

COMMUNITY COMMUNICATION STRATEGY OAKDALE WEST ESTATE - CONCEPT AND STAGE 2

Prepared for:

Goodman Property Services (Australia) Pty Ltd

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PREPARED BY

SLR Consulting Australia Pty Ltd
ABN 29 001 584 612
Level 1, The Central Building, UoW Innovation Campus
North Wollongong NSW 2500 Australia

T: +61 404 939 922
E: wollongong@slrconsulting.com www.slrconsulting.com

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.

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1 Introduction

This Community Communication Strategy (CCS) has been prepared on behalf of Goodman Property Services (Australia) Pty Ltd (Goodman) for the Oakdale West Estate (OWE) Stage 2 Development (State Significant Development [SSD] application 10397).

This CCS has been prepared in accordance with Condition B52 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. This CCS is consistent with the Community Communication Strategy for the OWE and 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.

1.1 Purpose

The Stage 2 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 if the need arises 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 10397 contained the following conditions of relevance to this CCS used to benchmark the contents:

- | | |
|---|--|
| • B2 – Landscape Plan | • B52 – Community Engagement |
| • B10 - Roadworks | • C1 - Management Plan Requirements |
| • B15 – Construction Traffic Management Plan | • C3 – Construction Environmental Management Plan |
| • B17 – Operational Traffic Management Plan | • C5-C7 - Operational Environmental Management Plan |
| • B22 – Hours of Work | • C8 – Revision of Strategies, Plans and Programs |
| • B30 – Construction Noise Management Plan | • C18 – Access to Information |
| • B40 – Construction Air Quality Management Plan | |

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

Table 1 Relevant Conditions of Consent

Condition Number	Condition Detail	Report Reference
B2 – Landscape Plan	<p>Prior to the commencement of construction of Building 2B, the Applicant must prepare a detailed Landscape Plan in consultation with Council and to the satisfaction of the Planning Secretary. The Landscape Plan must:</p> <ul style="list-style-type: none"> (a) detail the plant species and layouts for all areas of the development; (b) include a diverse mix of species to provide canopy trees and understorey planting, to assist in achieving the (c) objectives of Council’s Cooling the City Strategy; (d) detail monitoring and maintenance procedures, including irrigation requirements. 	<p>Prior to the commencement of construction of Building 2B, consultation with Council and to the satisfaction of the Planning Secretary shall be undertaken by the proponent and their representatives.</p> <p>This is addressed within the following sections of this report: Table 5</p>
B10 – Roadworks	<p>The CTMP and any proposed measures must be to the satisfaction of Council and will be subject to Local Traffic Committee and Council approval.</p>	<p>Consultation with the Local Traffic Committee and Council regarding the CTMP and proposed measures is outlined within the CTMP</p>
B15 - Construction Traffic Management Plan	<p>Prior to the commencement of construction of the development, the Applicant must prepare a Construction Traffic Management Plan (CTMP) to the satisfaction of the Planning Secretary. The plan must form part of the CEMP required by condition C2 and must:</p> <ul style="list-style-type: none"> (e) be prepared by a suitably qualified and experienced person(s); (f) be prepared in consultation with Council, TfNSW, Mamre Anglican School, Emmaus Catholic College, Emmaus Catholic Care Village and Trinity Catholic Primary School; (g) detail specific measures to manage construction traffic to avoid school drop-off and pick-up times (8 am – 9.30 am and 2.30 pm – 4 pm, Monday to Friday), when the schools are in use, and Higher School Certificate exam periods, including any temporary infrastructure arrangements and traffic safety measures; (h) detail the measures to be implemented to ensure road safety and network efficiency during construction, including scheduling deliveries of heavy plant and equipment outside of peak periods, or during school holidays where possible; (i) detail heavy vehicle routes, access and parking arrangements; (j) include a Driver Code of Conduct to: 	<p>Consultation and notification requirements addressed within the CTMP are consistent with the following sections of this report: Section 5.3</p>

Condition Number	Condition Detail	Report Reference
	<ul style="list-style-type: none"> (i) minimise the impacts of construction on the local and regional road network; (ii) minimise conflicts with other road users; (iii) minimise road traffic noise, particularly during night-time periods; and (iv) ensure truck drivers use specified routes; (k) include a program to monitor the effectiveness of these measures; and (l) detail procedures for early notification for residents and the community (including local schools), of any potential disruptions to routes. 	
<p>B17 – Operational Traffic Management Plan</p>	<p>The Applicant must prepare an Operational Traffic Management Plan (OTMP) for the development. The OTMP must form part of the OEMP required by condition C5 and must:</p> <ul style="list-style-type: none"> (a) be prepared by a suitably qualified and experienced expert, in consultation with Council and TfNSW; (b) detail the numbers and frequency of truck movements, sizes of trucks, vehicle routes and hours of operation; (c) include measures to maintain road safety and network efficiency; (d) detail measures to minimise noise from development related traffic, including, procedures for receiving and addressing complaints from the community about development related traffic and noise; (e) include a Driver’s Code of Conduct that addresses: <ul style="list-style-type: none"> (i) designated routes, ensuring no use of Bakers Lane or Aldington Road for operational access; (ii) travelling speeds and adherence to site-specific speed limits; (iii) procedures to ensure drivers adhere to designated heavy vehicle routes; and (iv) procedures to ensure drivers implement safe driving practices 	<p>Note: This CCS applies only to the construction phase of the development approval, a separate Operational Traffic Management Plan will be provided addressing community consultation and complaint resolution arising during ongoing operations of the development.</p>
<p>B22 – Hours of Work</p>	<p>Works outside of the hours identified in condition B21 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) for the delivery of materials required outside these hours by the NSW Police Force or other authorities for safety reasons; or (c) where it is required in an emergency to avoid the loss of lives, property or to prevent environmental harm. 	<p>Section 5.3.2</p>

