An aerial photograph of a large residential development, likely an apartment complex, with several long, rectangular buildings arranged in a row. The buildings have a light-colored facade and a series of windows. A road runs along the bottom of the image, and there are some trees and greenery visible on the left side. The overall image has a light, faded appearance.

COMMUNITY COMMUNICATION STRATEGY OAKDALE WEST ESTATE - CONCEPT AND STAGE 1

Prepared for:
Goodman Property Services (Australia) Pty Ltd

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BASIS OF REPORT

This report has been prepared by SLR Consulting Australia Pty Ltd (SLR) with all reasonable skill, care and diligence, and taking account of the timescale and resources allocated to it by agreement with Goodman Property Services (Australia) Pty Ltd (the Client). Information reported herein is based on the interpretation of data collected, which has been accepted in good faith as being accurate and valid.

This report is for the exclusive use of the Client. No warranties or guarantees are expressed or should be inferred by any third parties. This report may not be relied upon by other parties without written consent from SLR.

SLR disclaims any responsibility to the Client and others in respect of any matters outside the agreed scope of the work.

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1 Introduction

1.1 Background

This Community Communication Strategy (CCS) has been prepared on behalf of Goodman Property Services (Australia) Pty Ltd (Goodman) for the Oakdale West Estate (OWE) Concept and Stage 1 development (State Significant Development [SSD] application 7348).

This CCS has been prepared in accordance with Condition C19 and supporting conditions within the Development Consent, identifying relevant stakeholders, key issues and the communication methods. Specifically, it details how Goodman and their contractors will engage with relevant stakeholders and the community. The CCS integrates with the Construction Environmental Management Plan (CEMP) and associated suite of documents to provide a comprehensive guide and benchmark for the construction process that aligns with the Development Consent conditions.

1.2 Purpose

The OWE project has been assessed and determined under Division 5.1 of the *Environmental Planning and Assessment Act 1979* (EP&A Act). The CCS includes the following key aspects:

- Identification of stakeholders to be consulted with during the CCS implementation including adjacent landowners and residents, key stakeholders, relevant agencies and the wider community.
- The tools and actions to be undertaken throughout the construction program to disseminate information to the identified stakeholders, providing opportunities for comment.
- Enquiry and Complaint management protocols.
- Monitoring and feedback mechanisms.

The CCS will be updated as the project progresses to account for variations in the construction program and methodology, along with changes in stakeholder situation that impacts on stakeholder interests, with these articulated through the feedback mechanisms.

SSD 7348 contained the following conditions of relevance to this CCS used to benchmark the contents:

- C19 and C20 – Community Communication Strategy
- D109 – Ongoing Community Engagement
- D135 – Document Availability

The details of these conditions are identified within **Table 1** below, along with a cross reference to the relevant section of this CCS.

The approved development includes the construction of the Western North-South Link Road (WNSLR). This road is to be constructed to Roads and Maritime Service (RMS) specifications, to the satisfaction of Penrith City Council (as the Nominated Road Authority). Details of these specifications as they relate to community consultation and communication are identified within **Table 2**, including cross reference to the relevant section of this CCS.

Table 1 Relevant Conditions of Consent

Condition Number	Condition Detail	Report Reference
C19 – Community Communication Strategy	<p>No later than one month before the commencement of construction of any Stage of the Development, a Community Communication Strategy must be prepared and submitted to the Planning Secretary for approval. The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, Council and the community (including adjoining affected landowners, schools, businesses, and others directly impacted by Stage 1), during design, construction and operation. The Community Communication Strategy must:</p> <ul style="list-style-type: none"> a) assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the Development; b) detail the mechanisms for regularly consulting with the local community throughout the Development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results; c) detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works, vibration intensive activities or manage traffic disruptions; d) include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders; and e) include a complaints procedure for recording, responding to and managing complaints, including: <ul style="list-style-type: none"> i. email, contact telephone number and postal addresses for receiving complaints; ii. advertising the contact details for complaints before and during operation, via the local newspaper and through on-site signage; iii. a complaint register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and iv. procedures for the resolution of any disputes that may arise during the course of the Development. 	<p>This CCS Document</p> <ul style="list-style-type: none"> a) Section 4 b) Section 5 c) Sections 5 & 6 d) Section 2.2 e) Section 5.4
C20 – Community Communication Strategy	<p>The Applicant must:</p> <ul style="list-style-type: none"> a) not commence construction of the relevant Stage of Development until the Community Communication Strategy has been approved by the Planning Secretary. b) implement the Community Communication Strategy for each Stage of the Development and following the completion of operation of the Development. 	<ul style="list-style-type: none"> a) Section 1.2 b) Sections 5 & 6
D37 – Landscaping	<p>The Applicant must complete the landscape bund along the western boundary of the Site as shown on Figure 5 in Appendix 2 within six months of commencing any construction including bulk earthworks.</p>	<p>Section 2.2.1 Appendix A</p>

Condition Number	Condition Detail	Report Reference
D63 – Hours of Work	<p>Works outside of the hours identified in Condition D62 may be undertaken in the following circumstances:</p> <ul style="list-style-type: none"> (a) works that are inaudible at the nearest sensitive receivers; (b) works agreed to in writing by the Planning Secretary; (c) for the delivery of materials required outside these hours by the NSW Police Force or other authorities for safety reasons; or (d) where it is required in an emergency to avoid the loss of lives, property or to prevent environmental harm. 	Section 5.3.2
D109 – Ongoing Community Engagement	<p>The Applicant must consult with the community regularly throughout Stage 1, including consultation with the nearby sensitive receivers identified in Appendix 5, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders. Community engagement shall be undertaken in accordance with the Community Communication Strategy approved in accordance with Condition C19.</p>	Sections 5 & 6
D110 – Management Plan Requirements	<p>Management plans required under this consent must be prepared in accordance with relevant guidelines, and include:</p> <ul style="list-style-type: none"> a) details of: <ul style="list-style-type: none"> i. the relevant statutory requirements (including any relevant approval, licence or lease conditions); ii. any relevant limits or performance measures and criteria; and iii. the specific performance indicators that are proposed to be used to judge the performance of, or guide the implementation of, Stage 1 or any management measures; b) a description of the measures to be implemented to comply with the relevant statutory requirements, limits, or performance measures and criteria; c) a program to monitor and report on the: <ul style="list-style-type: none"> i. impacts and environmental performance of Stage 1; and ii. effectiveness of the management measures set out pursuant to paragraph (b) above; d) a contingency plan to manage any unpredicted impacts and their consequences and to ensure that ongoing impacts reduce to levels below relevant impact assessment criteria as quickly as possible; e) a program to investigate and implement ways to improve the environmental performance of Stage 1 over time; f) a protocol for managing and reporting any: <ul style="list-style-type: none"> i. incident and any non-compliance (specifically including any exceedance of the impact assessment criteria and performance criteria); ii. complaint; iii. failure to comply with statutory requirements; and g) a protocol for periodic review of the plan. <p>Note: The Planning Secretary may waive some of these requirements if they are unnecessary or unwarranted for particular management plans</p>	<ul style="list-style-type: none"> a) Refer to Project CEMPs (SLR, 2019a & SLR 2019b) b) Sections 3.2, 5.3 and 5.4 c) Section 6 d) Section 5.4.3 e) Section 6 f) Section 5.4 g) Section 6

Condition Number	Condition Detail	Report Reference
<p>D119 - Environmental Representative</p>	<p>For the duration of construction of Stage 1, or as agreed with the Planning Secretary, the approved ER must:</p> <p>(a) receive and respond to communication from the Planning Secretary in relation to the environmental performance of Stage 1;</p> <p>(b) consider and inform the Planning Secretary on matters specified in the terms of this consent;</p> <p>(c) consider and recommend to the Applicant any improvements that may be made to work practices to avoid or minimise adverse impact to the environment and to the community;</p> <p>(d) review the CEMP identified in Condition D111 and any other documents that are identified by the Planning Secretary, to ensure they are consistent with requirements in or under this consent, and if so:</p> <p>(i) make a written statement to this effect before submission of such documents to the Planning Secretary (if those documents are required to be approved by the Planning Secretary); or</p> <p>(ii) make a written statement to this effect before the implementation of such documents (if those documents are required to be submitted to the Planning Secretary/Department for information or are not required to be submitted to the Planning Secretary/Department);</p> <p>(e) regularly monitor the implementation of the CEMP, and any other documents identified by the Planning Secretary, to ensure implementation is being carried out in accordance with the document and the terms of this consent;</p> <p>(f) as may be requested by the Planning Secretary, help plan, attend or undertake audits of Stage 1 commissioned by the Department including scoping audits, programming audits, briefings, and site visits;</p> <p>(g) as may be requested by the Planning Secretary, assist the Department in the resolution of community complaints;</p> <p>(h) prepare and submit to the Planning Secretary and other relevant regulatory agencies, for information, an Environmental Representative Monthly Report providing the information set out in the Environmental Representative Protocol under the heading “Environmental Representative Monthly Reports.” The Environmental Representative Monthly Report must be submitted within seven calendar days following the end of each month for the duration of the ER’s engagement, or as otherwise agreed with the Planning Secretary.</p>	<p>Section 6.2</p>
<p>D120 - Environmental Representative</p>	<p>The Applicant must provide the ER with all documentation requested by the ER in order for the ER to perform their functions specified in Condition D119 (including preparation of the ER monthly report), as well as:</p> <p>(a) the complaints register; and</p> <p>(b) a copy of any assessment carried out by the Applicant of whether proposed work is consistent with the consent (which must be provided to the ER before the commencement of the subject work).</p>	<p>Section 6.2</p>

