

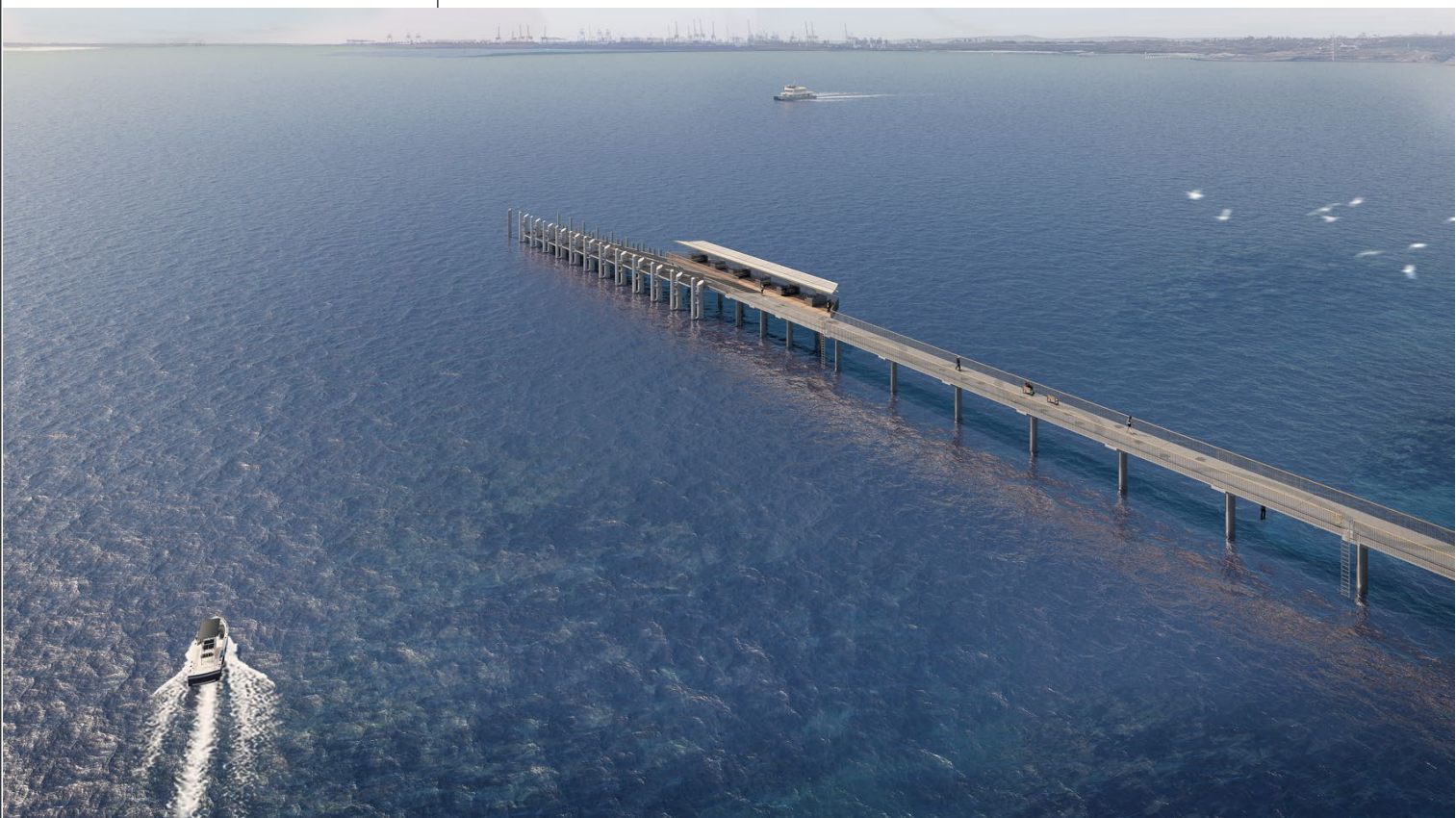
Transport
for NSW

Kamay Ferry Wharves Project

Community Communication
Strategy

April 2023

Kamay Ferry Wharves



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Acknowledgement of Country

Transport for NSW acknowledges the Bidjigal and Gweagal clans who traditionally occupied Kamay (Botany Bay).

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation’s First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples’ cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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1. Introduction and context

This Kamay Ferry Wharves Community Communications Strategy (CCS) provides an overarching strategy for delivery of the Kamay Ferry Wharves Project (the Project). The CSS describes how Transport for NSW (Transport) and its Contractors (McConnell Dowell) will manage community and stakeholder communication and engagement throughout construction of the Project. Contractors will be responsible for implementing the CCS so far as it applies to their program of works.

The Kamay Ferry Wharves Project was assessed by the State Government as State Significant Infrastructure and was referred for approval to the Commonwealth Government as a “Controlled Action” under the Commonwealth Environment Protection and Biodiversity Conservation Act 1999.

The project was approved by the New South Wales Government Department of Planning and Environment (DPE) in July 2022 and by the Commonwealth Department of Climate Change, Energy, the Environment and Water (DCCEEW) in March 2023.

This CCS has been prepared to address the requirements of the NSW Government Ministerial Conditions of Approval (MCoA) B1 to B12.

2. Purpose

This Kamay Wharves Communication Strategy sets out communication and engagement activities during the construction. Before to construction, a range of activities to engage with key stakeholders will occur, as summarised in Section 3.

Transport and its Contractors are committed to actively informing and where appropriate engaging with the community and stakeholders throughout the construction of the Project.

The CCS includes the following:

- Communication and engagement approach and objectives
- Project overview
- Community feedback to date
- Key messages
- Stakeholder identification and analysis
- Overview of the construction work
- Key project milestones
- Roles and responsibilities of Project team members
- Identification of communications tools, timelines and actions, impacts and issues for the delivery of the work
- Issues and impacts to stakeholders, and proposed mitigation measures
- Reporting and evaluation.

The CCS will be supported by action plans that will identify timelines and additional activities that may be needed. It will be updated as needed to ensure that there is timely information especially in the case of identified impacts to the community.

3. Communication and engagement approach and objectives

The objectives of the communication and stakeholder engagement approach are to:

- Provide clear, consistent, and timely information about the Project and its benefits and its impacts to stakeholders and the community during construction
- Promote and raise awareness and understanding of the construction activities to be carried out
- Continue to build on relationships with the local Aboriginal community and ongoing participation in the project
- Work closely with the local Councils and other government agencies to provide a consistent and coordinated approach
- Foster and develop relationships with all stakeholders including local businesses and the community
- Anticipate and manage real and perceived stakeholder and community issues and risks
- Address and respond to community and stakeholder issues and complaints and use feedback to continually improve and assess options to reduce the impact of our work
- Provide communications in a variety of mediums with potentially an increased focus on digital, and considering the needs of communities from backgrounds including Languages Other than English (LOTE), Culturally and Linguistically Diverse communities (CALD) and vulnerable communities (See MCoA B2)
- Monitor and evaluate feedback to measure success of communication and engagement and make changes as required.

This plan considers the impacts and needs of those currently residing in the area or using the area for recreation including the tourists and future users of these facilities.

Aboriginal engagement

Unique to the Project is its value and cultural sensitivity to the Aboriginal community and the fact that La Perouse is home to a higher percentage of Aboriginal people than many other parts of Sydney. This project supports Transport's Reconciliation Action Plan and its commitment to engage and facilitate the participation of Aboriginal peoples including the La Perouse Aboriginal Land Council (LPALC).

We will continue to work collaboratively with local Aboriginal representatives to deliver on our key Aboriginal engagement objectives throughout.

Our construction partner will also work with the local Aboriginal community as part of their Participation Plan.

Pre-construction engagement

In addition to the approach outlined in this Strategy, there will be engagement with key stakeholders before construction starts. We will engage with a range of key stakeholders including Randwick City Council, Sutherland Council and the LPALC to finalise the construction management plans.

We will also engage with local residents, businesses, local community and recreational groups.

The purpose of this early engagement is to provide an update on the project, address issues that have been previously raised and explain the ongoing engagement during the construction process.

Communication activities include:

- Community notifications via letterbox distribution
- Website information including frequently asked questions
- Emails and phone calls
- Community briefings / meetings
- Local posters, notices and signs
- Social media

We will also work with our stakeholders to communicate to their members, to reach a wider audience. We encourage everyone to register their interest in the ongoing communication activities and email updates.

Construction engagement

The construction engagement details and activities, as per the Approval Conditions, are detailed in the following sections of this Strategy.

4. Compliance tables

This CCS, required under Condition B1 of the Infrastructure Approval, addresses the requirements of Part B, Community Information and Reporting of the Schedule of Conditions. This includes B1 to B12 as shown in the following table. Also included is E1 that is related to community notifications for out of hours work for piling.

Table 1. CCS compliance table

Condition no.	Requirement	Reference in plan
B1-Community Communication Strategy	A Community Communication Strategy must be prepared to provide mechanisms to facilitate communication about construction and operation of the State Significant Infrastructure (SSI) with: <ul style="list-style-type: none"> (a) the community (including adjoining affected landowners and businesses, and others directly impacted by the SSI); and (b) the relevant councils, EPA, EHG, DPI Fisheries, Heritage NSW, as applicable. 	This condition is addressed throughout this CCS
B2 – Community Information, Consultation and involvement	The Community Communication Strategy must:	
	(a) identify people, organisations, councils and agencies to be consulted during the design and work phases of the SSI;	Section 8.2
	(b) identify details of the community and its demographics;	Section 8.1
	(c) identify timing of consultation;	Section 9 Section 10.2 Section 12.3
	(d) set out procedures and mechanisms for the regular distribution of accessible information including to Language Other than English (LOTE) and Culturally and Linguistically Diverse (CALD) and vulnerable communities about or relevant to the SSI;	Section 10.2
	(e) detail the measures for informing Registered Aboriginal Parties (RAPs) as required by Condition E24;	Attachment A of CEMP Appendix B1 – Heritage Management Plan Table 4
	(f) identify opportunities for education within the community about construction sites;	Section 11.9
	(g) detail the measures for advising the community in advance of upcoming construction including upcoming out-of-hours work as required by Condition E51;	Section 11.11
	(h) 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;	Section 10.2
	(i) detail the role and responsibilities of the Public Liaison Officer(s) engaged under Condition B6;	Section 10.1 Section 11
(j) 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; and (iii) to resolve any issues and mediate any disputes that may arise in relation to the environmental management and delivery of the SSI, including disputes regarding rectification or compensation 	Section 8.2 Section 10.2 Section 11.1 Section 11.2	

Condition no.	Requirement	Reference in plan
	(k) address who will engage with the community, relevant councils and agencies.	Section 10.1 Section 10.2 Section 11.3
B3	Transport acknowledges that:	
B4	<ul style="list-style-type: none"> The Community Communication Strategy must be submitted to the Planning Secretary and be approved before to the start of any work. 	
B5	<ul style="list-style-type: none"> Work for the purposes of the SSI must not start until the Community Communication Strategy has been approved by the Planning Secretary. The Community Communication Strategy, as approved by the Planning Secretary, must be implemented for the duration of Work and for 12 months following the completion of construction. 	
B6 – Public Liaison Officer	A Public Liaison Officer must be appointed to assist the public with questions and complaints they may have at any time during work. The Public Liaison Officer must be available at all times that work is occurring	Section 10.1 Section 11
B7 – Complaints Management System	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 for 12 months following completion of construction of the SSI.	Section 11.2
B8	<p>The following information must be available to facilitate community enquiries and manage complaints one 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. <p>This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level.</p>	Section 11.1 Section 11.2
B9	<p>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 of 12 months following the completion of construction. The Complaints Register must record the:</p> <ul style="list-style-type: none"> (a) number of complaints received; (b) the date and time of the complaint; (c) the method by which the complaint was made; (d) any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect; (e) nature of the complaint; (f) means by which the complaint was addressed and whether resolution was reached, with or without mediation; and (g) if no action was taken, the reason(s) why no action was taken. 	Section 11.2
B10	<p>Complainants must be advised of the following information before, or as soon as practicable after, providing personal information:</p> <ul style="list-style-type: none"> the Complaints Register may be forwarded to government agencies, including the DPE (via the Major Projects Website), to allow them to undertake their regulatory duties; by providing personal information, the complainant authorises the Proponent to provide that information to government agencies; the supply of personal information by the complainant is voluntary; and the complainant has the right to contact government agencies to access personal information held about them and to correct or amend that information (Collection Statement). 	Section 11.2

