

Newcastle Inner City Bypass – Rankin Park to Jesmond

Environmental impact statement

Appendix D – Draft Community Consultation Framework

November 2016



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Roads and Maritime Services

Newcastle Inner City Bypass

Rankin Park to Jesmond

Draft Community Consultation Framework

November 2016

Prepared by

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1 Introduction

The purpose of the Community Consultation Framework (CCF) is to provide an outline of how community communication and engagement activities would be carried out with key stakeholders during the construction of the Newcastle Inner City Bypass, Rankin Park to Jesmond project.

This CCF would be used as the basis for the development of a Community Liaison Implementation Plan. The Community Liaison Implementation Plan would be developed before the start of construction and would be a dynamic document which would be reviewed regularly and, if required, amended to ensure it continues to meet its objectives and goals.

The aim of this CCF is to:

- Identify relevant stakeholders
- Identify procedures for distributing information and receiving / responding to feedback
- Identify procedures for resolving community complaints during construction.

2 Roles and responsibilities

2.1 Community Relations Manager

A Community Relations Manager (and community relations team) would be engaged throughout construction of the project. The community relations manager would be available for contact by local residents and community representatives to answer questions and address any concerns or complaints.

3 Communication strategy and tools

3.1 Community liaison implementation plan

This framework document would be developed into a Community Liaison Implementation Plan. The Community Liaison Implementation Plan would provide specific information in relation to community involvement during construction and the project opening phase. As a minimum, the plan would include:

- A list of stakeholders
- Stakeholder level of involvement and engagement
- Map of impacted properties
- A register of potential impacts and timings
- A risk assessment and proposed actions to mitigate or minimise the impact to stakeholders
- External and internal communication protocols
- Procedure for dealing with complaints and enquiries
- Procedures for early notification to the community
- Procedures for publicising the details of design and construction work
- Procedures for training employees and subcontractors
- A crisis communication plan.

3.2 Community contact database

A community contact database, including key stakeholders and neighbouring landowners, would be established and maintained. Registers would be provided at the display centre, any staffed or public display location and on the project website to allow the broader community to provide their details and be included in the community contacts database.

3.3 Community involvement groups

A number of local community involvement groups comprising representatives of local communities, relevant local councils and others would be established as and/or if appropriate to engage with the community on specific issues. The nature of the community involvement groups and the specific issues around which they would be formed would be determined based on the results of ongoing community consultation.

3.4 Liaison groups

Liaison groups would be established to address communication and coordination with affected authorities, emergency services, road user groups and other groups with specific interests in the project. As a minimum, the liaison groups would include:

- A government agency liaison group
- A local council liaison group.

3.5 Public displays

A public display centre would be established and maintained on or near to the project site prior to the commencement of construction. The centre would be maintained throughout the construction period. The display centre would:

- Contain current plans, diagrams and / or photographs of the project
- Be open to the public between 9am to 5pm Monday to Friday, excluding public holidays.

3.6 Community information

Relevant authorities and the local community would be kept informed throughout the construction process through a variety of methods. The method of communication would be based on the level of information to be provided and the timeframe for delivery of information. Methods of communication would include (but are not limited to):

- Flyer for distribution to mailboxes / premises
- Letters, emails and telephone calls
- Project updates at key milestones (newsletters)
- Frequently Asked Questions
- Website updates (the latest project information collateral will be available on the website)
- Print advertising
- Variable Message Signs
- Face to Face briefings (with key stakeholders and residents)
- Public displays
- SMS.

The community would be informed of progress of the design and construction work, significant milestones, design changes, changed traffic conditions, opportunities for input, construction operations and others matters which interest, effect or concern the community.

The project would also maintain a 24 hour toll free telephone service throughout construction for the community to report incidents and register complaints.

3.7 Complaints management

The project would develop and implement a procedure for community contact and complaints handling and investigation during the construction period. A complaints register would be established and maintained which would record the details, response and outcome of the complaint. All complaints received would be investigated and an appropriate response provided to the complainant.

4 Stakeholder identification

Engaging with stakeholders and effective communication is a critical element to this project. Historically, Roads and Maritime has undertaken significant consultation through the different stages of the road construction. In 2007, the preferred option was displayed for community comment. Subsequently, the preferred route was finalised and protected in Council's LEP.

Roads and Maritime has continued to work with stakeholders, providing regular community updates and information. Since the announcement by the NSW Government committing to the funding to deliver the 3.4 km stretch of road, Roads and Maritime have been consulting the community and key stakeholders in preparing the concept design and environmental assessment.