Condition Number	Condition Detail	Report Reference
B30 – Construction Noise Management Plan	<p>The Applicant must prepare a Construction Noise Management Plan (CNMP) for the development to the satisfaction of the Planning Secretary. The CNMP must form part of the CEMP in accordance with condition C2 and must:</p> <ul style="list-style-type: none"> (a) be prepared by a suitably qualified and experienced noise expert; (b) be approved by the Planning Secretary prior to the commencement of construction; (c) describe procedures for achieving the noise management levels in EPA’s Interim Construction Noise Guideline (DECC, 2009), as may be updated or replaced from time to time; (d) describe the measures to be implemented to manage noise generating activities during sensitive periods, including evenings, night-time and on Sundays, including but not limited to: <ul style="list-style-type: none"> (i) maintenance of the temporary noise curtain along the western boundary of the Emmaus Catholic Care Village for the duration of construction; (ii) minimising coinciding use of multiple high noise generating equipment; (iii) orienting noisy equipment away from the sensitive receivers on the western boundary; (iv) ensuring concrete trucks for internal concreting works (between 3 am and 6 am) are located to the east of Building 2B to maximise noise shielding for the Emmaus Catholic Care Village; (v) ensuring all equipment has non-tonal reversing alarms; (vi) regular maintenance and compliance checks of plant and equipment; (vii) consultation with adjacent sensitive receivers prior to and during construction; (e) include measures to minimise noise from construction vehicles on the public road network and on site, including but not limited to, a Driver Code of Conduct and induction training for drivers to minimise road traffic noise; (f) include a monitoring program that: <ul style="list-style-type: none"> (i) includes quarterly attended noise monitoring at the nearest sensitive receivers to determine compliance with the construction noise management levels in the Interim Construction Noise Guideline; (ii) evaluates and reports on the effectiveness of the noise management measures; (iii) includes procedures to relocate, modify, mitigate or stop work to ensure compliance with the construction noise management levels; and 	<p>Notification and complaints receipt and response requirements addressed within the CNMP are consistent with the following sections of this report:</p> <p>Section 5.3 Section 5.4</p>

Condition Number	Condition Detail	Report Reference
	(g) include procedures for recording and responding to complaints.	
B40 – Construction Air Quality Management Plan	<p>Prior to the commencement of construction, the Applicant must update the Construction Air Quality Management Plan (CAQMP) for the OWE, to include the development. The updated CAQMP must:</p> <ul style="list-style-type: none"> (a) be prepared by a suitably qualified and experienced person(s); (b) identify the control measures to be implemented to minimise emissions from all construction sources; (c) detail procedures for measuring the performance of the control measures and triggers for implementing additional reasonable and feasible measures, if required, to minimise emissions; and (d) include procedures for complaints handling and response. 	<p>Complaints receipt and response requirements addressed within the CAQMP are consistent with the following sections of this report:</p> <p>Section 5.4</p>
B52 – Community Engagement	<p>The Applicant must consult with the community regularly throughout the development, including consultation with the nearby sensitive receivers identified in Appendix 2, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders. Community engagement shall be undertaken in accordance with the Community Communication Strategy for the OWE.</p>	<p>This CCS is consistent with the CCS prepared for the wider OWE development. Community consultation and engagement is addressed throughout the entirety of this CCS Document.</p>
C1 – 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, the development 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 the development; and (ii) effectiveness of the management measures set out pursuant to paragraph (c) above; 	<ul style="list-style-type: none"> a) Section 5.4.1 b) Section 5.4.2 c) Section 5.4.4 d) Section 6

Condition Number	Condition Detail	Report Reference
	<p>(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;</p> <p>(e) a program to investigate and implement ways to improve the environmental performance of the development over time;</p> <p>(f) a protocol for managing and reporting any:</p> <ul style="list-style-type: none"> (i) incident and any non-compliance (specifically including any exceedance of the impact assessment criteria and performance criteria); complaint; (ii) failure to comply with statutory requirements; and <p>(g) a protocol for periodic review of the plan.</p> <p><i>Note: the Planning Secretary may waive some of these requirements if they are unnecessary or unwarranted for particular management plans.</i></p>	
<p>C3 – Construction Environmental Management Plan</p>	<p>As part of the CEMP required under Condition C2 of this consent, the Applicant must include the following:</p> <ul style="list-style-type: none"> (a) Construction Traffic Management Plan (see Condition B15); (b) Construction Noise Management Plan (see Condition B30); (c) Erosion and Sediment Control Plan (see Condition B33); (d) Construction Air Quality Management Plan (see Condition B40) (e) Community Consultation and Complaints Handling. 	<p>This CCS is provided to outline the Community Consultation and Complaints Handling measures to be implemented during the construction of the development and forms part of the CEMP.</p>
<p>C5-C7 - Operational Environmental Management Plan</p>	<p>The Applicant must prepare an Operational Environmental Management Plan (OEMP) in accordance with the requirements of condition C1 and to the satisfaction of the Planning Secretary.</p> <p>As part of the OEMP required under Condition C5 of this consent, the Applicant must include the following:</p> <ul style="list-style-type: none"> (a) describe the role, responsibility, authority and accountability of all key personnel involved in the environmental management of the development; (b) describe the procedures that would be implemented to: <ul style="list-style-type: none"> (i) keep the local community and relevant agencies informed about the operation and environmental performance of the development; (ii) receive, handle, respond to, and record complaints; (iii) resolve any disputes that may arise; (iv) respond to any non-compliance; (v) respond to emergencies; and (c) include the following environmental management plans: 	<p>Note: This CCS applies only to the construction phase of the development approval, a separate Operational Environment Management Plan will be provided addressing community consultation and complaint resolution arising during ongoing operations of the development.</p>

