

Stakeholder and Community Involvement Plan

Epping to Thornleigh Third Track Alliance



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1 Introduction

This plan provides an overview of how communications will be undertaken with the community, the Environmental Representative (independent environmental representative) and Hornsby Shire Council throughout the delivery of the Epping to Thornleigh Third Track (ETTT) Project. The plan includes:

- Stakeholder and issues identification and analysis
- Enquiry and complaints management procedures
- Details of how project information (including details of upcoming work and community engagement activities) will be distributed
- Community feedback opportunities and mechanisms.

1.1. Aims and objectives

In the delivery of communications on the project, the ETTT Project team aims to:

- Build a positive working relationship with the local community and key stakeholders.
- Promptly investigate and where possible resolve issues affecting the community and stakeholders.
- Minimise disruption for commuters and community living adjacent to gates, stations and work sites.
- Proactively communicate to minimise impacts.
- Meet the reasonable needs and desires of the community for information and consideration of their views.

Communication activities will be underpinned by the following key objectives:

- Provide opportunities for stakeholders to be sufficiently informed about the project in a timely manner.
- Provide two-way communication channels and personalised one-to-one contacts to encourage feedback.
- Provide an open, accountable and transparent involvement process which demonstrates how the community and stakeholder input is considered.
- Identify, track and address issues early to implement project controls which minimise further disruption.

All communication activities for the ETTT Project will meet the Conditions of Approval issued by the Minister for the Planning and Infrastructure as well as the Environmental Protection Licence issued by the NSW Environment Protection Authority.

1.2. Plan review

This Stakeholder and Community Involvement Plan will be reviewed and updated as construction activities change to reflect the stage of works, and associated stakeholder engagement activities. Any minor changes to this plan as a result of these reviews will be forwarded to the Environmental Representative for review and approval. Any major changes will result in the plan being resubmitted to the Department of Planning and Infrastructure for review and approval.

2 About the project

The ETTT Project is a key component of the Northern Sydney Freight Corridor (NSFC) Program, a joint Australian and NSW Government initiative to deliver rail freight improvements to the Main North Line between Strathfield and Broadmeadow. The NSFC Program will increase capacity for interstate container freight and remove the most serious bottleneck on the East Coast interstate, which connects Australia's three largest cities (Melbourne, Sydney and Brisbane).

