



**INLAND RAIL NSW
PARKES TO
NARROMINE
COMMUNICATION
STRATEGY**

Document Control

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1 Background

The Parkes to Narromine (P2N) project (the project) section is one of 13 projects that completes Inland Rail. It's one of seven in NSW and includes 98.4 kilometres of existing rail track with 5.3 kilometres of new rail to be built near Parkes. Most of the work will be a full rebuild of the rail tracks, rail formation and supporting structures in the existing rail corridor.

Australian Rail and Track Corporation (ARTC) submitted a State Significant Infrastructure (SSI) application to construct and operate the P2N project under Part 5, Division 5.2 of the *Environmental Planning and Assessment Act 1979* (EP&A Act). The project was approved by the NSW Minister for Planning in June 2018 as Critical State Significant Infrastructure project (SSI 7475) at which point the Critical State Infrastructure Inland Rail – Parkes to Narromine Conditions of Approval (CoA) for the project came into effect.

The project was also subject to approval under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act). The P2N project was declared by the Australian Government Minister for Sustainability, Environment, Water, Populations and Communities to be a controlled action under the EPBC Act on 11 October 2016. Approval for the project was given by the Commonwealth Government in September 2018.

Construction of the project is expected to commence in February 2019 and is anticipated to continue for a period of 22 months to July 2020. The first section of rail on P2N commenced operation on 26 September 2019. Rail operations for the total P2N alignment are expected to commence from mid-2020, with full Inland Rail operational connectivity expected by 2025.

As the Proponent of the project, ARTC is required to prepare and implement a Communication Strategy to meet the community information, consultation, and involvement conditions as set out in project CoA.

1.1 Key features of the project

The main features of the P2N project include:

- ▶ upgrading the track, track formation and culverts within the existing rail corridor for 98 kilometres between Parkes and Narromine
- ▶ realigning the track where required to minimise tight curves
- ▶ providing three new crossing loops
- ▶ providing a new 5.3-kilometre long rail connection to the Broken Hill line west of Parkes (the 'north west connection' between Henry Parkes Way and Brolgan Road)
- ▶ ancillary works to level crossings, signalling and communications, signage, fencing, services and utilities.



Figure 1 - Outline of Parkes to Narromine project scope

1.2 Consultation undertaken to date

ARTC has undertaken significant consultation during the initiation, planning and detailed design phases of the P2N project. Community consultation and stakeholder feedback have been incorporated into the P2N Inland Rail design.

Below is a summary of key engagement activities that ARTC has carried out on the P2N project.

2016:

- ▶ held meetings with Parkes Shire Council, Narromine Shire Council, Local Aboriginal Land Councils, government representatives, Roads and Maritime Services and other key stakeholders
- ▶ undertook community information sessions and drop-in events at Parkes and Narromine
- ▶ updated the community via email, newsletters and through the ARTC website
- ▶ consulted with over 100 impacted landowners about the project and key topics (including flood modelling, level crossings and access agreements for investigation works).

2017:

- ▶ carried out engagement activities for the Environment Impact Statement (EIS) public exhibition, including six drop-in sessions across Peak Hill, Narromine and Parkes, with a total of 121 people attending the sessions
- ▶ updated residents within 500 metres of work and the wider community through face-to-face meetings, letters and fact sheets
- ▶ consulted with key stakeholders including councils about design aspects of the P2N project, such as impacts to roads and flooding.

2018:

- ▶ consulted with key stakeholders and all landowners on detailed design
- ▶ engaged with landowners about further investigation activities associated with detailed design, such as surveying, locating services and geo-technical considerations
- ▶ carried out consultation on flooding, level crossings and borrow pits
- ▶ kept the community and landowners up to date with phone calls and letters
- ▶ sponsored and participated in local events including the Parkes Elvis Festival.

2019

- ▶ consulted with key stakeholders and landowners on construction
- ▶ notifications, advertising, project updates and other communications to impacted stakeholders and the community
- ▶ carried out consultation on construction impacts, design and operation
- ▶ conducted community forums in both Parkes and Peak Hill.

2 About this Communication Strategy

2.1 Purpose

In accordance with Condition B1 (see Table 1) of the project CoA, this Communication Strategy has been prepared to guide ARTC's approach to stakeholder and community engagement during the construction, commissioning and initial operation of the project and to address the requirements of the project planning approval.

The Communication Strategy will be implemented throughout construction and for six months following the completion of construction.

2.2 Objectives

ARTC has prepared this Communication Strategy to:

- ▶ comply with the communication requirements of the planning approval (NSW Infrastructure Approval SSI 7475)
- ▶ facilitate communication between ARTC, key stakeholders and the wider community impacted by construction works on the P2N project
- ▶ identify people, organisations and government organisations to be consulted during works
- ▶ provide accessible information on the P2N project for community and stakeholders.

2.3 Outline

This strategy guides the project team's interactions with the community and stakeholders. It also outlines:

- ▶ the approach, objectives, principals and tools to be used
- ▶ the team structure, roles and responsibilities
- ▶ the key stakeholders and community groups
- ▶ the communication protocols and procedures to be followed
- ▶ the stakeholder engagement activities at a high level.

Table 1 - Conditions of Approval for P2N construction

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
A5	Where the terms of this approval require a document to be prepared or a review to be undertaken in consultation with identified parties, consultation must be carried out in accordance with the Communications Strategy required by Condition B1. Evidence of the consultation undertaken must be submitted to the Secretary with the document.	Section 3.2, 3.3 and 6	ARTC will consult with relevant stakeholders in accordance with Condition B1.
A5 (a)	Documentation of the engagement with the party(ies) identified in the condition of approval that has occurred prior to submitting the document for approval.	Section 3.3	ARTC will document engagement with relevant parties prior to submitting documents for approval.
A5 (b)	Log of the points of engagement or attempted engagement with the identified party(ies) and a summary of the issues raised by them.	Section 3.3	ARTC will document engagement and attempted engagement with relevant parties including a summary of issues raised.
A5 (c)	Documentation of the follow-up with the identified party(ies) where feedback has not been provided to confirm that they have none or have failed to provide feedback after repeated request	Section 3.3	ARTC will document engagement and attempted engagement with relevant parties including a summary of issues raised.
A5 (d)	Outline of the issues raised by the identified party(ies) and how they have been addressed:	Section 3.3	ARTC will document engagement and attempted engagement with relevant parties including a summary of issues raised.
A5 (e)	And a description of the outstanding issues raised by the identified party(ies) and the reasons why they have not been addressed.	Section 3.3	ARTC will detailed the issues raised and how the issues have been addressed.
B1	A Communication Strategy must be prepared to facilitate communication between the Proponent, and the community (including relevant councils, government authorities, adjoining affected landowners and businesses, and others directly impacted by the CSSI).	This Strategy	This Communication Strategy has been prepared to meet Condition B1.
B2	The Communication Strategy must address the following:		See below

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B2 (a)	Identify people and organisations to be consulted during works	Section 5, Table 1	ARTC has identified key stakeholders to be consulted with as part of the project.
B2 (b)	Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the CSSI	Section 3.2, 3.3 and 9	Procedures and mechanisms are outlined of how ARTC will distribute regular accessible information about the project.
B2 (c)	Identify opportunities to provide accessible information regarding regularly updated site construction activities, schedules and milestones at each construction ancillary facility and at construction sites located adjacent to town centres	Section 3.2, 3.3 and 9	Accessible information will be provided about construction activities.
B2 (d)	Consider opportunities for the community to visit construction sites (taking into consideration workplace, health and safety requirements)	Table 3	ARTC has considered opportunities to allow communities to visit the construction sites.
B2 (e)	Provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies) for the CSSI	Section 10.1	ARTC will hold quarterly location-based forums.
B2 (f)	Set out the procedures and mechanisms for consulting with relevant councils and government authorities required by Condition A5, including procedures for repeated requests and nil responses	Section 3.3, 3.3.1	ARTC will consult with relevant stakeholders as per Condition A5.
B2 (g)	Describe the method for broadcasting the 24-hour toll-free telephone complaints number and postal and email addresses for enquiries, as required by Condition B10;	Section 3.1 and 3.2	ARTC will broadcast contact details on all external facing communication materials.
B2 (h)	Set out procedures and mechanisms: through which the community can discuss or provide feedback to the Proponent; through which the Proponent will respond to enquiries or feedback from the community; and to resolve any issues and mediate any disputes that may arise in relation to environmental management and delivery of the CSSI.	Section 7	ARTC will follow the Complaint Management Process.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B3	The Communication Strategy must be submitted to the Secretary for approval no later than one (1) month before the commencement of any work.	Section 9.1	ARTC will submit the Communication Strategy to DPE at least one month before the start of work.
B4	Work for the purposes of the CSSI must not commence until the Communication Strategy has been approved by the Secretary.	Section 9.1	ARTC will not start work until the Communication Strategy is approved by DPE.
B5	The Communication Strategy, as approved by the Secretary, must be implemented for the duration of the works and for six (6) months following the completion of construction.	Section 2.1	ARTC will implement this Communication Strategy for six months following the completion of construction.
B6	A Complaints Management System must be prepared prior to the commencement of any works in respect of the CSSI and be implemented and maintained for the duration of construction and for a minimum for six (6) months following completion of construction of the CSSI.	Section, 7.1, 7.2, 7.3, 7.4 and 9.3	ARTC has prepared a Complaints Management System which will be implemented and maintained for the duration of construction and for 6 months following the completion of construction.
B7	The Complaints Management System must include a Complaints Register to be maintained recording information on all complaints received about the CSSI during the carrying out of any works associated with the CSSI and for a minimum of six (6) months following the completion of construction of the CSSI. The Complaints Register must record the following	Section 7.3	ARTC will maintain a complaint register during and six months after construction is complete.
B7 (a)	Number of complaints received	Section 7.3	To be captured in Complaints Register.
B7 (b)	Number of people affected in relation to a complaint	Section 7.3	To be captured in Complaints Register.
B7 (c)	The nature of each complaint and means by which the complaint was addressed and whether and how resolution was reached	Section 7.3	To be captured in Complaints Register.
B8	The Complaints Register must be provided to the Secretary upon request, within the timeframe stated in the request.	Section 7.3	Complaints Register will be provided to Secretary upon request.
B9	The following facilities must be available within one (1) month prior to the commencement of works and for six (6) months following the completion of	Section 7	ARTC will provide the required facilities one month before works start and for at

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
	construction of the CSSI and appropriately broadcast to collect and manage community enquiries and complaints: <i>Note: The telephone number must be manned and not automatically divert to a message bank.</i>		six months after construction is complete. This contact information will be included in all external communications.
B9 (a)	a 24-hour toll-free telephone number for the registration of complaints and enquiries about the CSSI.	Section 3.1	A 24-hour toll-free telephone number provided. It will be answered and not automatically go to message bank.
B9 (b)	A postal address to which written complaints and enquires may be sent.	Section 3.1	Postal address provided.
B9 (c)	An email address to which electronic complaints and enquiries may be transmitted	Section 3.1	Email address provided.
B9 (d)	A system for managing unresolved complaints.	Section 7.5 and 7.6	Escalation and mediation process provided.
B10	The method for broadcasting the information required by Condition B9 must be detailed in the Communication Strategy required by Condition B1. This information must also be provided on the website required under Condition B11 of this approval.	Section 3.1 and 3.2	Information provided on all ARTC external communication. These are broadcasted through the Project launch and monthly update newsletters, advertising and through other collateral.
B11	A website providing information in relation to the CSSI must be established before commencement of works and maintained for the duration of works, and for a minimum of 12 months following the completion of construction of the CSSI or other timeframe as agreed with the Secretary. The following up-to-date information (excluding confidential, private and commercial information) must be published prior to the works commencing and maintained on the website or dedicated pages: Where a condition(s) of this approval requires a document(s) to be prepared prior to a work or construction or operational activity being undertaken, a current copy of the relevant document(s) must also be published on the website before the work/activity is undertaken.	Section3.2	ARTC will provide a website before work starts and for 12 months after construction is finished. ARTC will include documents on this website where the CoA require it.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B11 (a)	Information on the current implementation status of the CSSI and monthly updates on proposed works to be undertaken in the upcoming month.	Section 3.2 and 9.2	The website will include current status of the work and monthly updates for proposed work.
B11 (b)	A copy of the documents listed in Condition A1 of this approval, and any documentation relating to any modifications made to the CSSI or the terms of this approval.	Section 3.2	All documents listed in Condition A1 and any documentation related to a modification of the CSSI or terms of approval will be available from ARTC's website.
B11 (c)	A copy of this approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval.	Section 3.2	Relevant approvals as per Condition B11 (c) will be uploaded on ARTC's website.
B11 (d)	A copy of the EPL, EPBC approval, any licences and approvals under the <i>Water Management Act 2000</i> , and any approvals to close level crossings.	Section 3.2	Relevant licences and approvals as per Condition B11 (d) will be uploaded on ARTC's website.