Condition Number	Condition Detail	Report Reference
	<ul style="list-style-type: none"> (i) Operational Traffic Management Plan (see Condition B17); and (ii) Noise Validation Monitoring (see Condition B26). <p>The Applicant must:</p> <ul style="list-style-type: none"> (a) not commence operation until the OEMP is approved by the Planning Secretary; and (b) operate the development in accordance with the OEMP approved by the Planning Secretary (and as revised and approved by the Planning Secretary from time to time). 	
C8 – Revision of Strategies, Plans and Programs	<p>Within three months of:</p> <ul style="list-style-type: none"> (a) the submission of a Compliance Report under condition C15; (b) the submission of an incident report under condition C10; (c) the approval of any modification of the conditions of this consent; or (d) the issue of a direction of the Planning Secretary under condition (a) which requires a review, <p>the strategies, plans and programs required under this consent must be reviewed, and the Department must be notified in writing that a review is being carried out.</p>	Section 6.2
C18 – Access to Information	<p>At least 48 hours before the commencement of construction until the completion of all works under this consent, including rehabilitation and remediation, the Applicant must:</p> <ul style="list-style-type: none"> (a) make the following information and documents (as they are obtained or approved) publicly available on its website: <ul style="list-style-type: none"> (i) the documents referred to in condition A2 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) minutes of CCC meetings; (vi) 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; (vii) 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; (viii) a summary of the current stage and progress of the development; (ix) contact details to enquire about the development or to make a complaint; 	Section 5.3

Condition Number	Condition Detail	Report Reference
	(x) a complaints register, updated monthly; (xi) the Compliance Report of the development; (xii) audit reports prepared as part of any Independent Audit of the development and the Applicant's response to the recommendations in any audit report; (xiii) any other matter required by the Planning Secretary; and (b) keep such information up to date, to the satisfaction of the Planning Secretary.	

1.2 Community Communications Strategy Scope

This CCS applies to Stage 2 from commencement of construction works to completion of construction. A CEMP has been prepared to address all components of the project which references this CCS. The project will be serviced by the same project website and phone number currently in place for the Concept and Stage 1 approval (SSD 7348) for the OWE to provide a simplified and consistent communications process across the project.

1.3 Background

SSD 7348 was approved on 13 September 2019, granting approval for the Stage 1 Development and Concept Approval for the Oakdale West Industrial Estate at Kemps Creek. The development, as approved under SSD 7348 and approved modifications are included in **Table 2** below:

Table 2 Previous Approved Development and Modifications

Application Number	Development Description
SSD 7348	A Concept Proposal including: <ul style="list-style-type: none"> • concept layout of 22 warehouse buildings inclusive of dock offices and ancillary offices providing 476,000 square metres of gross lettable area, built over five development stages; • concept layout of development lots, internal roads, drainage, landscaping, noise walls, basins and biodiversity offsets; and • development controls A Stage 1 Development including: <ul style="list-style-type: none"> • bulk earthworks across all five stages including retaining walls and noise walls; • lead in services including but not limited to drainage, power, sewer, water and telecommunications; • service infrastructure to Precinct 1, including drainage, power, sewer, water and telecommunications; • construction and operation of three warehouse buildings inclusive of dock offices and ancillary offices in Precinct 1 (1A, 1B and 1C) providing 118,000 square metres of gross lettable area; • Western North-South Link Road and associated subdivision, basins and drainage; • estate roads 1, 2 and 6 and eastern part of road 7; • landscaping of Stage 1, the western boundary, Western North-South Link

Application Number	Development Description
	Road, estate roads 1, 2 and 6 and the eastern part of road 7, detention basins and the amenity lot <ul style="list-style-type: none"> • subdivision of Stage 1 lots and road infrastructure including the services (substation) lot; <ul style="list-style-type: none"> • stormwater drainage infrastructure for Lots 2A and 2B and all basins; • temporary works to facilitate construction including but not limited to swales, haul road (construction access), landscaping and basins; and <ul style="list-style-type: none"> • works including construction of traffic signals at Lenore Drive/Grady Crescent/WNSLR intersection.
SSD 7348 MOD 1	Minor amendments to pad levels, stormwater changes and refinement of the infrastructure design of OWE has resulted in the need for minor amendments to the approved masterplan layout and necessitates minor modifications to SSD 7348.
SSD 7348 MOD 3	Amendments to the Concept Proposal: <ul style="list-style-type: none"> •the OWE layout and staging •precinct boundaries •reconfigure estate road layout •basic design and infrastructure (including building height, basins, noise wall, pad levels and GLA) •civil strategy and servicing strategy •development standards applicable to the site including a height increase for Building 2B from 15 m to 28m and applicable noise limits for the development. Amendment to the Stage 1 Development: <ul style="list-style-type: none"> •construction of estate road 03, roundabout, retaining wall, noise wall, basins and infrastructure •subdivision of estate roads •extension to noise wall •change to pad levels, bulk earthworks and landscaping and construction hours.
SSD 7348 MOD 4	Inclusion of an additional lot in the subject site and carrying out works in the additional lot to facilitate development of the WNSLR

Details of the proposed modifications to SSD 7348 are identified below in **Table 3**.

Table 3 Proposed Modifications

Application Number	Development Description
SSD 7348 MOD 2	Confirmation for a future tenant of Precinct 1, and their specific operational requirements, has resulted in the need for minor amendments to the approved site layout of Precinct 1 and necessitates modifications to SSD 7348. Changes proposed will result in amendments to both the concept approval, and the Stage 1 approval conditions. An overview of the key changes to the proposed built form within stage 1 are included below: <ul style="list-style-type: none"> •Development controls to facilitate changes in built form •Acoustic controls

Application Number	Development Description
	<ul style="list-style-type: none">•Approved Plans•Updated architectural plans•Updated Civil Plans•Updated landscape plans

1.4 Project Description

The project as approved under SSD 10397 comprises 3 key components:

- A single warehouse and office building with a footprint of 51,310 m² and warehouse space over four levels to a height of 26 metres, providing a Gross Floor Area (GFA) of 206,968 m² and Gross Lettable Area (GLA) of 200,668 m²;
- Parking for trucks and cars; and
- Fit-out and use approval including racking and automated distribution hub infrastructure and loading bays.