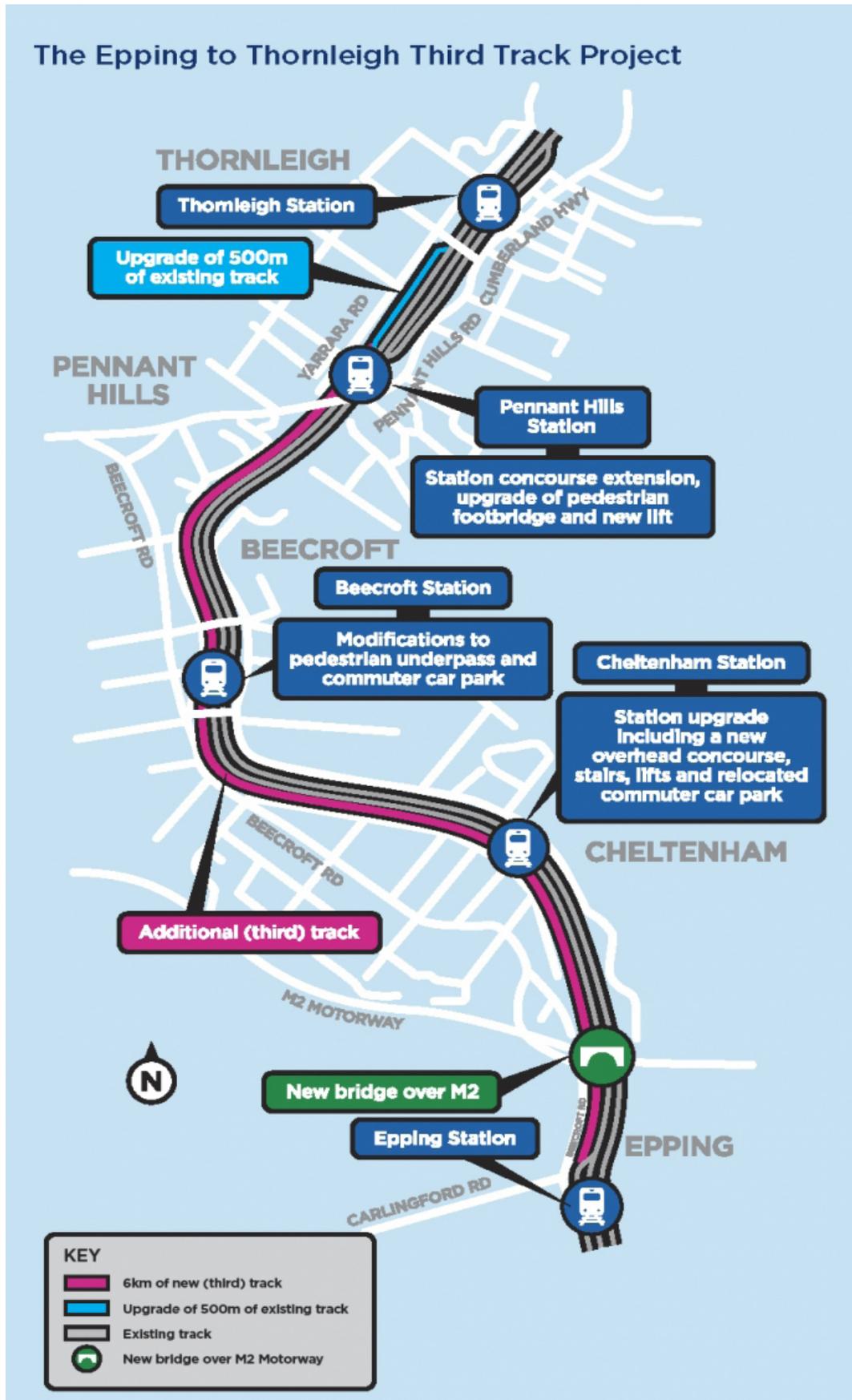
The ETTT Project's primary operational objective is to provide improved network access for interstate container freight services between Strathfield and Hornsby (particularly between 4am and 10pm).

Key features of the project include:

- Construction of approximately six kilometres of new track on the western side of the existing track between Epping and Thornleigh.
- An access upgrade to Cheltenham Station to make it compliant with the Disability Discrimination Act 1982. The new design would include construction of a small concourse (on the southern side of the existing overbridge) to allow space for ticketing facilities, two new lifts and stairs to provide access to the existing platforms.
- Modifications to the pedestrian underpass and commuter car park (retaining existing numbers of parking spaces) at Beecroft Station.
- Construction of a new rail bridge crossing the M2 Motorway and Devlins Creek.
- Extension of Pennant Hills Station concourse, including a new lift and stairs and modifications to Yarrara Road footpath and roadway, and a replacement footbridge south of the station.
- Widening of a number of cuttings along the alignment to accommodate the new third track.
- Modifications to existing services within the rail corridor and in some public areas.

Construction of the project commenced in August 2013 and is due for completion in mid-2016. Figure 1 below provides an overview of the project and some key features.

Figure 1: Project map



3 Stakeholder and issues identification

The ETTT Project team recognises the importance of an open, proactive and positive relationship with internal external and adjacent stakeholders that ensures issues are identified, and wherever possible addressed early to minimise impacts.

3.1. Key stakeholders

The project's community comprises a diverse range of stakeholders that have a direct interest in and or will be affected by the project. They can be broadly grouped as follows:

- Local residents and property owners
- Community and special interest groups
- Local businesses
- Commuters and casual transport users
- Motorists, local transport operators and emergency services organisations
- Elected representatives, Hornsby Shire Council and government departments and agencies (federal, state and local)
- Public utility providers
- Media

A more detailed list of stakeholders is contained in Appendix A of this Plan.

3.2. Key issues

Consultation undertaken through the assessment of the project confirmed that operational noise (both existing and future) is the biggest concern for the community. Other key issues raised are:

- Visual impact to the local area (such as removal of trees and vegetation)
- Construction impacts (noise, traffic and access and dust management)
- Air quality (impact of more freight through the area)
- Strategic justification and need for the project.

