

# Community Communication Strategy

## Albion Park Rail bypass (Stage 2 – Princes Motorway between Yallah and Oak Flats)

### Document details

### e-copy

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## Document control

This Plan interfaces with the other associated plans, which together describe the proposed overall project management system for the project.

The latest revision of this plan is available on the Fulton Hogan server. If any unsigned hard copies of this document are printed, they are valid only on the day of printing.

The revision number is included at the bottom of each page. When revisions occur, the entire document will be issued with the revision number updated accordingly for each owner of a controlled copy.

Attachments/Appendices to this plan are revised independently of this plan.

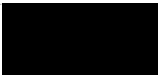
## Revision history

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## Roads and Maritime Services approval and authorisation

<b>Title</b>	Community Communication Strategy Albion Park Rail bypass (Stage 2 – Princes Motorway between Yallah and Oak Flats)
<b>Accepted on behalf of NSW Roads and Maritime Services by</b>	Peter Hawkins
<b>Signed</b>	
<b>Dated</b>	13/11/18

## Environmental Representative endorsement

<b>Endorsed by the Environmental Representative</b>	Toby Hobbs
<b>Signed</b>	
<b>Dated</b>	13/11/18

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## Glossary / Acronyms

APRb	Albion Park Rail bypass, the bypass project
CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plans
CMS	Complaints Management System
CoA	Conditions of approval (State and Federal). State CoA are the NSW Minister for Planning's conditions of approval. Federal CoA are the Federal Minister for the Environment and Energy's conditions of approval.
CM	Consultation Manager
CRM	Community Relations Manager
REMM	Revised Environmental Management Measures
Deed	Construction Deed
DP&E	Department of Planning and Environment
EIS	Environmental Impact Statement
EPA	NSW Environment Protection Authority
EPL	Environmental Protection Licence
ER	Independent Environmental Representative nominated by Roads and Maritime and approved by DP&E
OEH	Office of Environment and Heritage
Roads and Maritime	Roads and Maritime Services
Secretary	Secretary of the NSW Department of Planning and Environment (or nominee, whether nominated before or after the date on which this approval was granted)
SPIR	Submissions and Preferred Infrastructure Report. A report developed to respond to submissions raised during the exhibition of the EIS and assess changes from the EIS
SSI	State significant infrastructure
SWTC	Scope of Works and Technical Criteria
VMS	Variable message sign

## 1. Introduction

### 1.1. Background

This Community Communication Strategy (CCS) has been prepared for Stage 2 of the Princes Highway upgrade between Yallah and Oak Flats (State Significant Infrastructure, SSI 6878), the bypass project.

This CCS has been named in accordance with the Minister's Conditions of Approval (CoA) and addresses the Roads and Maritime Services requirements under the Scope of Works and Technical Criteria (SWTC) for a Community Involvement Plan. This CCS describes the methods used to facilitate communication between Roads and Maritime Services, Fulton Hogan, key stakeholders and the community. This document should be read in conjunction with the Albion Park Rail bypass (APRb) Complaints Management System (CMS).

This CCS interfaces with the other associated plans, which together describe the proposed overall project management system for the project to ensure compliance with the requirements of the Infrastructure Approval, Environment Impact Statement (EIS), Submissions and Preferred Infrastructure Report (SPIR), Construction Deed (the Deed), the SWTC and other associated project documents.

### 1.2. Purpose

The project has been assessed under Part 5.1 (State significant infrastructure - now Division 5.2) of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). This CCS addresses CoA B1, B2, B3, B4, B5, B11(a) and E83 of the APRb Infrastructure Approval and the relevant Revised Environmental Management Measures (REMM) from the SPIR.

The requirements of the conditions and REMM which apply to the CCS are listed in Table 1 below, together with the cross-reference to where the requirements are addressed in this CCS. Further details of how the conditions are addressed are provided in the sections below.

Table 1: CoA and REMM applicable to the CCS

CoA/REMM	Requirement	Reference
B1	A <b>Community Communication Strategy</b> must be prepared to facilitate communication between the Proponent and the community (including Relevant Council(s), adjoining affected landowners and businesses, and others directly impacted by the SSI), during the delivery of the SSI and for a minimum of 12 months following the completion of the SSI.	This document
B2	<p>The <b>Community Communication Strategy</b> must:</p> <ul style="list-style-type: none"> <li>a) Identify people or organisations to be consulted during the delivery of the project</li> <li>b) Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the SSI</li> <li>c) Identify opportunities to provide accessible information regarding regularly updated site activities, schedules and milestones at each construction site</li> <li>d) Identify opportunities for the community to visit construction sites (taking into consideration workplace health and safety requirements)</li> <li>e) Involve construction personnel from each construction site in engaging with the local community</li> </ul>	<p>Section 2</p> <p>Section 5.4</p> <p>Section 5.4</p> <p>Section 5.4</p> <p>Section 6.7</p>

CoA/REMM	Requirement	Reference
	f) Provide for the formation of issue or location-based community forums, that focus on key environmental management issues of concern to the relevant community(ies) for the SSI; and	Section 5.4
	g) Set out procedures and mechanisms: <ul style="list-style-type: none"> <li>i. through which the community can discuss or provide feedback to the Proponent;</li> <li>ii. through which the Proponent will respond to enquiries or feedback from the community; and</li> <li>iii. to resolve any issues and mediate any disputes that may arise in relation to the environmental management and delivery of the SSI</li> </ul>	Section 5.4, 5.5 and refer to the CMS and Complaints Register
B3	The <b>Community Communication Strategy</b> must be submitted to the Secretary for approval no later than one (1) month before commencement of any works, or within another timeframe agreed with the Secretary.	Section 1.3
B4	Work for the purposes of the SSI must not commence until the <b>Community Communication Strategy</b> has been approved by the Secretary.	Section 1.3
B5	The <b>Community Communication Strategy</b> , as approved by the Secretary, must be implemented for the duration of the works and for 12 months following the completion of construction.	Section 1.3
B11	A website providing information in relation to the SSI must be established before the commencement of works and maintained during the delivery of the SSI, and for a minimum of 12 months following the completion of construction or within another timeframe agreed with the Secretary. The following up-to-date information (excluding confidential, private and commercial information) must be published and maintained on the website or dedicated pages: <ul style="list-style-type: none"> <li>a) information on the current implantation status of the SSI;</li> <li>b) a copy of the documents listed in Table 2 of this approval, and any documentation relating to any modifications made to the SSI or the terms of this approval;</li> <li>c) a copy of this approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval;</li> <li>d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI; and</li> <li>e) a current copy of each document required under the terms of this approval and any endorsements, approvals or requirements from the ER and Secretary, all of which must be published prior to the commencement of any works to which they relate or prior to their implementation as the case may be.</li> </ul>	Section 5.4 Section 5.4.1
E83	Utilities, services and other infrastructure potentially affected by the delivery of the SSI must be identified before works affecting them commence, to determine the requirements for access to, diversion protection, and/or support of such services. The relevant owner and/or provider of services must be consulted to make suitable arrangements for access to diversion, protection, and/or support of the affected infrastructure as required. The Proponent must ensure that disruption to any service is minimised and be responsible for advising local residents and businesses affected before any planned disruption of service occurs.	Section 2.2.2

CoA/REMM	Requirement	Reference
SE01	<p>The Community Involvement Framework will address, but not be limited to:</p> <ul style="list-style-type: none"> <li>■ Consultation purpose and objectives</li> <li>■ Communications tools</li> <li>■ Monitoring and evaluation</li> <li>■ Stakeholder analysis, to provide details on all stakeholders and indicative tools for engaging with these stakeholders</li> <li>■ Procedures for gathering, managing and using feedback provided by stakeholders</li> <li>■ Identification of specific issues, communications and management strategies for: <ul style="list-style-type: none"> <li>- Traffic management (including property access, pedestrian access)</li> <li>- Social and business impacts</li> <li>- Landscaping / urban design matters</li> </ul> </li> <li>■ Construction programming and activities, including extended working hours and out of hours work</li> <li>■ Noise and vibration</li> <li>■ Inquiries and complaints handling framework.</li> </ul>	This document

This CCS describes:

- The stakeholders to be consulted during the implementation of the strategy, including adjoining landowners, local residents, the broader community, key stakeholders and relevant agencies
- The communication tools and activities that will be used to provide regular distribution of information to stakeholders about the reconfiguration works and provide opportunities for community feedback
- Potential construction impacts and methods to proactively manage these impacts.

