

Community Communication Strategy

Newcastle Inner City Bypass –
Rankin Park to Jesmond

October 2022

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Artist's impression July 2020 – Northern interchange at Jesmond

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Transport for NSW approval and authorisation

For approval		
Title	Name	Date
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Glossary / Acronyms

CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plans
CoA	Conditions of approval (State and Federal). State CoA is the NSW Minister for Planning's conditions of approval. Federal CoA is the Federal Minister for the Environment and Energy's conditions of approval.
CM	Consultation Manager
CMS	Complaints Management System
CRM	Community Relations Manager
REMM	Revised Environmental Management Measures
Deed	Construction Deed
DPE	Department of Planning and Environment
EES	Environment, Energy and Science Group (NSW), formerly Office of Environment and Heritage
EIS	Environmental Impact Statement
EPA	Environment Protection Authority (NSW)
EPL	Environmental Protection Licence
ER	Independent Environmental Representative nominated by Transport and approved by DPE
RP2J	Rankin Park to Jesmond - Newcastle Inner City Bypass project
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 during the exhibition of the EIS and assess changes from the EIS
SSI	State significant infrastructure
SWTC	Scope of Works and Technical Criteria
Transport	Transport for NSW and its agents, contractors and consultant, formerly Roads and Maritime Services
VMS	Variable message sign

1. Introduction

1.1. Background

This Community Communication Strategy (CCS) has been prepared for the Newcastle Inner City Bypass - Rankin Park and Jesmond (RP2J) project (State Significant Infrastructure, 6888).

This CCS has been developed in accordance with the Minister's Approval Instrument and Conditions of Approval (CoA) and addresses the Community Consultation Framework in the project's Environmental Impact Statement (EIS) and the Submissions and Preferred Infrastructure Report (SPIR). This CCS describes the methods used to facilitate communication between Transport, the nominated construction contractor (Fulton Hogan Construction), key stakeholders and the community. This document should be read in conjunction with the RP2J Complaints Management System (CMS). This CCS interfaces with the other associated frameworks and plans, which together describe the proposed overall project management system for the project to ensure compliance with the requirements of the Infrastructure Approval, EIS and SPIR.

1.2. Purpose

This CCS describes:

- stakeholders to be consulted during the implementation of the strategy, including adjoining landowners, local residents, the broader community, key stakeholders and relevant agencies
- 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
- methods to proactively manage potential construction impacts (to be managed by Fulton Hogan).

The project has been assessed under State Significant Infrastructure, Division 5.2 of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). This CCS addresses CoA B1, B2, B3, B4, B5, B6, B7, B8, B9, B10, B11, B12 and B13 of the RP2J Infrastructure Approval Instrument and the relevant Revised Environmental Management Measures (REMM's) from the SPIR.

The requirements of the CoA and REMM's which apply to the CCS are listed in *Table 1*, 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: Communication requirements

CoA/REMM	Communication requirements	Reference
CoA B1	<p>A Community Communication Strategy must be prepared to provide mechanisms to facilitate communication between the Proponent, the ER, relevant public authorities and the community (including adjoining affected landowners and occupiers, and others directly impacted by the SSI), during the design and works associated with the SSI and for a minimum period of 12 months following the completion of construction of the SSI.</p>	This document
CoA B2	<p>The Community Communication Strategy must:</p>	
	<p>(a) identify people and organisations to be consulted during the design and work phases;</p>	Section 2
	<p>(b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the SSI including use of construction hoardings to provide information regarding construction. The information to be distributed must include information regarding current site construction activities, schedules and milestones at each construction site;</p>	Section 5.4
	<p>(c) identify opportunities and make provision for the community to visit construction sites (taking into consideration workplace, health and safety requirements);</p>	Section 5.4
	<p>(d) provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant communities;</p>	Section 5.4
	<p>(e) set out procedures and mechanisms: (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; and (iii) to resolve any issues or disputes that may arise in relation to construction of the SSI, including disputes regarding rectification or compensation.</p>	Section 6.7, 5.4, 5.5 and refer to the CMS and Consultation Manager

CoA B3	The Community Communication Strategy must be submitted to the Planning Secretary for approval no later than one month before the commencement of any work.	Section 1.3
CoA B4	Work for the purposes of the SSI must not commence until the Community Communication Strategy has been approved by the Planning Secretary.	Section 1.3
CoA B5	The Community Communication Strategy , as approved by the Planning Secretary, must be implemented for the duration of works and for a period of 12 months following the completion of construction.	Section 1.3
CoA B6, B7	<p>A Complaints Management System must be prepared and implemented before the commencement of any work and maintained for the duration of construction and for a minimum of 12 months following completion of the SSI.</p> <p>The following must be available, to facilitate community enquiries and manage complaints, one (1) month before the commencement of work and for 12 months following the completion of construction:</p> <ul style="list-style-type: none"> (a) a 24-hour telephone number for the registration of complaints and enquiries about the SSI; (b) a postal address to which written complaints and enquires may be sent; (c) an email address to which electronic complaints and enquiries may be transmitted; and (d) a mediation system for complaints unable to be resolved (including access to an independent mediation process and mediator). <p>This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level. The Complaints Management System must be provided to the Planning Secretary prior to any work commencing.</p>	<p>RP2J CMS</p> <p>Section 5.5</p> <p>Section 5.5.1</p>
CoA B8	The telephone number, postal address and email address required under Condition B7 of this approval must be published in a newspaper circulating in the relevant local area and advertised on site hoardings at	Section 5.4, 5.5