Figure 1 below identifies the precinct layout for the OWE site. Further project details are located in the Environmental Impact Statement, Stage 2 Development Application (EIS) (GHD 2020).

Figure 1 Proposed Oakdale West Precinct Plan

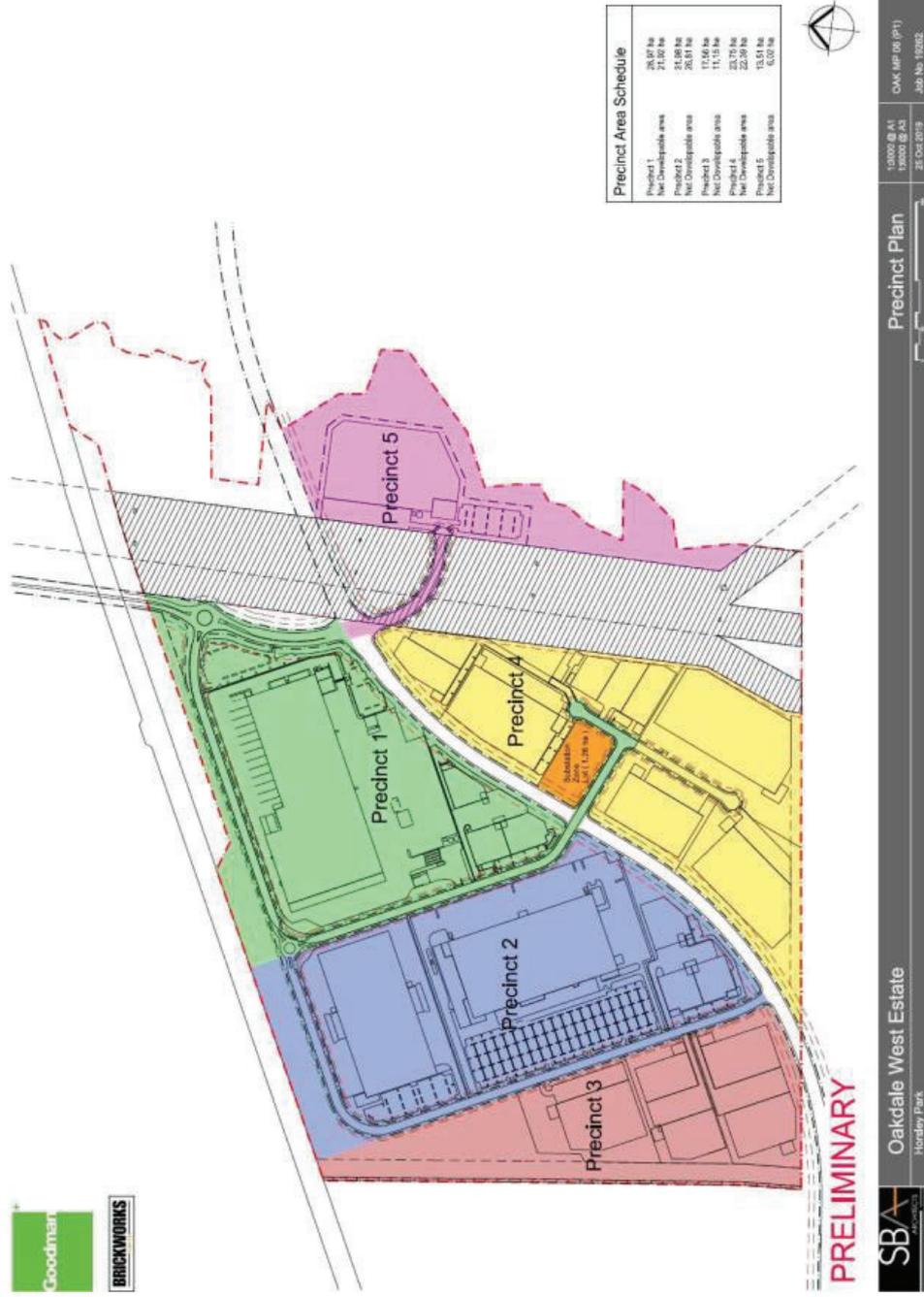
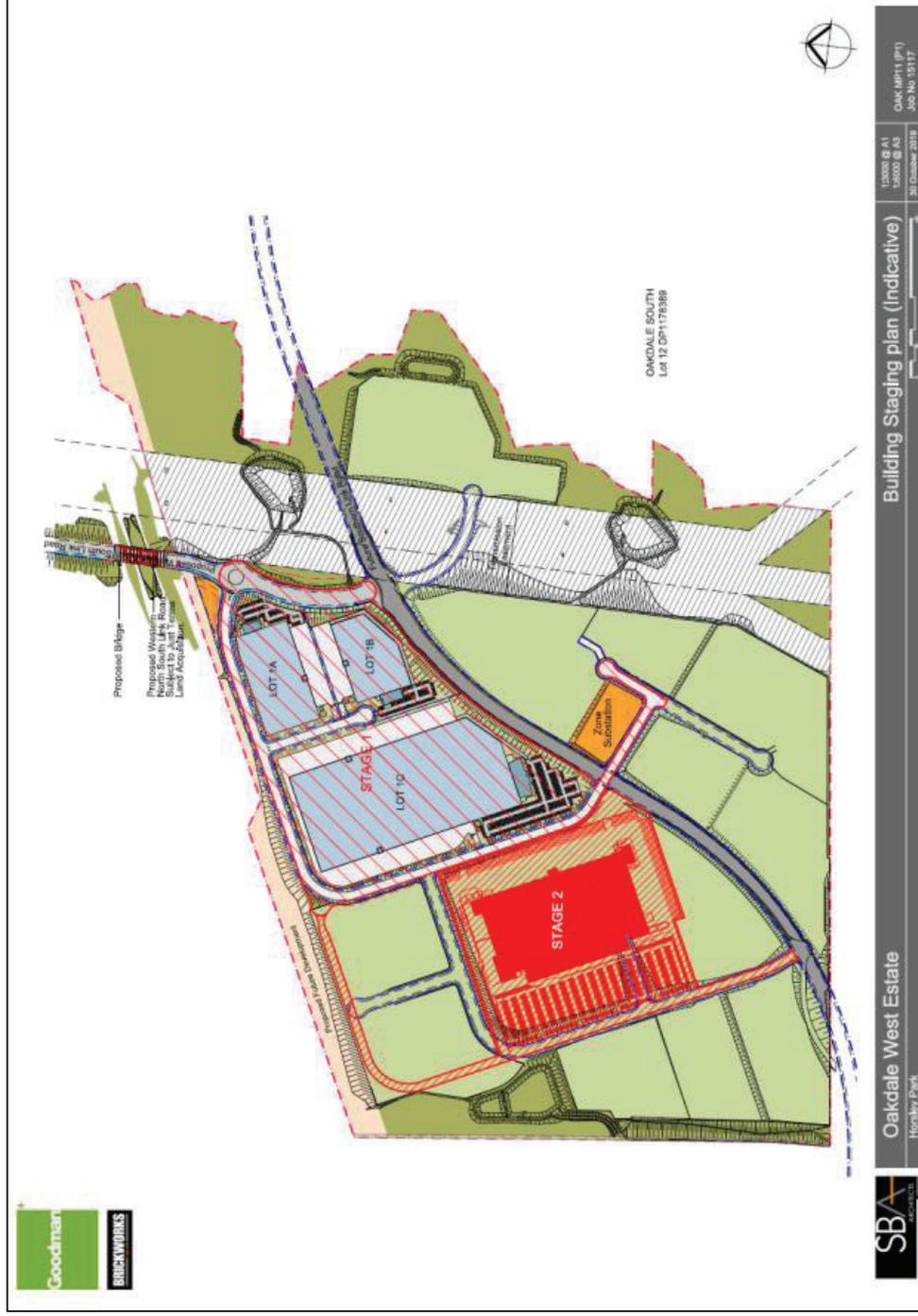