Consultation on the RP2J project will continue to be based on proactive engagement with stakeholders to build and maintain relationships. Tracking issues and incorporating feedback wherever possible into the design will result in better outcomes and informed stakeholders.

The following key stakeholders have been identified as having an interest in the project. These stakeholders may either be impacted by the project or may influence or become advocates for the project. The project team will continue to consult with these stakeholders in the pre-construction (where relevant) and construction phases.

Key stakeholders include:

- Owners of adjacent or directly impacted properties
- Local residents and business owners
- Newcastle City Council and Lake Macquarie City Council
- State and Federal Members of Parliament
- Government agencies and departments
- Utility authorities
- Nearby schools and other facilities
- Community groups
- Transport companies
- Emergency Services
- Interest groups.

5 Specific issues communication strategies

Strategies and tools for community and stakeholder consultation during the construction phase are described in **Section 3**. Some aspects of the construction activities would require specific consultation strategies due to the nature of the potential impact and / or the stakeholder groups. These are described below.

5.1 Air quality

The project has the potential to impact local air quality during the construction phase, mainly through the generation of dust from earthworks and materials handling.

Consultation with impacted stakeholders would be carried out before work starts and throughout the construction phase at each site. Consultation regarding construction air quality would be integrated with broader construction communication strategies around each site.

5.2 Disruption to the operation of the hospital

The project has the potential to impact the operation of the John Hunter Hospital during the construction phase through issues related to air quality, traffic management, noise and vibration and access.

Consultation regarding these issues and others that arise would generally be undertaken as part of wider project communications outlined in **Section 3**. As with each specific issue, consultation with the John Hunter Hospital would be carried out before work starts and throughout the construction phase as required in order to mitigate any potential impacts to the hospitals operations.

5.3 Traffic management

It is acknowledged that changes to traffic arrangements would impact a range of stakeholders and a wide section of the community who may not otherwise be part of project distribution areas.

Consultation with impacted stakeholders would be carried out before work starts and throughout the construction phase at each site. Consultation regarding property and pedestrian access during construction would be integrated with broader construction communication strategies around each site.

5.3.1 Community information

Information relating to traffic management and altered traffic conditions would be distributed to the community through:

- Regular updates to the project website with detail of current traffic arrangements
- Signage in advance of changes of arrangement at bus stops
- Signage in advance of changes to pedestrians and cyclist facilities.

Major traffic detours, disruptions and switches would be advertised in advance of the change in local print media and the radio. Changed traffic conditions will also be detailed on the Live Traffic website and app. Existing permanent variable message signs on the Newcastle Road network would also be used to inform the community of

these major changes.

5.4 Urban design and landscaping

An Urban Design and Landscape Plan would be developed based on the detailed design of the project. The Plan would include, as a minimum:

- Identification of design principles and standards
- The location of existing vegetation and proposed landscaping (including use of indigenous and endemic species where possible)
- A description of disturbed areas and details of the strategies to progressively rehabilitate regenerate and/ or revegetate these areas
- Design features, built elements, lighting and building materials
- Graphics such as sections, perspective views and sketches for key elements of the project, including built elements of the project.

Additionally, a signage strategy would be developed during the detailed design phase of the project. Targeted stakeholder consultation would be carried out during the development of the signage strategy.

5.5 Noise and vibration

Consultation regarding construction noise and vibration would generally be undertaken as part of wider project communications outlined in **Section 3**. However, specific consultation would be carried out in relation to out of hours work. This consultation would be targeted at stakeholders and the community who are likely to be impacted by noise or vibration from this work including the John Hunter Hospital.

Consultation for out of hours work would include community notification a minimum of five days before the work starts. Additional targeted consultation would be undertaken with the affected community, based on the predicted level of noise exceeded as a result of the work. This may include letter box drops, specific notifications, phone calls or individual briefings. The level of noise exceeded when each particular consultation tool would be utilised would be determined as part of the Construction Noise and Vibration Management Plan and the Out of Hours Work Protocol.

Consultation will be undertaken with sensitive stakeholders around operational impacts and mitigations.

6 Next steps

Subject to obtaining planning approval, this framework document would be developed into a Community Liaison Implementation Plan by the construction contractor. The Community Liaison Implementation Plan would provide further details regarding community involvement during design, construction and the project opening phase. This would include the consultation tools, activities and timing for each project elements and specific issue.