Condition Number	Condition Detail	Report Reference
D135 – Document Availability	<p>At least 48 hours before the commencement of construction until the completion of all works under this consent, the Applicant must:</p> <p>a) make the following information and documents (as they are obtained or approved) publicly available on its website:</p> <ul style="list-style-type: none"> i. the documents referred to in Condition D2 of this consent; ii. all current statutory approvals for the Development; iii. all approved strategies, plans and programs required under the conditions of this consent; iv. the proposed staging plans for the Development if the construction, operation or decommissioning of the Development is to be staged; v. regular reporting on the environmental performance of the Development in accordance with the reporting requirements in any plans or programs approved under the conditions of this consent; vi. a comprehensive summary of the monitoring results of the Development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs; vii. a summary of the current stage and progress of the Development; viii. contact details to enquire about the Development or to make a complaint; ix. a complaint register, updated monthly; x. the Compliance Report of the Development; xi. audit reports prepared as part of any monitoring or environmental audit of the Development and the Applicant’s response to the recommendations in any audit report; xii. any other matter required by the Planning Secretary; and <p>b) keep such information up to date, to the satisfaction of the Planning Secretary.</p>	Section 5.3.1

It is a requirement of the RMS that communications and community liaison are undertaken in accordance with the RMS QA Specification G36 – Environmental Protection. All relevant requirements within the specification are included in **Table 2** below.

Table 2 Relevant RMS Specifications

Specification Number	Relevant Specification Detail	Report Reference
3.3 - Resources, Responsibilities and Authority	<p>Communications and Community Liaison Representative</p> <p>Appoint a Communications and Community Liaison Representative (CCLR) to lead and manage the community involvement activities, including liaison with property owners and key stakeholders. This person is your representative for the requirements of RMS G36 Clause 3.7.</p>	Section 4

Specification Number	Relevant Specification Detail	Report Reference
	<p>The CCLR must have relevant qualifications with a minimum of 5 years' communications and community liaison experience, preferably in infrastructure development and delivery. The CCLR must be flexible and willing to work outside of normal working hours when required, such as nights and weekends. The CCLR is to be the primary daily contact to the public handling of enquiries/complaints management/interface issues.</p> <p>The CCLR must be available for contact by local residents and the community at all reasonable times to answer any questions and to address any concerns in relation to your construction activities. The CCLR must have up-to-date information on:</p> <ul style="list-style-type: none"> emerging stakeholders; planned construction activities; planned traffic arrangements, including any temporary traffic switches; current landowner discussions with members of your staff; planned community and stakeholder consultations; complaints or enquiries received; duties and accountabilities of your staff; and, commitments to stakeholders made by you or Goodman. <p>The CCLR is to handle document management administration and systems/contact database management and maintenance. The CCLR is to liaise with property owners to co-ordinate access and to deal with specific property related issues arising from the upgrade works. The CCLR is to lead in the development and delivery of communication and community engagement strategies and plans.</p> <p>The CCLR is to facilitate meetings, forums and arranging interviews to address concerns from community.</p> <p>The CCLR is to provide advice and participate with the project teams to improve and enhance the delivery of communication services to the community. The CCLR is to build, maintain collaborative and consultative working relationships with internal and external stakeholders.</p> <p>The CCLR is to possess excellent writing and digital media skills including writing and editing copy for printed and electronic material, internal and external materials such as letters, web brochures and public facing reports, and video and photography for promotional use, etc. The CCLR is to possess a current motor vehicle driver's licence.</p> <p>The CCLR must be available for contact by local residents, key stakeholders and community representatives to answer queries and provide more information or feedback.</p>	
<p>3.7 - Communications</p>	<p>Describe in the CEMP the processes for external and internal communication in relation to the environmental aspects of the work under the Contract.</p> <p>Make all staff and subcontractors working on the Site aware of these external and internal communications procedures and ensure they are properly trained in their application.</p>	<p>Refer to Project CEMPs (SLR, 2019a & SLR 2019b)</p> <p>Section 5.3</p>

Specification Number	Relevant Specification Detail	Report Reference
3.7.1 - Liaison with EPA and/ or other Government Agencies	<p>The CEMP must identify at least two persons (together with their contact telephone numbers) who will be available to be contacted by the EPA and/ or Other Government Agencies on a 24 hour basis and who have authority to take immediate action to shut down any activity, or to effect any pollution control measure, as directed by an authorised officer of the EPA and/ or Other Government Agencies.</p> <p>Immediately notify Goodman of any visit to the Site by the EPA and/ or Other Government Agencies. Prepare a report for each occasion when the Site is visited by the EPA and/ or Other Government Agencies, notifying Goodman of the purpose and outcome of the EPA and/ or Other Government Agencies visit, and of all actions taken by you in response to the EPA and/ or Other Government Agencies visit. Submit this report to Goodman within one working day of the EPA and/ or Other Government Agencies site visit.</p>	Section 4
3.7.2 - Community Liaison and/or Notification 3.7.2.1 New or Changed Construction Activities	<p>Notify local residents and other stakeholders about any new or changed construction activities including changes to bus stop locations and / or timetables which will affect access to their properties/ premises at least five 5 working days before commencing work affecting residents.</p> <p>Such notification must state the nature of the work, why it is necessary, the expected duration, details of any changes to the traffic arrangements or property access and the name and 24 hour contact telephone number of your representative who can respond to any resident/stakeholder concerns.</p> <p>Address any concerns raised by residents in accordance with the complaints procedure as required under Clause 3.7.3 and in accordance with any licence or approval held by you.</p>	Section 5.3.2
3.7.2.2 - Extended Working Hours – No Environmental Protection Licence	<p>Following approval from Goodman on each instance to extend working hours, inform affected residents by letter of the location, nature, scope and duration of the proposed work outside normal working hours, not less than 5 working days and not more than 10 working days, before commencing such work.</p> <p>Include the name and contact telephone number of your representative so that residents can contact him over any concerns about extended working hours and any other information required by any licence or approval held by you.</p> <p>Refer to Practice Note vii of RMS publication “Environmental Noise Management Manual” when preparing the letter and notifying the affected residents.</p>	Section 5.3.2
3.7.3 - Complaints and Enquiries Management	<p>As part of your CEMP, prepare and implement a Construction Complaints and Enquiries Management procedure prior to the commencement of construction. You must follow the Construction Complaints and Enquiries Management procedure for the duration of construction. You must ensure your Construction Complaints and Enquiries Management procedure is consistent with AS 4269 "Complaints Handling". This must include:</p> <p>a) an advertised 24 hour contact telephone number listed with a telephone company and include a contact name;</p>	Section 5.4

Specification Number	Relevant Specification Detail	Report Reference										
	<p>b) a postal address to which written complaints and enquiries can be sent;</p> <p>c) an email address to which electronic complaints and enquiries can be sent;</p> <p>d) a procedure to receive, record, track and respond to complaints and enquiries within a specified timeframe. When a complaint or enquiry cannot be responded to immediately, a follow-up verbal response on what action is proposed must be provided to the complainant/enquirer within two hours during night-time works and 24 hours at other times;</p> <p>e) a process for the provision of a written response to the complainant/enquirer within ten (10) days, if the complaint or enquiry cannot be resolved by the initial or follow-up verbal response;</p> <p>f) a mediation system for complaints unresolved through the above system.</p> <p>Within one working day of receiving a complaint about any environmental or other issue which has the capacity to damage Goodman’s reputation, including any pollution incidents, arising from the Work Under the Contract, submit a written report to Goodman detailing the complaint and the action taken to remedy the problem. A final report together with your proposed measures to prevent the recurrence of such incidents must be submitted to Goodman within 5 working days.</p> <p>Keep a register of all complaints or enquiries, which must include the following details:</p> <p>(a) date and time of complaint or enquiry;</p> <p>(b) method by which the complaint or enquiry was made (telephone, letter, meeting, etc);</p> <p>(c) name, address, contact telephone number of complainant (if no such details were provided, a note to that effect);</p> <p>(d) nature of complaint or enquiry;</p> <p>(e) action taken in response including follow up contact with the complainant.;</p> <p>(f) any monitoring to confirm that the complaint or enquiry has been satisfactorily resolved;</p> <p>(g) if no action was taken, the reasons why no action was taken by you.</p>											
3.7.4 - Notification to communities and stakeholders	<p>Notify Goodman in advance of the following construction activities:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f2f2f2;">Activity</th> <th style="background-color: #f2f2f2;">Notification required</th> </tr> </thead> <tbody> <tr> <td>Work at night (any time between 6pm and 7am)</td> <td>2 weeks where possible, a minimum of 1 week</td> </tr> <tr> <td>Work on weekends (including public holidays)</td> <td>2 weeks where possible, a minimum of 1 week</td> </tr> <tr> <td>Major changes to configuration of road traffic</td> <td>At least 4 weeks</td> </tr> <tr> <td>Impacts on pedestrians and/or bicyclists</td> <td>At least 4 weeks</td> </tr> </tbody> </table>	Activity	Notification required	Work at night (any time between 6pm and 7am)	2 weeks where possible, a minimum of 1 week	Work on weekends (including public holidays)	2 weeks where possible, a minimum of 1 week	Major changes to configuration of road traffic	At least 4 weeks	Impacts on pedestrians and/or bicyclists	At least 4 weeks	Sections 5.3.2
Activity	Notification required											
Work at night (any time between 6pm and 7am)	2 weeks where possible, a minimum of 1 week											
Work on weekends (including public holidays)	2 weeks where possible, a minimum of 1 week											
Major changes to configuration of road traffic	At least 4 weeks											
Impacts on pedestrians and/or bicyclists	At least 4 weeks											