3 Communication channels

3.1 Communication channels to contact ARTC

ARTC will use the following channels to maintain contact with the community and stakeholders throughout the life of the P2N project. These channels will remain active for at least 6 months after the P2N project is completed.

Table 2 - Communication methods

CHANNEL	PURPOSE
Email address: inlandrailnsw@artc.com.au	<p>Allows stakeholders and the community to have access to the project team. All communication materials and the website display this email address.</p>
Community information line, toll free: 1800 732 761 (24 hours, 7 days a week)	<p>Allows stakeholders to access the project team 24 hours a day during construction. The community can enquire or lodge a complaint via the information line. All calls are registered and directed to a member of the ARTC Inland Rail Stakeholder Engagement Team.</p> <p>The community information line number is displayed on all communication material (signage, project updates and calling cards etc) and on the ARTC Inland Rail website.</p> <p>The number is monitored and answered by a team member 24 hours a day and is not automatically diverted to a message bank. All calls are registered and recorded on Consultation Manager.</p>
Postal address and Reply-Paid facility: ARTC Inland Rail Stakeholder Engagement Team GPO Box 14 Sydney NSW 2000 Reply Paid 89629 SYDNEY NSW 2001	<p>This central postal address is displayed and included on all the communications material and the ARTC Inland Rail website.</p> <p>It offers another way for the community and stakeholders to contact the P2N project team, with the Reply-Paid facility providing further encouragement. Correspondence will be redirected to the relevant project team and contractors as required.</p>
Physical presence at: The ARTC Inland Rail Parkes Community and Working Hub (shopfront) 290 Clarinda Street, Parkes	<p>The Parkes Community and Working Hub, open since August 2018, provides a physical location for stakeholders and the wider community to come and learn more about the project.</p> <p>The project team, subject matter experts and the ARTC Inland Rail Stakeholder Engagement Team members will work from the hub and be available to meet community members, answer questions and provide information. The hub also features static and interactive displays with detailed information about Inland Rail.</p>
Email address: inlandrailnsw@artc.com.au	<p>Allows stakeholders and the community to have access to the project team. All communication materials and the website display this email address.</p>

3.2 How ARTC will communicate with the community

ARTC will keep the community and stakeholders up to date about the progress of the P2N project through a range of communication tools that includes advertising, media releases, fact sheets and signage. These tools will be used to inform the community about upcoming construction stages, milestones and project achievements.

Table 3 - P2N communication tools

TOOL	PURPOSE	FREQUENCY
Press, radio and TV advertising	This tool will be used to: <ul style="list-style-type: none"> raise awareness and understanding of the project provide information and promote channels through which stakeholders can communicate their views, issues and concerns celebrate project milestones publicly. 	Project milestones
Media releases	To inform and raise awareness about the project among the media and industry, potentially leading to coverage in news and media channels not usually targeted by paid advertising, such as ABC radio and TV.	Project milestones, general project updates
Briefing papers	Provided to government to outline key issues and strategies.	Key milestones and as required
Project launch newsletter	To announce the start of the project to the wider community, share project team contact information and details about the P2N project. This will be mailed out, distributed at community meetings and events, and displayed on the ARTC Inland Rail website.	2 to 4 weeks before site establishment
Project progress newsletter	Update residents on the progress of the project. Hard-copy newsletters will be sent to landowners within 2 kilometres of the alignment, and other key stakeholders. ARTC will provide stakeholders the option of joining a mailing list and receiving electronic updates.	monthly
Project fact sheet	Provide an overview of the project. The project fact sheet will be displayed on the ARTC Inland Rail website.	Developed before construction and provided to stakeholders as required
Project Q&A	Q&A will be developed to capture and respond to the questions frequently asked by the community and stakeholders. Will be placed on the ARTC Inland Rail website.	Developed as a one-off document and updated as required
Site hoarding	Part of site signage and site protection. Hoarding can identify the project, explain the need for the project and provide contact information. Will be used in publicly visible areas such as roads and towns.	Set up during construction
Site signage	Signage including contact details and information about the project, to give the public easy access to the project team. Will be used in publicly visible areas such as roads and towns.	During construction – where there is an impact on public use,

TOOL	PURPOSE	FREQUENCY
		signage to be installed 7 days before any work
ARTC Inland Rail website	<p>The project-specific page is inlandrail.artc.com.au/P2N, which is easily accessible via the advertised inlandrail.com.au website.</p> <p>The website will include:</p> <ul style="list-style-type: none"> • information on the current implementation status of the CSSI and monthly updates on proposed works to be undertaken in the upcoming month • a copy of the documents required under Condition A1 of the Conditions of Approval and any documentation relating to any modifications made to the CSSI or the terms of this approval • a copy of the EIS Conditions of Approval in its original form, a current consolidated copy of the approval, and copies of any approval granted to a modification of the terms of the CoA • a copy of the Environment Protection Licence, EPBC approval, any licenses and approvals under the <i>Water Management Act 2000</i>, and any approvals to close level crossings • copies of documents that are prepared before construction or an operational activity – these will be uploaded before work starts • all community newsletters, notifications and FAQs • upcoming events and forums • contact details. 	To be reviewed monthly and updated as required
Social media	To raise awareness and understanding of project, and to share updates and achievements of the P2N project.	Key milestones and as required
Sponsorships and support for local events and initiatives	To support local communities in the P2N section and to raise awareness of the project. ARTC may host stalls at community events to engage with the wider community and to provide an opportunity for one-on-one discussions with community members.	Ongoing, as required and reviewed quarterly as part of the Sponsorships and Donations program
Community Forums	Small groups of key stakeholders nominated as representatives from diverse groups within the project area. A group will be formed at Parkes and Peak Hill. See 10.1 for further detail. These forums will provide an opportunity for community members to find out more about the work and discussion of environmental issues.	Quarterly or as determined by the reference group
Door knocking and visits by appointment	Direct interaction with community members and stakeholders to obtain feedback and raise or measure awareness of the project.	As required
Group presentations and forums	To provide technical or specific issue-related information for specific stakeholder groups.	As required
One-on-one meetings	To address specific questions and issues in person, and to build relationships and trust.	As required

TOOL	PURPOSE	FREQUENCY
The ARTC Inland Rail Parkes Community and Working Hub (shopfront) 290 Clarinda Street, Parkes	To provide a base for the community to interact with the project team and subject matter experts, and to inform the community and stakeholders about project milestones.	Open August 2018 and anticipated to be open for duration of NSW Inland Rail delivery
Site visits and tours	Under condition B2 (see Table 1), ARTC will provide the community with opportunities to undertake site visits, and will ensure that all workplace, health and safety requirements are followed. The community will have the opportunity to address specific questions and raise issues directly, while gaining a better understanding of the complexity of construction. ARTC and the Construction Contractor has considered the workplace, health and safety requirements and will take the following approach: <ul style="list-style-type: none"> • each attendee to complete a visitor induction • all visitors will be provided with the required personal protective equipment to enter the site • group may be escorted on-site, or tours may be conducted on a bus, with stops at designated viewing points • site visits will be managed so white cards and rail safety cards will not be required for people entering the site. 	As required
Feedback surveys	Structured format for community feedback on project. Can include written, web-based or telephone feedback. It will help measure awareness of and engagement with the project.	Survey to be conducted 6 months into construction and frequency to be reassessed after first results

3.3 Consultation with relevant parties for documentation and design review

It is a CoA that consultation for the following plans and monitoring programs is undertaken and completed before submitting to the DPE for approval.

Table 4 below outlines the key consultations. Evidence of each consultation must be tracked and recorded in Consultation Manager.

Table 4 - Key documents for stakeholder consultation

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
C4, C6	Construction Environment Management Plan (CEMP) Sub Plan – Traffic, Transport and Access	<ul style="list-style-type: none"> • Roads and Maritime Services • Parkes Shire Council • Narromine Shire Council. 	Consult
C4, C6	CEMP Sub Plan – Noise and Vibration	<ul style="list-style-type: none"> • Environment Protection Authority • Parkes Shire Council 	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
		<ul style="list-style-type: none"> Narromine Shire Council. 	
C4, C6	CEMP Sub Plan – Flora and Fauna	<ul style="list-style-type: none"> Office of Environment and Heritage Parkes Shire Council Narromine Shire Council. 	Consult
C4, C6	CEMP Sub Plan – Air Quality	<ul style="list-style-type: none"> Parkes Shire Council Narromine Shire Council. 	Consult
C4, C6	CEMP Sub Plan – Soil and Water	<ul style="list-style-type: none"> Parkes Shire Council Narromine Shire Council. 	Consult
C13, C15	Construction Monitoring Programs - Noise and Vibration	<ul style="list-style-type: none"> Environment Protection Authority Parkes Shire Council Narromine Shire Council. 	Consult
C13, C15	Construction Monitoring Programs - Water Usage	<ul style="list-style-type: none"> Department of Primary Industries Parkes Shire Council Narromine Shire Council. 	Consult
C22	Site Establishment Plan	<ul style="list-style-type: none"> Parkes Shire Council Narromine Shire Council. 	Consult
E21	Flood Design Report	<ul style="list-style-type: none"> Affected landowners Office of Environment and Heritage Parkes Shire Council Narromine Shire Council. 	Consult
E44, E46	Public Level Crossing Report	<ul style="list-style-type: none"> Transport for NSW Roads and Maritime Services Parkes Shire Council Narromine Shire Council. 	Consult
E47	Level Crossing Performance Report	<ul style="list-style-type: none"> Roads and Maritime Services Parkes Shire Council Narromine Shire Council. 	Consult
E65, E66	Initial Building Condition Surveys and Reports	<ul style="list-style-type: none"> Impacted land and asset owners. 	Consult
E67	Subsequent Building Condition Surveys	<ul style="list-style-type: none"> Impacted land and asset owners. 	Consult
C4, C6	CEMP Sub Plan – Hazardous and Contaminated Materials	<ul style="list-style-type: none"> Environment Protection Authority. 	Consult
E11	Operational Noise and vibration report	<ul style="list-style-type: none"> Environment Protection Authority. 	Consult
C4, C6, C9	CEMP Sub Plan – Heritage	<ul style="list-style-type: none"> Office of Environment and Heritage. 	Consult
E16	Biodiversity Strategy	<ul style="list-style-type: none"> Office of Environment and Heritage. 	Consult
E18	Amendments to Spp. & Ecosystem Credits	<ul style="list-style-type: none"> Office of Environment and Heritage. 	Consult

CONDITION	DELIVERABLE	STAKEHOLDERS	LEVEL OF ENGAGEMENT
C4, C6, C11	CEMP Sub Plan – Flood and Emergency Management Plan	<ul style="list-style-type: none"> State Emergency Services. 	Consult
E45, E46	Private Level Crossing Report	<ul style="list-style-type: none"> Affected landowners. 	Consult
E65, E66	Initial Building Condition Surveys and Reports	<ul style="list-style-type: none"> Affected landowners. 	Consult
E67	Subsequent Building Condition Surveys	<ul style="list-style-type: none"> Affected landowners. 	Consult

3.3.1 The process for managing the document review

1. Relevant document provided to stakeholder. The document will be sent via email with a request for comments back by a certain date and requesting a response even if the stakeholder has nil comments on the document or are not providing comment. A 10-business-day review period will typically be specified, unless specified otherwise in the CoA. Stakeholders will be encouraged to communicate any limitations around meeting timeframes early, and requests for additional time will be duly considered. Where comments are received and responded to, an additional two business days will be provided for review.
2. Where necessary and where requested by a stakeholder, a briefing will be held.
3. Where no response is received within the period provided, it will be followed up with a phone call and email. If no response is received within 2 days, further efforts will be made to contact that stakeholder. This will include additional phone calls, emails and a visit to the stakeholders' offices. If this fails, the document will be progressed, and it may be assumed that the stakeholder has no comments.
4. Where a stakeholder has raised an issue, ARTC will work with the stakeholder to resolve and provide an overview of how they have been addressed.
5. The following will be provided as a separate attachment to the DPE, as required, to demonstrate consultation undertaken in accordance with the CoA:
 - ▶ a comments register outlining the comments raised and the ARTC response to each comment
 - ▶ a copy of the original email request
 - ▶ a copy of meeting minutes, where applicable
 - ▶ a copy of a follow up email where this has been required.