The Submissions Report (available on the project website) provides more details of the concerns raised by the community and key stakeholders during the exhibition of the Environmental Impact Statement in late 2012. The Submissions Report details responses to these issues, how they will be managed and changes to the project that were made as a result of suggestions/concerns raised.

A brief overview of some of the key issues and how they will be managed are detailed in Appendix B. More details on the management of these issues is available in the project Environmental Impact Statement, Conditions of Approval and Submissions Report as well as the following documents that are available on the project website:

- Construction Environmental Management Plan
- Urban Design and Landscape Plan
- Operational Noise and Vibration Review
- Transport for NSW Construction Noise Strategy
- Construction Traffic and Access Management Plan
- ETTT Offset Strategy.

Emerging issues will be tracked, reviewed and proactively managed as they arise in line with the objectives set out in Section 1 of this Plan.

4 Communications approach

The project team will work closely with stakeholder groups and the community in a proactive, transparent and timely way to understand individual needs and concerns and where possible make adjustments to the delivery of the project where it results in a better project outcome.

- Key communication principles are to:
- Keep the community and key stakeholders informed in advance of project progress.
- Encourage community participation.
- Ensure 'no surprises' to key stakeholders and the community.
- Listen to feedback, investigate suggestions and adopt them where possible.
- Transparency.

The project team recognise that being open and honest, listening to the community, and ensuring that the community understands proposed construction methods and timelines is the best approach to building effective relationships with the community to assist minimise project impacts.

Productive relationships with Hornsby Shire Council and the independent Environmental Representative will assist the ETTT Project team to minimise impacts associated with the project.

The ETTT Project team will regularly liaise with Hornsby Shire Council to discuss works that will impact pedestrian access, traffic and parking flows, urban design and other items that may be of interest or impact to the local community or Council representatives.

Approval will be sought from Council in the form of Road Occupancy Licences and Road Opening Permits for pedestrian access changes, temporary lane closures, construction works and alternative detours on Council roads. The ETTT Project team will offer briefings to elected Councillors from time to time. The ETTT Project Interface Manager will be the focal point of contact with the Council however other ETTT Project team members will be available to liaise directly on matters that may Council may be interested as required.

The independent Environmental Representative will have regular and direct contact with the ETTT Project team during the construction phase. The Environmental Representative will attend fortnightly meetings with the Environment and Community teams to understand nature of upcoming works discuss potential issues and planned mitigation measures. The Environmental Representative will attend weekly site inspections and undertake periodic audits of ETTT Project's environmental management. The ER will also have daily visibility of all the ETTT Project complaints.

4.1. Communication tools

- The following table outlines the tools that will be used to provide information to and receive feedback from project stakeholders on construction progress and environmental management. Some additional information on notifications, community information sessions and the complaints and enquiry management procedures follow.

Table 1: Proposed communication tools

Communication tool	Detail	Community/stakeholder group targeted
<p>Monthly notifications - Distributed to all the properties along the corridor, emailed to the distribution list and placed on the project website.</p>	<p>This will be generally be in the form of a double-sided A4 notice that provides an overview of construction progress and work planned for a given 4 to 6 week period including details of any out of hours work, traffic, pedestrian, parking or rail disruptions and track-work activity. See section 4.2 for more details.</p>	<p>Residents and property owners in the distribution area and project mailing list.</p>
<p>Targeted notifications - Distributed to properties affected by the specific activity, emailed to the distribution list and placed on the project website.</p>	<p>This will generally be in the form of a double-sided A4 notice that provides additional information of specific construction activities and out of hours works listed in monthly notifications. See section 4.2 for more details.</p>	<p>Stakeholders in close proximity to the works.</p>
<p>Written correspondence (letters/emails)</p>	<p>Sent to provide personalised information about an upcoming activity or in response to queries/complaints from community stakeholders.</p>	<p>Those who may be directly affected by a construction activity or those who have made an enquiry or complaint</p>
<p>Advertisements</p>	<p>Advertisements in local newspapers will be placed at key project milestones or to support major works on key arterial roads by advising the community of project progress and upcoming activities that may impact the community.</p>	<p>Community members and businesses within the newspaper distribution area.</p>
<p>Fact sheets and FAQs - Placed on the project website and made available at the community information sessions and the main project office.</p>	<p>Provide detailed information on project topics of interest, such as operational noise mitigation, construction noise and vibration, vegetation clearing and rock cutting.</p>	<p>Local community including residents, businesses and property owners in the distribution area.</p>
<p>Newsletters - Distributed to all the properties along the corridor, to commuters at local stations, emailed to the distribution list and placed on the project website.</p>	<p>Provide an overview of construction progress, upcoming community engagement activities, work planned for the forthcoming period.</p>	<p>Local community including residents, businesses and property owners in the distribution area, and project mailing list, commuters.</p>
<p>Contact cards</p>	<p>All members of our project team are issued with project contact cards to distribute to members of the community who approach them for project information. The cards feature the project's Infoline and construction complaints line numbers.</p>	<p>Community members and stakeholders on site.</p>