This CCS is subject to ongoing development, amendment and updating during the bypass project to take into account:

- Changes in the design and construction program
- Changes in community and stakeholders needs
- Changes in the work and the community / stakeholder information requirements.

Note that the requirements of CoA B11(a) (cross referenced in CoA B10) are addressed in the CCS.

### 1.3. Community Communications Strategy scope

This CCS applies to community engagement and communications by Roads and Maritime and Fulton Hogan relating to the bypass project. The bypass project will be delivered in three stages, as described in the APRb Staging Report. A separate CCS will be developed for Stage 3 of the APRb project prior to the commencement of work.



Continuity in communications processes between the three stages of the project will be achieved through the use of the same project phone number and website. In addition, the communications activities and communication tools, as outlined in Table 4 of this CCS, will be consistent for the three stages of the project as appropriate.

The APRb CCS must be submitted to the Secretary for approval no later than one (1) month before commencement of any works, or within another timeframe agreed with the Secretary. Work for the purposes of the SSI must not commence until the CCS has been approved by the Secretary. The APRb CCS, as approved by the Secretary, must be implemented for the duration of the works and for 12 months following the completion of construction.

#### 1.4. Project description

Stage 2 of the project comprises the extension of the Princes Motorway between Yallah and Oak Flats and all associated works including bridges, interchanges (excluding the Yallah interchange) and local road changes or upgrades (excluding any work as part of the Croom Regional Sporting Complex reconfiguration). Refer to Figure 1 of this CCS.

The key features of the bypass project include:

- A 9.8 kilometre extension of the Princes Motorway between Yallah and Oak Flats bypassing Albion Park Rail. The route largely follows the reserved road corridor except for the section around the Croom Regional Sporting Complex
- A central interchange at Albion Park
- A southern interchange at Oak Flats
- Thirteen new bridges including:
  - bridges to carry the motorway over Duck Creek, Macquarie Rivulet and Frazers Creek
  - bridges to carry the motorway over the Princes Highway and Tongarra Road
  - a bridge to carry the motorway over the South Coast Rail Line
  - bridges to carry local roads, and ramps over the motorway
  - bridges to provide improved floodwater conveyance and flood immunity.
- Pedestrian and cyclist facilities to provide east-west connectivity within the area
- Flood management structures
- Local road changes or upgrades
- Relocation of a 390 metre long section of Frazers Creek north of the existing Croom Regional Sporting Complex
- Noise attenuation including:
  - A noise barrier along the western side of the motorway travels Tongarra Road, and on Tongarra Road exit ramp
  - A noise barrier to the north of the motorway from Croome Road in the west to
  - Durgadin Drive in the east
- Street lighting
- Road furniture.

The project requires the use of temporary ancillary sites including:

- Primary and secondary ancillary sites (excluding ancillary site AS10 and the Stage 3 ancillary sites)
- Materials stockpile areas
- Bridge construction support areas
- A workshop for servicing plant
- Materials handling areas
- Intensive work zones.

A full list proposed ancillary sites for the bypass project is provided in SPIR.

Construction activities during the bypass project involve:

- Mobilisation and site establishment
- Establishment and use of temporary ancillary sites
- Clearing, grubbing and topsoil stripping, including clearing of all areas within the bypass project boundary (except within the nominated environmental protection areas,
- Croom Regional Sporting Complex and the Yallah interchange) and temporary ancillary sites
- Construction of site access and haul roads
- Demolition of existing roads and buildings
- Bulk earthwork and haulage of materials
- Construction of drainage structures
- Construction of bridges (including heavy vehicle deliveries of over-sized loads)
- Changes to property access
- Construction of the road pavement
- Signposting
- Installation of lighting and roadside furniture
- Landscaping, waste disposal and rehabilitation of disturbed areas.



## 2. Stakeholder identification

### 2.1. Community overview

Information in the following sections was obtained from the socio-economic assessment presented in the EIS. The assessment identified the suburbs of Albion Park and Albion Park Rail as being in close proximity to the project. The Australian Bureau of Statistics geographical boundaries were adopted for the purpose of analysing demographic and statistical data for these communities.

#### 2.1.1. Albion Park Rail

Albion Park Rail has a population of about 6,900 people, comprising 48.8 per cent male and 51.2 per cent female. The median age of the community is about 40 years old. There are 1,915 families living in Albion Park Rail with an average of 1.8 children in the family.

Of the population, 79.3 per cent were born in Australia, with 5.4 per cent born in England. Other top ancestries in the Albion Park Rail community include Scotland, New Zealand, Netherlands and Germany. The main language spoken at home is English, followed by 0.8 per cent Spanish and 0.5 per cent Macedonian.

Just over half (55.1 per cent) of the community work full time with part time workers comprising 32.9 per cent of the population and 7.3 per cent of the community unemployed.

#### 2.1.2. Albion Park

Albion Park has a population of about 13,300 people, comprising 48.2 per cent males and 51.8 per cent female. The median age of the community is 35 years old. There are 3,674 families in Albion Park with an average of 1.9 children in the family.

Of the population, 82.8 per cent were born in Australia, with 4.6 per cent born in England. Other top ancestries in the Albion Park community include Scotland, Germany, New Zealand and Philippines. The main language spoken at home is English, followed by 0.7 per cent Spanish and 0.6 per cent Italian.

57.5 per cent of the community work full time with part time workers comprising 31.8 per cent of the population, with 0.5 per cent of the community are unemployed.

### 2.2. Key stakeholders

Roads and Maritime carried out extensive consultation with the community and stakeholders in the development of the EIS and SPIR. Community and stakeholder consultation including names and contact details are recorded in the stakeholder management database, Consultation Manager. Fulton Hogan will build on this consultation to ensure the community and stakeholders are consulted with and kept informed about the project.

Stakeholders are recognised as anyone who has a current or future interest in the project and are categorised in Table 2 of this CCS. In addition, the project Construction Environment Management Plan and sub-plans (CEMP) include maps showing nearby residents and businesses, and noise sensitive receivers.