4 ARTC'S approach to the Inland Rail program

4.1 Australian Government approach

Inland Rail is an Australian Government funded project which forms part of the Department of Infrastructure, Regional Development and Cities portfolio. In late 2013, the former Deputy Prime Minister, the Hon Warren Truss MP, established the Inland Rail Implementation Group to provide high-level leadership for the implementation of Inland Rail. ARTC has been appointed to deliver Inland Rail in partnership with the private sector.

4.2 ARTC Inland Rail approach

ARTC has developed a ten-year program to deliver Inland Rail, under the guidance of the Australian Government's Inland Rail Implementation Group. ARTC's values commit the organisation to active engagement with stakeholders and the community. ARTC's approach to communication and engagement is to:

- ▶ ensure engagement activities meet the needs of the community and stakeholders
- ▶ ensure project team members, stakeholders and the community understand their roles and responsibilities to deliver the Inland Rail Program
- ▶ support the overall program objectives through active engagement.

4.3 ARTC Inland Rail objectives

The objectives of the Inland Rail Program are to:

- ▶ provide a backbone rail link between Melbourne and Brisbane to serve future rail freight demand and stimulate growth for interstate and regional/bulk rail freight
- ▶ provide an increase in productivity that will benefit consumers through lower freight transport costs
- ▶ improve road safety, ease congestion and reduce environmental impacts by moving freight from road to rail
- ▶ act as an enabler for regional economic development along the Inland Rail corridor.

The shared project objectives (between ARTC, Government and delivery partners/contractors) are to:

- ▶ align Inland Rail with the communities through which it will pass and promote to the greatest extent possible a sense of community ownership of, or affinity with, the success of Inland Rail in their area and beyond
- ▶ achieve stakeholder and community goodwill through open, approachable and transparent messaging, engagement and intent of purpose
- ▶ to minimise impacts from the delivery of Inland Rail on affected landowners, direct neighbours and communities.

4.4 Parkes to Narromine project approach

- ▶ Jobs will be created through employing local contractors and suppliers before, during and after construction with a flow on benefit to local economies. ARTC Inland Rail and the Construction Contractor have developed programs to assist with capacity building for small businesses and suppliers to take advantage of the opportunities
- ▶ There will be demand for a wide range of local goods and services in each phase of the project
- ▶ Containerised and bulk freight being carried on the Inland Rail network will significantly reduce road train and b-double (heavy vehicle) traffic on the Newell Highway in the future, with the benefits of reduced congestion, carbon emissions and road maintenance costs and improved road safety for Parkes and Narromine Shire residents and visitors.

5 Key stakeholders of the P2N project

Community and stakeholders of the P2N project are individuals or groups affected by, or with an interest in, Inland Rail between Parkes and Narromine (see Table 5). ARTC will consult with them as part of building Inland Rail.

Table 5 - P2N key stakeholders

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	KEY TOPICS OF ENGAGEMENT
NSW Government	Department of Planning and Environment	Collaborate	<ul style="list-style-type: none"> CSSI document review and approval project updates.
	Transport for NSW	Involve	<ul style="list-style-type: none"> level crossings project updates.
	Roads and Maritime Services (RMS)	Involve	<ul style="list-style-type: none"> level crossing - Henry Parkes Way traffic, transport and access management project updates.
	Department of Industry, Crown Lands and Water	Consult	<ul style="list-style-type: none"> soil and water management project updates.
	Department of Primary Industries	Consult	<ul style="list-style-type: none"> water usage management.
	Environment Protection Authority	Inform	<ul style="list-style-type: none"> hazardous and contaminated materials management noise and vibration management Construction Contractor's Environment Protection License project updates.
	Office Environment and Heritage	Involve	<ul style="list-style-type: none"> biodiversity and heritage management project updates.
	Local Land Services	Inform	<ul style="list-style-type: none"> Travelling Stock Routes project updates.
Local Government	Parkes Shire Council (Parkes, Peak Hill)	Involve	<ul style="list-style-type: none"> level crossings

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	KEY TOPICS OF ENGAGEMENT
			<ul style="list-style-type: none"> • traffic, transport and access management • noise and vibration management • biodiversity management • air quality management • soil and water management • service re-location • community events and engagement • business engagement • project updates.
	Narromine Shire Council (Narromine, Tomingley, Trangie)	Involve	<ul style="list-style-type: none"> • level crossings • traffic, transport and access management • noise and vibration management • biodiversity management • air quality management • soil and water management • service re-location • community events and engagement • business engagement • project updates.
	Dubbo Regional Council	Consult	<ul style="list-style-type: none"> • wider business and community engagement.
Members of Parliament	Mark Coulton Federal Member for Parkes (Narromine)	Inform	<ul style="list-style-type: none"> • project updates • key project milestones.
	Michael McCormack, Deputy Prime Minister, Federal Member for Riverina (Parkes & Peak Hill)	Inform	<ul style="list-style-type: none"> • project updates • key project milestones.
	Dugald Saunders MP NSW State Member for Dubbo (Narromine)	Inform	<ul style="list-style-type: none"> • project updates.

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	KEY TOPICS OF ENGAGEMENT
	Philip Donato NSW State Member for Orange (Parkes & Peak Hill)	Inform	<ul style="list-style-type: none"> project updates.
Government organisations	Local Emergency Management Committee, Parkes	Consult	<ul style="list-style-type: none"> flood impacts from construction and operation.
	Local Emergency Management Committee, Narromine	Consult	<ul style="list-style-type: none"> flood impacts from construction and operation.
	Peak Hill Community Consultative Committee	Inform	<ul style="list-style-type: none"> project updates.
Adjacent and affected landowners	Private landowners including businesses, primary producers and town residents along the alignment and within Narromine, Peak Hill, Tomingley and Parkes	Collaborate	<ul style="list-style-type: none"> project updates private property access construction impacts. <p>More details outlined in Section 6</p>
Transport	Users of local roads and level crossings within the alignment	Inform	<ul style="list-style-type: none"> level crossings.
Observatory	Siding Spring Observatory	Inform	<ul style="list-style-type: none"> project updates.
Emergency services	NSW Police, stations located in Parkes, Peak Hill and Narromine	Consult	<ul style="list-style-type: none"> project updates road closures.
	NSW Ambulance, stations located in Parkes, Peak Hill and Narromine	Consult	<ul style="list-style-type: none"> project updates road closures.
	Fire and Rescue NSW, stations located in Parkes, Peak Hill and Narromine	Consult	<ul style="list-style-type: none"> project updates road closures.
	Rural Fire Services, stations Parkes and Narromine	Consult	<ul style="list-style-type: none"> project updates road closures.

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	KEY TOPICS OF ENGAGEMENT
	State Emergency Services, Lachlan Region HQ and Macquarie Region HQ	Consult	<ul style="list-style-type: none"> project updates road closures flooding.
Utilities	Essential Energy	Consult	<ul style="list-style-type: none"> service relocation or working near services.
	Jemena Gas Network	Consult	<ul style="list-style-type: none"> service relocation or working near services.
	APA Gas	Consult	<ul style="list-style-type: none"> service relocation or working near services.
	Telstra	Consult	<ul style="list-style-type: none"> service relocation or working near services.

6 Key challenges

During the community consultation phase, several issues and challenges were identified. Table 6 provides details of the challenges, including the communication and consultative tools that ARTC will use to respond.

Table 6 - Key challenges and how they will be addressed

CHALLENGE	DETAILS	TOOLS
Temporary private land access	<p>Private land access is required to enable construction including compounds, borrow pits and access roads.</p> <p>If access to private property is required as part of the works, impacted landowners will be consulted one month before access is required.</p> <p>ARTC will work with landowners to develop a Property Access Agreement before entering their property. This agreement outlines what the work involves, how ARTC will manage the impacts and how the land will be restored once the work is completed.</p> <p>If a landowner does not grant us permission to use their land, ARTC will not enter their property.</p>	<ul style="list-style-type: none"> one-on-one meetings licence deed property access agreements.

CHALLENGE	DETAILS	TOOLS
	<p>To ensure fair and reasonable outcomes, a member of the ARTC Stakeholder team member will be present during all negotiations conducted between the contractor and an impacted landowner.</p>	
<p>Permanent land acquisition</p>	<p>To construct the North West rail link, ARTC needs to acquire parts of private properties for the new rail corridor. There are also a small number of permanent acquisitions in other sections of the alignment. ARTC is in negotiations with impacted landowners along this section and are working closely with them to negotiate a suitable solution.</p> <p>When necessary to carry out compulsory acquisition, ARTC follows the NSW Government compulsory acquisition process.</p>	<ul style="list-style-type: none"> • one on one meetings • property access agreements.
<p>Level crossing changes and/or closures</p>	<p>There are 63 public and private level crossings located across the P2N scope. Some level crossings are in locations where there is limited visibility. ARTC has prepared a Private Level Crossing Treatment Report to outline how level crossings will be upgraded and dealt with. ARTC consulted with landowners on these level crossings and their feedback is included in the report. Consultation with landowners regarding their use of level crossings will continue throughout construction. All consultation with landowners has been recorded in Consultation Manager.</p> <p>Private level crossings: ARTC are continuing to work with landowners to identify their needs for level crossing access. In instances where a level crossing will require removal, ARTC will enter an agreement with impacted landowner. In cases where ARTC would like to move a level crossing for design or safety reasons, ARTC will also work with impacted stakeholders to come to an agreement.</p> <p>ARTC will consult with the land owner to ensure access and where required provide a temporary crossing point. Level crossings will not be closed or relocated without obtaining agreement from the land owner.</p> <p>As part of the works, ARTC plan on upgrading all remaining private level crossings along the alignment. ARTC will gain the landowners approval before starting work to modify or upgrade any level crossing.</p> <p>Public level crossings: Pending council approval, a public level crossing near Peak Hill will be closed as part of works. ARTC has received council endorsement to close this level crossing. Consultation regarding this closure will continue with users of the level crossing.</p>	<ul style="list-style-type: none"> • one-on-one meetings • newsletters • project fact sheets and Q&As • site signage • ARTC Inland Rail website • Advertising • licence deed • property access agreements.