Figure 2 Proposed Oakdale West Staging Plan



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 Aged 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) for the original SSD 7348 and during construction activities undertaken as approved under that consent. The key stakeholders previously identified remain the key stakeholders for the Stage 2 project given the developments location within the same site as the previous approval and the similar nature of the development proposed under SSD 10397 and SSD 7348. Identified stakeholders are categorised in **Table 4** below.

Table 4 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 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 Biodiversity and Conservation Division, Department of Planning Industry and Environment • 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 4** above are included in **Appendix A & B**.

2.2.1 Properties receiving adjustments or architectural treatment and mitigating works

Temporary acoustic fencing treatments to assist in acoustic attenuation has been provided to dwellings located on Aldington Road and along the internal round boundaries within the Emmaus Village.

Double glazing has been installed previously within a dwelling located at 20 Aldington Road, Kemps Creek.

3 Key Issues Affecting Stakeholders

3.1 Previous Consultation

Goodman and their representatives have previously undertaken consultation with the community and stakeholders during the assessment and after the approval of Stage 1 and Concept Plan of the Oakdale West Estate (SSD 7348). A CCS was developed, approved and is currently being implemented as part of the ongoing project roll out.

Consultation was also undertaken during the preparation and prior to the approval of SSD 10397. Details of this consultation were included in the EIS prepared for the State Significant Development Application (GHD, 2020).

Details of consultation undertaken with key stakeholders during the preparation and assessment of SSD 10397 are included below in **Table 5**

Table 5 Stakeholder Consultation Undertaken

Stakeholder	Consultation
DPIE (Water Group, Climate Change and Sustainability)	Recent correspondence has been held between Goodman’s ecologist and DPIE. It has been confirmed that MOD 3 and the Stage 2 Development Application does not affect any previous biodiversity approvals
Transport for NSW (TfNSW)	A meeting was held with TfNSW on 12 December 2019 with the tenant and Goodman to discuss a proposed bus route to the estate given the worker population proposed to be generated from this application
Roads and Maritime Services (now TfNSW)	Goodman consulted with TfNSW (ex RMS) numerous times in relation to construction and operational access into the Estate. Several meetings have been held with TfNSW, DPIE, and GMG to discuss access, but particularly the construction access, which has now been agreed with TfNSW
Penrith City Council (PCC)	Ongoing discussions with PCC have been undertaken by Goodman regarding this application. This includes face to face meetings, emails and phone calls. The main item for discussion was the increase in building height, construction access, and landscaping requirements. A detailed landscape plan is under preparation in consultation with PCC in accordance with Condition B2 of the development consent.
Fire & Rescue NSW	A meeting was held with Fire & Rescue NSW in February 2020. A Fire Engineering Brief Questionnaire has been lodged to Fire & Rescue NSW with further consultation underway.

Stakeholder	Consultation
Endeavour Energy	Goodman met with Endeavour Energy on 13 November 2019 to discuss this application specifically. Endeavour Energy requested Goodman to complete an application for the power for the property as soon as practical. Goodman have subsequently lodged the application and have met again with Endeavour Energy.
TransGrid	Building 2B does not affect the Transgrid land. Goodman spoke to Transgrid in late November 2019 regarding Goodman's proposed site works and general maintenance Transgrid were completing on site. Transgrid participate in Goodman's authority liaison group. Through the course of the development assessment process Transgrid raised a number of queries, with Goodman providing responses.
WaterNSW	Building 2B is not adjacent to WaterNSW's land and therefore, further consultation with WaterNSW is not required.
WSEA Community	As mentioned above, Goodman have a monthly meeting with the community group where upcoming applications and current works are discussed.
General public, neighbourhoods schools and community	<p>Goodman has emailed all neighbours to the south and west to outline the proposal. In addition to this, Goodman has had a meeting with the owners along Aldington Road (sensitive receiver N3, N4, and N5) to discuss the proposal at length and outline any possible impacts to their sight. As a result, Goodman will be entering into a noise agreement with the owner of N4 and N5. N3 is aware of the proposed development and has an existing noise agreement in place.</p> <p>Goodman has consulted with the owner of the land at N1 and N2, and their tenants being the schools and aged care facilities.</p> <p>Goodman continues to have regular communication with all sensitive receivers. Noise agreements have now been entered into with N3, N4, and N5.</p> <p>Goodman remains committed to updating the schools and aged care facilities of upcoming work and progress.</p>