Table 2: Key stakeholders

Stakeholder group	Stakeholders
Directly affected stakeholders and business	<p>Adjacent and directly affected properties and businesses including:</p> <ul style="list-style-type: none"> <li>Properties within 200 metres of the alignment, or 500 metres where controlled blasting is carried out, including: <ul style="list-style-type: none"> <li>Properties that require property adjustments</li> <li>Properties that require architectural / at-house noise treatments</li> <li>Sensitive noise receivers</li> </ul> </li> <li>Businesses within 200 metres of the alignment, or 500 metres where controlled blasting is carried out, including: <ul style="list-style-type: none"> <li>Ravensthorpe</li> <li>Dairy along Illawarra Highway</li> <li>Cleary Bros</li> <li>Holcim</li> <li>Croom Regional Sporting Complex sporting groups and users</li> </ul> </li> </ul>
Wider community	<ul style="list-style-type: none"> <li>Local residents</li> <li>Road users using the existing highway and local roads</li> <li>Motorists using the new motorway and the A1 Princes Highway</li> <li>Motorists using the East West Link</li> <li>Pedestrians and cyclists using the new motorway</li> <li>Local taxi, bus, tour and transport operators</li> <li>Local pre-schools, primary and high schools</li> </ul>
Interest groups and businesses	<ul style="list-style-type: none"> <li>Local businesses in Yallah, Albion Park Rail and Albion Park</li> <li>Albion Park Chamber of Commerce</li> <li>Dapto Chamber of Commerce</li> <li>Illawarra Regional Airport</li> <li>Illawarra Bicycle User Group (iBug)</li> <li>APRb Aboriginal Focus Group</li> <li>Illawarra Local Area Lands Council</li> <li>APRb Flood focus group</li> <li>Illawarra Shoalhaven Joint Organisation</li> </ul>
Government representatives and agencies	<ul style="list-style-type: none"> <li>Minister for Environment and Energy</li> <li>Minister for Planning</li> <li>Minister for Sport</li> <li>Minister for Roads, Maritime and Freight</li> <li>The Secretary, Department of Planning and Environment</li> <li>State Member of Parliament</li> <li>Federal Member of Parliament</li> <li>NSW Environment Protection Authority (EPA)</li> <li>Department of Planning and Environment (DP&amp;E)</li> <li>Office of Environment and Heritage (OEH)</li> <li>Wollongong City Council elected representatives</li> <li>Shellharbour City Council elected representatives</li> <li>Tourism Shellharbour</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>State Emergency Service – Tongarra Road, Albion Park</li> <li>NSW Police – Tongarra Road, Albion Park</li> <li>Ambulance NSW – Captain Cook Drive, Mount Warrigal</li> <li>NSW Rural Fire Service - Airport Road, Albion Park Rail</li> <li>NSW Fire and Rescue Brigade – Russell Street, Albion Park.</li> </ul>

Stakeholder group	Stakeholders
Utility and service providers	<ul style="list-style-type: none"> <li>TransGrid</li> <li>Jemena Networks and Eastern Gas Pipeline</li> <li>Sydney Water</li> <li>Endeavour Energy</li> <li>Telstra</li> <li>Optus</li> <li>TPG</li> <li>NBN Co</li> <li>Sydney Trains and Railcorp</li> </ul>
Media	<ul style="list-style-type: none"> <li>Seven News Illawarra</li> <li>Win News Illawarra</li> <li>ABC Illawarra</li> <li>i98FM</li> <li>96.5 Wave FM</li> <li>Illawarra Mercury</li> <li>Koori Mail</li> <li>South Coast Register</li> <li>The Advertiser Lake Times</li> </ul>

### 2.2.1. Directly affected stakeholders and business

Roads and Maritime and Fulton Hogan will continue to liaise with residents and businesses adjacent to the project using the communications activities and tools outline in Table 2.

Fulton Hogan will liaise with 'directly affected stakeholder and business' outlined in Table 2 including residents, tenants, property and business owners to ensure they are kept informed about the project including any work that may affect them. Stakeholders in this group will receive regular information about the project including work nearby and that may affect them. This could be via email or notification letter. The team will also use meetings and phone calls to keep directly affected stakeholders and business informed.

#### 2.2.1.1. Properties receiving adjustments

Roads and Maritime and Fulton Hogan will continue to liaise with the owners of properties that required adjustments as part of the project. Property adjustment plans will be prepared in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, SWTC and other associated project documents. Fulton Hogan will liaise with residents, tenants, property and business owners to ensure access is maintained during the work, unless otherwise agreed in consultation with the property owner.

#### 2.2.1.2. Properties receiving architectural treatment

Roads and Maritime and Fulton Hogan will liaise with the owners of properties that are eligible for architectural / at-house noise treatment as part of the project. Architectural / at-house noise treatment plans will be prepared in accordance with the Infrastructure Approval, EIS, SPIR, the Deed, SWTC and other associated project documents. Fulton Hogan will liaise with residents, tenants, property and business owners to ensure work is carried out in a timely and respectful manner.

### 2.2.2. Utility and service providers

Utilities and service providers whose infrastructure will potentially be affected by the project are identified in Table 2. Consultation with these utility and service providers will be undertaken before works affecting them commence, to determine the requirements for access to, diversion, protection, and/or support of such services.

Roads and Maritime and Fulton Hogan will ensure that disruption to any service is minimised and will ensure local residents and businesses affected are notified before any planned disruption of service occurs. Notification for planned utility and service distributions will be from the utility and service providers within their specified notice periods. These notifications are in writing and include the specific days and times, reason for the distribution and contact details for enquiries and complaints.

If utility or service disruptions occur outside of standard construction hours, Fulton Hogan will distribute an out of hours work notification letter not less than five days and not more than 14 days before work is to be carried out.

### 2.2.3. EPA and DP&E

The EPA will be notified of incidents causing or threatening material harm to the environment immediately after the person becomes aware of the incident in accordance with the requirements of Part 5.7 of the Protection of the Environment Operations Act 1997. If notification is given to the EPA such notification will also be provided to DP&E within 24 hours after the notification was given to the EPA. For more information, refer to the CEMP.



### 3. Key issues raised by stakeholders

#### 3.1. Previous consultation

Roads and Maritime has carried out consultation with the community and stakeholders during the development of the project. The EIS was publicly exhibited between 28 October 2015 and 27 November 2015.

A total of 108 submissions were received, including submissions from four public authorities and three councils. Of the 101 submissions from the general public and special interest groups, 17 supported the proposal, 30 did not state a position, and 54 objected to the proposal on various grounds.

Roads and Maritime prepared a SPIR which provided a response to issues raised on the EIS and proposed design refinements to the project. The SPIR was on public display between 11 September 2017 and 25 September 2017.

A total of 22 submissions were received by DP&E, 15 from the general public and special interest groups, five from State Government agencies and two from councils. Issues raised were similar to those raised on the EIS, however, concerns about the impact of the changed Albion Park interchange and its impacts on the timing for and operation of the Tripoli Way extension and increased traffic in Albion Park, were raised.

For more information, refer to the APRb SPIR and the Secretary's Environmental Assessment Report.

#### 3.2. Potential issues and strategies

Roads and Maritime and Fulton Hogan understand the importance of proactive consultation and engagement with the community and key stakeholders to address and minimise potential issues and construction impacts.

Refer to Table 3 for the potential issues that are likely, or known to be of interest or concern to community and stakeholders for the project. Emerging issues will continue to be tracked in Consultation Manager (CM), identified and proactively managed.

Table 3: Potential issues, mitigations measures and strategies

Potential issue	Potential key impacts	Communication strategy
<b>Construction impacts including noise, vibration and dust</b>	<p>Potential key impacts cause by:</p> <ul style="list-style-type: none"> <li>Trucks, light vehicles, reversing beepers</li> <li>Earthworks and construction activities including piling</li> <li>Out of hours work</li> <li>Blasting</li> <li>Site compounds and casting yard.</li> </ul>	<p>Any work planned outside of the standard working hours (except in emergencies) will be carried out in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, Environment Protection Licence (EPL) and other associated project documents.</p> <p>The project CEMP and Noise and Vibration Management Sub-plan outline the environmental management practices and procedures that are to be followed during construction including noise, vibration and dust monitoring.</p> <p>The Noise and Vibration Management Sub-plan details how construction noise and vibration</p>



