

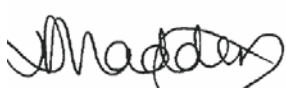



Croom Regional Sporting Complex reconfiguration

Community Communication Strategy

Roads and Maritime Services | March 2018

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2		

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Glossary / Abbreviations

APRB	Albion Park Rail bypass
CCS	Community communication strategy
CEMP _r	Construction environmental management plan process
CMS	Complaints management system
CoA	The Planning Minister's conditions of approval
CRM	Community Relations Manager
CRSC	Croom Regional Sporting Complex
DP&E	Department of Planning and Environment
EIS	Environmental impact statement
EPL	Environment protection licence
ER	Independent Environmental Representative nominated by Roads and Maritime and approved by DP&E
Roads and Maritime	Roads and Maritime Services
Secretary	Secretary of the NSW Department of Planning & Environment (or nominee, whether nominated before or after the date on which the Infrastructure Approval was granted)
SPIR	Submissions and preferred infrastructure report
SSI	State significant infrastructure
VMS	Variable message sign

1 Introduction

1.1 Background

This Community communication strategy (CCS) has been prepared for the Croom Regional Sporting Complex (CRSC) reconfiguration, which forms Stage 1 of the Albion Park Rail bypass (APRB) project (SSI 6878). The CCS describes the methods used to facilitate communication between Roads and Maritime and its contractors, the community and Shellharbour City Council during the CRSC reconfiguration works. This document should be read in conjunction with the CRSC Complaints Management System (CMS).

The CCS must be submitted to the Secretary for approval at least one month prior to the commencement of the CRSC reconfiguration works. Construction will not commence until the CCS has been approved by the Secretary.

1.2 Purpose

This purpose of this CCS is to address Conditions of Approval (CoA) B1, B2, B3, B4, B5, B11 and E83 of the APRB Infrastructure Approval. The requirements of the conditions which apply to the CCS are listed in Table 1-1 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 1-1: Conditions applicable to the Community Communication Strategy

CoA	Requirement	Reference
B1	A Community Communication Strategy 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	The Community Communication Strategy must: <ul style="list-style-type: none">a) Identify people or organisations to be consulted during the delivery of the projectb) Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the SSIc) Identify opportunities to provide accessible information regarding regularly updated site activities, schedules and milestones at each construction sited) Identify opportunities for the community to visit construction sites (taking into consideration workplace health and safety requirements)e) Involve construction personnel from each construction site in engaging with the local communityf) 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	<div>Section 2.2</div> <div>Section 4.5</div> <div>Section 4.5</div> <div>Section 4.5</div> <div>Section 4.5</div> <div>Section 4.5</div>

CoA	Requirement	Reference
	g) Set out procedures and mechanisms: <ul style="list-style-type: none"> i. through which the community can discuss or provide feedback to the Proponent ii. through which the Proponent will respond to enquiries or feedback from the community iii. to resolve any issues and mediate any disputes that may arise in relation to the environmental management and delivery of the SSI 	Separate CMS Section 4.5.1
B3	The Community Communication Strategy 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 Community Communication Strategy has been approved by the Secretary.	Section 1.3
B5	The Community Communication Strategy, 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"> a) information on the current implementation status of the SSI 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 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 d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI 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. 	Section 4.5.2
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, Section 4.3,

This CCS describes:

- the stakeholders to be consulted during the implementation of the strategy, including adjoining landowners, local residents, the broader community and Shellharbour City Council
- 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 an 'active document' and is subject to ongoing development, amendment and updating throughout the duration of the reconfiguration works to take into account:

- changes in the construction program
- changes in community and stakeholders needs
- changes in the work and the community / stakeholder participation requirements.

Roads and Maritime consider meaningful and respectful community consultation to be essential in the construction and delivery of the CRSC reconfiguration.

1.3 CCS scope and timeframe

This CCS applies to all communications directed to and by Roads and Maritime staff and all contractors and sub-contractors for the CRSC reconfiguration works, which is Stage 1 of the APRB project. The project will be delivered in three stages, as described in the APRB Staging Report. Separate CCSs will be developed for the Stage 2 and Stage 3 works of the APRB project prior to the commencement of these stages to facilitate ongoing communication between Roads and Maritime and the community and stakeholders during the overall APRB project.