CHALLENGE	DETAILS	TOOLS
	<p>Crossing Loops: For crossing loops that cross an access road or level crossing, ARTC will consult and obtain the permission from the land owner before commencing any work</p>	
<p>Changes in the flow of floodwater</p>	<p>Flood modelling from the Environmental Impact Statement (EIS) indicates that there may be changes to flows during high rainfall events.</p> <p>ARTC has prepared a Flood Design Report in accordance with the relevant condition requirements which will include consultation with local councils, Office of Environment and Heritage and impacted stakeholders. The report has been reviewed by an independent hydrologist, and a copy is publicly available on the Inland Rail website, and provided to Narromine Shire Council, Parkes Shire Council and DPIE (including former OEH).</p> <p>Where impacts on flooding are above those limits identified in the EIS and as they arise, ARTC will engage with impacted landowners to develop suitable mitigation measures as outlined in the Flood Design Report.</p>	<ul style="list-style-type: none"> • one-on-one meetings • newsletters • Q&As • ARTC Inland Rail website • group forums.
<p>Impact of new stormwater assets</p>	<p>There will be 161 culvert structures built on P2N. Some of these are new stormwater assets and will be installed where there were no stormwater structures previously.</p> <p>Where new stormwater assets are built which affect private landowners and as they arise, ARTC will consult with those landowners and, where required, discussed potential suitable mitigation measures as outlined in the Flood Design Report.</p> <p>Where a new culvert is built and there may be potential resulting impact to landowners through changes in hydrology characteristics and as issues arise, ARTC will consult with impacted landowners to discuss how the culvert may impact the way they use that land, particularly where it is used for agricultural purposes. Where impacts are likely, ARTC will mitigate potential impacts.</p> <p>Some scour protection work is required in private property. Where this is the case, ARTC has sought agreement with the land owner on scour protection work within private property before the work on private property starts. Consultation with landowners regarding scour protection will be ongoing.</p>	<ul style="list-style-type: none"> • one-on-one meetings • Q&As • licence deed • property access agreements.

CHALLENGE	DETAILS	TOOLS
<p>Construction impacts</p>	<p>Construction activities have the potential to generate air quality and noise impacts.</p> <p>Impacted residents are notified seven days prior to predicted impacts.</p> <p>ARTC implement controls to minimise, or where possible, eliminate construction impacts. ARTC and the Construction Contractor work under requirements specified by the approved Construction Environmental Management Plan (CEMP) and EIS. Complaints received from the work are investigated following the Complaint Management Process contained in this document.</p> <p>Land disturbed due to the project will be returned to as close as possible to pre-construction condition or better, or to the satisfaction of landowners consistent to the rehabilitation strategy.</p>	<ul style="list-style-type: none"> • one-on-one meetings • newsletters • Q&As • ARTC Inland Rail website • community reference group • door knocking and visits by appointment • survey.
<p>Removal of unauthorised access within railway corridor</p>	<p>Several unauthorised tracks and roads within the railway corridor are used by stakeholders as short cuts to access property and for cattle grazing</p> <p>Under the <i>Rail Safety National Law 2017</i> NSW it is illegal and unsafe to enter the rail corridor. Where ARTC identifies unauthorised users of the railway corridor, ARTC will consult with them and inform them of the relevant legislation and remove any unauthorised access points. As part of the Inland Rail project, fencing will be installed on a risk assessment basis to prevent future unauthorised access.</p>	<ul style="list-style-type: none"> • one-on-one meetings • newsletters • Q&As • social media • advertising.
<p>Operational impacts</p>	<p>Once Inland Rail becomes operational in 2024–25, there will be an increase in the number trains and in the length of trains operating between Parkes and Narromine.</p> <p>This may result in increased wait times at level crossings and in noise. Operation would involve the use of single rail track with three crossing loops to accommodate stacked freight trains up to 1.8 kilometres long and 6.5 metres high. Train speeds would vary according to axle loads and range from 80 to 115 kilometres per hour. It is estimated that Inland Rail would be trafficked by an average of 8 to 9 trains per day in 2025, increasing to the estimated maximum of 15 trains per day in 2040.</p> <p>Noise from operation: An Operational Noise and Vibration Review (ONVR) has been developed by ARTC to identify sensitive receivers. ARTC will consult with potentially affected receivers to develop and implement suitable mitigation measures. Exceedances of the noise and vibration criteria will be managed</p>	<ul style="list-style-type: none"> • one-on-one meetings • newsletters • Q&As • ARTC Inland Rail website • door knocking and visits by appointment • survey • advertising.

CHALLENGE	DETAILS	TOOLS
	<p>in accordance with the Noise and Vibration Management sub-plan, with relevant consultation occurring as required by the plan and this Communication Strategy.</p> <p>Level crossing wait times: The increase in number of trains and length may result in additional wait times at level crossings. ARTC have and will continue to consult with RMS and the local councils to manage these impacts.</p> <p>Stock crossings: Increases in the number of trains may result in additional risk for landowners when crossing the tracks with stock. Consultation is underway with landowners and ARTC Train Control to develop a suitable and safe solution.</p>	
<p>Fencing</p>	<p>Temporary fencing is used on some sections of the construction work. Permanent fencing is also required on some sections of the railway corridor. The construction contractor manages communications and consultation activities regarding fencing on private properties, which often includes a meeting at the property to discuss the landowners preferred fencing type.</p> <p>Temporary construction fencing: Fencing that incorporates screening has been erected around construction ancillary facilities that are within 500 metres of sensitive land users. If construction fencing impedes work progress, or worsens impacts, ARTC will consult and seek an agreement with impacted landowners about how ARTC manage fencing and screening for the duration of construction of the project.</p> <p>Permanent fencing: To prevent unauthorised access into the railway corridor, fencing that is identified to be in poor condition will be replaced.</p>	<ul style="list-style-type: none"> • site hoarding • site signage • Inland Rail website • project newsletter • one-on-one meetings.
<p>Work hours</p>	<p>Standard hours: Standard work hours will be 7am to 6pm Monday to Friday and 8am to 1pm Saturdays.</p> <p>Outside standard hours: Work outside these hours is required at different points of the project. This may be due to limited railway possession times or after-hours deliveries. Where after hours works are required, impacted stakeholders will be notified at least 7 days before work starts (except where emergency work is required). All after hours works will comply with the requirements set out in the EIS, CoA and the Construction Contractor’s Environment Protection License.</p>	<ul style="list-style-type: none"> • project newsletter • site hoarding • site signage • Inland Rail website • one-on-one meetings • advertising • community reference group

CHALLENGE	DETAILS	TOOLS
	<p>Consultation: If required, ARTC may negotiate with sensitive receivers to develop an agreement to vary the noise limits. These agreements will be in writing and finalised before the relevant section of work starts.</p> <p>Emergency work: Where emergency work is required sensitive receivers will be notified as soon as possible of the impact and duration of the work. ARTC will also notify the DPE by writing to compliance@planning.nsw.gov.au, Environmental Representative and the Environment Protection Authority of the need for that work.</p>	<ul style="list-style-type: none"> door knocking and visits by appointment survey.
Vibration	<p>The EIS identified that some sensitive receivers may experience vibration impacts.</p> <p>Owners and occupiers of properties at risk of exceeding the screening criteria for cosmetic damage, will be notified seven days before the predicted impacts occur.</p> <p>Properties that are identified as being at risk of exceeding the screening criteria for cosmetic damage will be notified seven days before the vibration impacts their property. If the potential exceedance will occur more than once or extend over a 24-hour period, impacted stakeholders will be provided with a schedule of expected impacts, including mitigation measures to be implemented.</p>	<ul style="list-style-type: none"> one-on-one meetings Q & A project newsletter.
Access	<p>Construction of Inland Rail may impact access to private and public property. During construction, access to properties will be maintained at all times. Where works impact a public or private level crossing, ARTC provides a temporary access alternative in consultation with impacted landowners. ARTC will regularly consult with emergency services to ensure access is maintained for emergency vehicles.</p>	<ul style="list-style-type: none"> project newsletter site signage Inland Rail website.
Damage to public roads and dirt/mud on roads	<p>Predicted increases in truck movements accessing the rail corridor during construction may damage roads. These trucks will be of legal weight and comply with all traffic regulations. The Construction Contractor will complete pre-dilapidation surveys of the access routes and provide a copy to the relevant council before work starts. Where an access route is damaged as a result of the work, the Construction Contractor will repair the damaged section. If a road is impacted by excess mud or materials from the work, the Construction Contractor will clean this as soon as practicable.</p>	<ul style="list-style-type: none"> Meeting with relevant councils Pre-dilapidation surveys Project newsletter.
Bus stops	<p>There may be bus stops that are impacted by the work. Most bus stops in the area will be used by school students.</p>	<ul style="list-style-type: none"> project newsletter site hoarding

CHALLENGE	DETAILS	TOOLS
	<p>Construction may impact bus routes, including school bus routes. Where bus stops need to be temporarily relocated, ARTC will consult with the relevant council, bus operators, impacted users and educational facilities as required.</p> <p>ARTC will provide 14 days' notice to stakeholders impacted by changes to bus routes and bus stop locations.</p>	<ul style="list-style-type: none"> • site signage • Inland Rail website • one-on-one meetings • advertising • community reference group • door knocking and visits by appointment • survey.
<p>Traveling Stock Routes</p>	<p>There are a limited number of Travelling Stock Routes within the work. If a travelling stock route is impacted by the work, ARTC will consult with Local Land Services to mitigate any impacts.</p>	<ul style="list-style-type: none"> • Meeting with relevant stakeholders.
<p>Visual impact</p>	<p>There may be some visual impacts as part of the work. Details of this will be provided in the <i>Landscape and Visual Amenity Report</i>. Where residents are identified as potentially highly impacted, ARTC will consult with them and implement mitigation as agreed with the land owner.</p>	<ul style="list-style-type: none"> • one-on-one meetings • Q&As.
<p>Other infrastructure projects</p>	<p>Some large infrastructure projects will be under way or just finished during the same time as the work.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Pacific National Intermodal construction near Parkes • RMS's Parkes Bypass currently in design • Parkes Solar Farm Stage 2. <p>Other large infrastructure projects have recently ended in the area. This may result in construction fatigue for the local community. These projects include:</p> <ul style="list-style-type: none"> • Parkes Solar Farm Stage 1 • RMS Newell Highway Upgrades. <p>ARTC will liaise closely with any projects under way in the area to manage cumulative community impacts.</p>	<ul style="list-style-type: none"> • one-on-one meetings • Inland Rail website.

7 Enquiry and complaint management

Responding to enquiries and complaints is essential for successful delivery of the project and having a good reputation with the community. Enquiries and complaints may be received from a range of sources including through phone calls, emails and face-to-face interaction.

ARTC Inland Rail Stakeholder Engagement Team will respond to all complaints in the first instance and will remain the point of contact until the complaint is resolved. They will work with the project team, Construction Contractor and complainant to determine a satisfactory outcome.

Where complaints are received in person, including on-site, at community information sessions or at community forums, the details of the complaint and complainant will be recorded. If complaints are not directly received by the Stakeholder Engagement Team, the ARTC team member or the Construction Contractor to whom the complaint is made will gather details of the complaint and the complainant's contact details and will immediately pass these details onto the ARTC Stakeholder Engagement Team to resolve as per the Complaint Management Process.

7.1 Complaint management system

All complaints received during the P2N project are actioned and recorded through Consultation Manager (CM) and used as an improvement opportunity for ARTC and the Construction Contractor.

ARTC has already established a Complaints Management System in the lead-up to this project and will continue to implement this system for at least six months after construction on the project is complete.

7.2 Response times to complaints and enquiries

Complaints and enquires will be responded to in the following timeframes.

Enquiries:

- ▶ provide verbal response to telephone enquiries within 2 hours
- ▶ provide written response to emails and written enquires within 24 hours
- ▶ follow-up calls, emails and letters will be made to close out all enquiries.