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

<https://www.planningportal.nsw.gov.au/major-projects/project/25921>

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 6** 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 6 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 and construction 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 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, phone call or email and these items are to be 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.
Impacts on Flora and Fauna	SSD 10397 does not involve the removal of additional vegetation (the site will be cleared in accordance with the consent for SSD 7348). Notwithstanding, construction associated with Stage 2 has the potential to impact on fauna communities currently located within or adjacent to the site.	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, email and/or text message and will be discussed at 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 Heritage Division of the Department of Planning, Industry and Environment 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) for the Concept and Stage 1 Approval of the OWE who currently provides the community and stakeholders with a single point of contact for the project and is responsible for receiving and disseminating information requests and complaints, along with addressing any interface issues. The CCLR also helps facilitate property access as required. The current CCLR for the site will undertake the role for the proposed Stage 2 works to provide continuity of service and a simplified single point of contact for the community regarding any works occurring across the site.

The CCLR is 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 has 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 is 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.

The CCLR details are:

- Dan Thompson – Principal Planner – SLR
dthompson@slrconsulting.com; 1300 002 887
- Kate McKinnon – Associate Planner – SLR
kmckinnon@slrconsulting.com; 1300 002 887

5 Community and Stakeholder Engagement

5.1 Objectives

The key objectives of the strategy are to meet the requirements of condition B52 of SSD 10397 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 7** 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. Where tools and mechanisms are already in place or being utilised to consult and communicate with stakeholders regarding the Concept and Stage 1 works at the OWE site, these will be expanded to encompass the Stage 2 project to reduce duplication and avoid confusion.

Table 7 Communication Management and Mitigation Tools

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Community Consultation Meetings/Workshops/Forums	Informal or formal meetings, workshops and/or forums 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 monthly, with the frequency then subject to the level of interest and the construction program.	Project update including a review of upcoming works program and any complaints received and remedial actions, followed by informal discussion with stakeholders and the community.
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 B52 of SSD 10397, 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.
Environmental Review Group Meeting	Meeting of key environmental stakeholders	Environmental Consultant	All environmental stakeholders	As required for the project duration	If deemed necessary by the Environmental Consultant, 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.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
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.
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.

Tool/ Technique	Description	Person Responsible	Audience	Frequency/timing	Specifications
Toolbox and Prestart Meetings Stage 2 Construction 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 and email alerts will provide important information at short notice to potentially affected receivers. Text message and email 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 contact details including hotline, email address and enquiry form, as well as project updates, along with environmental performance monitoring. Refer to Section 5.3.1 below for further details.

5.3.1 Project Website

Goodman has previously 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 website will also include relevant information on Stage 2 of the OWE.

The following information will be updated monthly or more frequently when necessary and made available on the website as required by SSD 10397 Condition C18:

- the documents referred to in condition A2 of the consent;
- all current statutory approvals for the development;
- all approved strategies, plans and programs required under the conditions of the consent;
- the proposed staging plans for the development if the construction, operation or decommissioning of the development is to be staged;
- minutes of CCC meetings;
- 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 the consent;
- a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of the consent, or any approved plans and programs;
- a summary of the current stage and progress of the development;
- contact details to enquire about the development or to make a complaint;
- a complaints register, updated monthly;
- the Compliance Report of the development;
- audit reports prepared as part of any Independent Audit of the development and the Applicant's response to the recommendations in any audit report; and
- any other matter required by the Planning Secretary;

5.3.2 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.

The CCLR shall also consult with sensitive receivers to arrange respite period offerings where high-noise works are predicted to exceed 75dBA for residential receivers and 65dBA for schools and Emmaus Village. Respite offers will also be considered for high vibration works where the works are undertaken within the human comfort minimum working distances for all sensitive receivers.

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** of the CEMP).
- Emmaus Catholic Primary School and High School and Retirement Village on Bakers Lane.

Where development works have the potential to impact on sensitive receivers or respite offerings are proposed the CCLR will implement the sensitive receiver procedure outlined in **Table 8** below:

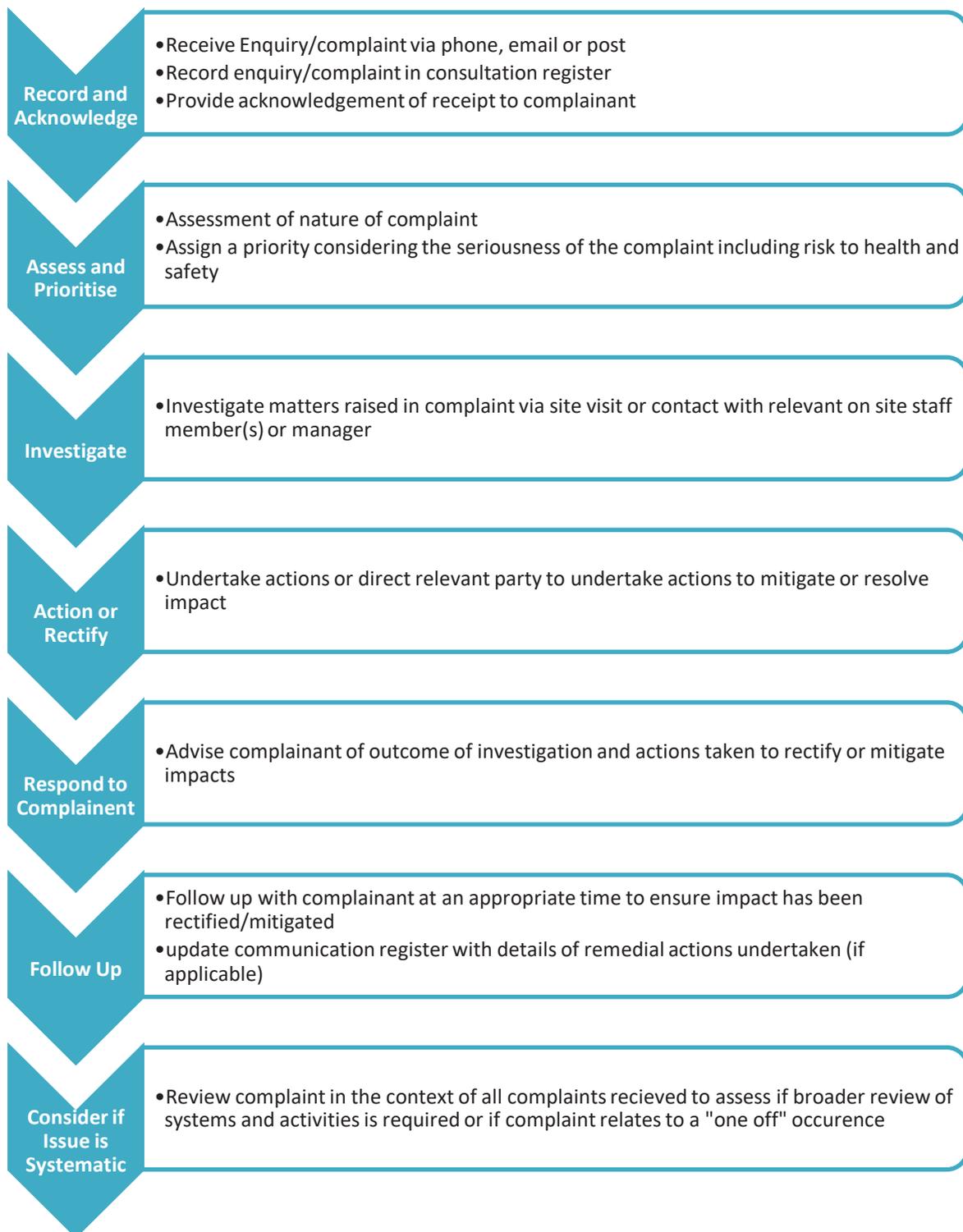
Table 8 Sensitive Receiver Procedure

Potential Impact or Issue	Method of Contact/Consultation	Timeframe
High noise generating work	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Vibration intensive activity	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours	No less than 24 hours prior to the activity
Traffic management disruption	Email, Text Message or Letterbox drop – notifying of expected commencement, duration and affected hours Variable Message Signs	No less than 24 hours prior to the activity
Respite offerings	Email or phone calls will be undertaken to determine whether respite is required and appropriate scheduling and duration for respite periods	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 4** 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 4 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 approved 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 Enquiries 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.	community.oakdalewest@goodman.com
Postal Address	A postal address for the receipt of questions/enquiries and the lodgement of complaints relating to the development.	Level 17, 60 Castlereagh Street, Sydney, NSW 2000
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

A consultation register has been established for the Concept and Stage 1 OWE Project to record all complaints and enquiries received by the above means. All consultation and communications undertaken with regard to the Stage 2 development shall be included in the existing consultation register, with a notation added to delineate between matters relating to the SSD 7348 and SSD 10397 approvals. 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.
- Notation attributing the complaint/enquiry to the SSD 7348 or SSD 10397 projects (or both).

An excerpt and of the consultation register template is included at **Appendix C**.

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 Complaint 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 C1(d) of the SSD 10397 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 Consultant 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.

Within three months of the submission of documentation identified by Condition C8 this CCS would be reviewed for compatibility.

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 (2020) Construction Environmental Management Plan
- GHD (2020) Environmental Impact Statement – Oakdale West Estate Stage 2 (State Significant Development Application Ref 10397)
- Urbis (2017) Environmental Impact Statement – Oakdale West Estate (State Significant Development Application Ref 7348)

APPENDIX A

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 (02)98341881, 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 Biodiversity and Conservation Division, Department of Planning Industry and Environment	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 B