	each construction site, before the commencement of any work and published in the same way before the commencement of operation. This information must also be provided on the website required under Condition B13 of this approval.	
CoA B9	A Complaints Register must be maintained recording information on all complaints received about the SSI during the carrying out of any work and for a minimum period of 12 months following the completion of construction. The Complaints Register must record the: (a) number of complaints received; (b) number of people affected in relation to a complaint; and (c) means by which the complaint was addressed and whether resolution was reached, with or without mediation.	Section 5.5 Section 5.5.1
CoA B10	The Complaints Register must be provided to the Planning Secretary upon request, within the timeframe stated in the request, and made available to the ER on a daily basis.	Section 5.5 Section 5.5.1
CoA B11	The independent mediation process required under Condition B7(d) must detail how members of the public, who are not satisfied by the Proponent's response to a complaint, has the ability to have the Proponent's response reviewed. Any application made under the independent mediation process for a review of a complaint must be responded to within 28 days of the request being made or within other specified timeframe agreed with the member of the public.	Section 5.5 Section 5.5.1 RP2J CMS
CoA B12	The independent mediation process required under Condition B7(d) must: (a) Review any unresolved disputes if the procedures and mechanisms under Condition B2(e)(iii) do not satisfactorily address complaints; and (b) Make recommendations to the Proponent to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes.	Section 5.5 Section 5.5.1 RP2J CMS
CoA B13	A website providing information in relation to the SSI must be	Section 5.4

	<p>established before commencement of work and maintained for the duration of works and for a minimum of 24 months following the completion of construction of the SSI. Up-to-date information (excluding confidential, private, commercial information or other documents as agreed to by the Planning Secretary) must be published before the relevant works commencing and maintained on the website or dedicated pages including:</p> <p>a) information on the current implementation status of the SSI;</p> <p>b) a copy of the documents listed in Condition A1 and Condition A2 of this approval, and any documentation relating to any modifications made to the SSI or the terms of this approval;</p> <p>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;</p> <p>d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI;</p> <p>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 before the commencement of any work to which they relate or before their implementation as the case may be;</p> <p>f) a copy of the compliance reports required under Condition A30 and independent audit reports under Condition A36 of this approval.</p>	Section 5.4.1
CoA E29	<p>In order to undertake out-of-hours work, the Proponent must identify appropriate respite periods for the out-of-hours works in consultation with the community at each affected location on a monthly basis. This consultation must include (but not be limited to) providing the community with:</p> <p>(a) a schedule of likely out-of-hours work for a period of no less than three (3) months in advance;</p>	Section 3

	<ul style="list-style-type: none"> (b) potential work, location and duration; (c) noise characteristics and likely noise and vibration levels; and (d) likely mitigation and management measures. <p>The outcomes of the community consultation, the identified respite periods and the scheduling of likely out-of-hour work must be provided to the ER, EPA and the Planning Secretary.</p>	
REMM SL01	<p>The draft Community Consultation Framework will be finalised during detailed design and will be implemented during construction to provide timely and transparent information about changes to access, traffic conditions, details of the construction program and general construction progress during the construction phase.</p>	This document

1.3. Community Communications Strategy scope

This CCS applies to community engagement and communications by Transport and the nominated contractor relating to RP2J. RP2J will be delivered in four stages, as described in the RP2J Staging Report. Stage 4 of the project is now underway with the award of the main works contract to Fulton Hogan Construction. Fulton Hogan will be the nominated contractor for all communications from September 2022, as all previous stage Contractors scopes are now completed and handed back to Transport.

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

Work for the purposes of the SSI will not commence until the CCS has been approved by the Secretary. The RP2J CCS, as approved by the Secretary, will be implemented for the duration of the works (including design) and for 12 months following the completion of construction of the SSI.

1.4. Project description

The project comprises the construction of a bypass between Rankin Park and Jesmond and all associated works including interchanges, bridges and local road changes for connectivity to the new bypass. Refer to Figure 1 for project area map.

Key features of the bypass project include:

- 3.4 kilometres of four lane divided road between Lookout Road at Rankin Park and Newcastle Road at Jesmond
- A grade separated interchange at the southern connection of the bypass with Lookout Road (southern interchange)
- A grade separated interchange at the northern connection of the bypass with Newcastle Road and the existing northern section of the Newcastle Inner City Bypass (northern interchange)
- A grade separated interchange providing a new access to John Hunter Hospital precinct from the bypass in both directions (hospital interchange)
- Connections to existing local and regional roads
- Noise attenuation
- Three structures, including a bridge, provided along the bypass to improve connectivity in the bushland for people and animals
- Off-road provisions for pedestrians and cyclists including shared pathways, a shared path bridge over Newcastle Road at Jesmond Park and a cycle over bridge and underpass at the northern interchange.
- Mine subsidence treatment

The project requires the use of temporary ancillary sites including:

- Primary and secondary ancillary sites
- Materials stockpile and processing areas
- Bridge construction support areas
- Area for storage and servicing of plant and equipment

Construction activities during RP2J 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)
- Construction of site access and haul roads
- Traffic detours and temporary adjustments to speed zones and lane configurations on existing 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.