Continuity in the communications process between Stage 1 and the subsequent stages of the APRB project will be achieved through the use of the same project phone number and website. In addition, the communications activities and communication tools to be used for the CRSC reconfiguration, as outlined in Table 4-1 of this CCS, will also be adopted for the subsequent stages of the APRB project as appropriate.

The CRSC CCS will be implemented for the duration of the CRSC reconfiguration works and for at least 12 months following completion of the CRSC reconfiguration.

The CRSC CCS must be submitted to the Secretary for approval one month prior to the commencement of the CRSC reconfiguration. The CCS was submitted to the Secretary on 26 February 2018, therefore no construction works will commence until after 26 March 2018 and the CCS has been approved by the Secretary.

1.4 CRSC reconfiguration works

The CRSC reconfiguration involves the reconfiguration of sporting fields and associated buildings and amenities directly impacted by the extension of the Princes Motorway. The CRSC reconfiguration masterplan is provided in the APRB Submissions and Preferred Infrastructure Report (SPIR) (Roads and Maritime, 2017) and reproduced as Figure 1-1 below. The key features of the CRSC reconfiguration works include:

- a new combined AFL/cricket oval and cricket pitch with associated irrigation, drainage and earthworks
- new practice cricket nets
- six new grass netball courts
- reconfiguring the junior rugby league fields to the south of the present location
- constructing three internal roads, pedestrian/cycle paths, car parking facilities associated with the netball court, cricket, hockey and junior football fields including associated earthworks and supporting infrastructure including stormwater drains
- reconfiguring the existing equestrian area to cater for Pony Club and public usage
- amenity buildings for the AFL/cricket club and the junior rugby league club
- landscaping and establishment of playing field surfaces.

An ancillary site (AS1 as identified in the SPIR) will be utilised to support the CRSC reconfiguration and includes:

- an access road off Croome Road to the south of the existing access
- office accommodation
- staff amenities
- light vehicle parking
- equipment, material and chemical storage.

Construction activities during the CRSC reconfiguration works include:

- mobilisation, site establishment and initial environmental works
- establishment and use of temporary ancillary site AS10
- clearing, demolition and decommissioning of sporting fields and associated buildings and amenities to be upgraded at the CRSC as per the CRSC masterplan as part of Stage 1 works
- earthworks (cut and fill) for establishment of new sporting fields and courts, new buildings and amenities, new internal roads, car parking facilities and pedestrian/cycle paths
- drainage works
- establishment of new sporting fields, new buildings and amenities and pavement works for internal roads, car parking facilities and pedestrian/cycle paths, including fitout of buildings and amenities and line marking of internal roads and car parking facilities, landscaping and finishing works including site rehabilitation.

No works will be carried out in Precinct 7 (Croom Reserve and Frazers Creek Revegetation), as identified in Technical Paper 10 (Landscape character and visual amenity) of the APRB Environmental Impact Statement (EIS) during Stage 1, in accordance with CoA A11 of the Infrastructure Approval.

2 Stakeholder identification and key issues

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 CRSC and likely to contribute a high proportion of use of the facility. 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 spoke 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 CRSC reconfiguration. This included consultation with Shellharbour City Council, as the facility owner, and the sporting groups that use the facilities, to develop the CRSC masterplan.

Stakeholders are recognised as anyone who has a current or future interest in the CRSC reconfiguration and are categorised as follows:

- **directly affected** - users of the CRSC including sporting groups, pedestrians and cyclists, local council

- **indirectly affected** - those with an interest in the reconfiguration works due to their work, nearby residence, special interest groups, environmental and heritage groups and emergency service providers, community groups
- **government stakeholders** - Ministers for Planning, Roads, Maritime and Freight, local Members of Parliament, Parliamentary Secretary for the Illawarra and South Coast.

There are no private landholders adjoining the CRSC and therefore no private landholders will be directly impacted by the CRSC reconfiguration works, either by property acquisition or direct construction impacts. There are residential areas in the surrounding localities of Albion Park and Albion Park Rail (some approximately 120 metres away). Residents from these areas will be consulted during the works. Roads and Maritime will carry out consultation with any nearby private landholders who may be impacted by the reconfiguration works and implement mitigation measures as required. Table 2-1 lists the key stakeholders for the reconfiguration works.

