hours long and people can come along at any time during the opening hours.

Community liaison groups

Depending on the extent of impacts from a project on the local community, TCA may form community liaison groups during the construction phase to provide an opportunity for community and stakeholder representatives to discuss construction issues.

Members of the local community and stakeholders are invited to nominate for a position on a community liaison group. TCA aims to have a representative cross-section of interests on the group to ensure an equitable and effective process. Groups meet on a regular basis and are chaired by an independent chairperson.

Advertisements

TCA and its contractors place advertisements in local papers to provide information about issues relevant to the wider community, such as road closures, access changes, opportunities to view documents and provide comments or community information sessions.

Signage

Where appropriate, signage will be erected to advise the local community and commuters about important information, such as traffic or access changes.

Translating and Interpreting Service

TCA encourages the use of the Australian Government's Translating and Interpreting Service for people whose first language is not English who would like assistance with project information. People are advised to contact the Translating and Interpreting Service on 131 450 and ask them to call TCA on (02) 9200 0200. An interpreter will then hold a three-way conversation with the caller and a TCA representative. This service is advertised in relevant community languages on notifications and newsletters where appropriate.

Types of information held by TCA

TCA holds a wide variety of information concerning its operations, procedures and policies. The major categories include:

- paper and virtual files
- emails and letters
- briefing notes, memoranda and minutes
- information booklets and brochures
- policies and procedure manuals
- engineering, construction, architectural, building and expert reports
- contract and tender documents
- maps, plans and photographs, among other document types.

For the most part, TCA's documentation and information exist in the form of registered files held in electronic and physical archives. TCA officers generally create files for specific tasks and functions as well as for administrative and other purposes.

Electronic files are stored on a central database. Strict security and access protocols apply to commercially sensitive and personal information as well as to protected documents, such as submissions made to the NSW Cabinet. Physical files are stored in a variety of locations throughout the organisation. It is common practice to store files with specific officers or work groups most frequently using or accessing the files in question.

Access to TCA information

Requests for information

On 1 July 2010, the *Government Information (Public Access) Act 2009* (the *GIPA Act*) replaced the *Freedom of Information Act 1989* (the *FOI Act*). Under the *GIPA Act*, members of the public have the right to apply for information from TCA on a formal or informal basis.

About the GIPA Act

The *GIPA Act* establishes a comprehensive system for public access to government information in NSW. The objective of the *GIPA Act* is to make government information more accessible to the public by requiring government agencies to make certain sorts of information freely available. The *GIPA Act* also encourages government agencies to release as much other information as possible. Like the *FOI Act* before it, the *GIPA Act* gives the public an enforceable right to access government information, subject to certain restrictions where there is an overriding public interest against disclosure.

As part of the *GIPA Act*'s implementation, the NSW Government established the Office of the Information Commissioner, an independent statutory body, responsible for overseeing access to government information in NSW.

The *GIPA Act* also works in conjunction with other access-to-information systems in NSW, such as the *Personal Information and Privacy Protection Act 1998*.

Mandatory Release/Open Access Information

Section 6(1) of the *GIPA Act* requires NSW Government agencies to make 'open access information' publicly available, unless there is an overriding public interest against disclosure. Section 18(d) of the *GIPA Act* lists six types of open access information, listed below.

- publication guide
- documents tabled in Parliament
- policy documents
- disclosure log of access applications
- register of government contracts
- record of open access information not publicly available.

Proactively released information

Under the *GIPA Act*, TCA is authorised to release information proactively, unless there is an overriding public interest against disclosure.

TCA plans to review the information we proactively release – at a minimum – on the anniversary of the commencement of the *GIPA Act*, starting on 1 July 2011. Information proactively released by TCA is available on our website.

Access applications

Under the *GIPA Act*, members of the public have a legally enforceable right to access government information. Applicants may request any information held by a government agency, including documents, memos, briefs, data, images, sound recordings or other types of information. However, access applications may be refused, if an agency can demonstrate that there is an overriding public interest against disclosure.

Informal applications

TCA will endeavour to publish information on our website, which we believes is of public interest. If you cannot

find information that you believe is of public interest, you can make an informal request for the information to TCA at the contact details below.

However, please note that NSW Government agencies are not required to release information without a formal access application. TCA reserves the right to require members of the public to lodge a formal access application. In particular, TCA would likely require a formal access application if:

- there may be significant public interest considerations that must be taken into account in deciding whether the information can be released
- there may be personal or privacy issues raised by the request
- the request may involve a large volume of information
- the request may require a significant amount of processing time, among other factors.

Formal applications

If the information you are seeking is not available on our website and is not otherwise routinely provided by TCA on request, then you have the right to make a formal access request.

There is no specific form required to make an application. However, the *GIPA Act* requires the access application to:

1. be in writing and sent to the address below
2. clearly indicate that you are requesting information under the *Government Information (Public Access) Act 2009 (NSW)*
3. include a \$30 application fee
4. provide a return postal address in Australia as the address for correspondence
5. include as much specific information as necessary to enable us to identify the information you are seeking.

If your application does not include the above five points, it will be invalid and TCA will not process the request. However, we will contact you to explain the application process, as well as provide advice for resubmitting or validating the request.

Contacting us

GIPA Act access applications for TCA information should be made to:

GIPA Officer
Transport Construction Authority
Locked Bag 6501
St Leonards NSW 2065

Ph: (02) 9200 0217