Specification Number	Relevant Specification Detail		Report Reference	
	Commencement, rescheduling or completion of key construction activities	At least 4 weeks for commencement and completion, 24 hours' notice for rescheduling		
	Commencement or rescheduling of property adjustment work	At least 2 weeks (4 weeks for businesses)		
	Alteration to property access arrangements	At least 4 weeks		
	Other activities not identified above which may impact on the community stakeholders	At least 24 hours		
	Any form of community protest on site	Immediately		
	<p>In your communications with the community, you must comply with the requirements of the Privacy and Personal Information Protection Act 1998 (NSW).</p> <p>You must not make any undertakings on behalf of Goodman without the prior written approval of Goodman. Comply with the distribution for various notification types as follow:</p>			
	Notification Type	Submission to Goodman		Distribution
	Out of Hours Works / Night Works (refer to clause 3.7.2.3)	Draft a notification letter at least 24 hours prior to the works being carried out		2 weeks where possible, a minimum of 1 week prior to the works being carried out
	Traffic Conditions	Draft letter at least 4 weeks prior to the traffic conditions changing		At least 5 business days prior to the traffic conditions changing if deemed necessary by Goodman
	Individual private properties regarding property adjustments or changes to access (refer to clause 3.7.2.1)	Draft letter at least 4 weeks prior to the works being carried out		At least 2 weeks prior to the works being carried out of access changes
Access for bridgeworks over the Water NSW pipelines	Final draft of notification at least 4 weeks prior to be works being carried out	At least 4 weeks prior to the works being carried out		
Individual businesses regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 4 weeks prior to the works being carried out of access changes		

Specification Number	Relevant Specification Detail			Report Reference
	(refer to clause 3.7.2.1)			

1.3 Community Communications Strategy Scope

The CCS applies to works undertaken by Goodman and their engaged contractors. The project comprises two components with separate contractors engaged for each:

- Bulk earthworks across the site, civil infrastructure and landscaping; and construction of warehousing within Precinct 1 (Stage 1).
- Construction of the WNSLR including a signalised intersection with Lenore Drive, roundabout with Lockwood Road and roundabout with the new internal Estate Road No. 1, earthworks, civil works, utility works, property adjustments and landscaping. A haul road will be constructed through Oakdale West (referred to as the Construction Access Road) as part of the WNSLR construction to provide access to the WNSLR corridor.

The CCS applies to both components of the project. Separate CEMPs have been prepared to address each component of the project with both CEMPs referencing and this CCS. Both components will be serviced by the same project website and phone number to provide a simplified and consistent communications process across the project.

1.4 Project Description

The project as described by the SSD 7348 consent comprises:

The Staged Development Application for the Oakdale West Estate, comprising:

A Concept Proposal including:

- *Concept layout of 22 warehouse buildings providing 453,000 square metres of gross floor area and ancillary offices, built over five development stages*
- *Concept layout of development lots, internal roads, drainage, landscaping and biodiversity offsets*
- *Development controls*

A Stage 1 Development Application including:

- *Bulk earthworks across all five stages including retaining walls and noise walls*
- *Construction and operation of three warehouse buildings in Precinct 1 (1A, 1B and 1C) providing 111,000 square metres of gross floor area and ancillary offices*
- *West-North-South Link Road and associated subdivision*
- *Estate roads 1, 2, 6 and the eastern part of road 7*
- *Service infrastructure to Precinct 1, including drainage, power, sewer, water and telecommunications*
- *Landscaping of Stage 1, the western site boundary, West-North-South Link Road, estate roads 1, 2, 6 and the eastern part of road 7 and detention basins*
- *Subdivision of Stage 1 lots and road infrastructure*
- *Stormwater drainage infrastructure for Lots 2A and 2B.*

Further project details are located in the Environmental Impact Statement, Oakdale West Estate, State Significant Development Application (EIS) (Urbis, 2017).

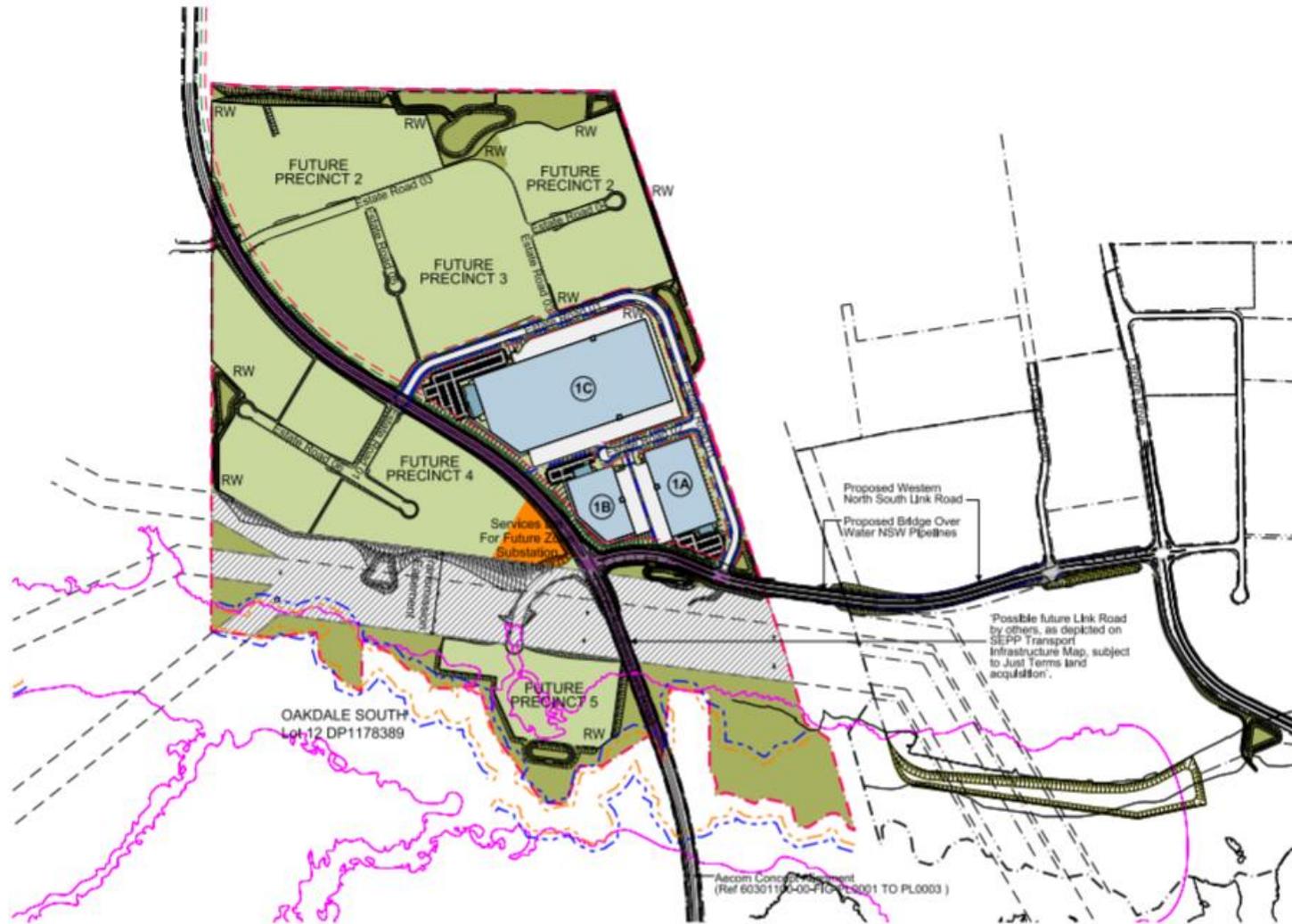
The site works will be undertaken by two contractors, with specific areas of responsibility. Areas of responsibility comprise the bulk earth works, civil infrastructure and services, along with the Stage 1 built form development. A second contractor is engaged for the WNSLR connection north to Lenore Drive and haul road civil works through to the south west corner of the site.

Figure 1 below identifies the site layout, inclusive of both the Stage 1 works and WNSLR. Note, the figure is orientated with south upwards to allow the inclusion of a wider extent of the road network.

The project involves construction activities including:

- Site establishment.
- Clearing and stripping.
- Site construction access.
- Demolition of existing buildings.
- Sediment erosion control works.
- Bulk earthworks and haulage of materials.
- Signage and fencing.
- Construction of civil infrastructure including access roads, bridge, drainage, retaining walls and utilities.
- Building construction and landscaping within Stage 1.

Figure 1 Site Layout Inclusive of the WNSLR



Source: SBA Architects

2 Stakeholder Identification

2.1 Community Overview

The site comprises historic agricultural land identified within the Western Sydney Employment Area (WSEA). The site is located across two Australian Bureau of Statistics (ABS) geographical boundaries, with Erskine Park to the north and Kemps Creek to the south. The ABS data below has been used to inform the communications methodology, with appropriate media and language used to reflect the statistical data.

2.1.1 Erskine Park

Erskine Park has a population of 6,436 accommodated in 2,016 dwellings. The median age is 34 compared to a State median of 38. The top ancestry response is Australian, followed by English, Irish, Scottish then Filipino, with languages other than English spoken at home comprising Arabic (2.6%), Tagalog (2.4%), Filipino (1.4%), then Hindi (1.2%).