Communication tool	Detail	Community/stakeholder group targeted
Community information sessions	See Section 4.3 for more details.	See Section 4.3
Meetings / doorknocks	<p>Meetings or doorknocks will be used:</p> <ul style="list-style-type: none"> • In circumstances where a discrete section of the community are affected by works (eg. work affecting a particular property) • To deliver information to businesses (eg. delivery of project updates) • As required and appropriate as a follow up to a complaint or enquiry. 	Residents, businesses and property owners In properties adjacent to the existing rail line where work is scheduled in close proximity to specific works or those who have made an enquiry or complaint or have requested to be added to the project mailing list.
Information at train stations and bus stops	Where appropriate, the project team will distribute information at stations along the alignment. The project team may hand out information, leave information at stations to be taken away or display posters at train stations.	Train commuters Bus commuters.
Presentations	Targeted presentations will be developed for specific stakeholder groups, where required (eg. community follow up meetings, council and government agency meetings).	Community members and stakeholders that attend presentations.
Translation service	A foreign languages translation and interpreting service is available for phone enquiries/complaints. Non-English-speaking stakeholders are able to phone a dedicated translation service number to reach a translator who will speak to a member of the Community Liaison Team on their behalf. This number will be promoted on all newsletters and updates.	Stakeholders from non-English-speaking backgrounds.
Phone and email	A project Infoline (1800 684 490) for general enquiries, a 24 hour construction complaints response line (1800 775 465) and email address (projects@transport.nsw.gov.au) will be used to provide stakeholders with means of contacting the project team. All written communication materials will promote these contact points.	All.
Fixed and variable message signs	Placed at key locations and road intersections to advise of path and lane closures.	Motorists.

Communication tool	Detail	Community/stakeholder group targeted
Website	Project information will be available online at the TfNSW website (www.transport.nsw.gov.au/projects). The website displays copies of key current project notifications and updates, as well as general project information, including key project plans. The website will be regularly updated and the URL will be promoted on all written communications.	All.
Communications Management System (Consultation Manager)	<p>Contact with community and stakeholders will be logged in Consultation Manager to maintain a record of communications. The following key details will be recorded in Consultation Manager:</p> <ul style="list-style-type: none"> • Stakeholder’s contact details. • Contact source (1800 phone, email, letter, meeting). • Contact type (complaint, enquiry, feedback). • Issue type (noise, dust, project information). • Date and time of in and out contacts. • Community Liasion Team owner responsible for stakeholder contact. • Response and feedback details. • Attachments including correspondence and reports. • Actions requiring future close out. 	<p>All project related contact with community and stakeholders.</p> <p><i>The ETTT project will comply with the requirements of the Privacy and Personal Information Protection Act 1998 when dealing with personal information.</i></p>
Email distribution list	Newsletters, notifications and factsheets will also be distributed to those residents that opt to get onto the ETTT Project’s email distribution list.	All

4.2. Notification of works

The community will be kept informed of project progress and construction activities that may impact them or the local environment. Activities that would be notified for include:

- Commencement of works in a given location.
- Works outside normal construction hours.
- Works that create additional noise over an extended period (vibratory rolling, rock breaking).
- Works that temporarily change motorist or pedestrian access routes or involving traffic detours.
- Community engagement opportunities.