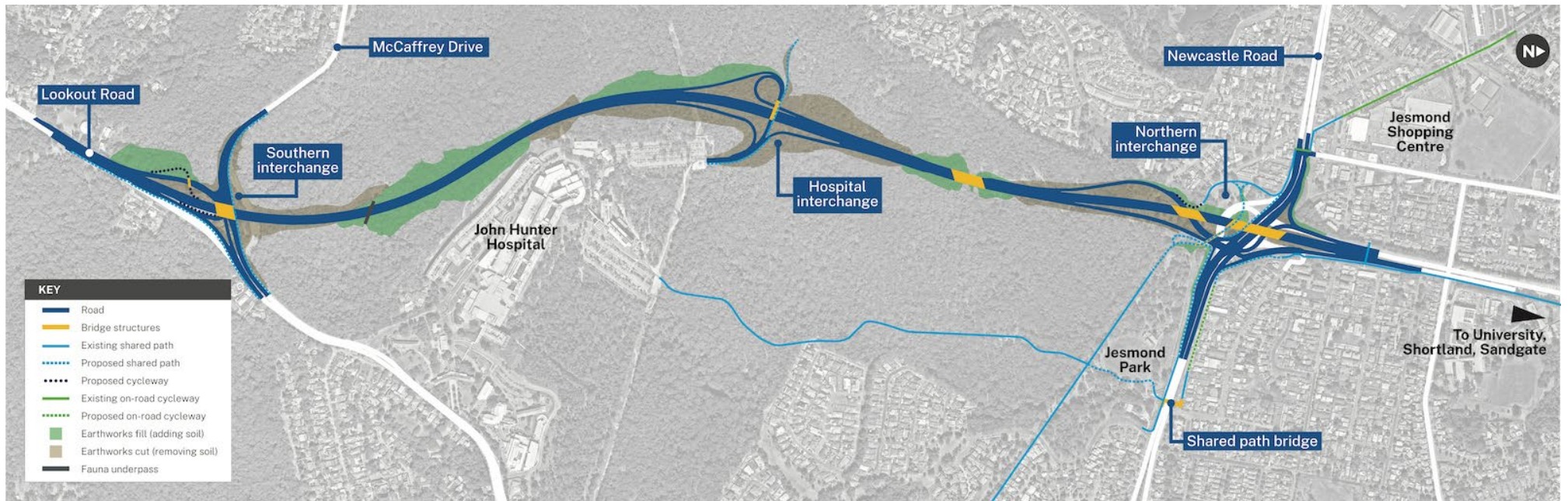


Figure 1: Newcastle Inner City Bypass: Rankin Park to Jesmond, July 2020

2. Stakeholder identification

2.1. Community overview

The project is located in an urban bushland in the Newcastle local government area (LGA) and is surrounded by medium density housing. The project is in the Wallsend State electorate. A map of the local area showing the specific project location is shown in *Figure 1*.

About 23,500 people reside in the surrounding suburbs of Rankin Park, Cardiff Heights, New Lambton, New Lambton Heights, Elernmore Vale, Wallsend and Jesmond.

There are properties adjacent to the project area which could potentially be impacted by traffic noise, visual impacts and construction impacts including machinery noise and vibration. These issues have been assessed and appropriately controlled as part of the project assessment and approval.

Rankin Park to Jesmond is understood by the local community to be final stage in the broader road network development of the Newcastle Inner City Bypass. There is a high level of continued interest in the project. As demonstrated in the SPIR, the community are generally supportive to see the bypass constructed as quickly as possible and expectations around the timing for construction activities shall continue to be managed.

The project is located within the Awabakal Local Aboriginal Land Council area.

2.2. Key stakeholders

Transport has carried out extensive consultation with the community and stakeholders in the development of the project. Community and stakeholder consultation details are recorded in the Transport stakeholder management database, Consultation Manager.

Transport will continue to keep the community and key stakeholders informed as the bypass proposal progresses and ensure concerns and issues are understood and reflected in the project communications.

Stakeholders are recognised as anyone who has a direct regulatory role, affected asset owners, land owners, or who has a measurable current or future interest in the project and are categorised in *Table 2* of this CCS. In addition, the EIS and SPIR include maps showing location of nearby residents and businesses, and noise sensitive receivers.

The John Hunter Health Innovation Precinct is undergoing a major upgrade concurrently with the bypass project. A particular focus will be the proactive management of relationships with NSW Health Infrastructure and Hunter New England Health to ensure any potential issues associated with the adjoining project sites are mitigated.

Table 2: Key stakeholders

Stakeholder group	Stakeholders
Directly affected stakeholders and business	<ul style="list-style-type: none"> • Adjacent and directly affected properties and businesses including properties and businesses within 200 metres of the alignment, or 500 metres where controlled blasting is carried out, including: <ul style="list-style-type: none"> ○ Properties that require property adjustments ○ Properties that require architectural / at-house noise treatments ○ Sensitive noise receivers • John Hunter Hospital <ul style="list-style-type: none"> ○ Hunter New England Local Health District ○ NSW Health Infrastructure • Registered Aboriginal Parties
Wider community	<ul style="list-style-type: none"> • Local residents and landholders • Road users using the existing roundabout at Jesmond and local roads • Road users using the Newcastle City bypass Jesmond to Sandgate • Road users using Lookout Road and nearby local and regional roads • Pedestrians and cyclists • Local public transport operators – Newcastle Transport (Keolis Downer), CDC (Hunter Valley Buses) • Places of worship – St Margaret’s Anglican Church, Jesmond Park Uniting Church • Bushland users for recreation purposes
Interest groups and businesses	<ul style="list-style-type: none"> • Local businesses in surrounding suburbs, including Newcastle Private Hospital and other John Hunter Hospital precinct tenants • Hunter Business Chamber • Bicycle user groups including Newcastle Cycleway Movement • Land care groups – George McGregor Park, Jesmond Bushland Reserve • Bushland reserve user groups – walkers and mountain bike riders • Environmental protection groups
Government representatives and agencies	<ul style="list-style-type: none"> • Minister of Energy and Environment • Minister of Planning • Minister for Metropolitan Roads • • Minister for Health and Medical Research • Minister for Infrastructure (Federal) • State Members of Parliament – Charlestown and Wallsend • Federal Member of Parliament - Newcastle • Department of Planning and Environment (DPE) • NSW Environment Protection Authority (EPA) • NSW Heritage, formerly Office of Environment and Heritage (OEH) • NSW Department Industry (Crown Land, Water) • NSW Department of Primary Industries - Fisheries