Potential issue	Potential key impacts	Communication strategy
		<p>impacts will be minimised and managed. The plan was developed in consultation with the EPA and is consistent with the relevant noise mitigation guidelines.</p> <p>Informing and/or consulting with nearby residents and businesses about construction activities that may generate excessive noise, vibration and/or dust by:</p> <ul style="list-style-type: none"> <li>Letterbox/email notification and meetings with nearby residents and businesses, as required</li> <li>Information onto the project website</li> <li>Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul> <p>All project personnel and subcontractors will be educated in minimising noise, vibration and dust at the project induction, pre-start meeting and toolbox talks.</p>
<b>Controlled blasting</b>	<p>Impacts of controlled blasting including noise, vibration, dust and road closures</p> <p>Lack of information and consultation about controlled blasting</p> <p>Damage to nearby buildings and structures from controlled blasting</p>	<p>Follow procedures including the Project Management Plans, CEMP and sub-plan (including Blast Management Strategy), that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Inform and/or consult with nearby residents and businesses about controlled blasting:</p> <ul style="list-style-type: none"> <li>Meetings with nearby residents and businesses to provide information about blasting and process for each blast. Meetings to occur before blasting starts and then ongoing during construction, as required and requested by residents and businesses</li> <li>Obtain written agreement from residents and business (based on vibration limit predications) for increased blasting limits in accordance with the EPL</li> <li>Notify residents, businesses and motorists of each controlled blasting.</li> </ul>

Potential issue	Potential key impacts	Communication strategy
		<p>Notification will occur before blasting on the project starts and then 48 hours in advance of weekly blast</p> <ul style="list-style-type: none"> <li>Blasting factsheet and weekly information about planned blasts to be made available on the project website</li> </ul> <p>Property condition inspections will be carried out for buildings and structures adjacent to the project. Copies of property conditions reports will be submitted to owners before major work starts in the area.</p> <p>Responding quickly to enquiries and complaints in accordance with the CMS.</p>
<b>Drainage, stormwater management, erosion, sediment control and water quality</b>	Flooding during large rainfall events, management of erosion and sediment control for temporary work.	<p>Design temporary and permanent work in accordance with the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>The Soil and Water Quality Management Plan details the management of surface water impacts during construction. The plan was developed in consultation with the EPA, Department of Primary Industries (Fisheries and Water) and local councils.</p> <p>Inform and/or consult with nearby residents and businesses about drainage, stormwater management, erosion, sediment control and water quality:</p> <ul style="list-style-type: none"> <li>Meetings with nearby residents and businesses, as required</li> <li>Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul>
<b>Aboriginal and non-Aboriginal heritage</b>	<p>Disturbance and damage to Aboriginal and non-Aboriginal heritage items.</p> <p>Lack of consultation with the local Aboriginal community and key stakeholders.</p>	<p>Follow procedures included in the CEMP including, where appropriate, stop works and contact key stakeholders and organisations.</p> <p>Consultation in accordance with the Roads and Maritimes' procedure for Aboriginal Cultural Heritage Consultation and Investigation.</p>

Potential issue	Potential key impacts	Communication strategy
		<p>The Heritage Management Sub-plan details how construction impacts on Aboriginal and non-Aboriginal heritage is to be minimised and managed. The plan was developed in consultation with the OEH and Aboriginal Representatives.</p> <p>The project site induction to incorporate Aboriginal culture awareness training for all relevant staff and contractors. It is to include Aboriginal culture and history of the area, the location of sites and items that require protection, heritage management measures and protocols, and legal obligations.</p>
<b>Local infrastructure, utilities and services</b>	<p>Existing condition reports to ensure agreed baseline for restoration.</p> <p>Coordination of works with local councils and services providers to minimise any impacts on their assets and programs.</p>	<p>Follow procedures including the Project Management Plans, CEMP and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Consultation with utilities, services and other infrastructure potentially affected by construction and operation to determine requirements for access to, diversion, protection, and/or support.</p> <p>Copies of asset and road conditions reports to be submitted to asset owners before major work starts in the area.</p> <p>Consulting with relevant service utility providers or owners to verify locations, impacts and any protection, relocation or decommissioning work required.</p> <p>Responding quickly to enquiries and complaints in accordance with the CMS.</p>
<b>Operational noise treatment</b>	Lack of understanding by community of how noise treatment is determined.	<p>Follow procedures including the Project Management Plans, CEMP and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Roads and Maritime factsheet about operation noise would be</p>

Potential issue	Potential key impacts	Communication strategy
		<p>made available for interested stakeholders.</p> <p>The noise modelling and a plain language explanation of this data to help nearby residents and businesses understanding predicted noise levels and the mitigation provided from low noise pavement, noise walls and architectural / at-house treatment.</p>
<b>Out of hours work</b>	Disruption to nearby residents and motorists during out of hours work.	<p>Any work planned outside of the standard working hours (except in emergencies) will be carried out in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>The project CEMP and Noise and Vibration Management Sub-plan outline the environmental management practices and procedures that are to be followed during construction including noise and vibration monitoring.</p> <p>Implementing mitigation measure and monitoring noise levels during night work.</p> <p>Notifying affected noise sensitive receivers of works approved outside of standard construction hours not less than five days and not more than 14 days before those works are to be undertaken. The notification must be:</p> <ul style="list-style-type: none"> <li>▪ by letterbox drop or email; and</li> <li>▪ be detailed on the project website.</li> </ul> <p>The notification required by paragraphs (a) and (b) of this condition must:</p> <ul style="list-style-type: none"> <li>▪ clearly outline the reason that the work is required to be undertaken outside standard construction hours;</li> <li>▪ include a diagram that clearly identifies the location of the proposed works in relation to nearby cross streets and local landmarks;</li> <li>▪ include details of relevant time restrictions that apply to the proposed works;</li> </ul>

Potential issue	Potential key impacts	Communication strategy
		<ul style="list-style-type: none"> <li>clearly outline, in plain English, the location, nature, scope and duration of the proposed works;</li> <li>detail the expected noise impact of the works on noise sensitive receivers;</li> <li>clearly state how complaints may be made and additional information obtained; and</li> <li>include the number of the telephone complaints line, an after hours contact phone number specific to the works undertaken outside the standard construction hours, and the project website address.</li> </ul> <p>Responding quickly to enquiries and complaints in accordance with the CMS.</p> <p>All project personnel and subcontractors will be educated in minimising noise, vibration and dust at the project induction, pre-start meeting and toolbox talks.</p>
<b>Lack of project awareness, understanding and incorrect information</b>	<p>Lack of awareness or misinformation about the project.</p> <p>Unauthorised media releases, persons speaking with the media and release of project information</p> <p>Community not knowing how to contact project team.</p> <p>Complaints and issues received that relate to other projects.</p>	<p>Widespread communication material in plain language and graphics about the project is prepared and made available during the project.</p> <p>Use a range of easy to access communication activates and tools to reach the wider community and stakeholders including written communication material, information sessions and displays.</p> <p>Publishing project contact information on all communications material.</p> <p>Responding quickly to enquiries and complaints in accordance with the CMS.</p> <p>All project personnel and subcontractors are to be educated in communications and media protocols at the project induction, pre-start meeting and toolbox talks.</p>
<b>Property and vehicle damage</b>	Property or vehicle damage from construction.	Follow procedures including the Project Management Plans, CEMP and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the

Potential issue	Potential key impacts	Communication strategy
		<p>SWTC, EPL and other associated project documents.</p> <p>Property condition inspections will be carried out for buildings and structures adjacent to the project. Copies of property conditions reports will be submitted to owners before major work starts in the area.</p> <p>Road and Maritime and Fulton Hogan will carry out an investigation for any claims of damage to private vehicles. Each claim is investigated and determined based on its individual facts and circumstances and written notification of the decision will be provided to the claimant.</p> <p>Responding quickly to enquiries and complaints about property and vehicle damage in accordance with the CMS.</p>
<b>Removal of native vegetation and impacts on flora and fauna</b>	<p>Removal of planted and remnant vegetation.</p> <p>Threatened species and ecological communities.</p>	<p>Follow procedures including the Project Management Plans, CEMP and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Informing and/or consulting with nearby residents and businesses about vegetation removal by:</p> <ul style="list-style-type: none"> <li>▪ Consulting with local wildlife rescue groups to ensure fauna found within the work areas are safely relocated</li> <li>▪ Developing key messages about the Biodiversity Offset Package and nest boxes</li> <li>▪ Letterbox/email notification and meetings with nearby residents and businesses, as require</li> <li>▪ Information onto the project website</li> <li>▪ Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul> <p>All project personnel and subcontractors are to be educated in communications and media protocols at the project induction, pre-start meeting and toolbox talks.</p>