Notification will be made available (as appropriate) by:

- Letterbox delivery of printed notification.
- Personal visits and/or telephone contact from the Community Liaison Team members, especially for out-of-hours work.
- Adverts in area specific local newspapers (Northern District Times and Upper North Shore Advocate), when required e.g. major traffic changes or impacts.
- Project website and the email distribution list.
- Signage on the external fence of construction compounds.
- Directional signposting (notifying motorist and pedestrian traffic impacts).
- Variable message signs (notifying motorist and pedestrian traffic impacts).

All construction notifications will include project contact details so that people can seek further information or provide feedback on the project.

The table over the page provides a summary of the key forms of proactive notification that will be used to keep the community informed during construction.

Table 2: Community notifications

Type of Notification	Description of use	Delivery timeframe
Monthly construction activity notifications	<ul style="list-style-type: none"> Identifies all construction impacts by local area, including any temporary pedestrian, parking and traffic impacts – letter box dropped to project area (approximately 5,700 residents) and emailed to project distribution list. 	At least 10 to 14 days before the start of the month
Targeted construction notification	<ul style="list-style-type: none"> Identifies construction impacts for location specific construction or traffic/pedestrian activities - hand delivered to specific street areas or properties (as required). 	7 to 14 days prior to works commencing (or closer to the date of works if activity was pre-notified through monthly construction notification).
Doorknocks	<ul style="list-style-type: none"> Provide more detailed information regarding construction or property impacts (as required) Obtain feedback from impacted resident regarding issues for project team to be aware of (eg. pets, young children at home, shift workers). 	Five to seven days prior to works commencing. For emergency works or changes to construction activity, doorknock notification timeframes may be reduced.
Major traffic changes newspaper advertising	<ul style="list-style-type: none"> Alert local area to any temporary traffic or pedestrian changes and associated diversions. 	Usually 10 to 14 days prior to traffic change. Time frames may be shorter if works were notified previously through monthly notifications.
Community information sessions	<ul style="list-style-type: none"> See details below 	At key project milestones.

4.3. Community information sessions

Issue-specific community information sessions are a proactive way to provide information and receive feedback from a wide range of stakeholders on issues that are relevant to the targeted participants.

Community information sessions will be used to address community issues at key project milestones as they arise, to provide information on project progress and seek feedback.

General and issue-specific information sessions will ensure that community members have the opportunity to discuss with the project team issues that are of most interest/concern to them. Specific objectives of community information sessions are to:

- Establish personal contact with the community.
- Encourage participation from relevant community members or groups affected by the issue/s.
- Respond to particular needs and concerns of the community.
- Ensure an open and transparent way of sharing information.
- Provide opportunity for the community to discuss their issues with technical experts.

4.3.1. Structure

Efforts will be made to ensure community information sessions are open and accessible and encourage maximum community attendance and participation. Information sessions will be open to all members of the community. To encourage community participation, invitations to information sessions will be distributed via

monthly project updates or specific project wide newsletters, on the TfNSW website, via posters at train stations and in local newspapers (where relevant).

Usually two information sessions would be held on each topic (one mid week and one on the weekend to allow a wider cross section of the community to attend). They would generally run for two hours depending on the issue and the level of community interest. Community members will be encouraged to drop in at any time during the session that is convenient for them.

Initially these sessions will be held approximately every 3 months and timed to coincide with construction milestones. As the project unfolds, the need to hold these sessions may diminish.

The sessions will preferably be held at recognisable community halls/ facilities, however issue-specific forums may be held in other locations to provide opportunity for more tangible, first-hand discussion.

Educational material, such as posters and newsletters to inform the community and demonstrate how works will be undertaken to minimise the impacts on the community, will be displayed. Where appropriate, these materials will be available for attendees to take home.

Information session attendance sheets to register details of participants will allow the community to provide feedback on construction issues and request further information on particular topics. This information will be entered into the contact management system.

4.3.2. Scope

All community information sessions will have information on upcoming construction activities; however, some sessions will be targeted on other topics of interest to the community, such as:

- Operational Noise and Vibration Review.
- Urban Design and Landscape Plan.
- Traffic and access construction works.
- Environmental management of Endangered Ecological Communities (EECs) and general issues associated with vegetation clearing in areas of the rail corridor visible to nearby residents.
- Noise and vibration mitigation measures associated with major rock cuttings between Beecroft and Cheltenham Stations.