Table 2-1: Key stakeholders

Stakeholder identification	Stakeholders
Directly affected stakeholders	<ul style="list-style-type: none"> • CRSC users including: <ul style="list-style-type: none"> - The Rail Cricket Club - AFL - Junior rugby league - Netball - Equestrian User groups (including Stony Range Pony Club, South Coast Equestrian Group, and Horsepitality Trail Riders) and users of the public equestrian areas • Shellharbour City Council • Illawarra Bicycle User Group (iBug) • Pedestrians • Informal / social cyclists activities.
Emergency Services	<ul style="list-style-type: none"> • State Emergency Service – Tongarra Road, Albion Park • NSW Police – Tongarra Road, Albion Park • Ambulance NSW – Captain Cook Drive, Mount Warrigal • NSW Rural Fire Service - Airport Road, Albion Park Rail • NSW Fire and Rescue Brigade – Russell Street, Albion Park.
Government representatives	<ul style="list-style-type: none"> • Ministers for Planning, Sport, Roads, Maritime and Freight • State Member of Parliament • Federal Member of Parliament • Environment Protection Agency (EPA) • Department of Planning and Environment (DP&E) • Office of Environment and Heritage (OEH) • Shellharbour City Council elected representatives • Tourism Shellharbour
Interest groups and businesses	<ul style="list-style-type: none"> • Albion Park Chamber of Commerce • Illawarra Bicycle User Group (iBug) • Local businesses • Flood focus group

Stakeholder identification	Stakeholders
	<ul style="list-style-type: none"> • Illawarra Regional Airport • Illawarra Convoy (i98FM radio) • Local primary and high schools, including: <ul style="list-style-type: none"> - St Paul's Catholic Primary School - Mt Terry Public School - Albion Park Rail Public School - Albion Park Public School - Tullimbah Public School - Albion Park High School - St Joseph's Catholic High School - Calderwood Christian School - Corpus Christi Catholic High School
Media	<ul style="list-style-type: none"> • Nine News Illawarra • Win News Illawarra • ABC Illawarra • i98FM • 96.5 Wave FM • Illawarra Mercury • Koori Mail • South Coast Register • The Advertiser Lake Times
Utility and service providers	<ul style="list-style-type: none"> • Endeavour Energy • Sydney Water • Telstra • NBN

2.3 Key issues raised by stakeholders

2.3.1 Consultation process

Roads and Maritime has consulted extensively with Shellharbour City Council and sporting groups during the development of the APRB. Roads and Maritime developed a masterplan for the CRSC and placed it on public display in April 2015. Shellharbour City Council formally endorsed the masterplan in June 2015.

An updated masterplan for the sporting complex was then prepared for inclusion in the EIS, which included a number of changes made in response to specific consultation and covered aspects such as location and type of facilities, parking, amenities, access, connectivity, safety and enhancement of the environment. The concept design was placed on display as part of the EIS exhibition in October and November 2015. Further changes were made to the masterplan based on the submissions received during the EIS display and the masterplan was updated and provided in the SPIR. The masterplan is reproduced in Figure 1-1 of this CCS.

Roads and Maritime has carried out substantial consultation with affected utility providers, including phone conversations, written correspondence, face to face meetings and liaison on draft designs. The utilities that would be impacted by the CRSC include Endeavour Energy, Sydney Water, Telstra and NBN. All providers have given in principle agreement to the potential impacts of the project on the local utilities.

Key issues raised in regard to the CRSC during the consultation process included:

- parking meeting the needs of different sporting clubs
- safe horse-riding access to the site
- access and connectivity within CRSC
- conflict between vehicles and pedestrians / cyclists
- air pollution impacts during operation of the bypass
- continuity of use of the CRSC.

The adequacy of parking facilities was raised by several sporting clubs throughout the development of the CRSC masterplan. To address this issue Roads and Maritime undertook an analysis of the existing CRSC parking and carried out further consultation with the sporting clubs to determine their requirements. Roads and Maritime developed a strategy for parking and designed a number of discrete parking areas to satisfy the needs of the impacted sporting clubs, including further consolidation of the parking areas. This provided more flexibility for the use of parking areas for different events and resulted in 57 more formal parking spaces than proposed in the EIS (557 spaces are now proposed).