Condition no.	Requirement	Reference in plan
	<p>The Collection Statement must be included on the Proponent or development website to make prospective complainants aware of their rights under the Privacy and Personal Information Protection Act 1998 (NSW). For any complaints made in person, the complainant must be made aware of the Collection Statement.</p>	
B11	<p>The Complaints Register must be provided to the Planning Secretary upon request, within the timeframe stated in the request.</p>	Section 11.2
B12 – Provision of Electronic Information	<p>A website or webpage providing information in relation to the SSI must be established before commencement of Work and be maintained for the duration of construction, and for a minimum of 24 months following the completion of construction. The following up-to-date information (excluding confidential, private, commercial information or any other information that the Planning Secretary has approved to be excluded) must be published before the relevant work commences and maintained on the website or dedicated pages including:</p> <ul style="list-style-type: none"> (a) information on the current implementation status of the SSI; (b) a copy of the documents listed in Condition A1, 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 copy of the current version of each document required under the terms of this approval; and (f) a copy of the audit reports required under this approval. <p>Where the information / document relates to a particular work or is required to be implemented, it must be published before the commencement of the relevant work to which it relates or before its implementation.</p> <p>All information required in this condition must be provided on the Proponent's website, ordered in a logical sequence and which is easy to navigate.</p>	Section 10.2
E51-Out-of-hours works – Community Notification (piling)	<p>In order to undertake out-of-hours work as prescribed under Condition E42(d) (piling), the Proponent must justify to the ER the reasons why these works cannot be undertaken during standard working hours. These works must be endorsed by the ER before to the commencement of such work.</p> <p>Any justification must be in writing and include the following information:</p> <ul style="list-style-type: none"> • Reasons for the OOH work; • a description of, location and duration of the OOH Work; • the noise characteristics and likely noise levels of the OOH work; • likely mitigation and management measures which aim to achieve the relevant noise management levels and vibration criteria under Condition E44 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers); and • proposed community notifications which must be provided to impacted sensitive receivers in the community at least 10 days before to the proposed OOH Work. 	Section 11.11 Appendix B5 – construction noise and vibration management sub plan

The following is the Revised Environmental Management Measures (REMM) from the Response to Submissions Report.

Table 2. Revised Environmental Management Measures

Condition no.	Requirement	Reference in plan
C1	A Community Liaison Implementation Plan (CLIP) will be prepared and implemented under the CEMP. As a minimum the CLIP will:	This CCS serves as the CLIP as per the reference in the CEMP.
	Identify people, community interest groups, businesses, priority groups and stakeholders to be consulted with before and during construction	Section 8
	Set out procedures and mechanisms for distributing accessible information about, or relevant to, the project's construction	Section 9 Section 10.2 Section 12.1 Section 12.3
	Provide for the formation of community-based forums that focus on key environmental management construction issues	Section 10.2
	Set out procedures and mechanisms to: <ul style="list-style-type: none"> • Provide updates at key milestones and before starting impacting activities • Allow the community to discuss or provide feedback • To respond to community enquiries or feedback • To resolve issues and mediate any disputes 	Section 7 Section 9 Section 10.2 Section 11.1 Section 11.2
	Include the means for Aboriginal community consultation with the Local Aboriginal Land Council (LALC), Registered Aboriginal Parties (RAPs) and other interest groups.	Section 8.2 Attachment A of CEMP Appendix B1 – Heritage Management Plan
	Include contact name and number for complaints	Section 11.1 Section 11.2
	Include information on the actual impacts that can be expected because of the construction of the project and ways in which these will be mitigated	Section 9 Section 12
Include opportunities for community involvement in monitoring impacts.	Section 10.2	

Table 3. Infrastructure approval timing Timing of these requirements of the infrastructure approval are as follows:

Part B – Communication Information and Reporting			
Condition no.	Requirement	Timing	Status
B3	Community Communication Strategy	One month before the commencement of construction	Approval
B7	Complaints management system	Before the commencement of any work	Information
B11	Complaints Register	Upon request from the Planning Secretary	Information

5. Project overview

5.1 About the project

The NSW Government is building wharves at La Perouse and Kurnell to provide a valuable recreational resource for the community, and to allow for future ferry access between both sides of Kamay Botany Bay National Park.

The Project forms part of the NSW Government's [Kamay Botany Bay National Park](#), Kurnell Master Plan, which aims to improve visitor experience and access to the National Park. Kamay 2020 is a joint Commonwealth and New South Wales Government initiative.

The plan is being delivered by Transport and the NSW National Parks and Wildlife Service. Stage 1 of the Master Plan includes the re-establishment of the wharves at La Perouse and Kurnell.

A map showing the Project locations is available in Appendix A.

5.2 Key features and benefits

Key features of the wharves include:

- Berths for commercial and recreational vessels up to 20m in length and ferries up to 40m
- Sheltered waiting areas and seating
- Ladders for safety and access to/from the water
- Paving, seating and landscaping at the entries
- New footpaths to connect with existing footpaths
- Lighting
- Additional parking spaces
- New bike racks at La Perouse Wharf
- Power and water utilities to service the wharves.

Benefits of the Project include:

- Deliver on the Kamay 2020 Masterplan and enhance the recognition of Aboriginal connections to the area
- A new arrival experience by water and allow people to connect with Aboriginal and cultural values that are associated with Kamay Botany Bay
- Allow for future ferry access between both sides of Kamay Botany Bay National Park
- Improve access and facilities for recreational vessels
- Provide safer access for recreational fishing
- Provide wider commercial and recreational opportunities by increasing accessibility and attracting more people to La Perouse and Kurnell, which is expected to lead to the creation of jobs and wider economic benefits in the tourism and hospitality sectors
- Improve the sense of arrival and place making improvements to both sides of the Kamay Botany Bay National Park.

6. Community engagement to date

Community engagement will continue to be important to the success of this project.

Early engagement

The project team has been engaging with the community since project inception.

A feasibility study report in 2017 recorded the outcomes from the engagement that occurred in July and August 2016. A total of 111 submissions were received at that time and of these:

- 82 (74%) expressed support for potential new ferry wharves at Kurnell and La Perouse
- 12 (11%) were unsupportive of potential new ferry wharves at Kurnell and La Perouse
- 17 (15%) were neutral.

Engagement (2019- 2021)

Project consultation has focused on a diverse range of stakeholders, including local and wider Aboriginal communities, Councils, local residents and businesses, government agencies, stakeholder groups and the wider community.

We have built a strong relationship with the La Perouse Local Aboriginal Land Council (LPLALC) with a view to delivering meaningful outcomes associated with the project. Consultation prioritised the establishment, development and maintenance of the relationship with the LPLALC as a key stakeholder with responsibilities for the protection of Aboriginal culture and heritage in the project area.

As part of the development of the project, we have engaged extensively with other local Aboriginal groups and individuals and embedded their stories and artwork into the wharf designs. We have developed an Aboriginal Participation Plan and participation will continue throughout the project.

Since 2020 we have engaged with a range of individuals and groups focused on the potential environmental impacts and mitigations.

An EIS was developed and DPE exhibited this for 28 days from 14 July to 11 August 2021. The exhibition was advertised in local newspapers and on the DPE and Transport websites. In addition, notifications were distributed to over 6,000 properties at La Perouse and Kurnell.

Transport held four online interactive sessions for the community during the exhibition period. Meetings were also offered and held with interest groups before to the exhibition.

By the end of the EIS exhibition period, 118 submissions had been received. This included 104 public submissions and 14 from public authorities. A further seven late submissions were received after 11 August 2021. Of the public submissions received, 17 were in support of the project, 78 objected and nine did not offer a position on the proposal.

More information about what the community has said as part of consultations is available via the EIS on the DPE website and specifically included as part of:

- Chapter 6 Consultation section within the EIS
- Appendix D – Consultation Process and Outcomes Report, June 2021
- Response to Submissions Report, October 2021.

The activities conducted and the outcomes of the engagement are well documented and available on the [Department of Planning Major Projects website](#)

Engagement (2022-2023)

The project was approved by the New South Wales Government Department of Planning and Environment (DPE) in July 2022.

The project was approved by the Commonwealth Department of Climate Change, Energy, Environment and Water (DCCEEW) in March 2023.

There has been limited engagement and communication with community and stakeholders over the past 12 months while final approvals were pending.

Following approval of the project, engagement will start with key stakeholders including Councils, LPALC and Registered Aboriginal Parties, and the community on the implementation of construction management plans.

7. Key messages

- The NSW Government is building ferry wharves at La Perouse and Kurnell as part of the Kamay (Botany Bay) 2020 Master Plan led by National Parks and Wildlife Service.
- The National Park precinct upgrade will deliver improved visitor amenity and access, provide new experiences and acknowledge the diversity of stories associated with this place.
- The wharves will provide a valuable recreational resource for the community, and will allow for future ferry access between both sides of Kamay Botany Bay National Park.
- Approval for construction follows the completion of an Environmental Impact Assessment and this includes a range of measures to mitigate potential environmental impacts.
- The wharves will improve access for locals and visitors in small commercial and recreational boats and for people to swim, dive, fish, walk and enjoy the local sights.
- Importantly, the project recognises the rich culture and ongoing importance of the area to Aboriginal people. Feedback from the community has helped to guide the design and stories of Country have been embedded into elements of the built form. Large scale artworks by two local Aboriginal artists are integrated into the designs of the jetty and the shelter structures at La Perouse and Kurnell.
- The project is also expected to:
 - improve access and facilities for people coming to enjoy the area by boat for recreation with berths for commercial and recreational vessels up to 20m in length and ferries up to 40m, ladders for water access, lighting and additional parking
 - provide safer access for recreational fishers including new footpaths, lighting and bike racks for those cycling
 - provide wider commercial and recreational opportunities by increasing accessibility and attracting more people to La Perouse and Kurnell, which is expected to lead to follow-on investment from the likes of tourist operators, and an increased spend in local shops
 - create a link for people walking and riding their bikes to continue their journey across Botany Bay including new bike racks
 - improve the sense of arrival and enable placemaking improvements to both sides of the Kamay Botany Bay National Park to improve the way visitor's experience this destination. This includes paving, seating and landscaping features and importantly, Aboriginal artworks designed into the new infrastructure.

Construction messages

- Construction will start in Q2 2023 to create multi-use wharves at La Perouse and Kurnell as part of the Kamay Ferry Wharves Project.
- It is envisaged that construction will be completed by late 2024.
- The project also involves the construction of associated infrastructure including temporary access roads, compound areas, stockpiles, fencing and temporary building platforms (including a temporary jetty structure at Kurnell and at La Perouse).
- The wharves will encompass waiting areas and seating, signage and lighting, paving and landscaping at the entrance, new footpaths to connect to the existing footpaths, bicycle racks near the La Perouse wharf and utilities including power and water.
- Associated activities include:
 - Translocation and rehabilitation of Seagrass
 - Demolition of the existing viewing platform at Kurnell
 - Reconfiguration of existing car parking area at La Perouse to increase the number of spaces, and footpath changes to accommodate these additional car parking spaces.
- The wharves will be built with steel piles and the piling activity will take place during the day where possible and will generate temporary noise.
- Every effort will be made to minimise any impact on the environment and on local community and businesses during construction.
- Residents, businesses and stakeholders will be informed throughout the Project and we will continue to seek to understand the needs of the community during construction.
- Construction will take place within approved hours which are Monday to Friday 7am to 6pm and Saturday 8am to 1pm. No work will occur on Sundays or public holidays.
- For more information about the project visit the project website, call 1800 718 556 or email kamaywharves@mcdgroup.com.