17.7% of the Erskine Park population completed Year 12 compared to 15.3% for the State, with 66% of the population employed full time compared to a State average of 59.2%. Management comprised the highest percentage of employment, equating to 19.5%, with a median weekly income of \$781, compared to \$664 for the State.

2.1.2 Kemps Creek

Kemps Creek has a population of 2,268 accommodated in 700 dwellings. The median age is 41 compared to a State median of 38. The top ancestry response is Italian, followed by Australian, English, Lebanese then Maltese, with languages other than English spoken at home comprising Italian (10.1%), Arabic (6.4%), Cantonese (4.3%), then Assyrian Neo-Aramaic (3%).

14.2% of the Kemps Creek population completed Year 12 compared to 15.3% for the State, with 58.4% of the population employed full time compared to a State average of 59.2%. Clerical and Administrative Workers comprised the highest percentage of employment, equating to 20%, with a median weekly income of \$588, compared to \$664 for the State.

2.2 Key Stakeholders

The site is located in close proximity to sensitive receivers to the west comprising a Catholic School, Anglican School and Age Care facility, along with a number of dwellings to the south. The northern and eastern boundaries comprise environmental corridors and infrastructure. Goodman and their representatives carried out extensive consultation with the community and stakeholders during the development of the EIS (Urbis, 2017). Previously identified stakeholders are categorised in **Table 3** below.

Table 3 Key Stakeholders

Stakeholder Agency/Authority	Interests/Issues
Directly affected stakeholders	Adjacent and directly affected properties, businesses and schools including: <ul style="list-style-type: none"> • Residential property – 20 Aldington Road • Emmaus Catholic College • Trinity Catholic Primary School • Emmaus Retirement Village • Mamre Anglican School • Catholic Healthcare Emmaus Village • Little Smarties Early Learning Centre
Local Councils	<ul style="list-style-type: none"> • Penrith City Council
State Government Departments and Offices	<ul style="list-style-type: none"> • NSW EPA • NSW Heritage Office • NSW Office of Environment and Heritage • NSW Department of Industry • Roads and Maritime Service • Transport for NSW • NSW Rural Fire Service • WaterNSW • National Resources Asset Regulator
Utility and Service Providers	<ul style="list-style-type: none"> • TransGrid • Endeavour Energy • WaterNSW • Sydney Water • Jemena • NBN • Telstra
Other Interested Parties	<ul style="list-style-type: none"> • Registered Aboriginal Parties

Contact details for the key stakeholders listed in **Table 3** above are included in **Appendix B & C**

2.2.1 Properties receiving adjustments or architectural treatment and mitigating works

It is proposed to provide window glazing treatments to assist in acoustic attenuation to dwellings located at 20 Aldington Road, Kemps Creek.

A landscape bund is to be formed along the Western boundary of the development site to create an acoustic barrier to properties to the West. The location of the landscape bund is shown at **Appendix A**. The landscape bund shall be completed within 6 months of the commencement of any construction work, including bulk earthworks.

3 Key Issues Affecting Stakeholders

3.1 Previous Consultation

Goodman and their representatives have previously undertaken consultation with the community and stakeholders during the development of the project. Details of this consultation were included in the EIS (Urbis, 2017).

A total of 15 submissions were received, including one submission from a Local Council, three submissions from utilities providers, nine submissions from government authorities and two submissions from nearby properties and businesses. In response to the issues raised, Goodman revised several plans and consultant reports, which informed a Response to Submissions Report (Urbis, 2018a).

A further 10 submissions following these revisions were received and further modification to proposed plans and consultant reports were made, with a Supplementary Response to Submissions Report (Supplementary RTS) (Urbis, 2018b) prepared to the satisfaction of the determining authority.

For more information, refer to the Department of Planning and Environment's Major Project Assessments webpage at:

http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=7348v

3.2 Potential Issues and Strategies

Goodman are committed to ongoing proactive consultation with the community and stakeholders while understanding the importance of addressing potential issues and minimising construction related impacts. **Table 4** outlines project issues that are likely or known to be of interest or concern to the community and stakeholders. The table also details communications related measures and strategies that Goodman will undertake to manage and mitigate impacts. The CEMP identifies management and mitigation measures to address those matters extending beyond consultation.

Table 4 Issue Identification and Mitigation

Potential Issue	Potential Key Impacts	Mitigation Strategy
Noise, Vibration and Dust	Truck, machinery and light vehicle movements within, to and from the site, along with civil works have potential to result in negative impacts associated with noise, vibration and dust.	<p>Sensitive receivers and affected stakeholders will be consulted prior to actions likely to generate high levels of noise or vibration in accordance with Section 5.4.2 of this strategy.</p> <p>Up to date information on current and proposed works will be accessible to stakeholders and the wider public on the project web page.</p> <p>Additionally, should any works be likely to generate impacts beyond those identified within the approval’s documentation consultation would be undertaken with the applicable managing agency.</p> <p>The CEMP, along with the supporting Dust, Noise and Vibration management plans contain specific measures to manage these impacts. These management plans have been informed by commitments contained within the SSD approvals package, EPA standards and guidelines.</p>
Stormwater, Sediment Control, Erosion, Water Quality	<p>High rainfall events could result in localised flooding.</p> <p>Construction could result in impacts to local water quality, associated with sediment laden runoff.</p>	<p>Surrounding sensitive receivers will be consulted with in relation to adjacent works regarding flooding and water quality issues, with these items discussed at regular meetings, or as they arise via the construction hotline, in accordance with Section 5.4.2 of this Strategy.</p> <p>The CEMP, along with the supporting Soil and Water Management Plan and Water Quality Monitoring Program identify specific mechanisms to manage and mitigate these impacts in accordance with the relevant Penrith City Council standards and commitments within the SSD approvals package.</p>
Construction Traffic	A temporary increase in traffic movements may be experienced associated with the import of fill material, the movement of construction machinery to and from the site and the movement of workers light vehicles.	<p>Sensitive receivers will be notified prior to actions likely to cause traffic disruption in accordance with Section 5.4.2 of this strategy.</p> <p>The CEMP and supporting Construction Traffic Management Plan and Fill Importation Plan identify specific mechanisms to manage and mitigate these impacts.</p>

Potential Issue	Potential Key Impacts	Mitigation Strategy
Local Infrastructure, Utilities and Services	Temporary interruption to existing services including surrounding roads may be required to allow for road connections and the extension of services to the site.	Affected receivers would be notified of possible service disruption via letter box drop and regular meetings, with these disruptions minimised where possible through implementation of the designs identified within the SSD approvals package, measures identified within the CEMP and subsequent engagement with utility providers.
Visual Amenity and Privacy	Visual impacts of earthwork and construction activities, along with potential impacts on the privacy of adjacent sensitive receivers.	Potentially affected receivers would be advised of works with the potential for impact via letter box drop and with these items discussed at regular meetings, or as they arise via the construction hotline, in accordance with Section 5.4.2 of this Strategy. The CEMP identifies specific mechanisms to manage and mitigate these impacts.
Removal of Flora and Fauna	The project approval requires the removal of native and exotic flora and fauna to facilitate the development, with the associated potential for impacts on safety of immediately adjacent receivers, along with biodiversity and visual amenity.	Potentially affected receivers are likely to comprise those receivers immediately adjacent, who are to be advised of works with the potential for impact via letter box drop and regular meetings, or as they arise via the construction hotline, in accordance with Section 5.4.2 of this Strategy. The CEMP, along with the supporting Flora and Fauna Management Plan identify specific mechanisms to manage and mitigate these impacts.
Out of Hours Work	The identified impacts could be magnified due to the works being carried out while surrounding receivers are more likely to be home in the early morning/evening, or asleep, with correspondingly lower background noise levels.	Out of hours works to only be undertaken where necessary and subject to endorsement from the applicable managing agency. Should out of hours work with the potential for impact be proposed the potentially affected receivers would be advised via letter box drop and/ or regular meetings in accordance with Section 5.4.2 of this Strategy.
Aboriginal Heritage	There is the potential for encountering items of Aboriginal Heritage during excavation.	Monitoring of works by appropriately qualified personnel, along with the implementation of an unexpected finds protocol in consultation with Aboriginal Stakeholders and OEH would be put in place, as discussed within Section 5.4.2 of this document. The CEMP, along with the supporting Unexpected Finds Protocol (Heritage) identify specific mechanisms to manage and mitigate these impacts. .

Potential Issue	Potential Key Impacts	Mitigation Strategy
Misinformation and Misunderstanding	<p>Lack of project awareness within the wider community may result in complaints being raised by those unaware of the extent of the approval, with these complaints not directed through the appropriate project hotline.</p> <p>Unauthorised release of project information by the project team to the media, stakeholders or the community has potential to impact on project perception in the community.</p>	<p>The CCS includes measures at Section 5.4.2 to provide regular updates in plain language, supported by imagery to stakeholders and the wider community through public and private media.</p> <p>Contact details including the hotline details will be provided on site, the project web page and in all information issued.</p>
Emergency Event	<p>Unforeseen emergency with the potential to impact on the community either directly, or indirectly through out of hours activities that may generate additional traffic or noise.</p>	<p>The CCS includes measures at Section 5.4.2 to provide updates in emergency events, with the CEMP and Emergency Management Plan identifying specific mechanisms to manage and mitigate these impacts.</p>

4 Communications and Community Liaison Representative

Goodman have appointed a Communications and Community Liaison Representative (CCLR) who will provide the community and stakeholders with a single point of contact for both components of the project, responsible for receiving and disseminating information requests and complaints, along with addressing any interface issues. The CCLR will also facilitate property access should it be required.