Registered Aboriginal Parties

Name	Organisation	Address	Suburb	State	Postcode	Email	Phone	Notes
Caroline Hickey Andrew Williams Amanda Hickey Kara Lea Bond Selli Storer Richard Andy Simalene Carriage	A1 Indigenous Services Aboriginal Archaeology Service Inc. Amanda Hickey Cultural Services Badu Blamanga Bidawal CHTS Bilnga	PO Box 6283 41 Dempsey St 11 Jeffrey Pl	Rouse Hill Emu Heights Morya	NSW NSW NSW	2155 2370 2537	cezaadirect@live.com AAS.info@bigpond.com amandahickey@live.com.au hsduchts@gmail.com blamanaghts@gmail.com bidawalchts@gmail.com billngachts@gmail.com	Mobile: 0411 650 057 Mobile: 0490 126 040 Mobile: 0434 480 588 Mobile: 0476 381 207	OR Wandai Kirinbriht?? 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	koooi@ozemail.com.au	Office: (02) 9832 7167 Mobile: 0409 924 409	Contact details for Steve Johnson
Marilyn Carroll-Johnson Corey Smith	Corroborree Aboriginal Corporation Cullendulla	PO Box 3340	Rouse Hill	NSW	2155	corroborreescorp@bigpond.com.au cullendullachts@gmail.com	Office: (02) 9410 3665, Mobile: 0422 865 831 Mobile: 0408 360 814	Site officer: 0402 942 572
Gordon Morton Des Dyer	Darug Aboriginal Cultural Heritage Assessments Darug Aboriginal Landcare	Unit 9, 6 Chapman Ave 18A Perigee Close	Chatswood Doonside	NSW NSW	2067 2767	desmon04552@hotmail.com	Mobile: 0415 911 159	
Justine Coplin	Darug Custodian Aboriginal Corporation	PO Box 81	WINDSOR	NSW	2756	justinecoplin@optusnet.com.au	(02) 4577 5181 Office: (02) 4577 5181, Mobile: 0415 770 163	
Leanne Watson Jamie Workman Gordon Workman John Reilly	Darug Custodian Aboriginal Corporation Darug Land Observations PTY LTD Darug Land Observations PTY LTD Darug Tribal Aboriginal Corporation	PO Box 81 PO Box 571 PO Box 571 PO Box 441	Windsor Plumpton Plumpton Blacktown	NSW NSW NSW NSW	2758 2761 2761 2148	mujokowi@bigpond.com daruglandobservations@gmail.com gardow51@bigpond.net.au jmrrell1228@gmail.com	Mobile: 0422 865 831 Mobile: 0415 663 763 Office: (02) 9622 4081	Deceased
Steve Randall Andrew Bond	Council Dharug CHTS	2/9 Tindale St	Penrith	NSW	2750	Shendali@deereubbin.org.au dlharugchts@gmail.com	Office: (02) 4724 5600	
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 Lilly Carroll Paul Boyd Keith Nye Lenard Nye Kahu Brennan Kim Carriage Basil Smith Wendy Smith	Heritage PTY LTD Dudge Ngunawal Djiringeni CHTS Etouera CHTS Eora Gangangarra Goobah Developments Gulaga	16 Yantara Place	Woodcroft	NSW	2767	dudgegunawalcm@yahoo.com.au dlringenichts@gmail.com etouerachts@gmail.com gangangarra@gmail.com goobahchts@gmail.com dlugagchts@gmail.com	Mobile: 0499 665 715 Mobile: 0450 616 404 Mobile: 0426 823 944	
Christopher Payne	Gundungurra Tribal Technical Services	9/15/22 Burns Rd	Leumeah	NSW	2560	chrissavne776@gmail.com	Mobile: 0466 975 437	
David Bell	Gundungurra Tribal Technical Services	67 Dickens Rd	Ambarvale	NSW	2560	gundungurratectribservices@gmail.com	Mobile: 0450 124 891	
Larry Hoskins	Gundungurra Tribal Technical Services	2/3 Colville Pl	Rosemeadow	NSW	2560	gundungurratectribservices@gmail.com	Mobile: 0478 009 879	
Pimmy Johnson Bell	Gundungurra Tribal Technical Services	67 Dickens Rd	Ambarvale	NSW	2560	gundungurratectribservices@gmail.com	Mobile: 0425 066 100	
Sam Wickman	Gundungurra Tribal Technical Services					gundungurratectribservices@gmail.com		
Teangi Mereki Foster	Gundungurra Tribal Technical Services Gunjeewong Cultural Heritage	1/6 Central Ave	Oak Flats	NSW	2529	gundungurratectribservices@gmail.com	Mobile: 0478 978 969	
Cherie Carroll Turrisse	Aboriginal Corporation	1 Bellvue Place	Portland	NSW	2847	julieschroders@live.com.au	Office: (02) 6355 4110	
Lisa Green Darlene Hoskins-McKenzie Patricia Hampton	Guminderra Aboriginal Corporation Gunyuu CHTS HSB Consultants	PO Box 3340 62 Ropes Crossing Boulevard Ropes Crossing	Rouse Hill	NSW	2155 2760	guminderra.corp@gmail.com gunyuuchs@gmail.com hsb.heritageconsultants@mail.com	Mobile: 0404 297 224 Mobile: 0424 142 216	Contact: Krystle Carroll

APPENDIX C

Complaints Register

ASIA PACIFIC OFFICES

BRISBANE

Level 2, 15 Astor Terrace
Spring Hill QLD 4000
Australia
T: +61 7 3858 4800
F: +61 7 3858 4801

MACKAY

21 River Street
Mackay QLD 4740
Australia
T: +61 7 3181 3300

SYDNEY

2 Lincoln Street
Lane Cove NSW 2066
Australia
T: +61 2 9427 8100
F: +61 2 9427 8200

AUCKLAND

68 Beach Road
Auckland 1010
New Zealand
T: +64 27 441 7849

CANBERRA

GPO 410
Canberra ACT 2600
Australia
T: +61 2 6287 0800
F: +61 2 9427 8200

MELBOURNE

Suite 2, 2 Domville Avenue
Hawthorn VIC 3122
Australia
T: +61 3 9249 9400
F: +61 3 9249 9499

TOWNSVILLE

Level 1, 514 Sturt Street
Townsville QLD 4810
Australia
T: +61 7 4722 8000
F: +61 7 4722 8001

NELSON

6/A Cambridge Street
Richmond, Nelson 7020
New Zealand
T: +64 274 898 628

DARWIN

Unit 5, 21 Parap Road
Parap NT 0820
Australia
T: +61 8 8998 0100
F: +61 8 9370 0101

NEWCASTLE

10 Kings Road
New Lambton NSW 2305
Australia
T: +61 2 4037 3200
F: +61 2 4037 3201

TOWNSVILLE SOUTH

12 Cannan Street
Townsville South QLD 4810
Australia
T: +61 7 4772 6500

GOLD COAST

Level 2, 194 Varsity Parade
Varsity Lakes QLD 4227
Australia
M: +61 438 763 516

PERTH

Ground Floor, 503 Murray Street
Perth WA 6000
Australia
T: +61 8 9422 5900
F: +61 8 9422 5901

WOLLONGONG

Level 1, The Central Building
UoW Innovation Campus
North Wollongong NSW 2500
Australia
T: +61 404 939 922