8. Stakeholder analysis

Our understanding of the community members and stakeholders interested in and or affected by the project has been built through engagement that has occurred over a number of years. As detailed previously, significant engagement occurred during the impact assessment in the development of the EIS commencing early 2020. We will continue to build on the list of stakeholders through construction and operation.

According to **MCoA B2, Sections a and b**, this CCS has identified the people, organisations, local, state and federal government and agencies to be consulted during the Project design and work phases. This CCS ensures that the Project team will use multiple tools to identify the community and account for the diversity of residents and interested stakeholders.

8.1 Community demographics

The project is located on Bidjigal and Gweagal land in the La Perouse Local Aboriginal Land Council (LPLALC) area. Desktop research of the community demographics of the areas adjoining the project has been conducted using the Randwick City Council and Sutherland Shire Council community profiles (which can be found on their websites).

8.1.1 La Perouse

La Perouse is part of the Randwick City Council (South Ward). La Perouse is in the Federal electoral division of Kingsford Smith and the State electorate of Maroubra. It located about 14 kilometers from Sydney's central business district.

The 'usual resident population' in 2021 for La Perouse – Phillip Bay is 1,071¹. Of this, Aboriginal and Torres Strait Islander people made up 19.4 per cent of the population.

Data regarding population birthplace was not available for La Perouse. For Randwick City, the usual resident population in 2021 was 134,252². Of this, 55.7 per cent of people were born in Australia, 39.6 per cent were born overseas and 4.7 per cent was not stated³. Of the languages spoken at home, 66.1 per cent of people spoke English only, 27.8 per cent non-English and 6.1 per cent was not stated⁴.

8.1.2 Kurnell

Kurnell is in the Sutherland Shire (Council Ward A). It is located about 22 kilometers from Sydney's central business district. Kurnell is in the Federal electoral division of Cook and the State electorate of Cronulla.

The 'usual resident population' in 2021 for Kurnell was 2,528⁵. Of this, Aboriginal and Torres Strait Islander people made up 3.8 per cent of the population.

Data regarding population birthplace was not available for Kurnell. For Sutherland Shire, the usual resident population in 2021 was 230,211⁶. Of this, 77.9 per cent of people were born in Australia, 19.3 per cent were born overseas and 2.8 per cent was not stated.⁷ Of the languages spoken at home, 82.9 per cent of people spoke English only, 13.8 per cent non-English and 3.3 per cent was not stated⁸.

¹ Source: <https://profile.id.com.au/randwick/population?WebID=150>

² Source: <https://profile.id.com.au/randwick/population>

³ Source: <https://profile.id.com.au/randwick/birthplace>

⁴ Source: <https://profile.id.com.au/randwick/language>

⁵ Source: <https://profile.id.com.au/sutherland/population?WebID=310>

⁶ Source: <https://profile.id.com.au/sutherland/population?WebID=10>

⁷ Source: <https://profile.id.com.au/sutherland/birthplace?WebID=10>

⁸ Source: <https://profile.id.com.au/sutherland/language?WebID=10>

8.2 Stakeholders and issues and interest

The stakeholder table below identifies key stakeholders, potential issues and areas of interest, and the potential communication tools to interact with them. More details will be in an action plan. Stakeholders continue to be identified and lists updated. A more detailed stakeholder list has been developed to assist in delivery of this Plan.

Table 4. Stakeholders

Stakeholder group	Issue/potential issues and interest level	Communication /engagement activities
National Parks and Wildlife Service	High level of interest in: <ul style="list-style-type: none"> • Impacts on the National Park especially on the Kurnell side where work will be in the park • Construction impacts incl closed walking track and loss of recreational space during construction • Loss of 6 trees • Improved access to provide for increased use of the park by a range of stakeholders 	<ul style="list-style-type: none"> • Regular briefings and meetings • Email and direct day to day communication
Port Authority of NSW	High level of interest in: <ul style="list-style-type: none"> • Restricted access to areas of Kamay Botany Bay • Managing shipping impacts • Lighting, safety and emergency response 	<ul style="list-style-type: none"> • Regular briefings and meetings • Email and direct day to day communication
Aboriginal Land Council/ Representatives of Country including: La Perouse Aboriginal Community Alliance (LPACA) incorporating La Perouse Local Aboriginal Land Council and Registered Aboriginal Parties (RAPs)	High level of interest in: <ul style="list-style-type: none"> • Preservation of heritage values and tracking potential disturbance of culturally significant sites • Long term participation in economic opportunities • Community development and education opportunities 	<ul style="list-style-type: none"> • Website • Project update • Regular Face-to-face meetings involving the Contractor’s Indigenous Engagement and Inclusion Manager • Email notification • Updates at least every 3 months about construction of the SSI
Environment Protection Authority (EPA)	High level of interest in: <ul style="list-style-type: none"> • Construction impact and management of noise, dust and water quality 	<ul style="list-style-type: none"> • Consultation on the noise and vibration monitoring program • Consultation on any remedial action plans, if required • Discussions as required
Department of Primary Industry -Fisheries	High level of interest in: <ul style="list-style-type: none"> • Impacts to marine environment during construction and operation of the wharves • Marine offset implementation 	<ul style="list-style-type: none"> • Marine Biodiversity Offset Strategy Implementation Reference Panel • Consultation on the construction biodiversity management sub plan • Consultation on the construction turbidity monitoring program • Annual reporting
Heritage NSW	High level of interest in: <ul style="list-style-type: none"> • Impacts and management to Aboriginal Cultural, Non-Aboriginal and maritime heritage 	<ul style="list-style-type: none"> • Consultation on the construction heritage management sub plan • Consultation on the site establishment management plan • Project reporting requirements

Stakeholder group	Issue/potential issues and interest level	Communication /engagement activities
Department of Planning and Environment - Environment and Heritage Group	High level of interest in: <ul style="list-style-type: none"> Impacts and management of terrestrial biodiversity Terrestrial offsets 	<ul style="list-style-type: none"> Consultation on the construction biodiversity management sub plan Consultation on soil and water management sub plan Discussions as required
State Government <ul style="list-style-type: none"> Member for Cronulla Member for Maroubra 	High level of interest in: <ul style="list-style-type: none"> Benefits and minimising impact on constituents Environmental issues and how they will be managed 	<ul style="list-style-type: none"> Website Project update Formal briefings
Federal Government <ul style="list-style-type: none"> Member for Cook Member for Kingsford Smith 	Federal approver for biodiversity and high level of interest in: <ul style="list-style-type: none"> The project's benefits and impacts for their local constituents Environmental approvals and how they are managed during construction 	<ul style="list-style-type: none"> Website Project update Formal briefings
Randwick Council	High level of interest in entire project and specifically La Perouse: <ul style="list-style-type: none"> Communication with residents Construction impacts – noise, dust, visual impacts, traffic, parking Management of environmental impacts and impacts to the beach area Longer term parking and traffic issues from increased visitation Lighting impacts Future ferry service Heritage impacts Make good after removal of site compound Signage and wayfinding 	<ul style="list-style-type: none"> Website Project update Formal briefings to staff and Councillors Email notification
Sutherland Shire Council	High level of interest in the project and specifically at Kurnell: <ul style="list-style-type: none"> Communication with residents Construction impacts – noise, dust, traffic, heavy vehicles, parking Visual impacts to local businesses Managing environmental impacts including the sea grass translocation Parking for ferry service Tree loss Pedestrian and cycling improvements to connect wharf to parking 	<ul style="list-style-type: none"> Website Project update Formal briefings to staff and Councillors Email notification
Bayside Council	Medium level of interest in the entire project: <ul style="list-style-type: none"> Request to have additional ferry wharves Improved public transport and active transport links 	<ul style="list-style-type: none"> Website Project update Meetings Email notification
Residents and businesses: <ul style="list-style-type: none"> Adjoining the sites Within 100 and 500m of the Project footprint depending on nature of the impact 	High level of interest in: <ul style="list-style-type: none"> Construction impacts eg noise, vibration, traffic, parking and dust and general loss of amenity 	<ul style="list-style-type: none"> Email notification Letterbox drops Doorknocks Social media Construction response line

Stakeholder group	Issue/potential issues and interest level	Communication /engagement activities
	<ul style="list-style-type: none"> Visual impacts from construction site for cafes and restaurants Loss of trade because of work 	<ul style="list-style-type: none"> Project newsletter Website
Local and wider community <ul style="list-style-type: none"> Schools, childcare Businesses Community and sporting groups People who work in Kurnell and La Perouse Visitors 	Medium level of interest <ul style="list-style-type: none"> Minimal construction impacts anticipated eg noise, vibration, traffic, parking and dust and general loss of amenity Future uses of the wharves and other benefits 	<ul style="list-style-type: none"> Media Social media Construction response line Project newsletter Website Email notification
Interest groups <ul style="list-style-type: none"> Bays and Beaches Precinct Committee, Randwick. Friends of Kamay Botany Bay National Park La Perouse Save Yarra Bay Coalition Kurnell Progress & Precinct Residents Association Other ‘Friends Of’ groups Recreational fishing and diving groups Various Facebook groups that are active from time to time. 	High level of interest in: <ul style="list-style-type: none"> Local natural environment and how environmental impacts are managed Vibration on monument and museum Benefits provided by the project Loss of access to recreational space during construction Project communication Future ferry service operation and impacts 	<ul style="list-style-type: none"> Website Construction response line Media Email notifications Social Media
Marine users <ul style="list-style-type: none"> Boat users Divers Fishers Kayakers Commercial shipping operations Yarra Bay Sailing Club Caltex 	High level of interest in: <ul style="list-style-type: none"> Restricted access to areas of Kamay Botany Bay Impact on biodiversity in the bay Business impacts from construction impacts eg parking, visual Safety 	<ul style="list-style-type: none"> Website Signage Social media Notification to Mariners Email notification
Emergency services <ul style="list-style-type: none"> NSW Ambulance NSW SES NSW Coast Guard NSW Fire Brigade NSW Police 	Low level of interest in: <ul style="list-style-type: none"> Ease of access to and from the site for emergency situation Possibility for high-risk construction activities 	<ul style="list-style-type: none"> Website Project update
Utilities <ul style="list-style-type: none"> Jemena Gas Networks Endeavour Energy Essential Energy Ausgrid Sydney Water 	Medium level of interest in <ul style="list-style-type: none"> Facilitating water and electricity connections 	<ul style="list-style-type: none"> Contractor to liaise directly Website
Transport users <ul style="list-style-type: none"> Bus users Ride share users 	Low level of interest <ul style="list-style-type: none"> Impact to traffic and potential delays 	<ul style="list-style-type: none"> Website Signage Construction response line
Road users <ul style="list-style-type: none"> Motor bike riders 	Medium level of interest <ul style="list-style-type: none"> Impacts to traffic and safety 	<ul style="list-style-type: none"> Website Signage

Stakeholder group	Issue/potential issues and interest level	Communication /engagement activities
<ul style="list-style-type: none"> • Car drivers • Hire and tourist vehicle drivers • Bike riders 	<ul style="list-style-type: none"> • Loss of parking and road impacts during construction 	<ul style="list-style-type: none"> • Construction response line • Social media
<p>Active transport users</p> <ul style="list-style-type: none"> • Bike riders • People walking • Scooter and other self-propelled modes of individual transport 	<p>Low level of interest</p> <ul style="list-style-type: none"> • access and impacts to traffic 	<ul style="list-style-type: none"> • Website • Signage • Construction response line • Social media
<p>Other transport, industry, business</p> <ul style="list-style-type: none"> • Road Freight NSW • NSW Taxis • Bus operator – Transdev John Holland Buses (Routes 390, 394 and 399) • Port Authority of NSW • NSW Ports 	<p>Low level of interest</p> <ul style="list-style-type: none"> • Bus routes and maintenance and enhancement of these • Safe passage of road and water freight/ cargo 	<ul style="list-style-type: none"> • Website • Construction response line • Media • Social Media • Meetings with Port Authority and NSW Ports as required
<p>Local media</p> <ul style="list-style-type: none"> • St George and Sutherland Shire Leader • City Hub (Formerly Bondi View) • 2SSR 99.7FM • Koori Mail 	<p>Medium level of interest</p> <ul style="list-style-type: none"> • Project impacts eg traffic, environmental, safety issues • Community construction concerns • Completion and launch of the Kamay wharves 	<ul style="list-style-type: none"> • Media

9. Project milestones

All construction work will be planned to minimise and mitigate the potential impact on the community and stakeholders. The tables below outline construction milestones that will have significant community and stakeholder interest. In illustrating the project milestones, these tables also **address MCoA B2 Section C** by indicating the timing of communication and consultation activities required for the life of the Project.