Potential issue	Potential key impacts	Communication strategy
<b>Restoration of site compounds and construction areas</b>	Lack of information and consultation about the rehabilitation and restoration areas affected by construction.	<p>Follow procedures including the Project Management Plans, CEMP and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Photographic records of areas likely to be disturbed before major work starts.</p> <p>Consulting with landowners about appropriate standards for restoration.</p>
<b>Site compounds and ancillary facilities</b>	Impact on nearby residents and businesses associated with site compounds and ancillary facilities.	<p>An assessment of the facility in consultation with relevant public authority(s), the relevant local council and ER will occur in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Fencing with material attached (eg shade cloth) will be provided around the construction compounds and other areas to screen views of the construction compounds from adjoining properties.</p> <p>Informing and/or consulting with nearby residents and businesses before site compounds and ancillary facilities are established:</p> <ul style="list-style-type: none"> <li>Letterbox/email notification and meetings, as required</li> <li>Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul>
<b>Socio-economic, property and land use impacts</b>	<p>Temporary impacts on property where located near site compounds and ancillary sites.</p> <p>Impacted social infrastructure and community facilities, including emergency services, are to be consulted with during construction.</p>	<p>Informing and/or consulting with nearby residents about the socio-economic impacts associated with noise, dust and visual impact during construction.</p> <p>Informing and/or consulting with nearby residents, businesses and community groups:</p> <ul style="list-style-type: none"> <li>Letterbox/email notification and meetings, as required</li> <li>Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul>
<b>Traffic management impacts on</b>	Disruptions, delays and temporary detours including reduced speed limits,	Follow procedures including the Project Management Plans, CEMP

Potential issue	Potential key impacts	Communication strategy
<b>motorists, pedestrians and cyclists including traffic changes, detours and access changes</b>	<p>temporary shoulder and road closures and construction access gates.</p> <p>Minimising the impact and maintaining access to local residents, businesses, pedestrians, cyclists, motorists and emergency vehicles.</p>	<p>and sub-plan, that are developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Closures to be planned/works limited to outside of peak traffic periods, weekends, holiday periods and events</p> <p>Consulting with councils on any staging of local road network upgrades and new or modified local road, parking, pedestrian and cycle infrastructure as part of the project.</p> <p>Access to bus stop locations are to be maintained during construction in consultation with bus operators.</p> <p>Pedestrian and cyclist access is to be maintained throughout construction, with signposted outlining the pedestrian and cyclists diversion routes displayed.</p> <p>There is to be advance notification of any construction works that affect pedestrians and cyclists.</p> <p>Any necessary alterations to property access required for the project are to be carried out in consultation with property owners.</p> <p>Emergency services are to be notified in advance of changes to traffic conditions (eg partial or total road closures).</p> <p>Informing and/or consulting with residents, businesses, pedestrians, cyclists, motorists and emergency vehicles:</p> <ul style="list-style-type: none"> <li>▪ Letterbox/email notification and meetings, as required</li> <li>▪ Presentation to key stakeholder groups</li> <li>▪ Information onto the project website and NSW Live Traffic</li> <li>▪ Advertisements, media releases and traffic alerts</li> <li>▪ Email notifications to registered stakeholders</li> <li>▪ VMS to display information about traffic delays and changes</li> </ul>



Potential issue	Potential key impacts	Communication strategy
		<ul style="list-style-type: none"> <li>Signage to direct pedestrians/cyclists to ensure safe usage of footpaths/roads</li> <li>Responding quickly to enquiries and complaints in accordance with the CMS.</li> </ul>
<b>Urban and landscape design</b>	<p>Lack of understanding about the urban and landscape design.</p> <p>Community dissatisfaction with urban design and landscaping.</p>	<p>The Urban Design and Landscape Character Strategy is developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.</p> <p>Informing and/or consulting with nearby residents and interested stakeholders about the urban and landscape design.</p> <p>A range of easy to access communication activates and tools to educate the community and stakeholders about the features and details of the urban and landscape design including using the existing interactive portal and videos, display posters and artist impressions.</p> <p>Responding quickly to enquiries and complaints in accordance with the CMS.</p>

## 4. Community Relations Manager

The Community Relations Manager (CRM) oversees the development, management, coordination and implementation of all community engagement activities. The CRM will be responsible for:

- Handling of enquiries/ complaints management/ interface issues
- Management and maintenance of the document management administration and systems/ contact database
- Liaising with property owners to co-ordinate access and to deal with specific property related issues arising from the upgrade works
- Development and delivery of communication and community engagement strategies, activities and tools
- Preparation of material and facilitating group and public meetings, workshops and forums for the works
- Providing strategic advice and participate with the project teams to improve and enhance the delivery of Roads and Maritime communication services to the community
- Building and maintaining collaborative and consultative working relationships with internal and external stakeholders.

The CRM will be available for contact by local residents and the community at all reasonable times to answer questions and address concerns about the work. This includes during out of hours work and on weekends, as required. The CRM is to have up-to-date information on:

- Emerging stakeholder issues
- Planned traffic arrangements, including any temporary traffic switches and detours
- Planned design and construction activities
- Current landowner discussions
- Planned community and stakeholder consultations
- Complaints and enquiries received and status
- Duties and accountabilities of Fulton Hogan staff
- Commitments to stakeholders made by Roads and Maritime and Fulton Hogan.

### 4.1. Support team

Two full time support staff will assist the CRM in the coordination and implementation of all community engagement activities. This includes attendance at community presentations, meetings and displays outside of standard working hours, as required.

They will be experienced in responding to enquiries and complaints and responsible for updating and maintain the community contacts database, Consultation Manager.

The CRM and support staff will be based within the site office. They will be available between 9am and 5pm Monday to Fridays at the community display centre (excluding public holidays and when no work is occurring onsite).

## 5. Community and stakeholder engagement

### 5.1. Engagement objectives

The Roads and Maritime and Fulton Hogan approach to community and stakeholder engagement is guided by the following key principles:

- Be inclusive and ensure the community and stakeholders have timely, accurate and effective information about the project, detailed design, construction staging and opening
- Be proactive by informing and consulting with the community and stakeholders early to ensure they remain informed as the project progresses and potential issues are identified, addressed and closed out
- Be responsive and provide two-way communication channels allowing enquiries and complaints to be resolved in a timely manner in accordance with Roads and Maritime requirements, Australian Standard ISO 10002-2006 Customer satisfaction and the Commonwealth Ombudsman better practice guide to Complaint Handling
- Be sensitive and recognise that we are guests within the community. Make a genuine and practical effort to carry out work in a way that is courteous, co-operative and minimises construction impacts on nearby residents and businesses, community groups, business along the existing Princes Highway, road users and key stakeholders
- Build positive relationships and reputation that supports future work, leaves a legacy and builds on existing relationships with the community and stakeholders
- Honour all obligations and requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents
- Implement best practice community engagement in accordance with industry standards, particularly with AA1000 Stakeholder Engagement Standard and the International Association for Public Participation Core Values for Public Participation
- Support and improve the local community through volunteering, sponsorship and encourage local participation in supply and employment.