Complaints and incidents:

- ▶ provide verbal response to telephone enquires within 2 hours if received during work hours
- ▶ provide written response to emails and written complaints within 24 hours or on the next business day if received outside work hours
- ▶ where possible, all complaints will be resolved within 3 business days.

7.3 Complaints register

All complaints will be tracked and recorded in ARTC's CM System. Upon the request of the Secretary of the Department of Planning and Environment, a Complaints Register will be provided, within the timeframe stated in the request. Upon the request of the Environmental Representative, the details of complaints on the P2N project will be provided in a report format within the agreed time frame. The Environmental Representative will also have access to ARTC's CM system to see all complaints related to P2N.

The complaints register provided to the Secretary and Environmental Representative will include number of complaints received, number of people affected in relation to complaint, nature of each complaint, if a resolution was reached and how it was reached.

7.4 Complaint management process

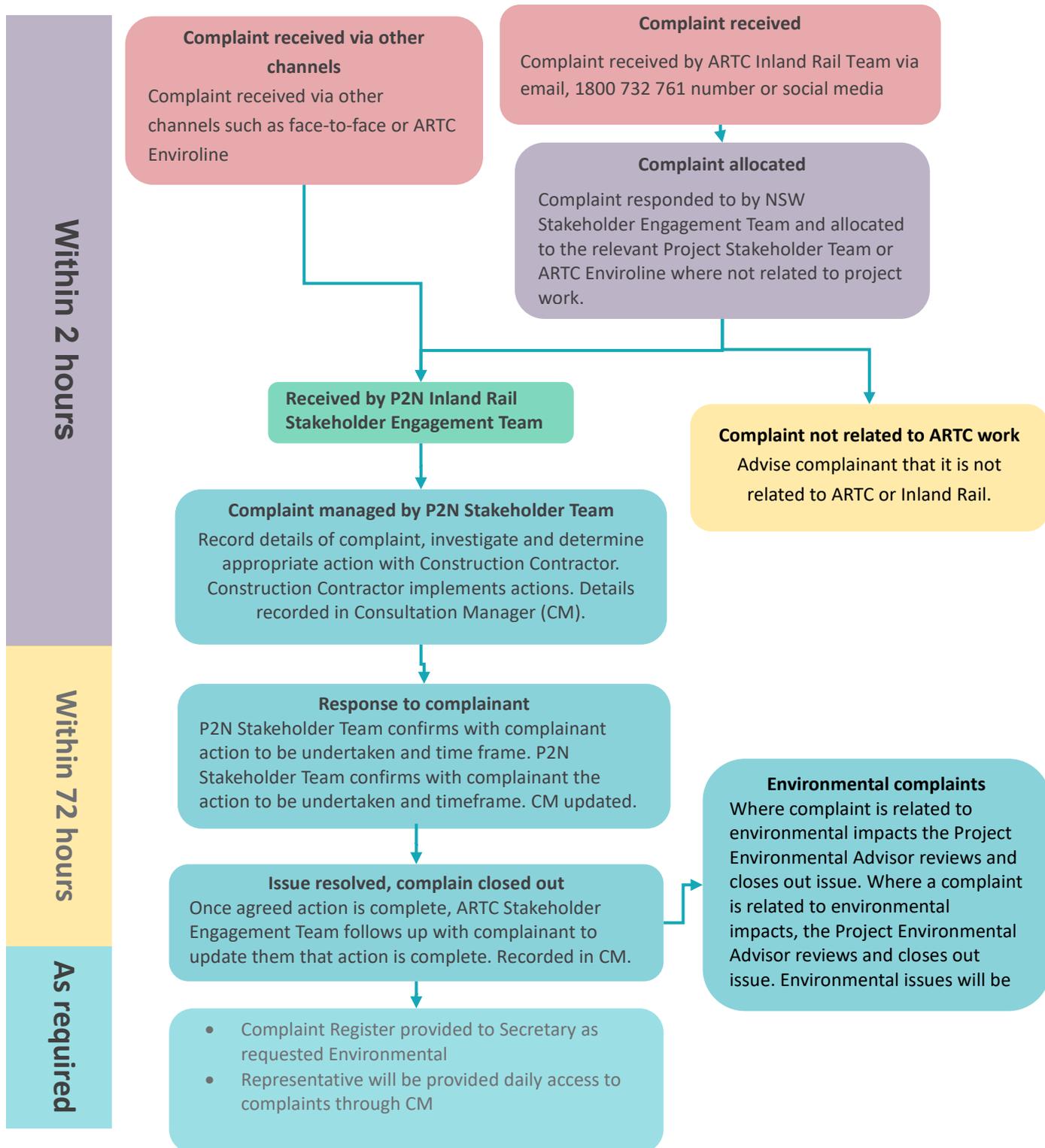


Figure 2 - Complaints management process

7.5 Escalation process

Where complaints cannot be resolved as outlined above, the following escalation process will be implemented. The Inland Rail P2N Stakeholder Engagement Lead will remain the key point of contact for the

complainant unless the complaint relates directly to the conduct of the Stakeholder Engagement Lead. The details of the complaint will be reviewed by the relevant level of management to ensure the complaint has been managed appropriately.

7.5.1 Complaint escalation process

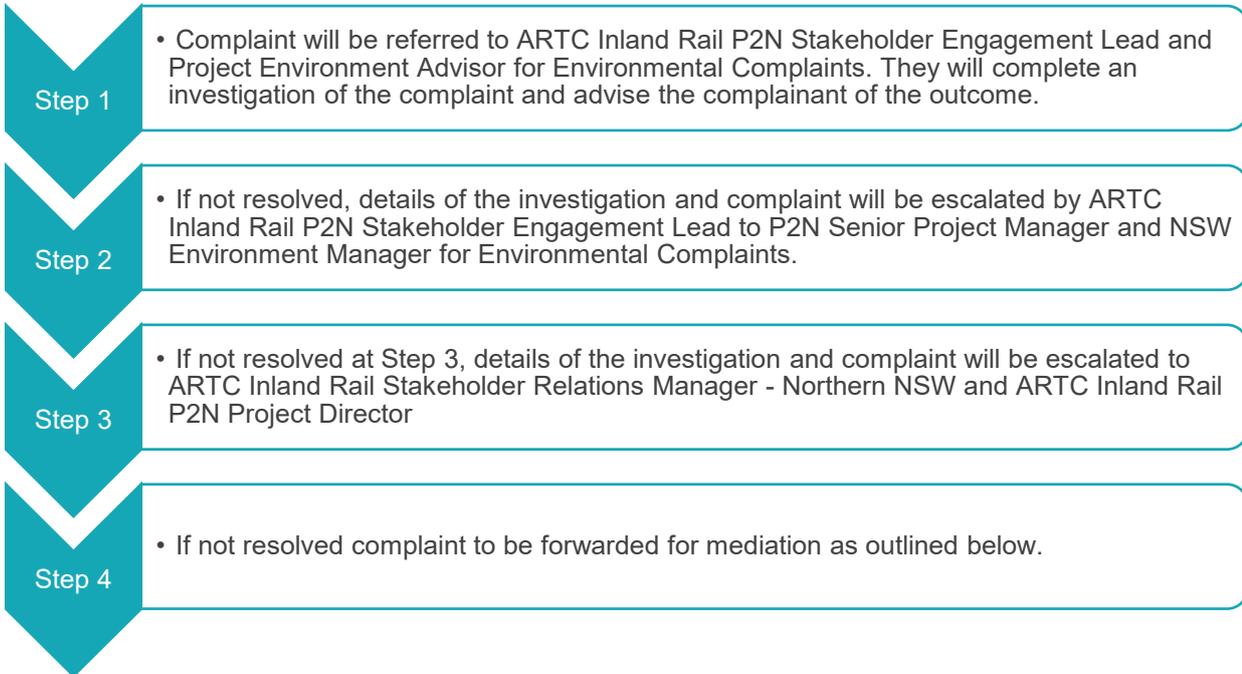


Figure 3 - Complaint escalation process

7.6 Dispute resolution

If the complaints management and escalation process has been followed and the issue is unable to be resolved, the complainant will be invited to attend an independent mediation session, facilitated by an independent mediation specialist. The mediation session will aim to obtain an acceptable resolution for all involved parties. Where no agreement is reached, the complaint will be closed out and the person who submitted the complaint will receive a response in writing advising the complaint has been closed. The same approach will apply to complainants who decline an invite to the mediation session.

8 Structure and accountabilities

ARTC State Stakeholder Engagement teams will have overall responsibility for stakeholder and community relations with the assistance of the Construction Contractors stakeholder engagement team. Other members of the project team and Construction Contractor will also have key roles to play. The structure and roles of the ARTC Inland Rail team is outlined below.

8.1 Stakeholder engagement team

ARTC Inland Rail General Manager, Communications and Engagement

Oversees the entire delivery of the Inland Rail Program and delegates responsibility to State Inland Rail Communication and Engagement Teams.

ARTC Inland Rail State Stakeholder Engagement teams

ARTC has a State Manager for Stakeholder Engagement for Queensland, NSW (North and South) and Victoria. Within NSW there is a Stakeholder Engagement Lead responsible for each project. For the P2N Project there will be a Stakeholder Lead responsible for managing and implementing this strategy with support from a Stakeholder Advisor.

Construction Contractor community engagement team

Construction Contractor community engagement teams will assist with the engagement, issues and complaint management related to construction during the construction process.

8.2 Environmental team

ARTC NSW Environment Manager

Oversees the management of environmental approval and compliance related matters associated with the delivery of NSW based Inland Rail projects.

Project Environment Advisor

Oversees and supports the execution of environmental management, approval and compliance objectives associated with the delivery of the Parkes to Narromine Project. The Project Environmental Advisor also provides support to the ARTC Inland Rail State Stakeholder Engagement teams concerning queries and/or provision of information related to environmental management related matters.

Project Environment Field Officer

Supports the execution of environmental management, approval and compliance objectives associated with the delivery of the Parkes to Narromine Project. The Project Environmental Advisor also provides support to the ARTC Inland Rail State Stakeholder Engagement teams concerning queries and/or provision of information related to environmental management.

9 Action plan

9.1 Pre-construction

This Action Plan provides a high-level outline of the activities that will be undertaken to deliver the P2N Project. The Construction Contractor will develop this plan in further detail. This Communication Strategy will be implemented for the duration of the work and for six months following the completion of construction.