In illustrating the project milestones these tables also **address MCoA B2 Section C** by indicating the timing of communication and the potential consultation activities required for the life of the Project. Each milestone is also provided with an indicative location on the maps below these tables.

In addition to this list of construction milestones, the Contractor’s community engagement team will liaise regularly with the Transport community and place team to generate a look-ahead of potentially impactful construction activities as the project progresses.

9.1 Kurnell Wharf construction milestones

Table 5. Kurnell Wharf construction milestones

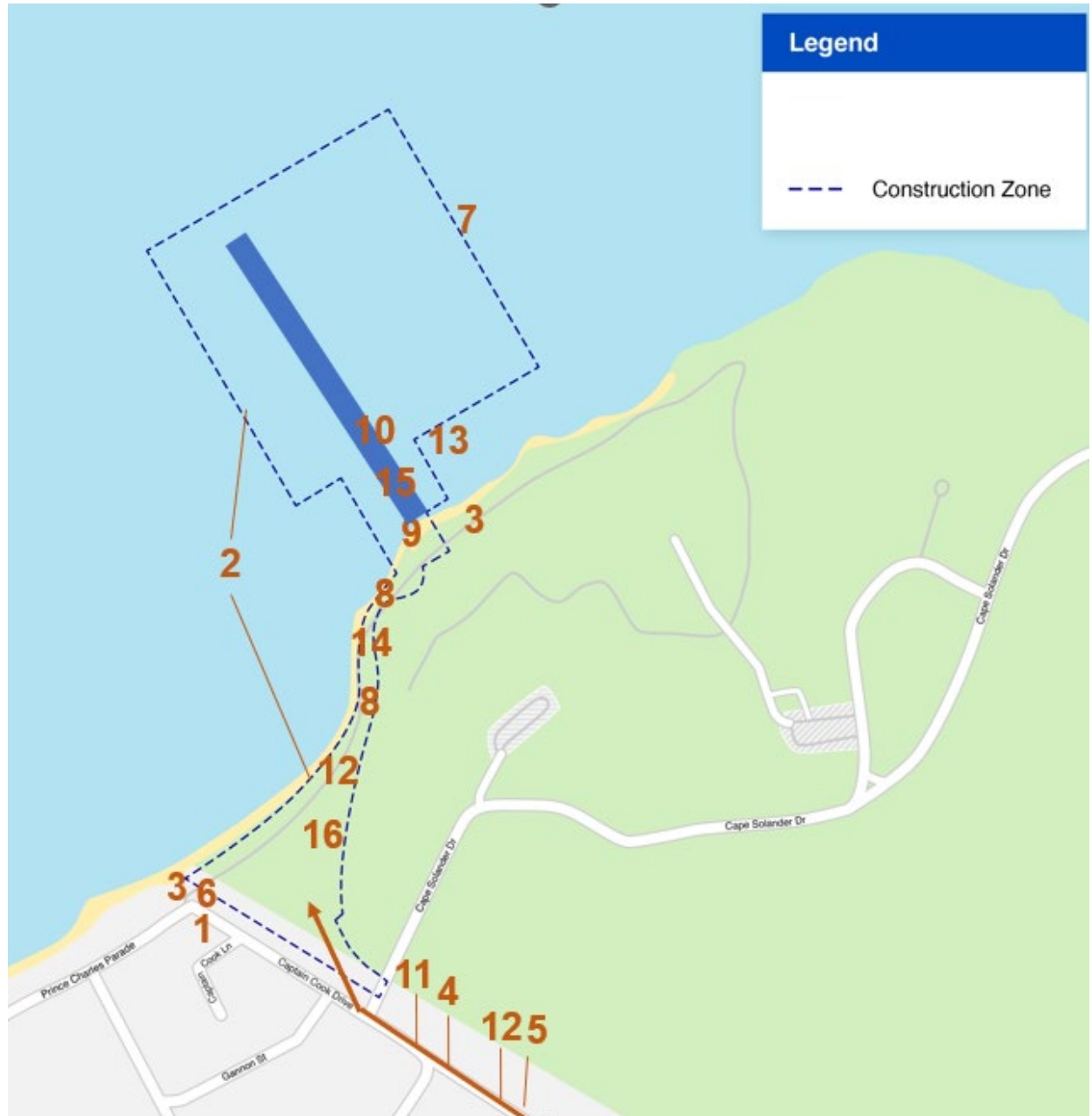
Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
Pre-construction and site setup					
Installation of permanent power/water	Q2 2023	Short term loss of power and/or water Power and water outage to adjoining properties expected to be one to three hours if required at all.	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Doorknocking as required Face-to-face meetings as required Email notification Letterbox drop / notification Poster with notification information Traffic signage 	1
Property Condition surveys	Q2 2023	Selected stakeholders engaged for property condition surveys	<ul style="list-style-type: none"> Those requiring property condition surveys 	<ul style="list-style-type: none"> Letterbox drop Door knock Contractor calling cards 	N/A
Establish worksite and worksite compound including temporary site office	Q2 2023	Visual impacts Loss of green space Loss of public walkway Parking changes Vegetation works	<ul style="list-style-type: none"> Residents Businesses Road users Recreation users NPWS Local councils Kamay Rangers 	<ul style="list-style-type: none"> Project update Website update Face-to-face meetings Notification Construction response line Notice in local businesses 	2
Closure of Monument Track, Kurnell	Q2 2023 -Q3 2024	Pedestrian impacts	<ul style="list-style-type: none"> Pedestrians Schools Tourists 	<ul style="list-style-type: none"> Project update Letterbox drop Email notification 	3

Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
			<ul style="list-style-type: none"> Residents NPWS 	<ul style="list-style-type: none"> Signage with QR code Media/ Social media Construction response line Notice in cafes Notice to Kurnell Progress and Precinct Residents Association 	
Construction					
Delivery of crane	Q2 2023	Traffic conditions change temporarily	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Project update Website update Traffic management plan Signage 	4
Delivery of piling rig	Q2 2023	Traffic conditions change temporarily	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Project update Website update Traffic management plan Signage 	5
Install water and permanent power connection crossing at Captain Cook Drive.	Q2 2023	Temp traffic conditions changes	<ul style="list-style-type: none"> Road users 	<ul style="list-style-type: none"> Signage Letterbox drop notifications (100m) 	6
Marine mobilisation - Establish the offshore site footprint and move in barges etc	Q2 2023	Impacts to watercraft movements	<ul style="list-style-type: none"> Water users Port Authority Caltex 	<ul style="list-style-type: none"> Project update Website update Signage at Bonna Point Boat Ramp, Kurnell and Foreshore Road Boat Ramp, Botany Notice to NSW Port Authority for Publication of Notice to Mariners and Marine Notices on NSW Government website 	7
Tree removal	Q2 2023	Amenity	<ul style="list-style-type: none"> Residents Tourists 	<ul style="list-style-type: none"> Project update Email notification 	8
Existing jetty demolition	Q2 2023	Waste removal Control in marine environment	<ul style="list-style-type: none"> Residents Businesses Recreational users 	<ul style="list-style-type: none"> Project update Email notification Media/ social media 	9
Piling for wharf foundations	Q2-Q3 2023	Noise and vibration	<ul style="list-style-type: none"> Residents and businesses 	<ul style="list-style-type: none"> Project update Email notification Letterbox drop Door knocking Construction response line 	10
Crane removal	Q3 2023	Traffic	<ul style="list-style-type: none"> Residents Businesses 	<ul style="list-style-type: none"> Email notification 	11
Pre-cast deliveries	Q3-Q4 2023	Noise and vibration Traffic	<ul style="list-style-type: none"> Residents and businesses 	<ul style="list-style-type: none"> Email notification Letterbox notification 	12

Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
General wharf construction activities including related vehicle movements	Q2 2023 – Q3 2024	Traffic Access	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Construction response line Project update Website update Email notification Letterbox drop as required Media/ Social media Construction response line Hoarding with QR code and contact details. 	13 (Across worksite)
Causeway removal	Q1 2024	Traffic access (spoil and fill removal)	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Project update Website update Email notification Letterbox drop as required Media/ Social media Construction response line Hoarding with QR code and contact details. 	14
Installation of Wharf Steel structures (Modules & Roof Structures)	Q1 – Q2 2024	Marine Traffic movements	<ul style="list-style-type: none"> Vessel users 	<ul style="list-style-type: none"> Notice to NSW Port Authority for Publication of Notice to Mariners and Marine Notices on NSW Government website 	15
Commissioning wharf					
Wharf commissioning	Late 2024	Noise and vibration Traffic	<ul style="list-style-type: none"> Residents Businesses Road users Recreation users 	<ul style="list-style-type: none"> Project update Email notification Social media Construction response line 	16 (Across worksite)
<ul style="list-style-type: none"> Site demobilisation Testing and commissioning 					