On occasion, community information sessions may be based around a sensitive topic or may attract a high level of community interest. In this event, a follow up meeting may be held to encourage further discussion on the issue. These meetings give the community the opportunity to learn more about the issue and provide more informed feedback. It also gives the ETTT Project team an opportunity to respond to concerns raised at the initial meeting.

4.4. Enquiries and complaints management

Responding to enquiries and complaints promptly and effectively is central to effective project communications and building relationships with the community. Complaints and enquiries will be received via the established project infoline, 24 hour construction complaints line, the project postal address and email address, all of which are listed on the project website. Telephone number, postal address and the email address have been advertised in local newspapers in August 2013, following project approval.

All enquiries and complaints will be recorded in the project contact database. The complaints management system outlined in Appendix C is consistent with AS 4269: Complaints Handling. Key aspects of the enquiry and complaints management procedure are outlined below.

Enquiries

- All phone enquiries will be responded to by the Community Liaison Team by phone within two business hours from the time contact is received.

- All email enquiries will be initially responded to by the Community Liaison Team within one business day of receipt.
- Follow up phone calls and email will be made if required to close out any outstanding issues.

Complaints

- All phone complaints received for the duration of the project will be responded to verbally by the Community Liaison Team within two hours from the time contact is received by the Community Liaison Team.
- Email complaints will be initially responded to within 2 hours if a phone number is provided and within 24 hours if no phone number is provided (in writing).
- Follow up phone calls and email will be made where required to close out any outstanding issues.
- Environmental complaints are sent to the Environment Protection Authority in line with the Environmental Protection Licence requirements.
- A Community Liaison Team member will maintain liaison with the stakeholder until such times as the enquiry has been resolved.
- A detailed written response will (in most cases) then be provided within seven working days. The letter will outline the reason for the complaint and, if applicable, what remedial action has/will been taken, or a response to the questions received.

4.5. Dispute resolution

Wherever possible, disputes will be resolved directly between the project team and the stakeholder.

If the dispute cannot be resolved directly, an independent facilitator (such as the project Environment Representative) may become involved to assist the parties to reach a mutually agreeable solution.

This involvement would generally follow the steps outlined below:

- Brief the independent facilitator on the issue.
- Independent facilitator contacts the complainant to discuss the issue.
- Independent facilitator forms an opinion and provides a suggested way forward for the parties to implement. A meeting between all parties may be called.
- If after this meeting, the dispute still cannot be resolved to the satisfaction of the parties involved, the complaint will be referred to Transport for NSW for further mediation and/or resolution.

4.6. Electronic information

The existing Transport for NSW project website will be maintained during the life of the project. The website will provide information on the current status of the project, project contact details for the community to provide feedback, make enquiries and register complaints, compliance tracking information and copies of the various environmental and planning approvals/plans associated with the project including but not limited to:

- ETTT Environmental Impact Statement September 2012
- ETTT Submissions Report March 2013
- ETTT Conditions of Approval and any future amendments
- Environmental Protection Licence and any future amendments
- Construction Environmental Management Plan and its sub plans
- Stakeholder and Community Involvement Plan

Note: A link may be used in some cases to direct people through to the Leighton Contractors' website; where some of the environmental documentation will be stored (as per the EPL requirements), for example, noise monitoring data collected during night works.

Appendix A

Stakeholder Identification

Stakeholder identification

A comprehensive and representative stakeholder database and general mailing database will be established for the project. This database will comprise information provided by Hornsby Shire Council from their operating records and information obtained by the ETTT Project during the course of the mobilisation and construction phases. The database will be reviewed throughout the project and updated to ensure all stakeholder details are correct and interested parties are added when requested.

The following list identifies individuals, groups and organisations with an interest (or potential interest) in the project. Project communications and consultation will be targeted to address the concerns and interests of these stakeholder/stakeholder groups whilst also providing general, issue-specific information (eg. parking, pedestrian and traffic impacts by suburb) to inform the broader community of construction impacts.

Local residents and property owners

- Residents and property owners in properties adjacent to the existing rail line where work is scheduled
- Residents and property owners residing within the project corridor (200 metre radius from the rail corridor)
- Residents in close proximity to specific works being undertaken
- Residents and property owners who have made an enquiry or complaint or have requested to be added to the project mailing list.