The CCLR will be available for contact by local residents and the community at all reasonable times to answer any questions and address any concerns relating to the project. The CCLR will have up-to-date information on:

- Emerging stakeholders
- Planned construction activities
- Planned traffic arrangements, including any temporary traffic switches
- Current landowner discussions with members of staff
- Planned community and stakeholder consultation
- Complaints or enquiries received
- Duties and accountabilities of staff
- Commitments to stakeholders made by Goodman.

The CCLR will be supported by a community consultation team with the following responsibilities:

- Development and delivery of communications strategies, including meeting/workshop facilitation.
- Maintenance of the community and stakeholder consultation register.
- Property owner liaison to address property specific issues.
- Preparation of material and facilitating group and public meetings, workshops and forums for the works.
- Liaison with the construction team to identify items of potential community interest within the upcoming construction program.
- Identifying opportunities for improvement, monitoring community feedback and reporting back to the community via updates to the project web page and at regular community meetings.

5 Community and Stakeholder Engagement

5.1 Objectives

The key objectives of the strategy are to meet the requirements of condition C19 of SSD7348 and:

- Keep the local community and key stakeholders informed of the commencement and progress of works relating to the OWE project.
- Ensure that enquires and complaints received from the community or key stakeholders are addressed and responded to in a timely and effective manner.
- Inform nearby sensitive receivers in advance of potential disturbances and events likely to cause impact.
- Be good neighbours and members of the local community throughout the duration of the project's lifespan.
- Providing an open two communications channel to allow ongoing, iterative engagement.
- Seek opportunities for improvement throughout the project.

5.2 Approach

Goodman are committed to delivering Community and Stakeholder Engagement outcomes utilising the following principles at the core of their approach:

- **Clarity** – Communication and engagement will be delivered in a clear and easy to understand manner to ensure the project and all associated works are fully understood by the community and stakeholders.
- **Proactivity** – Consultation and notice shall be given prior to the commencement of works or the undertaking of potentially impactful activities.
- **Transparency** – Communication and engagement will be undertaken in an open and transparent fashion, with information shared between the community and the project team.
- **Accessibility** – Information relating to the project will be accessible via a broad range of mediums and will be made readily available to the community and stakeholders. Several avenues of contact shall be provided for the purposes of enquiry or complaint.

In their communications and consultation with the community and key stakeholders, Goodman and their representatives will comply at all times with the requirements of the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Privacy Act 1988 (Cth)*.

5.3 Communication, Management and Mitigation Tools

A range of tools and techniques will be used to inform and engage with the community and stakeholders regarding the project. **Table 5** below provides an overview of the mechanisms to be utilised to regularly inform and consult with the local community and key stakeholders and measures to mitigate potential issues throughout the development.

Table 5 Communication Management and Mitigation Tools

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Community Consultation Meetings	Informal meetings, providing a project update and opportunity for the community and stakeholders to discuss recent experiences and upcoming construction activities.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Meetings would initially be held quarterly , with the frequency then subject to the level of interest and the construction program.	Project updated including a review of any complaints received and remedial actions, followed by informal discussion with stakeholders and the community.
Community Workshops/Forums	An initial community workshop/forum to be held to identify the overarching construction program and communications protocols, with the event advertised via local newspaper and letter box drop.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Prior to commencement of construction.	The first portion of the workshop is formal, identifying the project program, key personnel and the communications protocol. The second portion is informal with time for stakeholders and the community to ask questions and discuss any concerns.
Consultation Register	Recording community and stakeholder interactions, along with associated remedial actions as required.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Project duration.	The consultation register satisfies the requirements of Condition C19 of SSD7348, and Specification 3.7.3 of the RMS G36 Specifications requiring a Complaints Register. The register will be continually updated to record community engagement, including information provided by Goodman, feedback received, and remedial action undertaken where required.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Environmental Review Group Meeting	Meeting of key environmental stakeholders	Environmental Representative	All environmental stakeholders	As required for the project duration	The Environmental Review Group will be briefed on upcoming project tasks with key environmental implications, along with complaints and enquiries received
Individual Community Meetings	Meetings with stakeholders as required to discuss a specific item.	CCLR and Community Consultation Team	The wider community and key stakeholders.	As required.	Details and format subject to the meetings context, with a record of the discussion included in the consultation register and actioned as required.
Newspaper Advertisement	Newspaper Advertisement(s) to be published in The Western Weekender and Mt Druitt – St Marys Standard identifying the project hotline number and web page address.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Prior to the commencement of the initial construction activities on the site and throughout the project prior to known key intrusive events.	An advertisement will be published advising of the commencement date of construction, a brief overview of the project and key contact details for enquires and complaints. Further advertisements will be published where intrusive events are scheduled advising of the nature and date(s) and time(s) of the event and key contact details for enquiries and complaints.
Notification Letterbox Drop	Letters would be provided to specific receivers identified as being potentially affected by construction. This could be undertaken in tandem with door knocking.	CCLR and Community Consultation Team	Residents of the immediate area.	As required for the project duration.	Letter box drop details to be recorded in the consultation register. Timing of construction activity to be identified along with relevant contact details.
On Site Signage	Project information details.	CCLR and Community Consultation Team	Visitors to the site and residents of the immediate area.	Project duration.	Contain key project contact details including the hotline and web page, along with relevant project and safety information.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Online Feedback Forms	Simple form allowing rapid ad hoc feedback.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Project duration.	Form available on the Oakdale project web page, with feedback provided to be incorporated into the consultation register and actioned as required.
Project Information and Complaints Number	Project hotline available for 24 hours recording of project feedback.	CCLR and Community Consultation Team	The wider community and key stakeholders.	Project duration.	Hotline number located on site signage, the web page and all project information material. Feedback provided to be incorporated into the consultation register and actioned as required.
Staff and Visitor Induction and Training	Project information details.	Site Forman and Management Staff	Staff and visitors to the site.	Project duration.	Key project safety information, contact details, emergency procedures and site information.
Toolbox and Prestart Meetings for WNSLR and Stage 1 Infrastructure Works	Project information details.	Site Forman and Management Staff	Staff and visitors to the site.	Project duration.	Task specific safety information, emergency procedures and relevant project updates. All staff and subcontractors to be made aware of external and internal communications procedures
Text Message and Email Alerts	Text messages providing prompt updates	CCLR and Community Consultation Team	Residents of the immediate area.	As required for the project duration.	Text Messages will provide important information at short notice to potentially affected receivers. Text message details to be recorded in the consultation register.
Website	A web page is established at: oakdaleopportunities.com	CCLR and Community Consultation Team	The wider community and key stakeholders.	Project duration.	Website address and phone number located on site signage and all project information material. Web page to provide project updates, along with environmental performance monitoring. Refer to Section 5.3.1 below for further details.

5.3.1 Project Website

Goodman has established a website for the project (oakdaleopportunities.com). The website was established prior to the commencement of works and will be maintained during the delivery of the project until the completion of all works.

The following information will be updated monthly or more frequently when necessary and made available on the website as required by SSD 7348 Condition D135:

- A copy of the documents listed in Condition D2 of the SSD Consent (SSD 7348).
- All current statutory approvals for the Development.
- All approved strategies, plans and programs required under conditions of the SSD Consent (SSD 7348).
- The proposed staging plans for the Development if the construction, operation or decommissioning of the Development is to be staged.
- A comprehensive summary of the monitoring results of the Development, reported in accordance with the specifications in any conditions of the SSD Consent (SSD 7348), or any approved plans and programs.
- A summary of the current stage and progress of the Development.
- Contact details (including email address, phone number and postal address) to enquire about the Development or to make a complaint.
- A complaints register, updated monthly and details of the complaints handling protocol for the project.
- The Compliance Report of the Development.
- Audit reports prepared as part of any monitoring or environmental audit of the Development and the Applicant's response to the recommendations in any audit report.
- Any other matter required by the Planning Secretary.

5.3.2 WNSLR Works Liaison and Notification Requirements

Where works relate to the construction of the WNSLR, the RMS QA Specification G36 – Environmental Protection sets out a number of specifications and measures addressing notification to the community and affected stakeholders. In order to comply with these requirements, Goodman shall undertake the following activities:

- Goodman shall notify local residents and other stakeholders about any new or changed construction activities including changes to bus stop locations and / or timetables, which will affect access to their properties/ premises at least five 5 working days before commencing work affecting residents.
- Such notification will state the nature of the work, why it is necessary, the expected duration, details of any changes to the traffic arrangements or property access and the name and 24-hour contact telephone number of the CCLR who can respond to any resident/stakeholder concerns.
- Any complaints shall be addressed in accordance with the complaint's procedure outlined in Section 5.4 of this strategy.
- Where extended working hours are proposed, the contractor shall inform Goodman who will subsequently inform residents of the proposed work outside normal working hours in accordance with the requirements outlined in this strategy.

- Within one working day of receiving a complaint about any environmental or other issue which has the capacity to damage Goodman’s reputation, including any pollution incidents, arising from the Work Under the Contract, a written report to Goodman shall be submitted detailing the complaint and the action taken to remedy the problem. A final report together with proposed measures to prevent the recurrence of such incidents shall be submitted to the Goodman within 5 working days.