9.1.1 Construction milestone locations for Kurnell

Figure 1. Kurnell Wharf construction milestone locations



9.2 La Perouse Wharf construction milestones

Table 6. La Perouse Wharf construction milestones

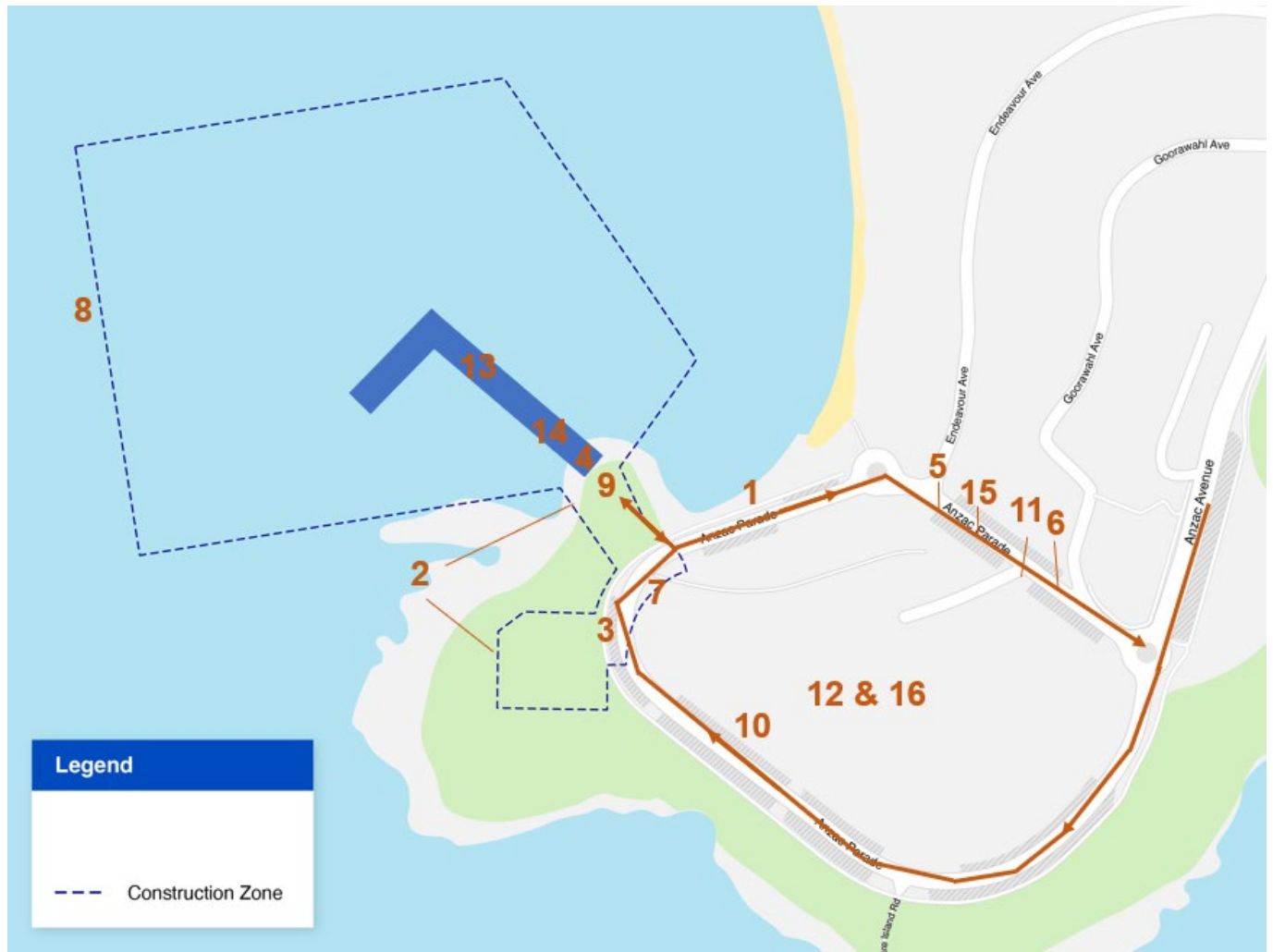
Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
Pre-construction and site set up					
Installation of permanent power/water (Includes temporary car space occupation)	Q2 2023	Short term loss of power and/or water Power & water outage to adjoining properties expected to be one to three hours if required at all	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Letterbox drop (100m) Doorknocking Face-to-face meetings as required Email notification Traffic signage 	1
Property condition surveys	Q1&2 2023	Selected stakeholders engaged for property condition surveys	<ul style="list-style-type: none"> Those requiring property condition surveys 	<ul style="list-style-type: none"> Letterbox drop Door knock Contractor calling cards 	N/A
Establish worksite and worksite compound	Q2 2023	Visual impacts Loss of green space Loss of public walkway Parking changes	<ul style="list-style-type: none"> Residents Businesses Road users Recreation users LPLALC Kamay Rangers NPWS Local council 	<ul style="list-style-type: none"> Project update Letterbox drop (500m) Face-to-face meetings as required Email notification Notice on display in local business Construction response line Contractor calling cards 	2
Temporary car park removal	Q2 2023 – Q2 2024	Parking changes	<ul style="list-style-type: none"> Residents Local council Tourists Recreational users 	<ul style="list-style-type: none"> Project update Signage notification 	3
Construction					
Crane Platform construction	Q2 2023	Noise and vibration Traffic	<ul style="list-style-type: none"> Residents Local council Tourists Recreational users 	<ul style="list-style-type: none"> Project update Signage notification 	4
Delivery of crane	Q2 2023	Traffic conditions	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Project update Implementation of traffic management plan Email notification 	5

Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
Delivery of piling rig	Q2 2023	Traffic conditions change temporarily	<ul style="list-style-type: none"> Residents Businesses Road users 	<ul style="list-style-type: none"> Project update Website update Traffic management plan Signage 	6
Install water Main across ANZAC Parade including partial roundabout closure	Q2 2023	Traffic conditions	<ul style="list-style-type: none"> Road users 	<ul style="list-style-type: none"> Signage Email notification Doorknock of adjacent businesses to site. 	7
Marine mobilisation - Establish the offshore site footprint and move in barges etc	Q2 2023	Impacts to watercraft movements	<ul style="list-style-type: none"> Water users 	<ul style="list-style-type: none"> Project update Signage placed at Bonna Point Boat Ramp, Kurnell and Foreshore Road Boat Ramp, Botany Notice to NSW Port Authority for Publication of Notice to Mariners and Marine Notices on NSW Gov webpage 	8
Rock excavation at shore edge of wharf (Approx two weeks)	Q2 2023	Dust Noise and Vibration	<ul style="list-style-type: none"> Residents and businesses 	<ul style="list-style-type: none"> Project update Email notification Door knocking Letterbox drop (500m) Additional face-to-face discussion with The Boatshed 	9
Permanent reconfiguration of car park	Q3-Q4 2023	Traffic management	<ul style="list-style-type: none"> Residents Businesses Road users Recreation users Key user groups 	<ul style="list-style-type: none"> Project update Email notification Traffic signage 	10
Pre-cast deliveries	Q3-Q4 2023	Noise and vibration Traffic	<ul style="list-style-type: none"> Residents and businesses 	<ul style="list-style-type: none"> Email notification Construction response line 	11
General wharf construction activities and related vehicle movements	Q2 2023 - Q4 2024	Traffic Access Noise and vibration	<ul style="list-style-type: none"> Residents Businesses Road users Museum 	<ul style="list-style-type: none"> Project update Email notification Media/ Social media Construction response line 	12 (Applies to whole site)
Piling for wharf foundations	Q3 2023 - Q4 2023	Noise and vibration	<ul style="list-style-type: none"> Residents and businesses Marine users 	<ul style="list-style-type: none"> Project update Letterbox drop (500m) Email notification Door knocking Construction response line 	13

Activity	Timing	Potential impacts	Impacted stakeholders	Communication tool	Map Ref
Installation of Wharf Steel structures (Modules & Roof Structures)	Q4 2023 – Q2 2024	Marine Traffic movements	<ul style="list-style-type: none"> • Vessel users 	<ul style="list-style-type: none"> • Notice to NSW Port Authority for Publication of Notice to Mariners & Marine Notices on NSW Government website 	14
Crane Removal	Q2 2024	Traffic conditions	<ul style="list-style-type: none"> • Residents • Businesses • Road users 	<ul style="list-style-type: none"> • Implementation of traffic management plan • Email notification • Letterbox drop 	15
Commissioning wharf					
Wharf commissioning <ul style="list-style-type: none"> • Site demobilisation • Testing and commissioning 	Late 2024	N/A	<ul style="list-style-type: none"> • Residents • Businesses • Road users • Recreation users 	<ul style="list-style-type: none"> • Project update • Email notification • Social media • Media • Construction response line 	16 (Applies to whole site)

9.2.1 Construction milestone locations for La Perouse

Figure 2. La Perouse construction milestone locations



9.3 Seagrass translocation, rehabilitation and monitoring milestones

Transport has engaged specialists from UNSW to implement the Marine Biodiversity Offset Strategy (MBOS) developed for this project. The MBOS is a strategy for managing and mitigating the residual impacts identified in the Environmental Impact Statement (EIS) and documents how Transport will meet its marine offset obligations. Implementation of the MBOS includes two aspects:

- Part A – Translocation, rehabilitation, and monitoring of a critically endangered seagrass
- Part B – Installation and monitoring of seahorse hotels

The UNSW has been engaged to undertake activities in Part A of the MBOS outlined above. UNSW research scientists have developed underwater seagrass gardening techniques to help to restore *Posidonia australis* meadows in NSW.

The physical translocation of the endangered seagrass (*Posidonia australis*) is expected to take place during the first half of 2023.

Because *Posidonia australis* is a protected species, taking donor plants from existing meadows is not an option for restoring the species elsewhere. However, the project provides research scientists with the unique opportunity to harvest healthy *Posidonia australis* donor material from areas where it will be impacted by construction and replant the shoots in nearby areas in Botany Bay where it has been lost in the past. The research scientists will also replant naturally detached *Posidonia australis* fragments collected from shorelines around Botany Bay.

This restoration work aims to create a greater area of *Posidonia australis* habitat than is expected to be directly impacted by the project as well as collecting important data that will help to shape future *Posidonia australis* restoration projects in Australia.

The research scientists will carry out seagrass monitoring before, during and after construction and then operations.

Information on the result from this monitoring will be made publicly available on the Kamay Ferry Wharves website annually. This means that the community could follow the progress of the restoration.

Table 7. Seagrass translocation, rehabilitation and monitoring milestones

Activity	Indicative Timing	Potential impacts	Impacted stakeholders	Communication tool	Location
Seagrass translocation from impacted areas	Q2-Q3 2023	To watercraft movements	<ul style="list-style-type: none"> • Recreational boaters, divers, fishers 	<ul style="list-style-type: none"> • Notice to Transport Maritime Operations team (Marine Notice) • Email to key stakeholders • Update on Project webpage 	Botany Bay
Seagrass rehabilitation (additional seagrass planting)	Q2 2023 to Q4 2027	To watercraft movements	<ul style="list-style-type: none"> • Recreational boaters, divers, fishers 	<ul style="list-style-type: none"> • Notice to Transport Maritime Operations team (Marine Notice) • Email to key stakeholders • Update on Project webpage 	Botany Bay
Seagrass monitoring	Q2 2023 to Q4 2028	To watercraft movements	<ul style="list-style-type: none"> • Recreational boaters, divers, fishers 	<ul style="list-style-type: none"> • Notice to Transport Maritime Operations team (Marine Notice) • Email to key stakeholders • Update on Project webpage 	Botany Bay

10. Activities, roles and responsibilities

The Transport community and place team will work closely with the Contractor engagement team to minimise impacts and provide information, or where appropriate, consult with people and organisations impacted by work. Communication, regardless of the channel, will be clear, timely and include ways to provide feedback or seek additional information.

10.1 Roles and responsibilities

The Contractor is responsible for engaging with the community including individual community members and businesses to assist in mitigating project impacts.

Transport will lead relationships with government including local government and other key organisations with support from the Contractor with information, site access for events or other requirements.

All engagement with stakeholders will be recorded using the Transport Consultation Manager database including, but not limited to, phone, face-to-face interaction, email, property condition surveys, communication tools like newsletters and fact sheets, construction response line or events.

The Contractor community engagement team will:

- Implement the CCS in accordance with the MCoA
- Identify along with the Contractors Project Manager potential and emerging risks, issues and concerns.
- Notify the public of impacts that will potentially affect them
- Ensure timely distribution of information in writing and through door knocks and meetings
- Respond to enquiries from the public
- Fulfill the designated role of Public Liaison Officer as required by DPE
- Prepare reports on community issues and metrics.

Transport community and place team will:

- Ensure compliance with statutory requirements and this Plan through regular auditing and evaluation of CCS
- Support the Contractors community engagement team in the resolution of complaints as required and ensuring close out
- Reviewing potential and emerging risks, issues and concerns including liaising with stakeholders as required and recommending options for their resolution/ mitigation.
- Manage government and agency stakeholder relationships within the project scope and local area
- Manage approval of communication for distribution to the public
- Accompany the Contractor at meetings with interested community members or those who have raised an issue with the project.

10.2 Engagement tools and techniques

Both the Contractor and Transport will utilise a range of tools and techniques, employed throughout the duration of the project, to inform and consult with members of the community and stakeholders.

The Contractor will provide all information as reasonably required or directed by Transport promptly, efficiently and as and when requested.

All public communication material produced by the Contractor will meet Web Accessibility Guidelines 2.0 (WCAG 2.0) and be consistent with and comply with the relevant Transport *Style Guides*. The Contractor will not release any public communication material until it is approved by Transport.

The table below outlines all communications tools and techniques that will be employed throughout the duration of the project.

Tailored and targeted engagement will also be undertaken to meet condition 'B2 d) set out procedures and mechanisms for the regular distribution of accessible information including to Language Other than English (LOTE) and Culturally and Linguistically Diverse (CALD) and vulnerable communities about or relevant to the SSI.' This includes tailored events and signage and culturally sensitive community forums and meetings.