Rail and road commuters

- Rail commuters on the Northern Line between Epping and Thornleigh
- Motorists and bus users on roads affected by project works, particularly the M2, Pennant Hills Road and Beecroft Road.

Schools, educational facilities and childcare centres

- Thornleigh Pre School (Paling Street)
- Pennant Hills Pre School (Fulbourne Avenue and Yarrara Road)
- Hornsby Shire Council's Children's Services Centre (Ramsay Road, Pennant Hills) DOWN track
- Beecroft Buddies Childcare Centre. (Wongala Crescent, Beecroft)
- Beecroft Long Day and Early Learning Centre. (Wongala Crescent, Beecroft)
- Beecroft Out of School Hours Centre (linked to Beecroft Primary School, Beecroft Ro)
- Arden School (Kindergarten to Year 6). Wongala Crescent, Beecroft
- Beecroft Primary School. (Beecroft Road, Beecroft)
- Cheltenham Girls High School. (Cnr Beecroft Road and The Promenade, Cheltenham)
- Our Lady Help of Christians Primary School, Epping – on the UP track
- St Agatha's Catholic Primary School (7 Trebor Road Pennant Hills) – on the DOWN track

Emergency services

- Police – Eastwood Local Area Command (Ethel Street, Eastwood)
- Fire brigade – Beecroft Fire Brigade
- Ambulance.

Councils

- Hornsby Shire Council
- Parramatta City Council - section of corridor adjoining Epping Station (northbound).

Political stakeholders

- The Hon Phillip Ruddock (Federal Member for Berowra).
- The Hon Greg Smith (State Member for Epping).
- Government agencies
- Transport for NSW (TfNSW)
- Roads and Maritime Services (RMS)
- Department of Planning and Environment (DP&E)
- Office of Environment and Heritage (OEH)
- Sydney Trains.
- Environment Protection Authority
- Australian Rail Track Corporate (ARTC)
- Department of Infrastructure and Regional Development.

Transport organisations

- HillsBus (Epping to Pennant Hills)
- TransdevTSL Shorelink (Thornleigh)
- Sydney Buses (Epping)
- The Hills Motorway Limited (for M2 Motorway).

Service and utility provider organisations

- Ausgrid (formerly Energy Australia)
- Sydney Water
- Telstra
- Optus

Sporting and other community facilities

- Cheltenham Tennis Club
- Beecroft Tennis Club
- Pennant Hills Bowling Club

Local community groups and churches

- Beecroft/ Cheltenham Civic Trust
- Pennant Hills District Civic Trust
- Save Beecroft Cheltenham Alliance
- Northern Rail Noise Committee

- Beecroft Community Centre
- Pennant Hills Library and Community Centre
- Beecroft Rotary
- Lions Club of Beecroft/ Cheltenham

Local businesses

- Businesses adjacent to Beecroft Station and Beecroft Village as well as along Yarrara Road near the Pennant Hills Station.

Share public

- Beecroft Village Green.

Appendix B

Key Stakeholder Issue Identification

Issues	Stakeholders impacted	Strategies and communication tools
Concerns over existing freight noise and increased noise as a result of the project	<ul style="list-style-type: none"> Local residents living adjacent to the corridor Local businesses Special Interest Groups (Pennant Hills Civic trust, Beecroft Cheltenham Civic Trust) Elected representatives and Hornsby Shire Council 	<ul style="list-style-type: none"> Deliver noise mitigation in line with the project's CoA. Communicate the process for determining operational noise mitigation (i.e. Operational Noise and Vibration Review (ONVR) process) for the project and how the community will be consulted during this process. Undertake consultation on the ONVR (including holding community information sessions). Where relevant, direct existing noise enquiries to Transport for NSW's Freight and Regional Development Team to manage/ follow through.
Temporary access changes at and around Cheltenham, Pennant Hills and Beecroft stations.	<ul style="list-style-type: none"> Commuters and station staff Local pedestrians (including school students) and motorists Local residents and businesses Less mobile persons Transport service providers (taxi and bus operators), emergency services and local residents Hornsby Shire Council. 	<ul style="list-style-type: none"> Advertise, notify and install way finding signage and posters prior to and during periods of access change. Provide opportunities for the community to contact the project team to discuss impacts and suggest changes to reduce impacts (i.e. via community information session) Provide briefings and meet with most impacted stakeholders (as appropriate). Attend the station construction liaison group to assist identify and plan for changes to access
Road and traffic impacts (predominantly due to station precinct works at Pennant Hills, Cheltenham and Beecroft).	<ul style="list-style-type: none"> Roads and Maritime Services (RMS) for Pennant Hills Road/M2 interface Hornsby Council for all local roads Local motorists Transport service providers (taxi and bus operators) and emergency services Local businesses and their customers. 	<ul style="list-style-type: none"> As above Traffic management plans developed in consultation with RMS/Council will dictate extent of temporary impacts and further management activities.