Table 7 - Pre-construction action plan

AREA	TASK	ACTIVITY	DETAILS	RESPONSIBILITY	COMPLETED	2018								
						Q2			Q3			Q4		
						Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Communications Strategy	Completion of Communications Strategy	Communication Strategy developed by ARTC	Communication Strategy written and reviewed within ARTC.	ARTC Stakeholder Engagement Team	July 2018									
		Milestone	Project approved by the Minister for Planning subject to Conditions of Approval. Subsequent approval from the Department of Environment and Energy.	DPE	31 August 2018									
		Communication Strategy submitted to DPE for approval	Communication Strategy must be submitted for approval to DPE at least one month before the commencement of any work. ARTC will not commence any work until the Communication Strategy has been approved by DPE.	ARTC Environment Team and DPE	Approved 5 October 2018									
Construction Contractor	Award contract to Construction Contractor	Milestone	Contract awarded to Construction Contractor.	ARTC Project Team Construction Contractor	16 October 2018									
		Media release	Public announcement of contract award for P2N.	ARTC Media Team	October 2018									
		Milestone	Construction Contractor site establishment and early investigation activities starts.	Construction Contractor	15 November 2018									
	Construction Contractor Community Engagement Plan	Construction Contractors Community Engagement Plan submitted	Construction Contractor develops and submits their Community Engagement Plan. The purpose of this plan outlines the contractor's approach to Stakeholder Engagement.	Construction Contractor	September 2018									
Construction Contractors Community Engagement Plan approved		ARTC reviews and approves Community Engagement Plan.	ARTC Stakeholder Engagement Team	10 October 2018										
Local employment	Local employment engagement	Local employment and supplier engagement	Construction Contractor to drive engagement activities around local employment and supplier engagement. Will include at least three contractor briefing sessions.	Construction Contractor ARTC Stakeholder Engagement Team	30 August 2018									
		Follow on communication with local business	Engagement with local businesses not directly engaged by ARTC or contractors. This includes cafes, accommodation and transport providers.	ARTC Stakeholder Engagement Team	August 2018									
Community Engagement	Community Engagement	Milestone	Parkes Community and Working Hub opened.	ARTC Stakeholder Engagement Team	18 August 2018									
		Website update	Inland Rail P2N website updated.	ARTC Stakeholder Engagement Team	Weekly									

AREA	TASK	ACTIVITY	DETAILS	RESPONSIBILITY	COMPLETED	2018									
						Q2			Q3			Q4			
						Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	
				Construction Contractor											
		Community Information Sessions for start of work	Community Information Sessions – Sessions will provide opportunity to find out more about the work and meet the personnel from the Construction Contractor. At a minimum ARTC will hold Community Information Sessions at the following locations: <ul style="list-style-type: none"> · Parkes · Peak Hill · Narromine. Community information sessions may be staged depending on contractors' delivery schedule.	ARTC Stakeholder Engagement Team Construction Contractor	Various August and September 2018										
		Media Event and community event	Promotion and community event for Parkes Community and Working Hub opening.	ARTC Media Team ARTC Stakeholder Engagement Team	December 2018										
		Presentations and meetings with community and Industry groups	Meetings with community and relevant industry groups to share details about the project. Discussions with these groups will also capture possible issues, opportunities and insights to enable the successful delivery of the project	ARTC Stakeholder Engagement Team Construction Contractor	August 2018										
		Advertisement in local media	Advertisement to notify the community that work will soon be starting on the Inland Rail and where to find more information. Will include print and radio advertisement.	ARTC Stakeholder Engagement Team Construction Contractor	August 2018										
		Project Newsletter - Start of work	Community wide newsletter to all residents within Parkes and Narromine LGA. This will provide an update on the Inland Rail Program with a focus on the work at P2N.	ARTC Stakeholder Engagement Team Construction Contractor	August 2018										
Stakeholder and community consultation	Level crossing consultation	Private level crossing consultation	Consultation with impacted landowners about level crossing location and agreed to by landowners for the closure of private level crossings.	ARTC Stakeholder Engagement Team ARTC Level Crossing Team	Ongoing										
		Public level crossing closure finalisation	Engagement has already occurred with local councils and impacted stakeholders on the closure of two public level crossings. Consultation activities will continue to prepare for submission to relevant government authorities on closures.	ARTC Stakeholder Engagement Team ARTC Level Crossing Team	Ongoing										
	Access roads/railway corridor	Consultation on unauthorized access roads and access in railway corridor	Meetings with stakeholders who have previously been accessing the rail corridor unauthorized or have access roads through rail corridor.	ARTC Stakeholder Engagement Team ARTC Property Team	Ongoing										
		Follow up written notification about unauthorized access in rail corridor	Written notification as follow up from discussion about unauthorized accessing of the rail corridor.	ARTC Stakeholder Engagement Team ARTC Property Team	Ongoing										
	Borrow pits consultation	Consultation on borrow pits	Borrow Pits will be required in certain parts of the work. The contractor will be responsible for leading these discussions with landowners with support from the ARTC Stakeholder Engagement Team.	Construction Contractor	Not required										

AREA	TASK	ACTIVITY	DETAILS	RESPONSIBILITY	COMPLETED	2018											
						Q2			Q3			Q4					
						Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec			
				ARTC Stakeholder Engagement Team													
	Flooding consultation	Milestone	Flood Design Report finalised.	Flooding Specialist	19 December 2018												
		Final Flood Design Report provided to key stakeholders and uploaded on website	Flood Design Report provided to Parkes Shire Council and Narromine Shire Council and provided to DPIE (formerly OEH) for consideration. Flood Design Report uploaded on Inland Rail website. A revised version of the Flood Design Report is currently with DPIE – Post Approvals	ARTC Stakeholder Engagement Team ARTC Environment Team Flooding Specialist	December 2018												
		Flooding consultation with impacted landowners	One-on-one meetings with impacted landowners on changes in flooding on their property. Where flooding characteristics are above the limits set by DPE, ARTC will start consultation with landowners on mitigating these impacts.	ARTC Stakeholder Engagement Team ARTC Environment Team Flooding Specialist	August to October 2018												
	Construction specific meetings	Following on meetings with key stakeholders	Meetings as required with key stakeholders about construction specific impacts. For example, meeting with local council and emergency services about local road impacts.	ARTC Stakeholder Engagement Team Construction Contractor	Ongoing												
	Start of work consultation	Door knocks and meetings for construction impacts	Meetings with impacted landowners relating to construction and start of work.	Construction Contractor ARTC Stakeholder Engagement Team	Ongoing												
		7-day notification	7-day notification sent to all residents and businesses within 2 kilometres of investigations. Notifications may be staged depending on contractors' schedule (TBC).	Construction Contractor – Approved by ARTC	7 November 2018												
Construction	Construction commences	Signage and hoarding developed	Prepare signage and hoardings to be ready for construction.	Construction Contractor ARTC Stakeholder Engagement Team ARTC Marketing Team	October 2018												
		Formal notification of start of work at P2N	Written notification to community and stakeholders including · Relevant Australian Government department · Relevant NSW Government department · Local MPs both State and Federal · Emergency Services · Utilities and service providers.	ARTC Stakeholder Engagement Team ARTC Government Relations Team	6 February 2019												
		7-day notification	7-day notification sent to all residents and businesses within 2 kilometres of construction. Notifications may be stage depending on contractors' schedule (TBC).	Construction Contractor – Approved by ARTC	6 February 2019												
		Signage and hoarding	Approved signage and hoarding erected by contractor.	Construction Contractor – Approved by ARTC	14 October 2018												
		Milestone	Construction starts.	Construction Contractor	14 February 2019												

AREA	TASK	ACTIVITY	DETAILS	RESPONSIBILITY	COMPLETED	2018								
						Q2			Q3			Q4		
						Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
		Media and community event	First sod turn – This event will celebrate the start of the Inland Rail Programme. Government Representatives, relevant stakeholders and media will be invited to the event.	ARTC Stakeholder Engagement Team	13 December 2018									

9.2 Construction

This action plan provides a general overview of the minimum communication activities that will occur during construction. This will be developed further in the Construction Contractor’s P2N Community Engagement Plan.

Table 8 - Construction action plan

FREQUENCY	ACTIVITY	DETAILS	RESPONSIBILITY
Monthly	Project Newsletter – Hard copy	Hard copy Project Newsletter to impacted stakeholders to provide an update on work and rail safety messages.	ARTC Stakeholder Engagement Team Construction Contractor
As required	7-day notifications	Notification to directly impacted stakeholders about specific construction impacts.	Construction Contractor – Approved by ARTC
Quarterly – First forum Q4 2018	Community Forums	Forums for the community to learn about the project, provide feedback and raise environmental management issues of concern. All community members will have the option to nominate to attend forum.	ARTC Stakeholder Engagement Team Construction Contractor
As required	Property Access Agreements	Work with landowners to agree on Property Access Agreements as required.	ARTC Stakeholder Engagement Team ARTC Property Team
Weekly	Review and update Inland Rail Website	P2N Project page on the Inland Rail website to be reviewed weekly and updated as required.	ARTC Stakeholder Engagement Team Construction Contractor
6 months into construction	Community Survey	Survey to assess the effectiveness of the community engagement and construction impacts. Results of survey will be used to identify and implement improvement opportunities. Survey frequency will be reassessed after the results of the first survey are received.	ARTC Stakeholder Engagement Team Construction Contractor
As required	Host and support community events	To be developed with Construction Contractor and will include hosting open days and tours. ARTC will also support and attend other community events such as the Parkes Elvis Festival and the Peak Hill Show.	ARTC Stakeholder Engagement Team Construction Contractor

9.3 Post-construction

A detailed action plan for the post-construction period will be developed when work nears completion. Table 9 provides activities that will occur as required in the EIS CoA.

Table 9 - Post-construction activities

PLANNED START DATE	ACTIVITY	DETAILS	RESPONSIBILITY
3 months before end of construction stage	Advise end of work and safety campaign around new trains.	Update community that construction will be completed soon. Safety campaign to advise that trains on line will be running at much faster speeds and to keep out of rail corridor.	ARTC
After construction finishes	Review dilapidation reports and close out agreements where private property has been used.	Consultation with stakeholders to close out any property damage or perceived property damage. This will include Parkes Shire and Narromine Shire Councils and sensitive receivers. Where private land is used, ARTC will reinstate the land to its pre-existing condition, unless otherwise agreed to by the land owner.	Construction Contractor ARTC
End-of-project Newsletter	Newsletter advising the end of the work and the progress of other Inland Rail Projects.	Newsletter to Parkes and Narromine LGAs advising of the end of the work and providing an update on the other sections of Inland Rail. Newsletter will include details of a launch event.	ARTC
After construction finishes	Launch event including media and community.	Event to celebrate the completion of the first section of Inland Rail. Will be done in consultation with local councils.	ARTC
1 month after construction finishes	Provide Flood Information to DPIE (formerly OEH), Parkes Shire Council, Narromine Shire Council and State Emergency Service.	Flood information including flood reports, models and geographic information system outputs, and work as executed information from a registered surveyor certifying finished ground levels and the dimensions and finished levels of all structures within flood prone land will be made available to DPIE (formerly OEH), Parkes Shire Council, Narromine Shire Council and State Emergency Service.	ARTC
6 months after construction	ARTC Inland Rail Stakeholder team hand Community Engagement relationships and tasks back to ARTC team.	ARTC Inland Rail Stakeholder Engagement Team hands over stakeholder and community relations back to ARTC Corporate Affairs and People team.	ARTC

10 Monitoring and evaluation

This plan will be implemented and managed by the Stakeholder Engagement Lead for P2N. The plan will be reviewed every six months to reflect changes in the project and in the community.

10.1 Community forum

A community forum will be held to focus on key areas of concern. Forums will be held at two locations. Forums will be held in different locations depending on the work. Where work is across both sections, forums will be held at both locations.

Parkes

The first forum was held at the Parkes Community and Working Hub in December 2018, near the first stage of the work. Quarterly forums will continue at Parkes until all work is complete between Parkes and Alectown West.

Peak Hill

ARTC holds quarterly forums at Peak Hill. The first forum was in March 2019. These will continue until all work is complete between Alectown West and Narromine and the Construction Contractor has demobilised from site.

10.2 Community surveys

A survey on the impacts of construction work will be conducted six months into the work. The response rate and the scores received in the survey will determine the future frequency.

Complaints, enquiries, survey results and other interactions will be reviewed weekly by the ARTC Inland Rail P2N Stakeholder Lead to identify trends and improvement opportunities. Where feasible and reasonable, improvement opportunities will be implemented by the Construction Contractor.

11 Infrastructure Sustainability Council of Australia (ISCA)

This strategy will contribute to the achievement of the stakeholder participation category credits that are outlined in the ISCA technical manual v1.2. This category focuses on developing a strategic and planned approach to stakeholder participation, which is addressed by this Communication Strategy.

This project will achieve a minimum ‘excellent’ ISCA rating for both ‘Design’ and ‘As built’. ARTC will work closely with the ARTC Inland Rail Sustainability Manager and the Construction Contractor team to achieve these requirements for the P2N project. The targets and how this strategy supports the achievement of these targets are outlined in Table 10

As part of the construction monthly reporting process, the Construction Contractor will provide an update to Inland Rail on the status of the ISCA credits. It will also outline any risks to the credits or any opportunities to go beyond initial credit targets. All relevant construction management plans will incorporate ISCA requirements. The project’s sustainability management plan will outline the approach to achieve the ‘excellent’ rating and highlight key activities that will be undertaken to create a culture of sustainability.