	<ul style="list-style-type: none"> • City of Newcastle • Lake Macquarie City Council • Health Administration Corporation
Emergency Services	<ul style="list-style-type: none"> • NSW Ambulance Service • NSW State Emergency Service • NSW Police • NSW Rural Fire Service • NSW Fire and Rescue
Utility and service providers	<ul style="list-style-type: none"> • Ausgrid • Hunter Water Corporation • Jemena • Telecommunications providers, including Telstra, Optus, NBN Co

2.2.1. Directly affected stakeholders and business

Transport and Fulton Hogan will liaise with directly affected stakeholders and businesses outlined in *Table 2*, including residents, tenants, property owners and business owners to ensure they are kept informed about the project and any construction work that may directly affect them including any out-of-hours or night work. Stakeholders in this group will receive regular information via email and/or notification letter about the project including work nearby that may affect them. The team will also make phone calls or send text messages (in line with stakeholders preferred contact method) to keep directly affected stakeholders informed and have meetings when required.

Information about construction activities and impacts will be available on an online project portal which will be regularly updated. The portal will be the main online platform for affected stakeholders and business and the community to access project information.

2.2.1.1 Properties receiving adjustments

Property adjustment plans will be prepared in accordance with the requirements of the Infrastructure Approval, EIS, SPIR and other associated project documents. Transport and Fulton Hogan will liaise with residents, tenants, property owners 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

Transport 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 and other associated project documents. Transport and Fulton Hogan will liaise with residents, tenants, property owners and business owners to ensure work is carried out in a timely and respectful manner.

3. Key issues and stakeholder consultation

3.1. Previous consultation

Transport consulted with the community at several stages since the announcement of funding in 2014. The refined strategic design was displayed for community feedback between 17 May and 9 June 2016.

The concept design and EIS were displayed for community feedback between 16 November and 16 December 2016.

During the public exhibition 317 submissions were received from the community and stakeholders. Key issues raised by the community included off-road cycling (particularly at the northern interchange), provision of on/off ramps at McCaffrey Drive and the John Hunter Hospital interchange.

A Submissions and Preferred Infrastructure Report (SPIR) was prepared to address these submissions. For more information, refer to the RP2J SPIR.

A revised design for the bypass was published in July 2020, which incorporated feedback provided on previous designs.

In June 2021, a modification proposal for the project was displayed by DPE for feedback. The proposal sought permission to use four additional compound sites outside of the existing project area, and sought to align our compliance monitoring and reporting program conditions to be similar to projects more recently approved by DPE.

During the public exhibition 42 submissions were received from the community and stakeholders. A submissions report was prepared to address these submissions. As a part of this process the Astra Street compound was no longer proposed for use, reducing the number of compounds to three.

In February 2022, DPE approved the modification proposal to use three of the additional compound sites and issued the project with a modified Instrument of Approval. Fulton Hogan has selected a new site for the main compound at Platt Street, Waratah and this site was approved in August 2022. Local residents were notified on 16 September 2022 that the sites at Peatties Road, Garden Suburb and Main Road/Marshall Street, Cardiff Heights would not be used by the project.

3.2. Potential issues and strategies

Transport understands the importance of proactive consultation and engagement with the community and key stakeholders to address and minimise potential issues and construction impacts.

Table 3 outlines 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, mitigation measures and strategies

Potential issue	Potential key impacts	Communication strategy
<p>Construction impacts - noise, vibration and dust</p>	<p>Potential key impacts cause by:</p> <ul style="list-style-type: none"> • Trucks, light vehicles, reversing beepers • Earthworks and construction activities including piling • Out of hours work • Blasting • Construction and use of ancillary facilities <p>John Hunter Hospital precinct:</p> <ul style="list-style-type: none"> • Potential noise and vibration impact • Localised traffic impacts due to construction work. • Connectivity from interchange to hospital internal road network • Potential for community complaints to be misattributed due to the hospital innovation precinct project and bypass project being delivered concurrently with adjoining project areas 	<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, Environment Protection Licence (EPL) and other associated project documents.</p> <p>The project CEMP and Noise and Vibration Management Sub-plan will be prepared to 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 will be prepared to detail how construction noise and vibration impacts will be minimised and managed. The plan will be developed in consultation with relevant public authorities and be 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"> • Letterbox/email project notifications with nearby residents, businesses, John Hunter Hospital precinct, as required • Online portal – interactive map highlighting location, timing and duration of construction impacts • Meetings with nearby residents, businesses, John Hunter Hospital, as required • Direct phone calls, as required • Publish information on the project website • Respond to enquiries and complaints in accordance with the CMS. <p>All project personnel and subcontractors will be educated in minimising noise, vibration and dust at the project induction, pre-start meetings and toolbox talks.</p>
<p>Controlled blasting</p>	<p>Impacts of controlled blasting including noise, vibration, dust and road closures</p>	<ul style="list-style-type: none"> • Follow procedures including the Project Management Plans, CEMP and sub-plans (including Blast Management Strategy), that are developed in accordance with the requirements of the