Issues	Stakeholders impacted	Strategies and communication tools
Changes to commuter and timed car parking	<ul style="list-style-type: none"> • Commuters, local residents and local businesses • Less mobile persons • Disabled groups. • Sydney Trains 	<ul style="list-style-type: none"> • Advertise, notify and install way finding signage and posters prior to and during periods of changes to parking. • Doorknock residents and businesses. • Maintain flexibility in construction schedule where possible to minimise resident and business impacts, in consultation with resident and business owners.
Temporary modifications to bus services/bike paths	<ul style="list-style-type: none"> • Bus operators and users • Less mobile persons • Cycle groups • Neighbouring businesses/ residents 	<ul style="list-style-type: none"> • Advertise, notify and install way finding signage and posters to communicate changed conditions. • Individual briefings with stakeholder groups, as required. • Way finding/ detour signage.
Construction noise, vibration and dust impacts	<ul style="list-style-type: none"> • Property owners/ residents • Local businesses and their customers • Station staff and commuters • Sensitive receivers (eg. childcare facilities, schools, churches) in close proximity to the rail. 	<ul style="list-style-type: none"> • Distribute regular notifications to provide details of upcoming works and management strategies. • Doorknocks when appropriate to discuss high impact works and opportunities to reduce impacts. • Provide opportunities for the community to contact the project team to discuss impacts and suggest changes to reduce impacts (i.e. via community information session) • Deliver works in line with environmental approvals and Construction Environmental Management Plan (available on the project website).
Vegetation removal and revegetation and other visual impacts	<ul style="list-style-type: none"> • Local (and neighbouring) residents and businesses • Hornsby Shire Council • Environmental Representative • Environment Protection Authority • Department of Planning and Infrastructure • Local environmental groups 	<ul style="list-style-type: none"> • Develop and consult on the Urban Design and Landscaping Plan and principles (Approved in May 2014) • Notifications and doorknocks with directly impacted stakeholders • Liaison with construction team to understand tree clearing requirements and suggest alternatives to reduce community impacts, if possible. • Develop biodiversity offset strategy

Issues	Stakeholders impacted	Strategies and communication tools
<p>Rock cutting works adjacent to residential areas, particularly in Cheltenham and Beecroft. (vegetation clearing/degraded visual amenity; noise, vibration and dust impacts; construction access routes, materials haulage through residential streets)</p>	<ul style="list-style-type: none"> • Neighbouring land/property owners and residents and sensitive receivers (i.e. schools) • Local environmental groups. 	<ul style="list-style-type: none"> • Distribute notifications/ fact sheets outlining cutting construction methodologies and analysis of options considered • Hold community information sessions to explain construction impacts/complexity of cutting challenges and opportunity for community feedback and discussion. • Notification that include details of works, including truck haulage routes, timing, construction activity and impacts • Regular briefings with Council to discuss haulage routes, environmental management activity and impacts on local traffic and parking • Meet with sensitive receivers (such as schools) to discuss works and identify any opportunities to reduce impact of works – i.e. where possible, plan around sensitive periods. • Vibration and noise monitoring to check if impacts are within allowable guidelines.
<p>Impact to local businesses</p>	<ul style="list-style-type: none"> • Local business owners 	<ul style="list-style-type: none"> • Community liaison team members will door-knock local businesses in Beecroft and Pennant Hills on a regular basis to deliver notifications and undertake general checks on how impacts are being experienced, • Contact with the Hornsby and District Chamber of Commerce to discuss establish an additional line of communication. • Use and promote local businesses to the project team where possible.

Appendix C

Complaints Management Procedure