### 5.2. Communications and engagement approach

The objective of communications and engagement during the project is to ensure the community and stakeholders are informed about construction activities and program, access changes and measures in place to minimise construction impacts. Providing accurate and current information is essential to managing community expectations and encouraging an understanding of the project and its benefits.

Fulton Hogan will establish relationships and maintain regular two-way communication with the nearby residents, businesses and key stakeholders to proactively and effectively address and manage issues as they emerge.

Communication and engagement plans for the works will provide details on construction activities and mitigation measures, key messages, communications material, distribution and any other relevant information.

### 5.3. Key messages

Key messages regarding the project include:

- The extension of the M1 Princes Motorway between Yallah and Oak Flats to bypass Albion Park Rail will complete the 'missing link' for a high standard road between Sydney and Bomaderry
- All work will be carried out in accordance with the of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.
- A 'no surprises' approach will be adopted throughout construction by keeping the user groups and stakeholders informed about construction activities, access changes in place to minimise construction impacts
- We will keep the community informed ahead of any traffic changes
- Nearby residents will be notified of any work required outside of standard construction hours
- Opportunities for consultation with the community and stakeholders about timing and mitigation measures for construction activities and proposed changes will be identified where appropriate
- The community, user groups and stakeholders will be kept informed via the project website, social media, email notifications, written notifications and meetings
- Feedback from the community and stakeholders about the work and how impacts can be minimised is welcomed.

### 5.4. Communication tools

A range of communications activities and tools will be used to inform and engage the community and stakeholders about the project. Table 4 below provides an overview of the communication tools that will be used, the aim of each tool and the stakeholder groups involved.

Communications activities and tools will be developed in accordance with the requirements of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.

Table 4: Communication activities and tools

Activities and tools	Description	Audience	Frequency / timing	Specifications
3D animation, videos and online portal	A 3D animation and videos have been developed to show the project location and key features. The videos are available on the APRb project website / online portal.	Road users, community and stakeholder groups, any interested parties.	For the duration of the project. The videos and portal can be accessed by the public at any time from the project website. It will be available at the site office /community display centre and used during site tours and stakeholder meetings and presentations.	
Advertisements	An advertisement will be published in the Illawarra Mercury, South Coast Register, The Advertiser/Lake Times and Koori Mail to inform the community about the telephone number, the postal address and the email address to provide feedback about the project.	Road users, community and stakeholder groups, any interested parties.	In consultation with the Roads and Maritime representative advertisements are to be placed as required, for the duration of the project.	Roads and Maritime is to place all advertisements, including radio. Advertisements must conform to "NSW (Government) Guidelines for Advertising"
Community updates and postcards	Community, postcards and construction updates (newsletters) to inform and engage the community about construction progress, access changes, milestones, relevant project information and any changes to the detailed design.	Road users, community and stakeholder groups, any interested parties.	For major milestones including commencement of construction, traffic changes and opening of new sections of motorway.	The publications will be developed by the contractor in consultation with Roads and Maritime. The publications will follow current Roads and Maritime templates and branding guidelines.
Community information forums	Community information forums will be held where interest from the community has been received through complaints or general interest about key environmental management issues and construction activities including major traffic changes and blasting.	Road users, community and stakeholder groups, any interested parties.	Initially during the commencement of construction, meetings/forums will be held every other month. If over time community interest in the meetings/forums wane, Roads and Maritime may approach DP&E to discuss having less frequent meetings/forums.	The structure of the forums will be informal, chaired by the CRM and subject matter experts from the project team. Roads and Maritime will also be represented. The scope of the forums is to provide opportunities for the community to gain up to date information about the project

Activities and tools	Description	Audience	Frequency / timing	Specifications
				and also voice any concerns. The objectives are to provide information and opportunity for feedback.
Consultation Manager (CM)	CM is an online secure stakeholder management database used to record community and stakeholder interactions.	The Secretary, Roads and Maritime and ER.	For the duration of the project, and for 12 months following the completion of construction.	CM will be updated and maintained with accurate contact details and records of contact to ensure identification and distribution information. Register is to be provided at any staffed or public display locations to enable the community to be included in Consultation Manager.
Contact cards	Business cards with the project contact details will be available for the community and stakeholders.	Road users, community and stakeholder groups, any interested parties.	For the duration of the project.	Contact cards to include phone, email, postal and website details. Contact card to be provided to all staff and subcontractors to provide to community members if approached.
Doorknocking	Doorknocking nearby residents and businesses to inform them of construction activities and out of hours work.	Directly affected residents and businesses	As required, for the duration of the project.	Doorknocks to be recorded in Consultation Manager. Where possible telephone call is to be made before the doorknock occurs.
Display centre / site compound office	A community site office display centre located within the main site compound for community enquiries and complaints about the project.	Road users, community and stakeholder groups, any interested parties.	For the duration of the project.	Open Monday to Fridays from 9am until 5pm (excluding public holidays).

Activities and tools	Description	Audience	Frequency / timing	Specifications
Frequently asked questions (FAQs) and factsheets	FAQs and factsheets are to be prepared for specific topics, as required.	Road users, community and stakeholder groups, any interested parties.	As required, for the duration of the project.	Factsheets are to be available at community information sessions, displays, on the project website, and issued by mail as requested.
Feedback forms	Feedback forms for the community will be used to obtain feedback at meetings, presentations, stalls and information sessions.	Road users, community and stakeholder groups, any interested parties.	As required during feedback / consultation display periods, for the duration of the project.	Feedback forms will be prepared on Roads and Maritime templates and provide to Roads and Maritime for approval prior to issuing to the community.
Live Traffic NSW	Provides real time information about traffic changes for motorists.	Road users, community and stakeholder groups, any interested parties.	Updated with current information as it becomes available, for the duration of the project.	The community will be made aware of the use of the Live Traffic NSW website via the project community updates.
Meetings (one on one and small group)	Meetings with key stakeholders nearby residents and businesses to ensure they are kept information about the project.	Road users, community and stakeholder groups, any interested parties.	Fulton Hogan will proactive offer meetings to key stakeholders nearby residents and businesses. The frequency will be determined by attendees' requests, for the duration of the project.	Meeting notes will be recorded in CM. If formal meeting notes are prepared these will be provided to Roads and Maritime approval prior to issuing to the community.
Notification letters including traffic changes and 'out of hours work' notices	Letterbox notification letters will be used to inform directly affected residents and user groups about any changes that may impact on properties, stakeholders, ground usage and businesses  Activities could include changes to access arrangements, construction of temporary work and permanent changes,	Nearby noise sensitive residents and businesses, road users  Out of hours and high impact/noisy work notifications will be provided	Out of hours work notification letters are distributed not less than five days and not more than 14 days before work is to be carried out.  Notification letters for construction activities and traffic changes will be distributed a minimum of 5 days before the work.	Out of hours work notifications will be developed to address the requirements of the project EPL.  Out of hours work notification letters are distributed not less than five days and not more than 14 days before work is to be carried out.