Table 8. Engagement tools and techniques

Tool	Purpose	Timing	Responsibility
Project website	In accordance with MCoA B12 , a Transport webpage, providing all relevant Project information, will be established before work STARTS and be maintained for the duration of construction, and for a minimum of 24 months following the completion of construction. The webpage will host the following information: <ul style="list-style-type: none"> Project status Project updates Construction updates Project contact details All Project approvals including licences, permits, reports and planning approval documents as stipulated in MCoA B12. https://roads-waterways.transport.nsw.gov.au/projects/kamay-ferry-wharves/index.html	<ul style="list-style-type: none"> Updated as per Project stage and project communication materials to be added when issued. Key construction activities and notifications to be added. 	Transport community and place team
Construction email notifications	Provide information about upcoming work, changes or disruptions, including out of hours work (see section 11.11).	Regular work: <ul style="list-style-type: none"> Notifications will be sent to Transport for approval 5 business days before notification being issued and to be distributed no less than five business days before works 	Contractor community engagement team with approval from Transport

Tool	Purpose	Timing	Responsibility
	<p>To ensure notifications are inclusive of LOTE and CALD communities, all notifications will include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement.</p>	<p>start. (Notification to be submitted for approval 10 days before work)</p> <p>Extension of working hours without an Environmental Protection Licence (EPL):</p> <ul style="list-style-type: none"> Not less than 5 working days and not more than 10 working days, before commencing such work. <p>Out of Hours work (piling)</p> <ul style="list-style-type: none"> 10 working days in advance for impacted sensitive receivers for out of hours work related to piling 	
<p>Construction letterbox notifications</p>	<p>Provide information about upcoming work, changes or disruptions, including out of hours work (see section 11.11). Must include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement.</p>	<p>Regular work:</p> <ul style="list-style-type: none"> Notifications will be sent to Transport for approval 5 business days before notification being issued and published no less than five business days before works start. (Notification to be submitted for approval at least 10 days before work) <p>Extension of working hours without an EPL:</p> <ul style="list-style-type: none"> Not less than 5 working days and not more than 10 working days for impacted properties, before commencing such work. <p>Out of Hours work (piling)</p> <ul style="list-style-type: none"> 10 working days in advance for impacted sensitive receivers for out of hours work related to piling 	<p>Contractor based on approval from Transport</p>
<p>Meetings and door knocks</p>	<p>Provide important or urgent information about impending construction likely to be significantly impactful, or where consultation with individual stakeholders is required. Individual meetings will be offered to promote inclusivity and accessibility. Translating services will be available as required. Addresses MCoA B2 requirement</p>	<p>Undertaken as and when required by the Contractor and communicated to Transport.</p>	<p>Contractor community engagement team</p>
<p>Project updates (Letterbox drop and email database)</p>	<p>Communicate regular Project updates and at milestones. Must include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement.</p>	<p>At key project milestones and at least every four months or as required</p>	<p>Transport based on material provided by Contractors community engagement team</p>
<p>Construction response line and project email</p>	<p>Contact point for the community. Translating services will be available as required. Addresses MCoA B2 requirement.</p>	<p>Construction response line will be available 24 hours, seven days a week. A response will be provided within two hours at times that construction activity is taking place. Project email managed during standard business hours.</p>	<p>Contractor community engagement team</p>

Tool	Purpose	Timing	Responsibility
Advertisements	Communicate key information like traffic impacts or Project milestones. Must include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement.	As required.	Transport community and place team
Media and community events	Provide key information to community and share key milestones. Community events will strive to be accessible and inclusive.	At start and finish of the Project or as required in consultation with Transport community and place team.	Transport community and place team
Social media	Communicate Project updates and milestones	Transport community and place team to manage	
Signage/ Posters	Provide Project contact information and communicate impacts. Must include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement.	Signage will be placed at key locations to inform of road closures, path closures, maritime exclusion zones etc.	Contractor based on approval from Transport
Photography	To record project progress and milestones and use in promotional material.	Taken at key milestone stages of the project.	Transport community and place team
Site inductions, training and toolbox sessions	Project staff and subcontractors informed about the communication protocols and enquiries and complaints processes.	Repeated at each site induction held by the contractor.	Contractor community engagement team
Local government websites and communication channels	Regular project communication will be available for them to share. Key impacting work where social media has been identified as a channel for use this will be shared with Sutherland Shire and Randwick City Councils to be shared on their social media channels.	As and when required.	Transport community and place team
Community based forums for Kurnell and La Perouse communities	In accordance MCoA B2, Section h community forums will be held to allow community and stakeholders to find out more about the project and its potential impacts and have their questions, feedback and complaints discussed in-person. There will be focus on key environmental issues of concern relevant to the community. This will be one opportunity for community involvement in monitoring impacts through learning about mitigations and relevant environmental data. This	One session to be planned on each side bi-monthly or as required	Contractor and Transport community and place teams

Tool	Purpose	Timing	Responsibility
	includes the review of seagrass monitoring data that will be publicly available. Notification communication will include reference to Australian Government Translating Service phone number 131 450. Addresses MCoA B2 requirement .		

11. Communication protocols

The following section identifies the protocols required for key communication and engagement activities. As per condition B6 a Public Liaison Officer will be appointed to assist the public with questions and complaints they may have at any time during work. The Public Liaison Officer will be always available when work is occurring.

11.1 Project phone info line, enquiries email and database

This section outlines how this CCS addresses MCoA B8 with regards to how community enquiries and complaints will be managed. Stakeholders and the community will be encouraged to contact the Project via the following channels as listed on the [Transport Kamay Ferry Wharves webpage](#).

Table 9. Project phone, email and postal address details

Channel	Address/number
Email	kamaywharves@mcdgroup.com
	kamayferrywharves@transport.nsw.gov.au
Phone	1800 718 556 (toll free)
Post	Kamay Ferry Wharves Project, Transport for NSW Community and Place team, PO Box K659, Haymarket NSW 1240

The 1800 number, email, and Consultation Manager database (used to record community/stakeholder contact) will be managed by the Contractor from the start of construction. The Transport Community and Place team will manage any enquiries and complaints prior to the commencement of works or construction. The 1800 number, postal address and construction email address will be available for the community and stakeholders to contact the Project. This information will be available one month before the commencement of work and for 12 months following the completion of construction. This information is accessible to all in the community regardless of age, ethnicity, disability or literacy level.

This email address will also be used for the proactive delivery of community updates. SMS may also be used to advise stakeholders about specific impacts relevant to them if it has been identified as a preferred form of contact by stakeholders.

11.2 Complaints and enquiries management and recording

In line with **MCoA B9**, the Contractor will be responsible for responding to complaints and enquiries received regarding the work and impacts associated with the work. Complaints and enquiries may be received through the project info line, in writing (letter or email), direct to Transport via telephone, or direct to the Contractor or its subcontractors.

In line with requirements set out in **MCoA B9**; the Contractor will register complaints and enquiries about the Project using the Consultation Manager database. The complaints register will commence before any work and will be maintained for at least 12 months following the completion of construction and will record the:

- number of complaints received
- the date and time of the complaint

- the method by which the complaint was made
- any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect
- nature of the complaint
- means by which the complaint was addressed and whether resolution was reached, with or without mediation
- if no action was taken, the reason(s) why no action was taken.




In accordance with **MCoA B10**, complainants will be advised of the following information before, or as soon as practicable after, providing personal information:




- That the Complaints Register may be forwarded to government agencies, including DPE (via the Major Projects Website), to allow them to undertake their regulatory duties
- By providing personal information, the complainant authorises Transport to provide that information to government agencies
- The supply of personal information by the complainant is voluntary
- The complainant has the right to contact government agencies to access personal information held about them and to correct or amend that information.

The above complaints process will be made available on the Project website. Complainants will be made aware of their rights under the Privacy and Personal Information Protection Act 1998 (NSW). For any complaints made in person, the complainant will be made aware of the above information.

In accordance with MCoA B11, the Complaints Register must be provided to the Planning Secretary upon request, within the timeframe stated in the request.

Table 10. Time frames for responding to complaints and enquiries

Complaint/Enquiry stage	Response time
 <p>Written complaints/enquiries</p>	<p>All written complaints and enquiries received will be acknowledged by the following business day of the complaint being received.</p>
 <p>Verbal complaints and enquiries</p>	<p>All verbal complaints and enquiries received via the phone will be responded to within two hours when work is occurring on site and the next working day for complaints and enquiries received when there is no work taking place.</p>
 <p>Holding responses</p>	<p>If a complaint or enquiry (written or verbal) cannot be closed out immediately, a follow-up verbal or written holding response on what action is proposed will be provided to the complainant/enquirer within two hours during night-time work and 24 hours at other times unless agreed otherwise with the complainant.</p>

Complaint/Enquiry stage	Response time
 <p>Closing out complaints/enquiries</p>	<p>A written response to close out the matter with the complainant/enquirer will be provided within 10 business days if the complaint or enquiry cannot be resolved by the initial or follow-up verbal/written response.</p>
 <p>Complaint mediation</p>	<p>If a complaint is not resolved in the normal process, the complainant will be advised of the opportunity to seek mediation.</p> <p>Mediation is a formal process through which the Project will engage a Community Complaints Mediator (CCM).</p> <p>In accordance with MCoA B8 requirements, complaint mediation will be available one month before the commencement of Work and for 12 months following the completion of construction. It will be accessible to all in the community regardless of age, ethnicity, disability or literacy level.</p>
 <p>Complaint and enquiry recording</p>	<p>All complaints and enquiries will be recorded in Transport’s Consultation Manager database. Each interaction must be recorded within five businesses days, or to the end of the relevant reporting period - whichever comes first. The following will be recorded:</p> <ul style="list-style-type: none"> • Date and time of complaint • Method by which the complaint was made (telephone, letter, meeting, etc) • Name, address, contact telephone number of complainant (noting if no such details were provided) • Nature of complaint • Action taken in response including follow up contact with the complainant • Any monitoring to confirm that the complaint has been satisfactorily resolved • If no action was taken, the reasons why no action was taken.

11.3 Local/state/federal government engagement

All enquiries from elected representatives (including federal, state and local government representatives) will be forwarded to the Transport Community and Place team. The Contractor will support Transport with the provision of information, subject matter expertise and materials to facilitate briefings and presentations to government.

11.4 Media

All media enquires will be forwarded to Community and Place and the Transport media unit. Transport will exercise control over the publication of media releases/statements related to the project. The Contractor must have prior approval of the Transport’s Community and Place Team before releasing information to or engaging with the media.

11.5 Hoarding and signage

Following discussion with Transport on the agreed placement, the Contractor will supply and place hoarding with approved branding around the work areas for the duration of the Project.

This will be important for protecting work areas and delineating public spaces, mitigating impacts by creating safe areas for material laydown and construction activities to be conducted. The branding will also inform the community and stakeholders about the work and provide the Project contact details so the community are aware they can get in touch with questions at any stage.

Electronic Message Signs (EMS) and other temporary and fixed signage will be used to ensure road and active transport users, the community, stakeholders and recreational users, are aware of changes and what they mean. The signage will be implemented according to Traffic Management Plans and meet the needs of the community. In line with the Signage Strategy, we propose to install a number of signs throughout the project area.

11.6 Neighbouring projects and managing cumulative impacts

The project will seek to minimise cumulative impacts from the Project and nearby projects by working in partnership with Transport, in consultation with other local government authorities, utilities and private operators. This includes liaising with any adjacent work sites and their project teams to consider where staging of work can be adjusted, respite periods coordinated and including key information in Project communications.

11.7 Project induction

All workers and employees for the Project, including subcontractors, will be required to complete a Project and site induction. This will provide context in terms of the project area, community, stakeholders and cultural significance as well as an understanding of the community and stakeholder engagement obligations relevant to their role. They will also be trained to help identify impacts and mitigations. This will include the following:

- The importance of being a good neighbour and minimising impacts where practicable including parking, behaviour on approach to and from work site etc.
- Referring any approach from media or a political party to the Transport Community and Place branch
- Guidance on what can and cannot be shared about the project on social media
- Guidance on how to handle questions, feedback and complaints
- Calling/project card to be available on site for the project team to provide to community members with enquiries.