Safe access for horse-riders was raised as a key issue to the community, as many people access the existing equestrian areas on horseback from the adjacent horse agistment (near the East West Link and Croome Road). However the new motorway alignment means access to the existing equestrian arenas within the Croom Reserve would not be possible. New equestrian facilities were incorporated within the reconfigured horse recreational area component of CRSC, adjacent to Hughes Drive. An underpass will be provided under the bypass within the CRSC adjacent to Frazers Creek with a clearance of 3.5 metres. This provides sufficient clearance for horses with riders to use the underpass without riders needing to dismount.

Access and connectivity within the CRSC was raised as a key issue of concern to the sporting clubs and Shellharbour City Council. To address these concerns Roads and Maritime designed a large scale road access underneath the bypass, incorporating a shared path for pedestrians and cyclists, to enable safe access to sporting facilities on either side of the motorway. Substantial additional shared path facilities will also be provided within the reconfigured CRSC to enhance access for cyclists and pedestrians.

The conflict between vehicles and pedestrians / cyclists was raised as a key issue by sporting clubs and Shellharbour City Council. The concept design for the access to the Cricket and AFL grounds was a one way road that travelled around the hockey field. However it was identified that this increased the possible interaction between vehicles, pedestrians and cyclists. In response, Roads and Maritime changed the design of the access road to a shorter two lane access, reducing the possible conflict points.

Air quality during operation was raised as an issue by a number of sporting clubs during consultation. Detailed analysis air quality modelling was undertaken during preparation of the EIS to assess the potential air quality impacts of the motorway on users of the CRSC. This assessment considered nitrogen oxides and particulate matter emissions. The assessment concluded that the regional impacts to air quality as a result of the project would be negligible and undetectable in any ambient air quality measurement undertaken at the CRSC.

The continuity of use of the CRSC was identified as an issue of concern by the sporting clubs directly impacted by the bypass works. Roads and Maritime has committed to minimising disruption to sporting clubs and proposes to stage construction to minimise these impacts. The CRSC reconfiguration works will occur prior to the construction of the main APRB works, with the objective of finishing these sporting facilities prior to the impact on the existing facilities from the bypass construction works.

Other issues raised during the display of the EIS in regards to the CRSC are detailed in Section 2.4.5 of the SPIR.

3 Community Relations Manager

A Community Relations Manager (CRM) for the CRSC reconfiguration works will be engaged by the contractor for the duration of the works.

The CRM will be responsible for:

- leading and managing community involvement activities, including liaison with CRSC user groups and stakeholders
- being the primary day to day contact for the public and CRSC user groups regarding the works
- managing enquiries, complaints management and interface issues, including with Shellharbour City Council and CRSC user groups
- implementation of the CCS and the CMS
- administration, management and maintenance of the contact database and Complaints Register
- liaising with CRSC user groups in a timely manner to co-ordinate access to facilities and to deal with specific access related issues arising from the reconfiguration works
- developing and delivering communication and community engagement strategies and plans
- producing educational and promotional information to assist in the effective management of community information and engagement needs
- facilitating meetings and arranging interviews to address community and CRSC user group concerns
- providing advice and participating with the project teams to improve and enhance the delivery of Roads and Maritime communications to the community.
- building and maintaining collaborative and consultative working relationships with internal and external stakeholders
- being available for contact by local residents, key stakeholders and community representatives via the facilities listed in Section 4.5.1 to answer queries and provide more information or feedback
- coordinating issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies) for the CRSC reconfiguration works.

4 Engagement methods

4.1 Overview

Roads and Maritime and its contractors strive to engage with customers and the community to understand their needs and consider these when making decisions. In undertaking community and stakeholder engagement activities, Roads and Maritime's goals are to:

- enhance transparency and public accountability
- ensure that decision-making is inclusive of diverse community ideas and opinions
- ensure that strategic planning, project development and service delivery meets the balance of community needs and expectations.

Further details on the community engagement objectives, communications approach and key messages for the CRSC reconfiguration works are provided in the sections below. Table 4-1 identifies the communications tools proposed to be adopted to ensure effective community communications during the CRSC reconfiguration works.