Activities and tools	Description	Audience	Frequency / timing	Specifications
	controlled blasting, high impact / noisy work and work outside normal working hours. The notification will be in writing and include the specific days and times, construction activities and a map showing where the activities will occur.	to residents and business identified as potentially impacted (based on noise predications)		All notifications will be on Roads and Maritime letterhead unless otherwise agreed by the Roads and Maritime Representative.
Photographic images	Photographs will be taken during construction to visually record the progress of construction.	Road users, community and stakeholder groups, any interested parties.	Monthly and as required, for the duration of the project.	Photographs will be of a professional quality (minimum 300 dpi) and included on the APRb project website as they become available.
Project signage	Project information and supplementary signage.	Road users, community and stakeholder groups, any interested parties.	For the duration of the project.	In accordance with the requirements of the Deed and SWTC.
Project email address	Project email address has been established for the community to provide feedback about the project: <a href="mailto:APRbypass@fultonhogan.com.au">APRbypass@fultonhogan.com.au</a>	Road users, community and stakeholder groups, any interested parties.	Fulton Hogan established a project email address that will be available for the duration of the project. The existing Roads and Maritime project email address (AlbionParkRailbypass@rms.nsw.gov.au) was established in December 2013. This email address will have a forwarding service put in place for emails to be directed to Fulton Hogan's project email account. The Roads and Maritime project email address will be back in service 12 months following completion of the project.	The email address will be included on all project communication material. Emails received and their responses will be recorded in Consultation Manager. Refer to 5.4.1 of this CCS and CMS.
Project information phone number	A 24-hour toll free project information telephone number	Road users, community and	The project information phone has been available since October 2015 and will	The telephone number will be included on all project



Activities and tools	Description	Audience	Frequency / timing	Specifications
	(1800 708 727) has been established for the community to provide feedback about the project.	stakeholder groups, any interested parties.	continue to be available for 12 months following the completion of the project.	communication material All calls received and their responses will be recorded in Consultation Manager. Refer to 5.4.1 of this CCS and CMS.
Project postal address	Project postal addresses has been established for the community to provide feedback about the project: Fulton Hogan Albion Park Rail bypass PO Box 1014 Albion Park Rail NSW 2527	Road users, community and stakeholder groups, any interested parties.	Fulton Hogan established a project postal address that will be available for the duration of the project. The existing Roads and Maritime postal address (PO Box 477 Wollongong) is the regional office postal address, not just for the bypass project. As such, the Roads and Maritime postal address will continue to be monitored by Roads and Maritime. Any letters related to the project will be forwarded to Fulton Hogan for response in accordance with the CMS.	The postal address will be included on all project communication material. All correspondence received and their responses will be recorded in Consultation Manager. Refer to 5.4.1 of this CCS and CMS.
Site tours	Tours to council staff and elected officials, elected representatives, government agencies, management and technical personnel, local schools, businesses and community groups may be arranged, subject to the availability of staff and the work occurring onsite.	Road users, community and stakeholder groups, any interested parties.	As appropriate and as requested or invite	Site tours will be approved by the Roads and Maritime and in accordance with the requirements of the Deed and SWTC. Opportunities to attend upcoming site tours will be communicated to the community and stakeholders via the project community updates.
Social media	Social media posts.	M1 Princes Highway / Motorway Facebook page followers.	For major milestones including commencement of construction, traffic changes and opening of new sections of motorway.	Social media posts to highlight suitable project milestones and information.

Activities and tools	Description	Audience	Frequency / timing	Specifications
Stakeholder presentations	Presentations will be offered and given to council staff and elected officials, elected representatives, government agencies, organisations management and technical personnel, local schools, businesses and community groups.	Agencies, local organisations, key stakeholders, community groups any interested parties.	Fulton Hogan will liaise with existing community groups to attend and present around their existing meeting schedules and presentations.  Councils, agencies and organisations will be offered regular meetings and presentations. The frequency will be determined by attendees' requests.	Approval must be received from Roads and Maritime prior to any stakeholder presentations being agreed to and occurring.
Staffed displays / drop in sessions	Staffed displays / drop in sessions will be held at public venues such as shopping centres, local events or public venues. The displays / drop in sessions allow the project team to provide information and to receive feedback and answer questions from the local community.	Road users, community and stakeholder groups, any interested parties.	Staffed displays / drop in sessions will be held at relevant community events, for the duration of the project.	Roads and Maritime's approval on staffed displays / drop in session is to be obtained before planning and preparation starts.  All properties likely to be affected by construction activities (or otherwise as agreed with Roads and Maritime) and all other relevant stakeholders (eg registered in Consultation Manager) is to be invited to the staffed displays / drop in sessions.  The project may participate in promotional displays associated with key local events and activities (Illawarra Convoy and Wings over Illawarra), including local shows and exhibitions, as required and approved by Roads and Maritime.
Public (static) displays / noticeboards	Roads and Maritime and Fulton Hogan may establish limited duration static displays in public	Road users, community and stakeholder	As required, for the duration of the project.	Roads and Maritime's approval on static displays is required before a location is

Activities and tools	Description	Audience	Frequency / timing	Specifications
	locations to provide the community with information about the project.	groups, any interested parties.		used this may include local councils offices and libraries.
Traffic alerts and media releases	Content for traffic alerts and media releases will be prepared by the contractor and supplied to Roads and Maritime to keep the community and stakeholders informed about construction activities and changes	Media outlets, all road users, community and stakeholder groups, any interested parties	Traffic alerts will be issued when there are substantial impacts to traffic anticipated.  Media releases will be issued for major milestones such as the commencement of construction and the finalisation of construction.	In accordance with the requirements of the Deed and SWTC.  Traffic alerts and media releases will be distributed by Roads and Maritime to key media outlets.
Variable Message Signs (VMS)	VMS will be used to keep the community and road users informed about changes to access conditions and other activities as required	Road users, community and stakeholder groups, any interested parties.	As required	VMS will be in place on affected roads at times when works is occurring in the area that may affect the traffic. These roads may include: <ul style="list-style-type: none"> <li>Princes Highway Southbound at Yallah</li> <li>Princes Highway North bound at Yallah</li> <li>Yallah Road Eastbound</li> <li>Illawarra Highway</li> <li>Tongarra Road</li> <li>Croome Road</li> </ul> East West Link and Oak flats interchange.
Website	A website has been established to provide information to the community about the project: <a href="http://www.rms.nsw.gov.au/apr">www.rms.nsw.gov.au/apr</a>	Road users, community and stakeholder groups, any interested parties.	Roads and Maritime will manage the existing project website. Fulton Hogan will provide updated material for the website as new information becomes publicly available or information on the website becomes out of date, for the duration of the project.	In accordance with of the Infrastructure Approval, EIS, SPIR, the Deed, the SWTC, EPL and other associated project documents.  Information will be published at least five business days before work is planned to

Activities and tools	Description	Audience	Frequency / timing	Specifications
			Fulton Hogan will provide Roads and Maritime photographs monthly to upload on the project website.	occur. Refer to 5.4.1 of this CCS.

#### 5.4.1. Project website

Roads and Maritime has established a website for the project ([www.rms.nsw.gov.au/apr](http://www.rms.nsw.gov.au/apr)). The website was established before the commencement of works and will be maintained during the delivery of the project and for a minimum of 12 months following the completion of construction or within another timeframe agreed with the Secretary.

The following up-to-date information (excluding confidential, private and commercial information) is available (or will be made available when appropriate) on the website:

- Information on the current implementation status of the project
- A copy of the documents listed in Table 2 of the Infrastructure Approval, and any documentation relating to any modifications made to the project or the terms of the Infrastructure Approval
- A copy of the Infrastructure Approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval;
- A copy of each statutory approval, licence or permit required and obtained in relation to the SSI; and
- A current copy of each document required under the terms of this approval and any endorsements, approvals or requirements from the ER and Secretary, all of which must be published prior to the commencement of any works to which they relate or prior to their implementation as the case may be
- The documents listed above will be available on the website prior to the commencement of work or prior to their implementation as appropriate.

#### 5.5. Complaints management

The CMS outlines the approach to managing complaints received during the project and for 12 months following completion of works. A 'complaint' is defined as an interaction with a community member or stakeholder who expresses dissatisfaction with construction activities, staff members, actions or proposed actions.

Fulton Hogan will manage complaints in a manner which assures stakeholders that their issues and concerns are taken seriously. Where a complaint has been investigated and remedial action is found to not be required, Fulton Hogan will explain this investigation outcome to the stakeholder. The CMS will be publicly available on the project website throughout construction.