Table 10 - Addressing ISCA stakeholder engagement requirements

ISCA CREDIT		APPROACH	ISCA LEVEL
Sta-1	Stakeholder Engagement Strategy	This Communication Strategy	Level 1

ISCA CREDIT		APPROACH	ISCA LEVEL
Sta-2	Level of Engagement	<p>At a minimum there are the following negotiable items on the P2N project:</p> <ul style="list-style-type: none"> • Private Property Access – Collaborate: ARTC will not enter private property without agreement from the landowner. Where ARTC does enter private property, the areas that are used will be decided in collaboration with the landowner. • Visual Impacts – Involve: Where residents are identified as potentially highly impacted, ARTC will work with them to develop a solution. • Level Crossings – Involve: ARTC will not relocate, move or modify a level crossing without coming to an agreement with a landowner first. 	Level 2
Sta-3	Effective Communication	<p>ARTC will provide the community with information:</p> <ul style="list-style-type: none"> • in a timely manner • that supports community participation • is meaningful and relevant • is accessible. <p>The activities to be undertaken are outlined in Section 9. The activities and applicable documentation will be verified using an independent reviewer to determine the overall effectiveness.</p>	Level 2
Sta-4	Addressing Community Concerns	<p>ARTC has already gathered a significant amount of feedback from stakeholders during the design phase of the P2N project. During the construction phase, all stakeholders concerns and feedback will be addressed via the Enquiry and Complaint Management system as outlined in 7.</p>	Level 2

Appendix A - Compliance matrix

Table 11 - Compliance matrix

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT		
C13	The following Construction Monitoring Programs must be prepared in consultation with the relevant government agencies and relevant councils identified for the Construction Monitoring Programs to compare actual performance of construction of the CSSI against performance predicted performance.	Section 3.3	ARTC will consult with the relevant councils and government agencies in development of Construction Monitoring Programs.		
				Required Construction Monitoring Programs	Relevant government authorities to be consulted for each Construction Monitoring Program
	(a)			Noise and vibration	EPA and relevant councils
	(b)			Water usage	DPI water and relevant councils
(c)	Air Quality	Relevant councils			
C26	Boundary fencing that incorporates screening must be erected around all construction ancillary facilities that are within 500 metres of sensitive land uses for the duration of the use of the construction ancillary facility unless otherwise agreed with the affected landowners and/or tenants and adjacent landowners.	Section 6, Table 6	Boundary fencing that incorporates screening will be erected around all construction facilities within 500 metres of sensitive land uses or as otherwise agreed with land owners.		
C27	Boundary fencing around construction ancillary facilities and required under Condition C26 of this approval must aim to minimise visual and noise impacts on adjacent landowners, and emission of nuisance dust beyond the facility boundary.	Section 6, Table 6	Use of boundary fence will aim to minimise noise and visual impacts		
E1	Works must be undertaken during the following hours: 7:00 am to 6:00 pm Mondays to Fridays; 8:00 am to 1:00 pm Saturdays; and at no time on Sundays or public holidays.	Section 6, Table 6	Standard work hours will be as per Condition E1.		

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
E2	Notwithstanding Condition E1, works affecting any one receiver may be undertaken during the hours of 6.00 am to 6.00 pm each day over a three (3) month period provided that there is no work between the hours of 1:00 pm on a Saturday and 7:00 am on a Monday every alternate week.	Section 6, Table 6	If longer working hours are required ARTC will follow Condition E2.
E3	<p>Notwithstanding Conditions E1 and E2, works associated with the CSSI may be undertaken outside the hours specified under those conditions in the following circumstances:</p> <ul style="list-style-type: none"> (a) for the delivery of materials required by the NSW Police Force or other authority for safety reasons; or (b) where it is required in an emergency to avoid injury or the loss of life, to avoid damage or loss of property or to prevent environmental harm; or (c) where different construction hours are permitted under an EPL in force in respect of the CSSI; or (d) where a negotiated agreement is in force, in accordance with Condition E4 and E5; or (e) construction that causes LAeq (15 minute) noise levels: <ul style="list-style-type: none"> i) no more than 5 dB(A) above the rating background level at the façade of any residence in accordance with the Interim Construction Noise Guideline (DECC, 2009) or if between the hours of 10:00 pm and 7:00 am no more than 52 dB(A) or more than 15 dB(A)LA(Max) above the rating background level whichever is the higher, and ii) no more than the noise management levels specified in Table 3 of the Interim Construction Noise Guideline (DECC, 2009) at other sensitive land uses, and iii) continuous or impulsive vibration values, measured at the most affected residence are no more than those for human exposure to vibration, specified in Table 2.2 of Assessing Vibration: a technical guideline (DEC 2006), and iv) intermittent vibration values measured at the most affected residence are no more than those for human exposure to vibration, specified in Table 2.4 of Assessing Vibration: a technical guideline (DEC 2006). 	Section 6, Table 6	Where a need arises to work out of hours as outlined in Condition E3, ARTC will notify potentially impacted stakeholders at least 7 days before the work starts.
E4	The Proponent may reach negotiated agreements with sensitive receivers (owners and occupiers) to carry out works in accordance with the hours and noise limits specified in the negotiated agreements.	Section 6, Table 6	If required, ARTC will negotiate and come to agreement with sensitive receivers to carry out after hour works.
E5	All negotiated agreements must be in writing and finalised before the commencement of works.	Section 6, Table 6	All agreements made following the requirements set out in Condition E4.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
E6	On becoming aware of the need for emergency works in accordance with Condition E3(b), the Proponent must notify the Department in writing to compliance@planning.nsw.gov.au , ER and the EPA of the need for that work. The Proponent must use best endeavours to notify all affected sensitive receivers of the likely impact and duration of those works.	Section 6, Table 6	If emergency work is required ARTC will notify DPE, the ER and EPA. All sensitive receivers will be notified of the work as soon as feasible.
E9	Owners and occupiers of properties at risk of exceeding the screening criteria for cosmetic damage must be notified before construction that generates vibration commences in the vicinity of those properties. If the potential exceedance is to occur more than once or extend over a period of 24 hours, owner and occupiers are to be provided a schedule of potential exceedances for the duration of the potential exceedances, unless otherwise agreed by the owner and occupier. These properties must be identified and considered in the Construction Noise and Vibration Management Sub-plan required by Condition C4(b).	Section 6, Table 6	Owners and occupiers will be notified where they exceed the screening criteria for cosmetic damage. If exceedances exceed 24 hours, ARTC will work with land owners as outlined in Condition E9.
E11	<p>The Proponent must prepare an Operational Noise and Vibration Review (ONVR) to confirm noise and vibration control measures that would be implemented for the operation of the CSSI. The ONVR must be prepared in consultation with the EPA and impacted sensitive receivers. Where barrier options (e.g. noise walls or mounds) are proposed to be implemented, consultation must also be undertaken with the relevant councils. The ONVR must:</p> <ul style="list-style-type: none"> (a) confirm the appropriate operational noise and vibration objectives and levels for adjoining development, including existing sensitive receivers; (b) confirm the operational noise and vibration predictions based on the final design. Confirmation must be based on an appropriately calibrated noise model (which has incorporated additional noise monitoring, and concurrent traffic counting, where necessary for calibration purposes). (c) identify sensitive receivers at which the criteria set out in the Rail Infrastructure Noise Guideline (EPA, 2013) are predicted to be exceeded once the CSSI is operational and in 2040; (d) review the suitability of the operational noise mitigation measures identified in the EIS and Submissions Report and, where necessary, investigate and identify additional feasible and reasonable noise and vibration mitigation measures required to achieve the noise criteria outlined in the Rail Infrastructure Noise Guideline; (e) describe the final suite of noise and vibration mitigation measures that will be implemented, including the timing of implementation in accordance with Condition E12; (f) include a consultation strategy to seek feedback from directly affected landowners on the noise and vibration mitigation measures; and 	Section 6, Table 6	ARTC will consult with sensitive receivers to seek feedback and input on noise and vibration mitigation measures.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
	<p>(g) procedures for the management of operational noise and vibration complaints.</p> <p>The ONVR is to be verified by a suitably qualified and experienced noise and vibration expert. The ONVR is to be undertaken at the Proponent’s expense and submitted to the Secretary for approval within three months of construction commencing.</p>		
E23	<p>For the first 15 years of operation, the Proponent must prepare a Flood Review Report(s) after the first defined flood event for any of the following flood magnitudes that occur – the 5 to 10-year ARI event, 10 to 20-year ARI event, 20 to 100-year ARI event. The Flood Review Report(s) must be prepared by a suitably qualified and experienced hydrologist(s) and include:</p> <ul style="list-style-type: none"> (a) a comparison of the observed extent, level, and duration of the flooding event against the impacts predicted in (or inferred from) the EIS, the Flood Design Report required by Condition E21 and the requirements specified in Condition E22; and (b) identification of the properties and infrastructure affected by flooding during the reportable event; (c) where the observed extent and level of flooding or other flooding or erosion impacts exceed the predicted impacts due to the CSSI with the consequent effect of adversely impacting on property(ies), structures and infrastructure, and / or exceed the requirements specified in Condition E22, identification of the measures that would be implemented to reduce future impacts of flooding related to the CSSI works, including the timing and responsibilities for implementation. <p>A copy of the Flood Review Report(s) must be submitted to the Secretary for information and DPIE (formerly OEH) and relevant council(s) within three (3) months of finalising the report(s). Additional flood mitigation measures must be developed in consultation with the affected property / structure / infrastructure owners, DPIE (formerly OEH) and the relevant council(s), as relevant, and implemented within the timeframes specified in the Flood Review Report(s).</p>	Section 6, Table 6 and Section 10.3	Where required, additional flood mitigation measures will be developed in consultation with the affected property, structure, infrastructure owners, DPIE (formerly OEH) or the relevant councils.
E25	<p>Flood information including flood reports, models and geographic information system outputs, and work as executed information from a registered surveyor certifying finished ground levels and the dimensions and finished levels of all structures within flood prone land, must be made available to the relevant council(s), DPIE (formerly OEH) and the SES upon request. The relevant councils, DPIE (formerly OEH) and the SES must be notified in writing that the information is available no later than one (1) month following the completion of construction. Information requested by a relevant council, DPIE (formerly OEH) or the SES must be provided within three (3) months.</p>	Section6,Table 6	Flood reports and flood information will be made available to the relevant councils, DPIE (formerly OEH) and SES within 1 month of the completion of construction