We will provide regular reminders through existing internal communications channels specific to the project. This will include sharing communication materials on project updates and milestones, project conditions and requirements as well as calling out good neighbour examples to reinforce behaviours. This also includes presentations at pre-start meetings and Toolbox Talks, as appropriate.

11.8 Branding

All public-facing documentation and collateral will utilise the Transport branding. Any Transport-branded material must be approved in writing by Transport Community and Place before publishing/distribution.

11.9 Site visits

All site visits by people external to the project, for example interested members of the public, school groups, university groups or elected representatives, must be approved by the Transport Community and Place Team.

Approved site visits by members of the community will be offered to provide inclusive opportunities to learn about construction sites including methods to reach a wider audience **as per MCoA B2, Section f**. This may include videos, web content and other educational tools .

11.10 Photography

Any photos of the work or the work site must be approved in writing by both the Contractor's Project Director and the Transport Community and Place Team. Photos of people require written consent of the subject person in the photo before publishing.

11.11 Out of Hours (OOH) Notification

In line with **MCoA E51**, any construction work that is proposed to take place out of regular construction hours under Condition E42(d) (piling) will require justification to the Environmental Representative (ER) and will require endorsement from the ER. The justification should include the following information:

- Reasons for the OOH Work
- A description of location and duration of the OOH Work
- The noise characteristics and likely noise levels of the OOH Work
- Likely mitigation and management measures which aim to achieve the relevant noise management levels and vibration criteria under Condition E44 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers)
- Proposed community notifications which must be provided to impacted sensitive receivers in the community at least 10 days before the proposed OOH Work.

The out-of-hours work must be endorsed by the ER prior to the commencement of such work.

In line with **MCoA E44**, any construction work that is proposed to take place out of regular construction hours under Condition E44 will follow the requirements of the construction noise and vibration sub plan.

12. Managing Impacts

Key issues/risks that have the potential to impact stakeholders and the community can be broadly grouped into the following:

- Environmental or construction issues that directly impact the local community and key stakeholders such as noise, vibration, changed traffic conditions, National Park access and reduced area amenity
- Risks around the scope of community engagement and ensuring that sufficient engagement is undertaken to adequately inform the community.

During the pre-construction early engagement and throughout construction, community and stakeholder relationships will be established with potentially impacted community members. This will include proactive communication as detailed in Section 3 and includes:

- collecting contact details to enable distribution of emails and SMS as required
- hosting community drop-in sessions early in the project to build relationships and trust with the community
- distributing communication material that identifies the impacts, the duration of work and plans to mitigate impacts
- providing information on site hoardings and local temporary signs to explain the work and supplement paper notifications

Details of issues/impacts and controls/mitigations to be implemented are outlined below.

12.1 Environmental and construction impacts

The day-to-day responsibility for management of these impacts rests with the Contractor’s community engagement team in consultation with the Contractors Project Manager and Environmental Manager. The Transport Project Manager and Community and Place team should be included in the management of these impacts

Table 11. Environmental and construction impacts

Issue/ Impact	Controls / Mitigation
Noise and Vibration	<p>Communication</p> <ul style="list-style-type: none"> • Targeted consultation with sensitive receivers and other impacted stakeholders • Letterbox drops and email notifications to notify residents/businesses of noisy work • 1800 number and community email • Respite periods where required • FAQs <p>Other</p> <ul style="list-style-type: none"> • CEMP • On-site mandatory monitoring during work • Pre-construction property condition surveys
Dust	<p>Communication</p> <ul style="list-style-type: none"> • Targeted consultation with sensitive receivers and other impacted stakeholders • Letterbox drops and email notifications to notify residents/businesses of work • 1800 number and community email <p>Other</p> <ul style="list-style-type: none"> • CEMP

Issue/ Impact	Controls / Mitigation
	<ul style="list-style-type: none"> On-site mandatory monitoring during work
Cultural Heritage (Aboriginal and Non-Aboriginal)	<p>Communication</p> <ul style="list-style-type: none"> Targeted engagement with LPALC and Transport's Aboriginal Cultural Heritage Officer 1800 number and community email <p>Other</p> <ul style="list-style-type: none"> CEMP On-site mandatory monitoring during work
Potential impact on access or patronage of businesses	<p>Communication</p> <ul style="list-style-type: none"> Targeted and ongoing consultation with sensitive receivers and other impacted stakeholders Letterbox drops and email notifications to notify residents/businesses of noisy work 1800 number and community email Respite periods where required <p>Other</p> <ul style="list-style-type: none"> CEMP On-site monitoring during works
Vibration	<p>Communication</p> <ul style="list-style-type: none"> Letterbox drops and email notifications to notify residents/businesses of work 1800 number and community email Respite periods where required <p>Other</p> <ul style="list-style-type: none"> CEMP On-site mandatory monitoring during work Pre-construction property condition surveys
Visual impacts	<p>Communication</p> <ul style="list-style-type: none"> Community notifications and emails Door knocking as required
Traffic management and truck movements	<p>Communication</p> <ul style="list-style-type: none"> Letterbox drops and email notifications to advise residents/businesses of traffic management Door knocks with directly affected residents and businesses <p>Other</p> <ul style="list-style-type: none"> Traffic, Access and Transport Management Plan Signage on streets immediately adjacent work areas
Temporary reduction in car parking	<p>Communication</p> <ul style="list-style-type: none"> Letterbox drops and email notifications to advise residents/businesses Door knocks with directly affected residents and businesses <p>Other</p> <ul style="list-style-type: none"> Traffic, Access and Transport Management Plan Signage on streets immediately adjacent to work areas
Path closures/ detours	<p>Communication</p> <ul style="list-style-type: none"> Notify community about changes/detour – email notifications as appropriate <p>Other</p> <ul style="list-style-type: none"> Traffic, Access and Transport Management Plan Signage on adjacent streets and in the National Park
Access to recreation areas	<p>Communication</p> <ul style="list-style-type: none"> Notify community about changes/detour – email notifications as appropriate

Issue/ Impact	Controls / Mitigation
and the National Park	<p>Other</p> <ul style="list-style-type: none"> • Traffic, Access and Transport Management Plan • Signage on adjacent streets and the National Park
Community concern regarding impact on marine life	<p>Communication</p> <ul style="list-style-type: none"> • Letterbox drops and email notifications to advise residents/businesses of activity • 1800 number and community email • Community information forums potentially including environment specialist and UNSW <p>Other</p> <ul style="list-style-type: none"> • CEMP
Impacts to watercraft movements	<p>Communication</p> <ul style="list-style-type: none"> • Letterbox drops and email notifications to advise residents/businesses of activity • Community notifications and emails • Targeted communication to maritime users <p>Other</p> <ul style="list-style-type: none"> • Signage at nearby boat ramps
Temporary water and power supply impacts	<p>Communication</p> <ul style="list-style-type: none"> • Letterbox drops and email notifications to advise residents/businesses of activity • Door knocking as required <p>Other</p> <ul style="list-style-type: none"> • Minimise time required for outage
Light spill	<p>Communication</p> <ul style="list-style-type: none"> • Letterbox drops to notify residents/businesses of works • 1800 number and community email <p>Other</p> <ul style="list-style-type: none"> • CEMP

12.2 Communication and engagement impacts

The day-to-day responsibility for management of these impacts rest with the Contractors community engagement team in consultation with the Transport community and place team.

Table 12. Communication and engagement impacts

Issue/Impact	Controls
Inadequate notification of work	Communication <ul style="list-style-type: none"> • Notifications distributed widely • Social media • Web update • Advertisements in local media
Inconsistency of messaging	Communication <ul style="list-style-type: none"> • Door knocks with directly affected residents • Traffic Media Alerts • Website updates Other <ul style="list-style-type: none"> • Traffic, Access and Transport Management Plan • Traffic management/ signage on streets immediately • Signage adjacent to work areas
Negative publicity and media	<ul style="list-style-type: none"> • Proactive media • Provide clear, proactive communication • Forecasting upcoming impacting work • Address issues as they occur
Impact on Council including any assets	Communication <ul style="list-style-type: none"> • Regular meetings for duration of Project • Construction notifications Other <ul style="list-style-type: none"> • Site management plans • Traffic, Access and Transport Management Plan • Road Dilapidation Report

12.3 Notification for disruptive activity

The below table outlines the key disruptive activities, the parties that are impacted and when they would be notified.

Table 13. Notification for disruptive activity

Disruptive activity	Nature of impacts and stakeholders impacted	Timing and extent of the notifications
Site establishment	Those who can see the site including residents and businesses Recreational users seeking to access car spaces and car parks and to the National Park	<ul style="list-style-type: none"> One week before and to be distributed to same 6,000 properties as for the Project Update – see Appendix A notification areas Email notification Signage on both sides
Service crossings for majors roads and footpaths	Traffic impacts Potential water / electricity disruptions	<ul style="list-style-type: none"> One week before using signage, email and website update
Noisy site-based activities	Identified sensitive receivers see figures 4 and 5	<ul style="list-style-type: none"> Email notification Notification slips
Rock removal at La Perouse	Identified sensitive receivers see figures 4 and 5 All residents within 500m	<ul style="list-style-type: none"> One week before – see Appendix A for 500m distribution area Email notification Notification slips Signage at local businesses
Piling - daytime	Identified sensitive receivers see figures 4 and 5 All residents within 500m	<ul style="list-style-type: none"> One week before – see Appendix A for 500m distribution area Email notification Notification slips
Closure of paths	Recreational and active travel commuters	<ul style="list-style-type: none"> One week before, via signage, email and website update Notification to NPWS for Kurnell
Access to recreation areas	Tourists, recreational users of the La Perouse and Kurnell outdoor spaces, fishing spots, walking paths and beaches	<ul style="list-style-type: none"> One week before, via email, signage, social media and website update Notification to NPWS
Closure of car spaces	Tourists, workers and recreational users of the La Perouse and Kurnell outdoor spaces, museums, visitor centres and monuments	<ul style="list-style-type: none"> One week before, via signage and website update Email notification
Disruption to access to areas on the water by exclusion zones	Recreational fishers Divers Boat users Commercial shipping operations	<ul style="list-style-type: none"> One week before, via signage at nearby jetties, Website update Email notification Notice to Transport Maritime Operations team (Marine Notice)

12.4 Disruptive activities and sensitive receivers

A total of 24 sensitive receivers, or sensitive receiver groups (See table below) have been identified across both the La Perouse and Kurnell sites.

Whilst the majority of these sensitive receivers are situated within 500m of the two site compounds, it should be noted that a handful are located outside this 500m radius.

When distributing construction notifications for the purpose of alerting people to disruptive construction activities, this list will be referred to, to ensure that these sensitive receivers receive the same notifications.

In addition to general construction notices, these sensitive receivers may also be engaged through other channels such as door knocks or phone calls, where a construction activity is likely to have a greater impact on that receiver, when compared to the general community within the same area. In addition to the table below, the sensitive receivers are also identified on a map in figures 4 and 5.