4.2 Community engagement objectives

The key objectives in engaging with the community and stakeholders during the CRSC reconfiguration works are to:

- provide timely, accurate and effective information to the community and CRSC stakeholders about the works, impacts to access and use and construction activities (particularly those that may potentially impact user groups and access)
- effectively and proactively inform and consult with the community and stakeholders during construction and opening of the project
- provide two-way communication channels allowing community and stakeholder enquiries, issues and complaints to be resolved in a timely manner in accordance with Roads and Maritime's response requirements
- understand and mitigate construction impacts on nearby residents, community members, local businesses, highway users and stakeholders
- carry out work in a courteous, co-operative manner and respecting that Roads and Maritime and its contractors are guests in the community
- facilitate a positive reputational outcome for the project and Roads and Maritime that supports future work and builds on existing relationships with the community and stakeholders
- encourage local participation in relation to supply of services, materials and employment.

4.3 Communications approach

The objective of communications during the CRSC reconfiguration works will be to ensure that the community and stakeholders, particularly CRSC user groups and Shellharbour City Council, 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.

The contractor will establish relationships and maintain regular two-way communication with the CRSC user groups and Shellharbour City Council to proactively and effectively address and manage issues as they emerge, particularly access to the complex during the reconfiguration works.

The main changes to the CRSC are:

- directly impacted sporting facilities at the CRSC which will be replaced, including sporting fields and associated amenities this will have direct impact to the junior rugby league fields, grass netball courts, AFL and cricket grounds.
- changes will be made to the southern access of the sporting complex and there will be new and reconfigured internal roads, pedestrian / cycle paths and parking provided.

The communications approach will ensure that the community and stakeholders are aware of changes to the sporting complex and local roads, including entries and exits, access to local roads and properties that have a shared boundary.

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

Utilities and service providers whose infrastructure will potentially be affected by the CRSC reconfiguration works are identified in Table 2-1. Consultation with these utility and service providers will be undertaken prior to works affecting them commence, to determine the requirements for access to, diversion, protection and support of such services. The relevant owner or provider of the service will be consulted to make suitable arrangements for access to diversion, protection and support of the affected infrastructure as required. Roads and Maritime and the contractor will ensure that disruption to any service is minimised and will advise local residents and businesses affected before any planned disruption of service occurs.

4.4 Key messages

Key messages regarding the APRB project and the CRSC reconfiguration include:

- Roads and Maritime is planning an extension of the M1 Princes Motorway between Yallah and Oak Flats to bypass Albion Park Rail to complete the 'missing link' for a high standard road between Sydney and Bomaderry
- all work will be carried out in accordance with the Infrastructure Approval, the Environment Protection Licence (EPL) and Roads and Maritime's requirements
- 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

- 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 user groups, community and stakeholders about the work and how impacts can be minimised will be welcomed
- the CRSC will be reconfigured to allow a shortened, improved bypass to be built
- the junior AFL / cricket ground, junior rugby league ground, the public horse arenas on Croome Road, cycle and pedestrian pathway and an amenity building will be relocated as “like for like” as part of the reconfiguration work. New practice cricket nets, six new grass netball courts and new car parking facilities will also be built.

4.5 Communication tools

A range of communications activities and tools will be used to inform and engage the community and stakeholders about the reconfiguration works. Table 4-1 below provides an overview of the communication tools that will be used, the aim of each tool and the stakeholder groups involved.

Table 4-1: Communications activity and tools for the CRSC reconfiguration

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
3D animation and videos	A 3D animation and video has been developed to show the community and stakeholders the reconfigured CRSC and access roads and is available on the APRB project website	Sporting user groups, Council, all community and stakeholder groups, any interested parties	For the duration of the project. The animation can be accessed by the public at any time from the project website. It will be available at the site office and used during site tours and stakeholder meetings and presentations	The videos show key design features access to the sporting complex, reconfigured grounds and amenities
Social media	Social media posts	M1 Princes Highway / Motorway Facebook page followers as well as sporting user groups, Council, all community and stakeholder groups	For major milestones such as the commencement of construction, finalisation of the amenity buildings and sporting grounds, for the duration of the project	Social media posts to highlight suitable project milestones and information
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	Sporting user groups, Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups	For major milestones such as the commencement of construction, finalisation of the amenity buildings and sporting grounds	The publications will be developed by the contractor in consultation with Roads and Maritime Representative. The publications will follow current Roads and Maritime templates and branding guidelines
Local newspaper advertisement	An advertisement will be published in the Illawarra Mercury and Advertiser Lake Times to inform the community about the telephone number, the postal address and the email address to provide feedback about the CRSC reconfiguration works	Sporting user groups, Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups	Prior to the commencement of construction and operation of the reconfiguration works	The advertisement will be developed by the contractor in consultation with the Roads and Maritime Representative. The advertisement will follow current Roads and Maritime templates and branding guidelines