	<p>Lack of information and consultation about controlled blasting</p> <p>Damage to nearby buildings and structures from controlled blasting</p>	<p>Infrastructure Approval, EIS, SPIR, EPL and other associated project documents.</p> <ul style="list-style-type: none"> • Inform and/or consult with nearby residents and businesses about controlled blasting: • 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 • Notify residents, businesses and motorists of each controlled blasting. Notification will occur before blasting on the project starts and then 48 hours in advance of weekly blast • Blasting factsheet and weekly information about planned blasts to be made available on the project website • Online portal – interactive map highlighting location, timing and duration of blasting • 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. • Respond to enquiries and complaints in accordance with the CMS.
<p>Drainage, stormwater management, erosion, sediment control and water quality</p>	<p>Flooding during large rainfall events, management of erosion and sediment control for temporary work.</p>	<p>Design temporary and permanent work in accordance with the Infrastructure Approval, EIS, SPIR, EPL and other associated project documents.</p> <p>A Soil and Water sub-plan and Flood Management sub-plan will be prepared to detail the management of surface water impacts during construction. The plan was developed in consultation with relevant public authorities.</p> <p>Inform and/or consult with nearby residents and businesses about drainage, storm water management, erosion, sediment control and water quality:</p> <ul style="list-style-type: none"> • Meetings with nearby residents and businesses, as required • Respond to enquiries and complaints in accordance with the CMS.

<p>Unexpected Aboriginal and non-Aboriginal heritage</p>	<p>Disturbance and damage to Aboriginal and non-Aboriginal heritage items.</p>	<p>Follow procedures included in the CEMP including, where appropriate, stop works and contact key stakeholders and organisations.</p> <p>An Unexpected Heritage Finds and Human Remains Procedure will be prepared in consultation with relevant public authorities.</p> <p>The project site induction to incorporate Aboriginal cultural 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>
<p>Local infrastructure, utilities and services</p>	<p>Damage to local infrastructure such as roads and utilities.</p> <p>Temporary loss of services due to construction work.</p> <p>Connections or alterations to utilities</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, 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. Existing condition reports to ensure agreed baseline for restoration. 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. Ensure that disruption to any service is minimised and will advise potentially affected local residents and businesses before any planned disruption of service occurs.</p> <p>Respond to enquiries and complaints in accordance with the CMS.</p>
<p>Operational noise treatment</p>	<p>Impact on local residents and understanding by the community of how noise treatment is determined.</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, EPL and other associated project documents.</p> <p>Transport factsheet about operation noise would be 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</p>

		noise levels and the mitigation provided from low noise pavement, noise walls and architectural / at-house treatment.
Out of hours work	Disruption to nearby residents and motorists during out of hours work.	<ul style="list-style-type: none"> • 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, EPL, OOHW Protocol and other associated project documents. • A project CEMP and Noise and Vibration Management Sub-plan will be prepared to outline the environmental management practices and procedures that are to be followed during construction including noise and vibration monitoring. • Implement mitigation measures and monitor noise levels during night work. <p>Notify and consult with affected noise sensitive receivers affected by out-of-hours work on a monthly basis, outlining:</p> <ul style="list-style-type: none"> • The reason that the work is required to be undertaken outside standard construction hours • The location, nature, scope and duration of the proposed work • Proposed respite periods and other time restrictions that apply to the proposed work • Likely upcoming out-of-hours work planned to occur in the next 3 months • The expected noise and vibration impact of the work, and what mitigation and management measures will be implemented • The process for how complaints may be made and additional information obtained; and • The 24 hour phone number for complaints and the project website address <p>Information will be displayed on the online portal's interactive map highlighting location, timing and duration of out of hours work</p>

		<p>Sensitive receivers will be notified not less than five days before and not more than 14 days before these works are to be undertaken.</p> <p>Respond to enquiries and complaints in accordance with the CMS.</p> <ul style="list-style-type: none"> •All project personnel and contractors will be educated in minimising noise, vibration and dust at the project induction, pre-start meeting and toolbox talks.
Property and vehicle damage	Property or vehicle damage from construction work.	<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, 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>Transport and Fulton Hogan will carry out investigations 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>Respond to enquiries and complaints about property and vehicle damage in accordance with the CMS and resolve via relevant project insurances as appropriate.</p>
Removal of native vegetation and impacts on flora and fauna	<p>Clearing of native 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, 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"> • Consulting with local wildlife rescue groups to ensure fauna found within the work areas are safely relocated • Developing key messages about the Biodiversity Offset Package and nest boxes

		<ul style="list-style-type: none"> • Letterbox/email notification and meetings with nearby residents and businesses, as required • Information published onto the project website and online portal • Respond to enquiries and complaints in accordance with the CMS. <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>
Site compounds and ancillary facilities	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, 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 and reduce noise and air quality impacts 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"> • Letterbox/email notification and meetings, as required • Respond to enquiries and complaints in accordance with the CMS.
Traffic management impacts on motorists, pedestrians and cyclists including traffic changes, detours and access changes	<p>Disruptions, delays and temporary detours including reduced speed limits, 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>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, 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>Changes to bus stop locations during construction to be carried out 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"> • Letterbox/email notification and meetings, as required • Presentation to key stakeholder groups • Information onto the project website, online portal and NSW Live Traffic • Advertisements, media releases and traffic alerts • Email notifications to registered stakeholders • VMS to display information about traffic delays and changes • Signage to direct pedestrians/cyclists to ensure safe usage of footpaths/roads • Respond to enquiries and complaints in accordance with the CMS.
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4. Community relations management

Fulton Hogan's Community and Stakeholder Manager will coordinate the development, management, and implementation of all community engagement activities for the Main works Contract, and provide information to Transport for wider project engagement. Transport's Community and Engagement Senior Officer will oversee all activities and coordinate the wider project needs with the Main works activities, and obtain relevant Transport approvals. The process of consultation will also be documented in the contractor's Construction Community Liaison Sub Plan (LS1).