The contractor shall adhere to set timeframes for notification of Goodman and distribution of notice to the community and stakeholders for activities related to the WNSLR. This commitment is outlined in **Tables 6 and 7** below:

Table 6 Notification Requirements for Goodman prior to Construction Activities

Activity	Notification required
Work at night (any time between 6pm and 7am)	2 weeks where possible, a minimum of 1 week
Work on weekends (including public holidays)	2 weeks where possible, a minimum of 1 week
Major changes to configuration of road traffic	At least 4 weeks
Impacts on pedestrians and/or bicyclists	At least 4 weeks
Commencement, rescheduling or completion of key construction activities	At least 4 weeks for commencement and completion, 24 hours’ notice for rescheduling
Commencement or rescheduling of property adjustment work	At least 2 weeks (four weeks for businesses)
Alteration to property access arrangements	At least 4 weeks
Other activities not identified above which may impact on the community stakeholders	At least 24 hours
Any form of community protest on site	Immediately

Table 7 Notification Requirements for works

Notification Type	Submission to Goodman	Distribution to Community and Stakeholders
Out of Hours Works / Night Works	Draft a notification letter at least 24 hours prior to the works being carried out	2 weeks where possible, a minimum of 1 week prior to the works being carried out
Traffic Conditions	Draft letter at least 4 weeks prior to the traffic conditions changing	At least 5 business days prior to the traffic conditions changing if deemed necessary by Goodman
Individual private properties regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 2 weeks prior to the works being carried out of access changes
Access for bridgeworks over the Water NSW pipelines	Final draft of notification at least 4 weeks prior to be works being carried out	At least 4 weeks prior to the works being carried out
Individual businesses regarding property adjustments or changes to access	Draft letter at least 4 weeks prior to the works being carried out	At least 4 weeks prior to the works being carried out of access changes

5.3.3 Communication with Sensitive Receivers’ Procedure

During the course of works the CCLR will consult with nearby sensitive receivers listed below when necessary to advise of and/or schedule events and activities with the potential to cause impact such as high noise generating works, vibration intensive activities or traffic management disruptions.

Sensitive receivers are considered to include adjacent and directly affected properties, businesses and schools including:

- Residential properties located along Aldington Road (As shown in **Appendix A**).
- Emmaus Catholic Primary School and High School and Retirement Village on Bakers Lane.

Where development works have the potential to impact on sensitive receivers the community relations manager will implement the sensitive receiver procedure outlined in **Table 8** below:

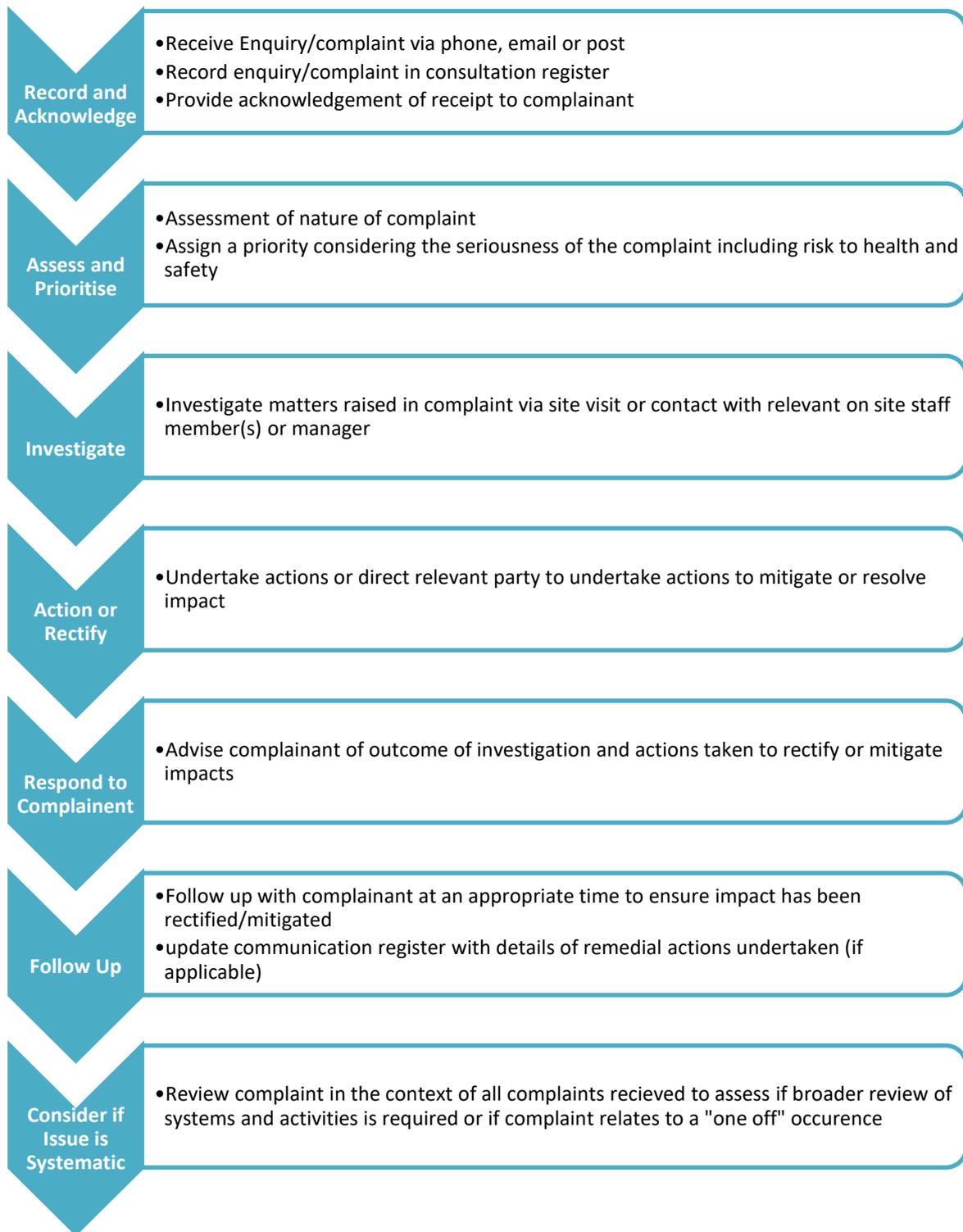
Table 8 Sensitive Receiver Procedure

Potential Impact	Method of Contact/Consultation	Timeframe
High noise generating work	Text Message and / or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Vibration intensive activity	Text Message and / or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Traffic management disruption	Text Message and / or Letterbox drop – notifying of expected commencement, duration and affected hours Variable Message Signs	No less than 24 hours prior to the activity

5.4 Complaints Procedure

Goodman are committed to the timely and effective management of enquiries and complaints relating to construction activities for the OWE. To this end, the following complaints procedure shown in **Figure 2** will be adhered to, enabling the receipt and recording of enquiries and complaints, along with the methods of response and resolution of issues raised.

Figure 2 Complaints Handling Procedure



5.4.1 Protocol for Receiving and Recording Enquiries and Complaints

Goodman have established a project email and postal address for the receipt of enquiries and complaints relating to the development. The email and postal accounts will be regularly monitored to receive and respond to customer feedback and enquiries. The community information line (1300002887) is to be established from the commencement of works. The CCLR and community consultation team will manage the information line from the commencement of the project until the completion of works. Where calls are received during hours of construction work (including out of hours works) all calls will be answered by the CCLR. Where calls are received outside of hours of construction works the caller will be invited to leave a message. All approaches from the community and stakeholders will be registered in the project’s consultation register. The facilities established for receiving enquiries and complaints about the project during construction are shown in **Table 9**.

Table 9 Enquires and Complaints Facilities

Facility	Purpose	Detail
Community Information Line	A contact phone number and associated contact name for questions/enquiries and the lodgement of complaints relating to the development.	1300 002 887
Email Address	An email address accessible via email and online enquiry form for questions/enquiries and the lodgement of complaints relating to the development.	TBC
Postal Address	A postal address for the receipt of questions/enquiries and the lodgement of complaints relating to the development.	TBC
In person verbal	Verbal enquiries and complaints can be made formally during community meetings or may be made informally where staff interact with members of the public in informal settings.	Verbal in person comments and submissions

Goodman have established a consultation register to record all complaints and enquiries received by the above means. The consultation register will be maintained on a regular basis and used to inform discussion at monthly community consultation and project team meetings. The consultation register shall include the following details for all complaints or enquiries received:

- Date and time of complaint or enquiry.
- Method by which the complaint or enquiry was made.
- Name, address, contact telephone number of complainant (if no such details were provided, a note to that effect).
- Nature of complaint or enquiry.
- Action taken in response including follow up contact with the complainant.
- Any monitoring to confirm that the complaint or enquiry has been satisfactorily resolved.
- If no action was taken, the reasons why no action was taken by you.

An excerpt of the consultation register is included at **Appendix B**.

5.4.2 Protocol for Responding to and Resolving Enquiries and Complaints

Where a complaint or enquiry is received the CCLR will attempt to provide an immediate response if possible via phone or email. Where a complaint or enquiry cannot be responded to immediately the CCLR will assess and prioritise the submission and provide the complainant or enquirer with a follow up verbal response on what action is proposed within two hours during construction works (including night and weekend works) and 24 hours at other times. Where a complaint or enquiry cannot be resolved by the initial or follow-up verbal response, a written response will be provided to the complainant or enquirer within ten days.

In the event of a complaint, the CCLR will assess whether the complaint is founded or unfounded and if necessary delegate the remediation of the issue to the project manager for action or to the relevant project engineer. The CCLR will oversee the rectification of the issue and respond to the complainant once the issue has been resolved.

In the event of an enquiry, the CCLR will endeavour to provide an immediate response where they are in possession of the relevant information. Where more specific or detailed information is required, the CCLR will liaise with the project manager or relevant project engineer to obtain the information required to respond to the enquiry and provide this information to the enquiring party once in hand.