Table 14. Notification for disruptive activity

Receiver - Type of receivers ID		Location	Approx. distance to the construction boundary (m)
La Perouse			
RES1	People who live in the area	Endeavour Avenue	90
RES2		Goorawahl Avenue	60
RES3		Anzac Parade	100
RES4		Endeavour Avenue	170
COM1	People who work and visit businesses	Anzac Parade	15
ARC1	People who use recreational areas	Frenchmans Bay Reserve Playground, Endeavour Avenue	30
ARC2		Congwong Trail, Henry Head	215
PRC1		Frenchmans Beach	130
CUL1	People who visit cultural sites	La Perouse Museum, Anzac Parade	55
CUL2		Macquarie Watchtower, Anzac Parade	90
CHC1	People who work and children that learn at childcare	Gujaga MACS Childcare Centre, Elaroo Avenue	420
CMU1	People who use community services	La Perouse Local Aboriginal Land Council, Elaroo Avenue	450
Kurnell			
RES1	People who live in the area	Captain Cook Drive	15
RES2		Rangers accommodation, Kamay Botany Bay National Park	155
RES3		Prince Charles Parade	50
RES4		Captain Cook Drive	20
COM1	People who work and visit businesses	Endeavour Coffee and Icecream, Prince Charles Parade	15
EDU1	People who work and visit the education centre	Kamay Botany Bay Environmental Education Centre, Cape Solander Drive	315
ACR1	People who use recreational areas	Marton Park, Captain Cook Drive	580
ACR2		Yena Walking Trail, Kamay Botany Bay National Park	330

Receiver - Type of receivers ID		Location	Approx. distance to the construction boundary (m)
PCR1		Commemoration Flat, Kamay Botany Bay National Park	400
CHC1	People who work and children that learn at childcare	Kurnell Preschool Kindergarten, Captain Cook Drive	640
PoW1	People who visit a place of worship	St John Fisher Catholic Church	325
IND1	People who work in industrial areas	Caltex Kurnell Terminal, Solander Street	300

Figure 3. La Perouse sensitive receivers



Note: the actual work area will vary at different stages of the project.

Figure 4. Kurnell sensitive receivers



Note: the actual work area will vary at different stages of the project.

13. Reporting

The below table outlines the methodology and frequency of reports on the Project’s community communication and engagement activities. These will be prepared by the Contractor’s community engagement team and delivered to the Transport community and place team for distribution.

Table 15. Reporting

Type	Frequency	Content
Engagement report including meetings, communication materials issued and other activities	Monthly	<ul style="list-style-type: none"> Number and type Audience reach Documenting the outcome of meetings with stakeholders and community Statistics and report from Consultation Manager Include monthly complaint summary
Construction Look Ahead	Monthly	Planned construction work and when it is expected to occur so community and stakeholders can be informed
Complaint tracking report	Updated on the day of receipt or following day	<p>In line with MCoA B9 the following will be recorded:</p> <ul style="list-style-type: none"> Number and type of complaint/s received Channel of receipt i.e., phone, email Action taken/ Response provided Timeframe from receipt to resolution Number of open and closed items Proposed measures to prevent the recurrence of complaints received (within the week)
Events including Community Forums, Media milestone events	As required	<ul style="list-style-type: none"> Event type and number of attendees Whether objective was met Feedback received Media coverage, as appropriate
Environmental Representative (ER)	Monthly	<p>Independent report to DPE inc</p> <ul style="list-style-type: none"> Monthly engagement summary – activities as above Monthly complaints summary
Compliance Reporting	As required	<ul style="list-style-type: none"> As required

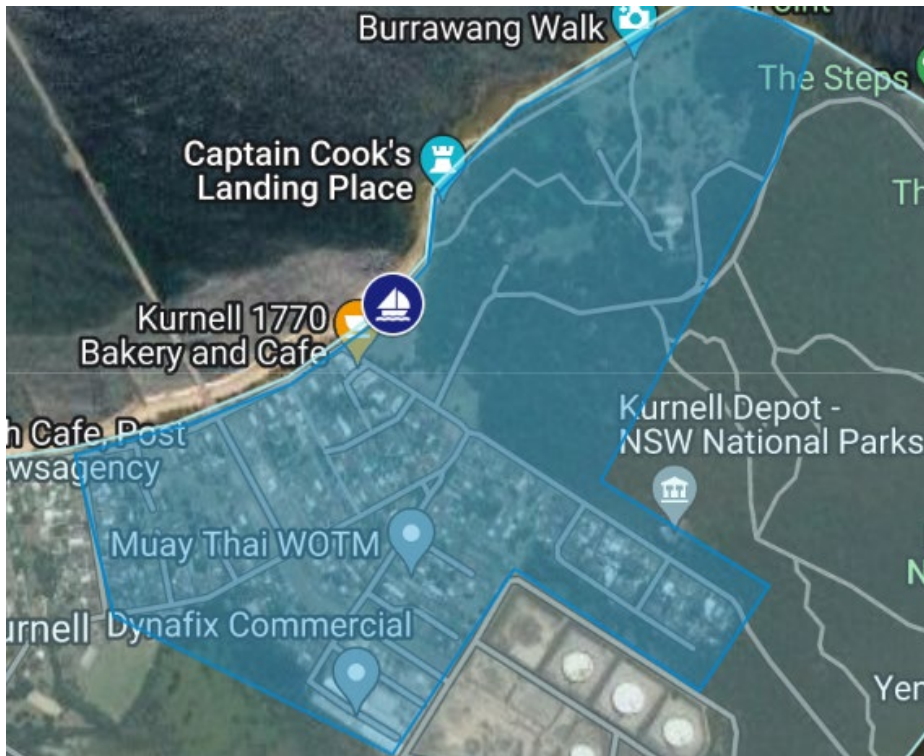
14. Monitoring and Evaluation

We will seek to continuously improve how we engage the community and stakeholders throughout delivery of this Project. It will be based on feedback and experience as the Project progresses and will include but not be limited to:

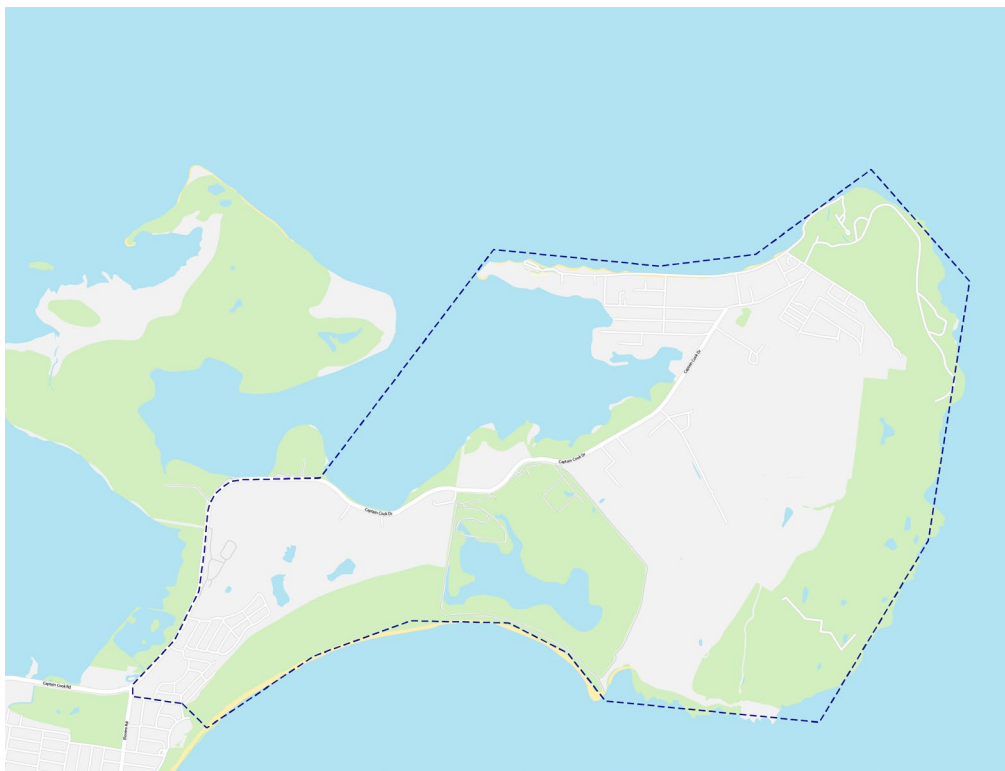
- Periodic review of this plan
- Reviewing the quality and delivery of communications material on time and within budget
- Reviewing timing of notifications
- Review of enquiries and feedback received to identify emerging trends and unresolved issues
- Measure the sentiment of feedback (positive, negative or neutral) from the community and stakeholders
- Taking steps to understand and address negative sentiment and complaints from the community and stakeholders
- Quantify the increased level of project awareness and understanding of project benefits in the community
- Track and quantify increased levels of community participation (attendance at information sessions, signing up to the distribution list, feedback during consultation periods)
- Quarterly reviews of impacted stakeholders will be conducted to monitor the effectiveness of our management strategies.

Appendix A – Notification distribution areas

Kurnell 500m notification area



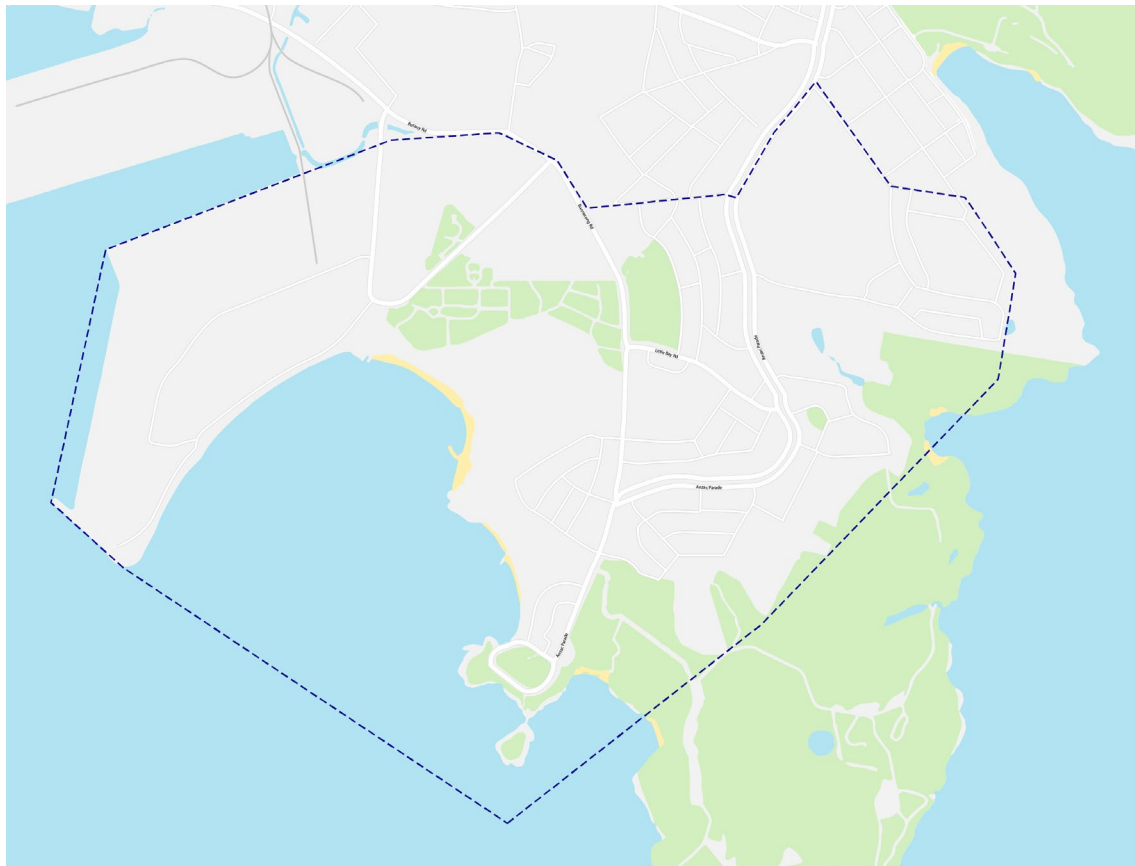
Kurnell broader general notification area

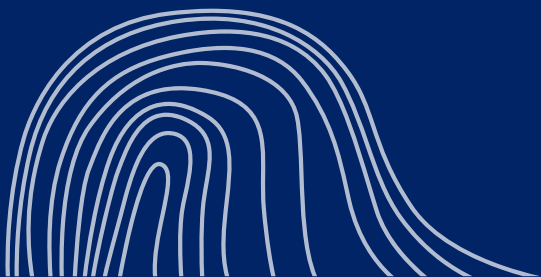


La Perouse 500m notification area



La Perouse general notification area





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