Responsibilities include:

- Enquiries/complaints/issues management
- Management and maintenance of the document management administration and systems/ contact database
- Liaison with property owners to co-ordinate access and to deal with specific property related issues arising from the upgrade works
- Development and delivery of community engagement plans, communication activities and tools
- Prepare material and facilitate group and public meetings, forums and information sessions
- Provide strategic advice and participate with the project teams to improve and enhance the delivery of project communication services to the community
- Build and maintain collaborative and consultative working relationships with internal and external stakeholders.

Fulton Hogan's Community and Stakeholder Manager will be available for contact by local residents and the community at all reasonable times to answer questions and address any concerns about the project and oversee the following:

- Emerging stakeholder issues
- Planned out of hours work and on weekends
- 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
- Commitments to stakeholders made by Transport

5. Community and stakeholder engagement

5.1. Engagement objectives

Transport's 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 Transport 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 road users and nearby residents, businesses and community groups who may be directly impacted
- 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, 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

Transport's communication and engagement objective during the project is to ensure the community and stakeholders are kept informed about construction activities and to regularly provide updates on progress and delivery of the project. Providing accurate and current information is essential to managing community expectations and encouraging an understanding of the project and its benefits.

Transport and 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.

Some stakeholders, such as directly affected property owners, City of Newcastle, John Hunter Hospital and certain community groups will be directly engaged and regularly consulted.

Transport will continue to communicate with inter-government stakeholders and relevant Ministers regarding the connected delivery of the John Hunter Hospital Innovation Precinct and the RP2J project, to ensure the two projects are successfully delivered together (due to the need for RP2J to be opened to traffic to facilitate the opening of the additional hospital capacity).

5.3. Key messages

Key messages will be developed and updated as the project progresses to ensure consistency across all communication and engagement activities. Key project messages include:

- The Australian and NSW governments are funding the Rankin Park to Jesmond section of the Newcastle Inner City Bypass. The 3.4 kilometre bypass would be built between Rankin Park and Jesmond, the west of John Hunter Hospital.
- The Australian Government committed \$360 million towards the project in October 2020, with the NSW Government funding the remainder of the estimated \$450 million project.
- The project will feature a northern interchange at Newcastle Road, an interchange providing access to the John Hunter Hospital Precinct, and a southern interchange at McCaffrey Drive.
- A shared path bridge over Newcastle Road was completed in early 2021 as early work on the project. The next stage of early work started in February 2021, with the demolition and site clearing of a number of Transport for NSW owned properties on Lookout Road, New Lambton Heights.
- Relocation of major utilities and preliminary road work on Lookout Road and McCaffrey Drive was completed in August 2022, which will help to accelerate work at the southern interchange when major work starts later in 2022.
- Work on the main project is expected to start in late 2022, with the bypass opened to traffic in 2025.
- The Newcastle Inner City Bypass provides improved traffic flows across the western suburbs of Newcastle and connects key regional destinations such as Bennetts Green, Charlestown and Jesmond shopping centres, John Hunter Hospital, Newcastle University and the Pacific Highway.
- The Rankin Park to Jesmond section of the bypass would provide traffic relief to key parts of the surrounding road network, particularly the existing route of Lookout Road, Croudace Street and Newcastle Road. About 40,000 to 60,000 vehicles currently use the Newcastle Road corridor each day.
- The surrounding road network experiences high levels of traffic congestion and delays at key intersections. These issues are likely to worsen in the future as traffic volumes increase.
- The project is expected to deliver major benefits to motorists by providing improved north-south travel conditions and avoiding 11 sets of traffic lights along the existing route.
- Key features include:
 - A 3.4 kilometre bypass between Lookout Road at New Lambton Heights and Newcastle Road at Jesmond, to the west of the John Hunter Hospital.
 - Two lanes in each direction and three interchanges designed to improve traffic flow and increase connectivity (northern, southern and hospital).
 - Provision of structures to provide connectivity in the bushland for people and animals
 - Off-road provisions for pedestrians and cyclists including a shared path bridge over Newcastle Road at Jesmond Park and a cycle over and underpass at the northern interchange.
 - Upgrades to connecting roads, pedestrian and cycling facilities, noise barriers as required and operational water quality treatment measures.

- The bypass has been designed to have a posted speed limit of 90km/h to reduce travel times and facilitate regional economic growth.
- Transport will continue to keep the community and key stakeholders informed as the bypass progresses.
- Transport is working closely with NSW Health to ensure the project aligns with work on the John Hunter Health Innovation Precinct and to provide a second access road to the hospital campus.

5.4. Communications tools

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

Communications 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.

Transport will continue to inform and engage the community and stakeholders post-construction via media releases, website updates, social posts, targeted notifications and meetings as issues or activities require. For example consultation to meet operational noise requirements will involve targeted notifications and meetings, potentially also door knocking. Where required, face to face consultation activities may be carried out virtually.

5.4.1. Project website

Transport has established a website for the project: nswroads.work/rp2j

The website will be maintained for the duration of the project and for a minimum of 24 months following the completion of the SSI.

Up-to-date information (excluding confidential, private and commercial information), as outlined in B13, will be available on the project website before work starts. The following will also be available on the project website prior to the commencement of work or prior to their implementation as appropriate:

- 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
- 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;
- Copies 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.

5.4.2. Project online interactive portal

An online interactive portal will be established for the construction phase of the project. The portal will be accessed via the project website.

The content of the portal will continue to be built upon during the life of the project. The portal will feature an interactive map displaying the project design, animation videos showing key interchanges and traffic switches, artist impressions of the completed project.

The portal will outline key construction activities and out of hours work, including impacts to traffic, bush trails, and cycle and pedestrian paths.