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Project email address	The project email address AlbionParkRailbypass@rms.nsw.gov.au has been established for the community to provide feedback about the project	Sporting user groups, Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups	The project email has been available since December 2013 and will continue to be available for 12 months following the completion of Stage 1 of the APRB project. Any changes to contact details will be provided in the CCSs developed for Stage 2 and Stage 3 of the APRB project.	<ul style="list-style-type: none"> • Responses to emails will be provided by the CRM • The email address will be included on all project communication material • Emails received and their responses will be recorded in a register
Project information phone number	A 24-hour toll free project information telephone number (1800 708 727) has been established for the community to provide feedback about the project	Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups and local road users	The project information phone has been available since October 2015 and will continue to be available during all stages of the APRB project (including for 12 months following the completion of Stage 1 of the APRB project.)	<ul style="list-style-type: none"> • The phone line will be managed by the CRM • The telephone number will be included on all project communication material • All calls received and their responses will be recorded in a register
Project postal address	The project postal address has been established for the community to provide feedback about the project: Albion Park Rail bypass, PO Box 477 Wollongong NSW 2520	Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups and local road users	The project postal address has been available from one month from the date of the Infrastructure Approval (30/1/2018) and will be available for 12 months following the completion of Stage 1 of the APRB project.	<ul style="list-style-type: none"> • Letters received will be actioned for response by the CRM • The postal address will be included on all project communication material • All correspondence received and their responses will be recorded in a register

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
			Any changes to contact details will be provided in the CCSs developed for Stage 2 and Stage 3 of the APRB project	
Notification letters including '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, such as access arrangements, construction of temporary work and permanent changes and work outside normal working hours. Roads and Maritime and its contractor will advise local residents and businesses affected before any planned disruption of services and utilities occur.	Sporting user groups, Council, Albion Park, Croom and Albion Park Rail communities, all community and stakeholder groups	As required, including when 'out of hours work' is required, for the duration of the project	<ul style="list-style-type: none"> • All notifications will be on Roads and Maritime letterhead unless otherwise agreed by the Roads and Maritime Representative • Notification of out of hours work will be delivered to the relevant stakeholders at least five business days prior to work starting • The contractor will provide the notification letters for Roads and Maritime approval at least 15 business days before work commences
Live Traffic NSW	Provides real time information about traffic changes for motorists	Council, all community and stakeholder groups and local road users	Updated with current information as it becomes available, for the duration of the project	<ul style="list-style-type: none"> • The community will be made aware of the use of the Live Traffic NSW website via the project community updates • The contractor will immediately notify Roads and Maritime Representative of any negative or reputational matters that are communicated to the Transport Management Centre for the Live Traffic NSW website

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Photographic images	Photographs will be taken during construction to visually record the progress of construction	Sporting user groups, Council, all community and stakeholder groups, wider community, media outlets, social media	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 information and supplementary signage	Project information and supplementary signage	Road users and sporting user groups	For the duration of the project	<ul style="list-style-type: none"> • Signage will be designed and installed by the contractor in accordance with Roads and Maritime templates and guidelines and include the Project name and information telephone number • Artwork will be installed at locations approved by Roads and Maritime
Site tours	<p>Site tours may be arranged, subject to the availability of staff and the work that is underway at the time,</p> <p>Tours may be provided to user groups, council staff and elected officials, elected representatives, government agencies, management and technical personnel, local schools and community groups</p>	Council, community and stakeholder and interested groups and local road users	As appropriate and as required	<ul style="list-style-type: none"> • Site tours can be arranged subject to approval by the Roads and Maritime Representative • Opportunities to attend upcoming site tours will be communicated to the community and stakeholders via the Project community updates • Site tours will be accompanied by representatives of Roads and Maritime or other persons authorised in writing by Roads and Maritime Representative • A visitor safety plan, including requirements for site inductions and protective clothing, will be developed and implemented by the contractor • All attendees will undergo site inductions