Where the above protocol is unsuccessful in resolving complaints, mediation may be undertaken at the discretion of Goodman to facilitate negotiation between affected parties. This shall be performed by an independent person (mediator) appointed by Goodman.

5.4.3 Unreasonable Complainant Conduct

The NSW Ombudsman provides guidelines which define unreasonable complaint conduct as:

“...any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the parties to a complaint.”

Whilst it is not envisioned that the project will attract complainants that exhibit this behaviour, where a complainant is seen to potentially have a negative impact on the CCLR or support team’s health, safety, resourcing or equity of service, Goodman shall adhere to the procedures and practices outlined within the NSW Ombudsman’s *“Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition”*.

5.4.4 Contingency Management Plan

In accordance with Condition D110(d) of the SSD 7348 consent, a contingency management plan has been developed to outline the management of unpredicted impacts and their consequences. Details of these events, their severity and response are detailed in **Table 10** below:

Table 10 Contingency Management Plan

Key Element	Trigger/ Response	Condition Green	Condition Amber	Condition Red
Submission	Trigger	General feedback/comment (no complaint or query).	Enquiry made by formal or informal channels.	Complaint made by formal or informal channels.
	Response	Acknowledge receipt and record in consultation register. No further response required.	Acknowledge receipt and record in consultation register. Direct enquiry to relevant person for actioning and response within 5 days.	Acknowledge receipt and record in consultation register. Respond to complaint immediately if possible, if not direct enquiry to relevant person for actioning and provide complainant with a follow up verbal response on what action is proposed within two hours during construction works (including night and weekend works) and 24 hours at other times.
Media	Trigger	Positive story in print, online, radio or television.	Neutral or advisory story in print, online, radio or television.	Negative story in print, online, radio or television.
	Response	Record in consultation register and advise Goodman media/marketing team. No further response required.	Record in consultation register and advise Goodman media/marketing team. No further response required.	Record in consultation register and advise Goodman Project Team for further action and response. Contact relevant person for actioning and response within 48 hours
Unscheduled Event	Trigger	Event occurring outside of plan or schedule without impact or potential impact.	Event occurring outside of plan or schedule with minor impact or potential impact.	Event occurring outside of plan or schedule with major impact or potential impact.

Key Element	Trigger/ Response	Condition Green	Condition Amber	Condition Red
	Response	No response required. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response within 48 hours. Acknowledge in consultation register. Identify opportunities for improvement to manage potential future events.	Contact relevant person for actioning and response immediately. Acknowledge in consultation register. Identify opportunities for improvement to manage potential future events.
Political Interest	Trigger	General or non-specific enquiry by Local, State or Federal political representative.	Enquiry or complaint relating to minor issue by Local, State or Federal political representative.	Enquiry or complaint relating to major issue by Local, State or Federal political representative.
	Response	Community consultation team in conjunction with Goodman Project Team to prepare and provide response or assign response task to relevant staff member for comment. Record in consultation register.	Community consultation team in conjunction with Goodman Project Team to prepare and provide response within 48 hours. Record in consultation register.	Community consultation team in conjunction with Goodman Project Team to prepare and provide response within 24 hours. Record in consultation register.

6 Monitoring, Reporting and Evaluation

Monitoring, Reporting and Evaluation will be undertaken to measure the effectiveness of community consultation, stakeholder engagement and responses to complaints and enquiries. Opportunities for improvement will be sought on a continuous basis, with an annual review of the CCS undertaken to formalise these incremental improvements.

6.1 Monitoring

The performance of this strategy will be monitored monthly based upon an assessment of the following data:

- Total number of monthly complaints.
- Review of number of monthly complaints relating to lack of consultation/misinformation/confusion.
- Review of number of monthly enquiries relating to information previously disseminated to the community through other channels.
- Monthly review of enquiries or complaints of a similar nature or theme indicative of underlying systematic issues with the project or communication strategy.
- Response timeframes, including initial acknowledgement and the response to enquiries or remediation of issue(s).

The parameters of monitoring and performance criteria are outlined in **Table 11** below.

Table 11 Summary of Monitoring Data

Monitoring Parameter	Rationale	Performance Criteria	Monitoring Frequency
Total number of complaints	The number of complaints received in total is indicative of the community's satisfaction with the project.	A reduction in number of complaints, baseline determined by number of complaints received in preceding months.	Monthly
Number of complaints relating to lack of consultation/misinformation/confusion	Number of complaints relating to lack of consultation/ misinformation/ confusion is indicative of the effectiveness and clarity of communication tools utilized.	A reduction in number of complaints, baseline determined by number of complaints received in preceding month.	Monthly
Number of enquiries relating to information previously disseminated	Number of enquiries relating to information previously disseminated is indicative to the effectiveness of the delivery of information.	A reduction in number of enquiries, baseline determined by number of enquiries received in preceding month.	Monthly
Number of complaints/enquiries within defined categories based on theme or subject	A large number of complaints or enquiries relating to a single issue may be indicative of a systematic issue to be addressed as a priority.	A reduction in number of complaints, baseline determined by number of complaints received in preceding month.	Monthly

Monitoring Parameter	Rationale	Performance Criteria	Monitoring Frequency
Response timeframes	Response to enquiries and complaints should be timely to ensure effective responsiveness and rectification of issues and to encourage trust within the community.	Enquiries and complaints acknowledged within 48 hours. Urgent enquiries and complaints responded to within 48 hours of receipt, non-urgent enquiries and complaints responded to within 5 days.	Monthly

6.2 Reporting

Reporting shall be undertaken annually, with a monthly summary of results provided to the approved Environmental Representative (ER) in accordance with Conditions D119(e) and D120 of SSD77348 and the broader project team during monthly project team meetings. The monthly community consultation summary will be made publicly available on the project web page and shall include:

- A summary of community consultation activities undertaken within the preceding month
- A summary of community consultation activities proposed within the following month
- A summary of all enquiries and complaints received within the preceding month, including details of response and/or remediation activities.

6.3 Evaluation

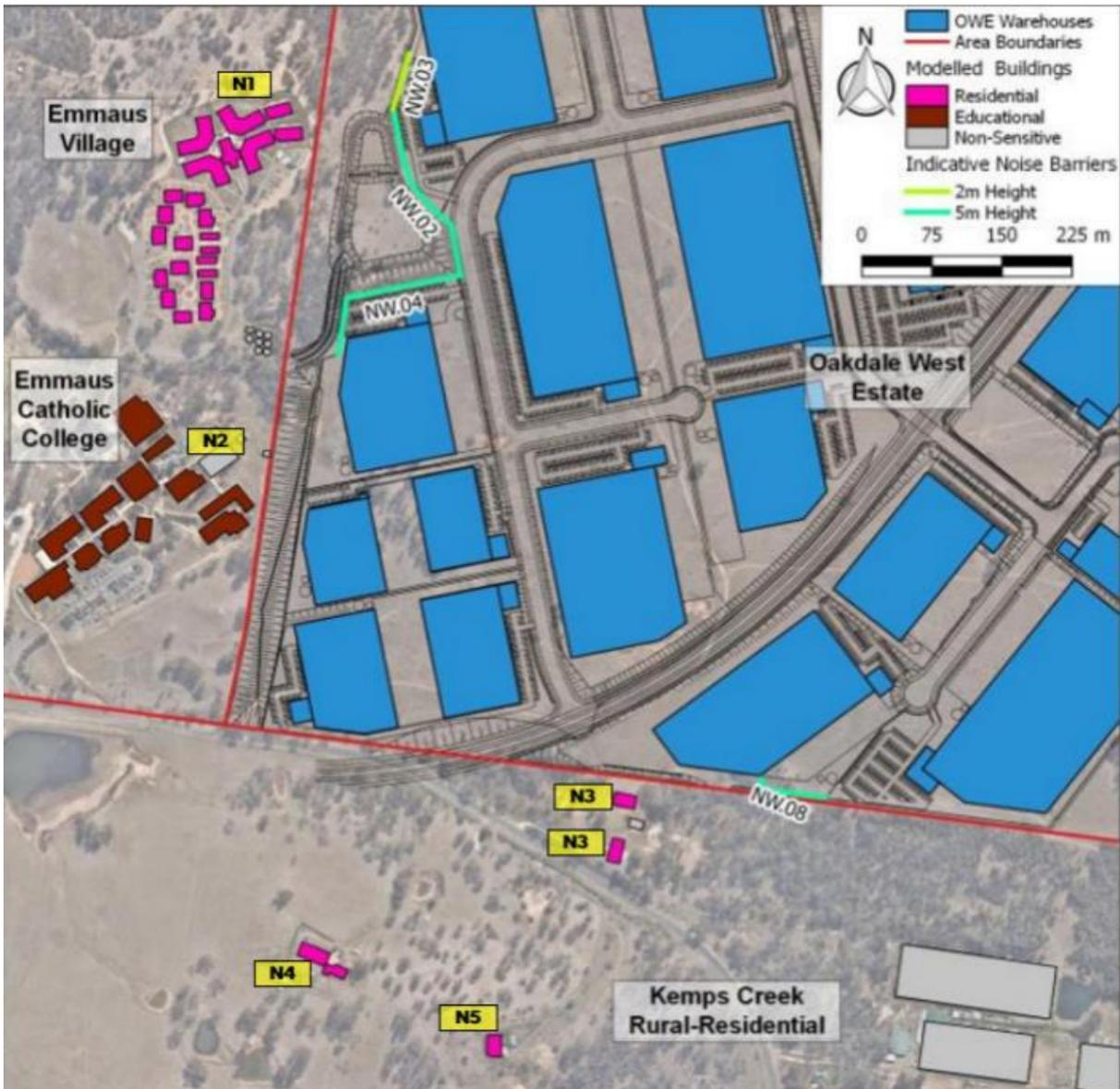
Where performance criteria are not being satisfied, review of this strategy and its implementation will be undertaken by the Community Consultation Team and changes to the strategy may be made to rectify the short fall. Where systematic issues are identified associated with construction activities, the project manager will be advised and immediate rectification of the issue will be requested.