The portal will be maintained by Transport's Senior Community and Customer Engagement Officer and Fulton Hogan's Community Relations Manager.

Table 4: Communication tools, audience and timing

Activities / tools	Description	Audience	Frequency / timing	Comments
3D animation, videos and artist impressions	A 3D visualisation video has been developed to show the project location and key features. The video will be updated with the final design and will be available on the RP2J project website in late 2022.	Road users, community and stakeholder groups, any interested parties.	For the duration of the project, the 3D animation 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.	The video will also be showcased on an online interactive portal currently under development. The video will be supported by other visual and interactive elements to high key features of the project...
Advertisements	Advertisements will be published to inform the community about proposed work and location of work. Project phone number, email address and postal address will be included for community enquiries.	Road users, community and stakeholder groups, any interested parties.	Advertisements are to be placed as required, for the duration of the project.	Transport to place all advertisements. Advertisements must conform to 'NSW (Government) Guidelines for Advertising'
Community updates and postcards	Community updates, postcards, construction updates, social media 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 , start of major construction, traffic changes and opening of new sections of road.	The community updates, notifications and postcards will follow current Transport templates and branding guidelines. Project updates will also be available on the project website and social media posts on the Transport for NSW Facebook page.
Community information forums	Location-based community information forums will be held to focus on key environmental management issues of concern to the relevant communities. Transport will identify opportunities and make provision for the community to visit construction sites as appropriate (taking into consideration workplace, health and safety requirements).	Road users, residents, businesses, community stakeholder groups and any interested parties	Within one month of main construction work commencing, thereafter annually, or as required by forums, and at completion of construction.	Community updates, postcards and/or notifications and the website will promote details (date, time, location) of upcoming location-based community information forums. Community members will also be asked to register interest to further build stakeholder database contacts. 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. Feedback received during these forums will be recorded and entered into Consultation Manager.
Contact cards	Business cards with the project contact details 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 community members if approached or left when residents are not home when door knocking.
Door knocking	Door knocking 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.	Door knocks to be recorded in Consultation Manager.
Frequently asked questions (FAQs)	FAQs about the project, background etc	Community and stakeholder groups, any interested parties.	For the duration of the project.	FAQs will be available on the project website.
Live Traffic NSW	Provides real time information about traffic changes for motorists.	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 informed about the project.	Community and stakeholder groups, any interested parties.	Proactive offer to hold meetings with key stakeholders, nearby residents and businesses as required.	Meeting notes will be recorded in Consultation Manager.
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 project work and traffic changes that may impact. Activities could include changes to access arrangements, construction of temporary work and permanent changes, high impact / noisy work and work outside normal working hours. Notifications will be in writing and include the specific days and times, construction activities and a map showing where the activities will occur.	Nearby noise sensitive residents and businesses, road users Out of hours and high impact/noisy work notifications will be provided to residents and business identified as potentially impacted (based on noise predications)	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. For ongoing out-of-hours work, noise sensitive receivers will be consulted on a monthly basis. Notification letters for construction activities and traffic changes will be distributed a minimum of five days before start of work.	Out of hours work notifications will be developed to address the requirements of the project EPL (where applicable). 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.

Photographic images	Photographs will be taken during construction to document the progress of construction.	Community and stakeholder groups, any interested parties.	Photos will be included in construction updates, notifications and social media posts, for the duration of the project.	Photographs will be included on the project website for project updates.
Project signage & hoardings	Project information and supplementary signage. Hoardings around construction ancillary facilities.	Community and stakeholder groups, any interested parties.	For the duration of the project.	In accordance with the NSW government project signage requirements and approval conditions.
Project email address	A project email address RP2JCommunity@fultonhogan.com.au has been established for enquiries and feedback from the community	Community and stakeholder groups, any interested parties.	A project email address has been established by Fulton Hogan for Stage 4 – main works. The email address will be available for the duration of the project and will be in service for 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.
Project information phone number	A 24-hour toll free project information telephone number (1800 818 433) has been established for enquiries about the project.	Community and stakeholder groups, any interested parties.	The project information will continue to be available for 12 months following the completion of the project.	Phone number will be included on all project communication material. All calls received and their responses will be recorded in Consultation Manager.
Project postal address	Project postal address is for enquiries about the project. PO Box 186, Waratah, NSW 2298	Community and stakeholder groups, any interested parties.	A project postal address has been established and will be available for the duration of the project. The existing Transport postal address (Locked Bag 2030 Newcastle NSW 2300) is the regional office postal address. Postal address will continue to be monitored by Transport.	The postal address will be included on all project communication material. All correspondence received and their responses will be recorded in Consultation Manager.
Site tours	On completion of sections of the project e.g. interchange open to traffic, tours may be provided to elected officials, elected representatives, government agencies, management and technical personnel, businesses and community.	Community and stakeholder groups, any interested parties.	As appropriate and as requested or invite or timed with a media event.	Subject to stakeholder desire for site tour, and Transport's and the contractors safety requirements

Social media	Social media posts.	Transport for NSW Facebook page followers.	For major milestones announcements including start of construction, traffic changes and opening of new sections of bypass.	Posts should generally be targeted to a specific demographic to those located along the project area and Newcastle road users
Traffic alerts and media releases	Content for traffic alerts and media releases will be prepared to keep the community and stakeholders informed about construction activities and changes to traffic conditions	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.	Traffic alerts and media releases will be distributed by Transport 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.
Website	A website has been established to provide information about the project and project updates to the community: nswroads.work/rp2j	Community and stakeholder groups, any interested parties.	Transport will manage the existing project website and provide updates where required.	In accordance with of the Infrastructure Approval, EIS, SPIR,, EPL and other associated project documents. Information will be published before work is planned to occur.
Online portal	An online interactive portal will be developed to display videos, images, other interactive tools and project highlights to help explain key elements of the project and stages of construction.	Road users, community and stakeholder groups, any interested parties.	The online portal is in development and will be live before major work starts. The portal will remain available for at least 12 months post completion of the project. Transport will manage the content of the online portal.	The content and timing of the online portal will be determined during its development.