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Stakeholder meetings, and presentations	Meetings, including with the Chamber of Commerce, Council, sporting groups, Government agencies etc, presentations and forums to brief and discuss project information and issues including environmental management issues	Stakeholders, sporting groups, council, nearby residents and wider community if required	As required	<ul style="list-style-type: none"> The contractor must obtain approval from Roads and Maritime prior to any stakeholder meetings and presentations being agreed to and occurring A suitable contractor representative must be available to attend the meeting if required Involve construction personnel from the construction site in engaging with the local community if required The contractor must provide suitable and timely content for the meeting on Roads and Maritime templates if required Meeting notes to be recorded
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, stakeholders, user groups, road users, Council, Albion Park, Croom and Albion Park Rail communities, nearby residents and wider community if required	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.	<ul style="list-style-type: none"> The contractor will provide relevant information to the Roads and Maritime Representative to allow preparation of traffic alerts and media releases as required The contractor and its sub-contractors must not issue their own media releases or traffic alerts about the project without the written approval from the Roads and Maritime Representative Traffic alerts and media releases will be distributed by Roads and Maritime to key media outlets

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Feedback forms	Hard copy forms for the community will be used to provide feedback to the project team and to inform future consultation carried out by Roads and Maritime	Stakeholders, user groups, council, nearby residents and wider community	As required	<ul style="list-style-type: none"> The contractor will prepare feedback forms using Roads and Maritime templates and provide to Roads and Maritime for approval prior issue to the community
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 and user groups	As required	<ul style="list-style-type: none"> The contractor, in consultation with Roads and Maritime, will identify a safe location on Croome Road in the vicinity of the CRSC for the VMS Any adverse or changed traffic or access matters that may be displayed on VMS will be communicated to the Roads and Maritime Representative immediately The VMS will display any impacts to existing traffic conditions to the public

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Roads and Maritime project website	The APRB project website: www.rms.nsw.gov.au/apr will be maintained and used to keep the community and stakeholders informed about project contact details, construction activities and access changes and approval documentation	Stakeholders, user groups, Council, Albion Park, Croom and Albion Park Rail communities, including nearby residents and the wider community	The website will be updated regularly as a minimum every three months, for the duration of the project	<ul style="list-style-type: none"> The contractor will provide current information and Roads and Maritime will arrange for the information to be published on the website Information included on the website includes: <ul style="list-style-type: none"> project contact details (including telephone number, postal address and email address) information on the current implementation status of the project relevant project plans and documentation the Infrastructure Approval statutory approvals, licences or permits obtained for the project
Communications with service and utility providers	The relevant owner or provider of the service or utility will be consulted to make suitable arrangements for access to diversion, protection and support of the affected infrastructure as required.	Service and utility providers	Prior to works affecting the utility or service, to determine the requirements for access to, diversion, protection and support of the utility or service	<ul style="list-style-type: none"> Implement all reasonable requirements of utility providers Evidence will be provided to the Roads and Maritime Representative by the Contractor regarding potential utility outages and notification to residents / stakeholders in advance notice of any outage

Communications activity and tools	Description	Audience	Frequency/ timing	Specifications
Community forums	The contractor will conduct community-based forums when required during the CRSC works. The community-based forums will be developed where interest from the community has been received through complaints or general interest and focus on key environmental management issues to the relevant community(ies) for the CRSC	Stakeholders, user groups as well as those who register an interest in key environmental management issues.	As required	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 and also voice any concerns. The objectives are to provide information and opportunity for feedback.

4.5.1 Facilities for community complaints and enquiries

The facilities established by Roads and Maritime for receiving complaints and enquiries about the CRSC reconfiguration works are summarised in Table 4-2.

Table 4-2: Facilities for receiving complaints and enquiries

Facility	Purpose	Detail
Community information line	The 1800 telephone number for the registration of complaints and enquiries 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 and enquiries about the works	AlbionParkRailbypass@rms.nsw.gov.au
Postal address	The postal address allows stakeholders and the community to send written complaints and enquiries about the works	Albion Park Rail bypass PO Box 477 Wollongong NSW 2520

The telephone number, the postal address and the email address will be published in newspapers circulating in the local area (Illawarra Mercury and Advertiser Lake Times) prior to the commencement of the reconfiguration works and prior to the commencement of operation of the CRSC. These facilities will also be included in all project communication material. The information is also provided on the APRB web page (www.rms.nsw.gov.au/apr). These facilities have been available since October 2015 when the EIS for the project was on display and will be available for the duration of the works and for one year following completion of construction.