##### 5.5.1. Facilities for receiving enquiries and complaints

Fulton Hogan has established a project email and postal address in accordance with CoA B9. The email and postal accounts will be regularly monitored to receive and respond to customer feedback and enquiries.

The community information line (1800 708 727) was established by Roads and Maritime in October 2015. Fulton Hogan will manage the information line during construction. The telephone number will be available for the duration of the work and from 12 months following completion of construction.

All approaches from the community and stakeholders will be registered in the project's CM stakeholder database.

The facilities established for receiving enquiries and complaints about the project during construction are shown in Table 5.

Table 5: Facilities for receiving enquiries and complaints

Facility	Purpose	Detail
Community information line	The 1800 telephone number for the registration of complaints about the works 24 hours a day, 7 days a week	1800 708 727 (toll free)
Email address	The email address allows stakeholders and the community to transmit electronic complaints about the works	<a href="mailto:APRbypass@fultonhogan.com.au">APRbypass@fultonhogan.com.au</a>
Postal address	The postal address allows stakeholders and the community to send written complaints about the works	Fulton Hogan Albion Park Rail bypass PO Box 1014 Albion Park Rail NSW 2527

The telephone number, the postal address and the email address will be published in newspapers circulating in the local area (Illawarra Mercury, South Coast Register, The Advertiser/Lake Times and Koori Mail) prior to the commencement of the works and prior to the commencement of operation of the project. This information is provided on the project website ([www.rms.nsw.gov.au/aprb](http://www.rms.nsw.gov.au/aprb)) and may also be made available via social media platforms if appropriate.

For more information, refer to the CMS and Complaints Register which is available on the project website.

## 6. Community relations obligations and protocols

### 6.1. General community involvement obligations

All communications activities and tools are required to comply with the requirements of NSW Government and Roads and Maritime guidelines and policies in relation to its community involvement obligations for:

- Privacy and Personal Information Protection Act 1998 (NSW)
- NSW (Government) Advertising Guidelines
- Roads and Maritime Community Engagement and Communications – A resource manual for staff, October 2012
- Roads and Maritime Communications and Stakeholder Engagement online E-Toolkit which contains communications templates that are kept up to date with the latest branding and style guides
- Roads and Maritime brand guidelines. March 2014 (or subsequent edition)
- Roads and Maritime Editorial Style Guide March 2014 (or subsequent edition)
- Roads and Maritime Splice Brand Style Guide April 2015
- Transport for NSW Use of Social Media Policy 18 November 2013
- NSW Government Social Media Policy and Guidelines.

### 6.2. Media and Government

If a Fulton Hogan employee or subcontractor is contacted by the Federal, State and/or local government representatives or media (including industry magazines) in relation to this project, Roads and Maritime is to be notified immediately of the name, phone number and media outlet of the journalist. No comments or statements are to be made to any media or political representative or their staff about the project.

Any briefings with media and government representatives is to be arranged by Roads and Maritime. Media or elected government representative is not to be permitted on the worksite without the prior written approval of Roads and Maritime. Roads and Maritime will manage and arrange all official media events and will be responsible for coordinating community, media and political participation in such events. Fulton Hogan is to assist in event planning and logistics associated with these events.

### 6.3. Crisis communications

Crises are defined as events or developments, real or perceived, which have the potential to threaten the safety or wellbeing of workers and others, the environment, or the integrity, performance or reputation of the company.

Incidents and / or emergencies are to be managed in accordance with the Fulton Hogan Incident and Emergency Response Plan, Traffic Management Plan and the Group Crisis Management Procedure ensuring crisis management and response teams are proficient in timely and appropriate management of incidents and / or emergencies.

Roads and Maritime, the Project Verifier, ER and relevant agencies will be notified of any incidents and / or emergencies in accordance with the Project Management Plans, CEMP and sub-plans.

## 6.4. Communication protocols

No information is to be released to any organisation or person without the approval of Roads and Maritime, who reserve the right to amend any public document generated by Fulton Hogan about the project. Refer to Table 6 for communications material approval and distribution timeframes.

Community information material will comply with WCAG 2.0 requirements and be printed on at least 50% recycled paper stock.

Table 6: Communications material approvals and distribution timeframes

Notification type	Roads and Maritime approval	Distribution
Website update	5 businesses days before the proposed publish date	Publish at least five business days before work is planned to occur.
Notification about out of hours work / night work	10 business days before the proposed print date	Out of hours work notification letters are distributed not less than five days and not more than 14 days before work is to be carried out.
Notifications about construction activities and traffic changes	10 business days before the proposed print date	Distribute at least five business days before work included in the notification is planned to occur.
Community updates	20 business days before the proposed print date	Distribute at least five business days before work included in the update is planned to occur, or as agreed with Roads and Maritime.
Material including in a communications package	20 business days before the proposed print date	Distribute at least five business days before work included in the notification is planned to occur, or as agreed with Roads and Maritime.

## 6.5. Project branding

Templates for communications material to be published will be obtained from the Roads and Maritime Communications and Stakeholder Engagement online E-Toolkit. These templates provide clear instruction on logo placement, visual style and layouts. The CRM will liaise with Road and Maritime to ensure that the most recent templates are being used for communication materials.

Logos must not appear on any public project communications, including project publications, display material, website, project videos, non-moving plant (including containers) or roadside signage without prior approval of Roads and Maritime. Logo or banners must also not appear on bridges, retaining walls or other structures on the project.

Suitable access to fencing and buildings is to be provided for the purposes of display of Roads and Maritime promotional material.



## 6.6. Project meetings

Roads and Maritime and the CRM will hold regular meetings, document and prepare meeting minutes. A monthly forecast of milestones and activities that may create media attention or require pro-active communication tools will be provided during these regular meetings.

These meeting will also provide a mechanism for Fulton Hogan to advise Roads and Maritime, the Project Verifier and ER of work that may impact on nearby residents and businesses.

## 6.7. Inductions and staff training

All employees and subcontractors are required to attend a project induction before starting work on the project. The community relations information presented during the induction includes:

- The project context
- Project and community relations objectives
- Community profile (including Aboriginal culture and history of the area)
- Key issues and mitigation measures
- Community relations protocols for working on site including:
  - Response to media enquiries
  - Handling community enquiries and complaints
  - Release of information including internal and external communications procedures
  - Personal presentation, behaving in a courteous and professional manner
  - Noise and dust
  - Parking and site access
  - Visual appearance of the site
  - Accessing private property
  - Caring for wildlife
  - Hours of work
  - Notification about changes to planned work
  - Aboriginal culture awareness training.

Training and induction records are reported in the safety section of the project monthly report.

## 6.8. Pre-start meetings and toolbox talks

Daily pre-start meetings and toolbox talks will be used to communicate key stakeholder and community relations messages. Contentious matters that may be occurring or anticipated to occur will also be discussed at toolbox talks.

## 7. Reporting, monitoring and evaluation

Monthly reporting will be carried out in accordance with the Roads and Maritime SWTC requirement for a Contractor's monthly project report.

Evaluation of the performance and effectiveness of the CCS will be carried out, as required. Key elements of monitoring and evaluating the CCS will include:

- Regular distribution of information about the project to the community and stakeholders
- Currency and accuracy of the enquiries and complaints management system
- Nature of enquiries and complaints raised and the responsive and appropriate of action and follow up
- Feedback received from have your say forms following displays, presentations and information sessions
- Informal feedback on individual activities and tools and the overall communications and community engagement carried out
- Internal monthly reporting and team surveys.

In consultation with Roads and Maritime communications activities and tools will be developed and modified during the project to ensure they continue to be relevant and effective.