7 References

- NSW Ombudsman (2012) *Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition*
- SLR Consulting Australia (2019) *Construction Environmental Management Plan*
- Urbis (2017) *Environmental Impact Statement – Oakdale West Estate (State Significant Development Application Ref 7348)*
- Urbis (2018) *Response to Submissions (A)*
- Urbis (2018) *Response to Submissions (B)*

APPENDIX A

Sensitive Receiver Map



APPENDIX B

Key Stakeholder Contact Details

Contact Name/Organisation	Contact Details
The Residents – 20 Aldington Road	
Emmaus Catholic College	Harvey Anchique - Business Manager P: (02) 9670 8300 F: (02) 9834 3403 M: 0428 063 119 E: hanchique@parra.catholic.edu.au
Trinity Catholic Primary School	Catherine Hey - Principal, chey@parra.catholic.edu.au, 02 8856 6200
Mamre Anglican School	Cathie Graydon – Principal 0298341881, cathie.graydon@mamre.nsw.edu.au Marijana Motrivic, Business Manager 02, 8073 6908 marijana.mitrovic@mamre.nsw.edu.au,
Catholic Healthcare Emmaus Village	James Byrne Building Services Manager, M. 0434604370, jbyrne@chcs.com.au Kate Todd, Emmaus Village, ktodd@chcs.com.au, Home, 02 8804 0200
Little Smarties Learning Centre	61 2 9834 2155 kempscreek@littlesmarties.com.au
Penrith City Council	61 2 4732 7777 council@penrith.city
NSW EPA	131 555 info@epa.nsw.gov.au
NSW Office of Environment and Heritage	61 2 9995 5000 info@environment.nsw.gov.au
NSW Department of Industry	61 2 9338 6600
Roads and Maritime Service	13 22 13
Transport for NSW	61 2 8202 2200
NSW Rural Fire Service	61 2 8741 5555 webmaster@rfs.nsw.gov.au
WaterNSW	1300 662 077 Customer.Helpdesk@waternsw.com.au
National Resources Asset Regulator	61 2 9338 6600
TransGrid	61 2 9284 3000
Endeavour Energy	131 081
Sydney water	13 20 92
Jemena	1300 536 362
NBN	1300 687 626
Telstra	13 22 00
Registered Aboriginal Parties	See Appendix C

APPENDIX C

Registered Aboriginal Parties

Name	Organisation	Address	Suburb	State	Postcode	Email	Phone	Notes
Caroline Hickey	A1 Indigenous Services					cazadirect@live.com	Mobile: 0411 650 057	
Andrew Williams	Aboriginal Archaeology Service Inc.	PO Box 6283	Rouse Hill	NSW	2155	AAS.info@bigpond.com	Mobile: 0490 126 040	
Amanda Hickey	Amanda Hickey Cultural Services	41 Dempsey St	Emu Heights	NSW	2750	amandahickey@live.com.au	Mobile: 0434 480 588	
Karia Lea Bond	Badu	11 Jeffery Pl	Morya	NSW	2537	baduchts@gmail.com	Mobile: 0476 381 207	
Sell Storer	Biamanga					biamangachts@gmail.com		
Richard Andy	Bidawal CHTS					bidawalchts@gmail.com		
Simalene Cariage	Bilinga					bilingachts@gmail.com		OR Wandai Kirkbright???
								Website: http://www.butucarbin.org.au/ , postal address: PO Box E18 Emerton NSW 2770
Jennifer Beale	Butucarbin Aboriginal Corporation	28 - 30 Pringle Road	Hebersham	NSW	2770	koori@ozemail.com.au	Office: (02) 9832 7167, Mobile: 0409 924 409	
Marilyn Carroll-Johnson	Corroborree Aboriginal Corporation	PO Box 3340	Rouse Hill	NSW	2155	corroboreecorp@bigpond.com.au	Mobile: 0415 911 159	Contact details for Steve Johnson
Corey Smith	Cullendulla					cullendullachts@gmail.com		
Gordon Morton	Darug Aboriginal Cultural Heritage						Office: (02) 9410 3665, Mobile: 0422 865 831	
Des Dyer	Assessments	Unit 9, 6 Chapman Ave	Chatswood	NSW	2067			
	Darug Aboriginal Landcare	18A Perigee Close	Doonside	NSW	2767	desmond4552@hotmail.com	Mobile: 0408 360 814	Site officer: 0402 942 572
Justine Coplin	Darug Custodian Aboriginal Corporation	PO Box 81	WINDSOR	NSW	2756	justinecoplin@optusnet.com.au	(02) 4577 5181	
Leanne Watson	Darug Custodian Aboriginal Corporation	PO Box 81	Windsor	NSW	2758	mulgokivi@bigpond.com	Office: (02) 4577 5181, Mobile: 0415 770 163	
Jamie Workman	Darug Land Observations PTY LTD	PO Box 571	Plumpton	NSW	2761	daruglandobservations@gmail.com	Mobile: 0420 591 138	
Gordon Workman	Darug Land Observations PTY LTD	PO Box 571	Plumpton	NSW	2761	gordow51@bigpond.net.au	Mobile: 0415 663 763	Deceased
John Reilly	Darug Tribal Aboriginal Corporation	PO Box 441	Blacktown	NSW	2148	Jmreilly228@gmail.com	Office: (02) 9622 4081	
Steve Randall	Deerubbin Local Aboriginal Land Council	2/9 Tindale St	Penrith	NSW	2750	SRandall@deerubbin.org.au	Office: (02) 4724 5600	
Andrew Bond	Dharug CHTS					dharugchts@gmail.com		
Ricky Fields	Dhinawan-Dhigaraa Culture and Heritage PTY LTD	19 Moomi St	Lalor Park	NSW	2147	Dhinawan2@yahoo.com.au	Mobile: 0402 942 572	
Athol Smith	Dhinawan-Dhigaraa Culture and Heritage PTY LTD	16 Yantara Place	Woodcroft	NSW	2767	Dhinawan2@yahoo.com.au	Mobile: 0499 665 715	
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Christopher Payne	Gundungurra Tribal Technical Services	9/15/22 Burns Rd	Leumeah	NSW	2560	chrispayne776@gmail.com	Mobile: 0466 975 437	
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Pimmy Johnson Bell	Gundungurra Tribal Technical Services	67 Dickens Rd	Ambarvale	NSW	2560	gundungurratectribsevice@gmail.com	Mobile: 0425 066 100	
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Lisa Green	Gunninderra Aboriginal Corporation	PO Box 3340	Rouse Hill	NSW	2155	ginninderra.corp@gmail.com	Mobile: 0404 297 224	Contact: Krystle Carroll
Darlene Hoskins-McKenzie	Gunyuu CHTS					gunyuuchts@gmail.com		
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Joanne Anne Stewart	Jerringong					jerringong@gmail.com	Mobile: 0422 800 184	
Phil Kahn	Kamilaroi-Yankuntjatjara Working Group	78 Forbes St	Emu Plains	NSW	2750	philpkhan.acn@live.com.au	Mobile: 0434 545 982	
Vicki Slater	Kawul Cultural Services	89 Pyramid St	Emu Plains	NSW	2750	vicki.slater@hotmail.com		
	Kuringgai CHTS					kuringgaichts@gmail.com		
Shaun Carroll	Merrigarn Indigenous Corporation	GPO Box 158	Canberra City	ACT	2601	merrigarn@yahoo.com.au	Mobile: 0435 040 842	
Aaron Broad	Minnamunnung	1 Waratah Ave	Albion Park	NSW	2527	nundagurri@gmail.com	Mobile: 0402 526 888	
Kaya Dawn Bell	Munyunga					munyungachts@gmail.com		
Roxanne Smith	Murramarang					murramarangchts@gmail.com		
Darleen Johnson	Murri Bidgee Mullangari Aboriginal Corporation	PO Box 246	Seven Hills	NSW	2147	murribidgeemullangari@yahoo.com.au	Mobile: 0490 051 102	
	Murrin CHTS					murrinchts@gmail.com		
levi McKenzie-Kirkbright	Murrumbul					murrumbul@gmail.com		Or Levi McKenzie-Kirkbright?????
Newton Bond	Ngarigo CHTS					ngarigochts@gmail.com		
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John Carriage	Tharawal CHTS					tharawalchts@gmail.com		Changed Violet to John as he was elected chairman in May 2018
Danny Franks	Tocomwall	PO Box 76	Caringbah	NSW	1495	danny@toconwall.com.au	Mobile: 0415 226 725	
Hika Te Kowhai	Walbunja					walbunja@gmail.com	Mobile: 0402 730 612	
	Walgalu CHTS					walgaluchts@gmail.com		
William Bond	Wandandian					wandandianchts@gmail.com		
Aaron Slater	Warrigal Cultural Services					Warrigal_cs@hotmail.com	Mobile: 0421 355 890	Changed William to Aaron
Steven Hickey	Widescope Indigenous Group	73 Russell St	Emu Plains	NSW	2750	widescope.group@live.com	Mobile: 0425 230 693	
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APPENDIX D

Consultation Register Form

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