The CRSC CMS is a separate project document which describes the process for recording information on all complaints received about the project. The CMS includes a Complaints Register for recording information on all complaints received about the CRSC reconfiguration works. The CMS, including Complaints Register, will be maintained during the carrying out of the reconfiguration works and for a minimum of 12 months following the completion of the works.

A register of project related enquiries will be maintained separately to the Complaints Register.

4.5.2 Project website

Roads and Maritime has established a website for the APRB project, including the CRSC reconfigurations works (www.rms.nsw.gov.au/apr). The website was established before the commencement of the CRSC reconfiguration works and will be maintained during the delivery of the APRB 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 CRSC reconfiguration works
- a copy of the documents listed in Table 2 of the Infrastructure Approval and/or required under the terms of the approval which are applicable to the CRSC reconfiguration:
 - CRSC Construction environmental management process (CEMP_r)
 - APRB Staging Report
 - Approval of ER
 - APRB Compliance Tracking Program
 - CRSC Pre-Construction Compliance Report
 - CRSC Construction Compliance Report
 - CRSC Pre-Operation Compliance Report
 - CRSC Community Communication Strategy
 - CRSC Complaints Management System (including a template Complaints Register)
 - Unexpected Heritage Finds and Humans Remains Procedure
 - Aviation Method of Working Plan
- a copy of the consolidated approval (and copies of any modification of the approval)
- a copy of each statutory approval, licence and permit (including EPLs)
- copies of relevant endorsements, approvals or requirements from the ER and Secretary for the above listed documents.

The documents listed above will be available on the website prior to the commencement of relevant CRSC reconfiguration works or prior to their implementation as appropriate.

5 Community relations protocols

5.1 Project meetings

The effectiveness of the CCS will rely on the inclusion and support of the wider project team. In particular, close relationships between the CRM and construction and environmental teams will be vital. Communication between team members will primarily be through a range of meetings such as construction meetings, operations meetings and weekly site meetings. This will enable the CRM to:

- keep up-to-date with project progress, construction activities and any upcoming issues
- identify potential issues or impacts and plan proactive community relations and communication activities or mitigation measures
- provide advance notice to stakeholders and the wider community and plan one-on-one consultation, where required
- provide up to date information and identification of potential issues to the Roads and Maritime Representative
- develop clear two-way communication channels with all project personnel
- promote community relations objectives and increase general awareness and gain support from the wider project team
- provide feedback to the team on the outcomes of the CCS and incorporate feedback into project plans.

5.2 Inductions

All construction personnel including subcontractors will be required to undertake community awareness induction training that will form part of the site induction. This induction will include:

- obligations under the CCS and the CMS
- identification and location of stakeholders, residents and businesses in close proximity to the work
- key stakeholder and community matters and obligations
- project and community relations objectives
- local environmental, social and heritage values
- communications obligations and protocols including release of project information and access to private property
- how to respond to approaches by media and government officials
- communication protocols on social media or in other public forums
- outline of community involvement obligations
- project contact details (toll free number, email address and postal address)
- code of conduct for addressing the community

- contact details for the CRM or on-site personnel with authority to address/respond to the community
- matters management procedures
- community relations protocols for working on site including:
 - handling community enquiries and complaints
 - noise
 - parking and site access
 - visual appearance of the site - construction will be undertaken in a manner that minimises, as far as practicable, visual impacts resulting from construction sites, including lightening
 - hours of work
 - staff behaviour, including language
 - notification of changes to planned to work
 - approaches by media representatives.

The CRM will assist in the development and delivery of on-site inductions and on-site toolbox talks throughout the construction work.

5.3 Pre-start meetings and toolbox talks

Daily pre-start meetings and toolbox talks will be used to reinforce key stakeholder and community matters and obligations. Specific worksite community relations matters will be communicated at regular toolbox talks and daily meetings. Contentious matters that may be occurring or anticipated to occur will also be discussed at toolbox talks.



www.rms.nsw.gov.au/apr



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Customer feedback
Albion Park Rail bypass
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