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
E29	<p>Replacement culverts must be designed with the objective that the exit flow velocity is no greater than the exit flow velocity through the existing culvert. Where this cannot be achieved due to engineering considerations, a higher exit flow velocity is permitted provided that it does not result in impacts on soil structure or condition, or cause scouring and erosion either outside the rail corridor, or beyond the area of scour protection works where an adjacent landowner has agreed to the installation of such works on their property in accordance with Condition E32.</p> <p>Where areas outside of the rail corridor currently show scour or erosion and this is directly attributable to a culvert that is to be replaced, mitigation measures be implemented to ensure stable downstream conditions, and further scouring or erosion resulting from flows exiting the replacement culvert are mitigated.</p>	Section 6, Table 6 and Section 10.3	Where scour protection work is required beyond the railway corridor, ARTC will consult and come to agreement with the relevant landowner.
E31	<p>Prior to the installation of a new culvert, the Proponent must consult with the landowner that is located immediately downstream of the new culvert to determine the potential for impacts on the agricultural productivity of the land due to the introduction of flows. Where potential adverse impacts are identified, the Proponent must consult with the affected landowner on the management measures that will be implemented to mitigate the impacts.</p>	Section 6, Table 6	ARTC will consult with the relevant landowners and where required work with them to implement mitigation measures to address the impacts on agricultural productivity.
E32	<p>All scour protection works associated with replacement culverts or the construction of new culverts must be restricted to the rail corridor, or as agreed to by the relevant land owner.</p>	Section 6, Table 6	Where scour works are outside the rail corridor ARTC will come to agreement with the relevant landowner.
E41	<p>During construction, measures must be implemented to maintain pedestrian and vehicular access to affected properties. Alternative pedestrian and vehicular access must be developed in consultation with affected landowners. Such arrangements must be outlined in the Construction Traffic, Transport and Access Management Sub-plan required by Condition C4 and implemented prior to the disruption</p>	Section 6, Table 6	ARTC will maintain access to affected properties in consultation with landowners.
E42	<p>Where bus stops (including school bus stops) are required to be temporarily closed or relocated during construction, such closure must not occur until relocated bus stops are functioning and are within walking distance of the original bus stop. The relocation of bus stops must be undertaken in consultation with the relevant council and bus operator, and details regarding the relocations provided to affected communities (and educational facilities in relation to school bus stops) at least 14 days prior to the relocation occurring.</p>	Section 6, Table 6	ARTC will manage bus stops and relocate bus stops before closing the impacted bus stops. This will be done in consultation with the relevant council, bus operator and impacted

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
			users. This will be done 14 days before the start of work.
E43	The Proponent must liaise with RMS prior to, and at regular intervals during, construction with the aim of developing and implementing measures aimed at reducing any potential cumulative impacts arising from the simultaneous construction of the CSSI and Newell Highway upgrade works.	Newell Highway upgrade works in proximity of P2N works is complete	The Newell Highway upgrade near the P2N project is complete.
E44	<p>The Proponent must prepare a Public Level Crossing Treatment Report in consultation with Transport for NSW (including RMS) and relevant councils. The report must:</p> <ul style="list-style-type: none"> (a) illustrate the location of all public level crossings which traverse the CSSI; (b) list, and identify on a figure, any public level crossings that will be closed or upgraded, including the type of treatment proposed where a level crossing is to be upgraded; (c) where no works are proposed at a public crossing, provide reason for the decision; and (d) provide justification for any proposed closures. <p>The assessment of level crossings must utilise the Australian Level Crossing Assessment Model (ALCAM). The process for determining the type of level crossing treatment must be consistent with the methodology outlined in Appendix H of the Submissions Report.</p> <p>The report must also include an assessment of the road risks, consistent with the guideline <i>Railway Crossing Safety Series 2011, Plan: Establishing a Railway Crossing Safety Management Plan</i> (NSW Roads and Traffic Authority, 2011).</p> <p>The design of any level crossing on a public road must be endorsed by the relevant road authority.</p>	Section 6, Table 6	ARTC will prepare a Public Level Crossing Treatment Report in consultation with Transport NSW RMS and the relevant councils.
E45	<p>The Proponent must prepare a Private Level Crossing Treatment Report in consultation with landowners whose access will be affected by the closure or upgrading of a private level crossing. The report must:</p> <ul style="list-style-type: none"> (a) illustrate the location of all private level crossings which traverse the CSSI; (b) list, and identify on a figure, any private level crossings that will be closed or upgraded; (c) describe the treatments that will be implemented at upgraded crossings; (d) provide justification for any proposed closures and types of treatment, including decisions where no additional treatments are proposed; and (e) provide details on the consultation undertaken with the landowners. <p>Closures, relocations or modifications of private level crossings, including the design of the crossing, must be agreed to by the relevant landowner prior to any work on a crossing.</p>	Section 6, Table 6	ARTC will consult with land owners on closures, relocations and modifications of level crossings. ARTC will come to agreement with the relevant landowner before work starts.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
	The treatments at private level crossings must be in accordance with <i>AS/RISSB 7658:2012 Railway Infrastructure – Railway Level Crossing</i> .		
E48	No part of any crossing loop may cross over any driveway, private road or public road unless agreed with the relevant landowner and any other adjacent landowner whose access is impacted by the crossing loop.	Section 6, Table 6	ARTC will not install a crossing loop over a driveway, private road or public road unless agreed to by the impacted landowner.
E49	The Proponent must maintain access to properties during the entirety of works unless an alternative access is agreed with the landowner(s) whose access is impacted by the CSSI works	Section 6, Table 6	ARTC will maintain access to properties for the entirety of works unless otherwise agreed by the landowner.
E50	Where construction of the CSSI restricts a property’s access to a public road, the Proponent must, until their primary access is reinstated, provide the property with temporary alternate access to the same road at the landowner’s desired location, at no cost to the property landowner, unless otherwise agreed with the landowner.	Section 6, Table 6	Where ARTC restricts the access of a property to a public road, ARTC will provide temporary alternative access unless agreed otherwise with the land owner.
E51	Where construction of the CSSI restricts the ability of a resident or landowner to access other parts of their property via a level crossing, the Proponent must, until the level crossing is reinstated, supply the property with a temporary alternate level crossing access at the landowner’s desired location and at no cost to the property landowner, unless otherwise agreed with the landowner.	Section6, Table 6	Where a temporary level crossing impacts a landowner’s access of their property, alternative access will be provided to the landowner unless agreed otherwise.
E56	The Proponent must consult with all landowners whose visual amenity from their residence is identified highly impacted by the CSSI (as per Table 5 of Technical Report 10 in the EIS) to determine the mitigation measures that will be implemented to maintain visual amenity. The Proponent must come to an agreement with the landowner on the mitigation measures and implement the measures prior to the operation of the CSSI.	Section 6, Table 6	ARTC will consult with landowners whose visual amenity from their residence is identified as highly impacted to determine the relevant mitigation measures.
E70	The CSSI must achieve a minimum ‘excellent’ rating for both ‘Design’ and ‘As built’, under the Infrastructure Sustainability Council of Australia infrastructure rating tool, or through the use of an equivalent process	Section 11	ARTC will meet the relevant ISCA Levels as outlined in Section 11.

Appendix B – Revised mitigation measures

Table 12 - Revised mitigation measures

POST-APPROVAL MITIGATION MEASURES	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE
D2.1 Traffic, transport and access	<ul style="list-style-type: none"> The detailed design of the proposal would minimise the potential for impacts to the surrounding road and transport network, property accesses, and access for emergency vehicles Where any legal access to a property is permanently affected and a property has no other legal means of access, alternative access to and from a public road would be provided to an equivalent standard where feasible and practicable Where an alternative access is not feasible or practicable, and a property is left with no access to a public road, negotiations would be undertaken with the relevant property owner for acquisition of the property in accordance with the provisions of the Land Acquisition (Just Terms Compensation) Act 1991. There will be a preference for acquisition by agreement where practicable. 	Section 6, Table 6
D2.2 Traffic, transport and access consultation	<ul style="list-style-type: none"> Input would be sought from relevant stakeholders (including Parkes Shire Council, Narromine Shire Council, Roads and Maritime Services and Transport for NSW) prior to finalising the detailed design of those aspects of the proposal that impact on the operation of road and other transport infrastructure under the management of these stakeholders The traffic, transport and access management sub-plan would be developed in consultation with (where relevant) Parkes Shire Council, Narromine Shire Council, Roads and Maritime Services, Transport for NSW, and local public transport/bus operators. 	Section 6, Table 6
D10.1 Property impacts	<ul style="list-style-type: none"> Individual property management agreements would be developed in consultation with landowners/occupants, with respect to the management of construction on or immediately adjacent to private properties. These would detail any required adjustments to fencing, access, farm infrastructure, and relocation of any impacted structures, as required. 	Section 6, Table 6
D10.2 Acquisitions	<ul style="list-style-type: none"> All acquisitions/adjustments would be undertaken in consultation with landowners and in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991. There will be a preference for acquisition by agreement where practicable. 	Section 6, Table 6
D10.3 Access to properties	<ul style="list-style-type: none"> Access to properties would be maintained and managed in accordance with the mitigation measures listed under item D2.1 above. 	Section 6, Table 6

POST-APPROVAL MITIGATION MEASURES	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE
D10.4 Travelling stock reserves	<ul style="list-style-type: none"> Local Land Services would continue to be consulted during detailed design to understand how impacts to travelling stock reserves can be avoided during construction and operation. Alternative access arrangements would be made as required. 	Section 6, Table 6
D10.6 Land use and property. Consultation and communication	<ul style="list-style-type: none"> Property owners and occupants would be consulted, in accordance with the communication management plan for the proposal (described in chapter 4 of the EIS), to ensure that owners/occupants are informed about the timing and scope of activities in their area; and any potential property impacts/changes, particularly in relation to potential impacts to access, services, or farm operational arrangements The results of consultation would be incorporated in the individual property management agreements as appropriate Consultation would be undertaken with landowners affected by level crossing changes and agreement obtained, where required. 	Section 6, Table 6
D11.1 Socio-economics Communication	<ul style="list-style-type: none"> Key stakeholders (including local councils, emergency service providers, public transport providers, the general community, and surrounding landowners/occupants) would continue to be consulted regarding the proposal in accordance with the communication plan described in chapter 4 of the EIS. 	Section 3.3 and Section 6, Table 6
11C2.1 Traffic, transport and access	<ul style="list-style-type: none"> Access to individual residences, services and businesses, and access for livestock across the rail corridor, would be maintained during construction. Where alternative access arrangements need to be made, these would be developed in consultation with affected property owners/occupants. 	Section 6, Table 6
C2.2 Emergency vehicle access	<ul style="list-style-type: none"> Access for emergency vehicles would be maintained along key emergency access routes throughout the construction period, with suitable alternative access arrangements provided where required. 	Section 6, Table 6 and Section 9.1
C2.4 Consultation	<ul style="list-style-type: none"> Consultation with relevant stakeholders would be undertaken regularly to facilitate the efficient delivery of the proposal and to minimise congestion and inconvenience to road users. Stakeholders would include the relevant local council, bus operators, Roads and Maritime Services, emergency services, and affected property owners/occupants The community would be notified in advance of any proposed road and pedestrian network changes through signage, the local media, and other appropriate forms of communication Where changes to access arrangements are required, ARTC would advise property owners/occupants and consult with them in advance regarding alternative access arrangements. 	Section 3.2 and Section 6, Table 6
C4.1 Noise and vibration management	<ul style="list-style-type: none"> Notification of impacts would be undertaken in accordance with the communication management plan consultation plan for the proposal. 	Section 6, Table 6

POST-APPROVAL MITIGATION MEASURES	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE
C4.2 Work outside primary proposal construction working hours	<ul style="list-style-type: none"> An out-of-hours work protocol would be developed to guide the assessment and management of works outside primary proposal construction hours. 	Section 6, Table 6
C5.1 Construction activities and earthworks that may cause dust impacts	<ul style="list-style-type: none"> Where sensitive receivers are located within 150 metres of construction works, or visible dust is generated from vehicles using access roads, road watering would be implemented. 	Section 6, Table 6
C10.1 Land use and property Communication	<ul style="list-style-type: none"> Property owners/occupants would continue to be consulted during construction, in accordance with the requirements of item D10.6. 	Section 6, Table 6 Section 9.1 and Section 9.2
C10.2 Land use and property Rehabilitation	<ul style="list-style-type: none"> The rehabilitation strategy (item D3.5) would include measures to restore disturbed sites as close as possible to the pre-construction condition or better, or to the satisfaction of landowners. 4 Rehabilitation of disturbed areas would be undertaken progressively, consistent with the rehabilitation strategy and Individual property management agreements (where relevant). 	Section 6, Table 6
C11.1 Socio-economics Communication	<ul style="list-style-type: none"> Local residents, businesses and other stakeholders would be notified before work starts in accordance with the communication management plan and would be regularly informed of construction activities. 	Section 6, Table 6 Section 9.1 and Section 9.2