5.5. Complaints management system (CMS)

The CMS outlines the process to manage issues and complaints received during the project and for a minimum of 12 months following completion of the project. The CMS will be implemented before the start of work on the SSI.

‘Complaint’ is defined as interaction with a community member or stakeholder who expresses dissatisfaction with construction activities, staff members, actions or proposed actions.

Transport will oversee management of complaints in a manner which assures stakeholders that their issues and concerns are taken seriously and resolved. Fulton Hogan will directly liaise with complainants and report to Transport and update the Consultation Manager system. Where a complaint has been investigated and remedial action is found to not be required, Transport or the contractor will explain the 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

A project phone number, email and postal address have been established in accordance with CoA B9. The email and postal accounts will be regularly monitored to receive and respond to customer feedback and enquiries.

During construction, the point of contact for all stakeholders will be Fulton Hogan’s Community and Stakeholder Manager.

The contact person will identify the priority of the query and contact the Transport Project Manager to verify. The query will be triaged according to priority and any emails will be acknowledged within one business day, if a response is unable to be provided at that time. All queries will be responded to in full within five business days.

As detailed in Section 2.3 of the CMS, all complaints will be reviewed by the Transport Project Manager and Fulton Hogan, allocated to the appropriate personnel, responded to and corrective or preventative action initiated.

During construction, Fulton Hogan will notify Transport of any complaints that are anticipated to require longer than five days to resolve. Transport will be notified at least within two hours of any complaint or issue that has the potential to attract media or political attention.

All complaints will be documented in Consultation Manager. Transport will be advised of any complaint that needs to be escalated or is related to Transport matters not related to the project.

Fulton Hogan will maintain a project phone number 1800 818 433 and email address RP2JCommunity@fultonhogan.com.au for enquiries, feedback and complaints related to the project 24 hours a day, 7 days a week. Postal enquiries are addressed to RP2J Project, PO Box 186, Waratah, NSW 2298.

Both the phone number and email address will be available for a minimum of 12 months following completion of construction.

All stakeholder contact relating to the project will be collected, documented and maintained in the Consultation Manager database. The facilities 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 phone number for the registration of complaints about works 24 hours a day, 7 days a week	1800 818 433 (toll free)
Email address	The email address allows stakeholders and the community to transmit electronic complaints about the works	RP2JCommunity@fultonhogan.com.au
Postal address	The postal address allows stakeholders and the community to send written complaints about the works	RP2J Project PO Box 186, Waratah, NSW 2298

The phone number, email address and postal address will be published in the newspaper circulating in the local area (Newcastle Herald) 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 (nswroads.work/rp2j) and may also be made available via social media 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 to comply with the requirements of NSW Government and Transport communication guidelines, policies and obligations including:

Privacy and Personal Information Protection Act 1998 (NSW)

NSW (Government) Advertising Guidelines

Transport for NSW Communications and Stakeholder Engagement online E-Toolkit - communications templates with the latest branding and style guides

NSW Government Brand Guidelines , December 2021

Transport for NSW Editorial Style Guide June 2022

Transport for NSW Use of Social Media Policy December 2020

NSW Government Social Media Policy and Guidelines.

6.2. Media and Government

All enquiries from elected representatives from Federal, State and/or local government will be forwarded to the Senior Manager, Community and Customer Engagement North Region, Regional and Outer Metropolitan. All media enquiries are to be forwarded to Transport media unit.

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

6.3. Communication protocols

No information about the project is to be released to any organisation or person without final approval of Transport, who reserve the right to amend any public document generated by Fulton Hogan.

6.4. Project meetings

Transport and Fulton Hogan will hold regular meetings, document and prepare meeting minutes. A monthly forecast of milestones and activities of work that may impact on nearby residents or businesses or work that may create media attention and requires pro-active communication tools will be provided during these meetings.

6.5. 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:

- Project context
- Project and community relations objectives
- Community profile
- 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.

6.6. Pre-start

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

7. Reporting, monitoring and evaluation

To ensure ongoing effectiveness of project communications, activities will be monitored and evaluated against the communication objectives as the project progresses. Methods to assess effectiveness of engagement process include:

- Regular monitoring, analysis and reporting of stakeholder enquiries, including complaints
- Regular review of communications materials and performance reach of social media

- Informal discussions with stakeholders and community feedback during the project development phase
- Number of communication activities and attendance rates
- Monitoring of media (traditional and social) coverage, rated as positive, negative or neutral

When the nominated construction contractor is in place, a monthly report will be prepared evaluating the performance and effectiveness of the CCS, this 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, appropriate of action and follow up
- Informal feedback on individual activities and tools and the overall communications and community engagement carried out
- Internal monthly reporting and team surveys.


Transport communications activities and tools will be reviewed developed and modified for the duration of the project to ensure they continue to be relevant and effective.

Appendix A – Infographics

Increase road capacity



5th section of the Newcastle Inner City Bypass



Provide traffic relief on key parts of the surrounding road network



Improved connectivity for the John Hunter Hospital precinct



Up to 11 sets of traffic lights bypassed



Up to 80% travel time saving on the bypass by 2030



Reduce flood impacts



Additional connectivity for pedestrians and cyclists



32 per cent reduction in crashes



Improve the efficient movement of freight

