

Community Communications Sub-Plan (Bringelly)

Sydney Metro – Western Sydney Airport, Station Boxes and Tunnelling Works

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Document approval

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Details of Revision Amendments

Document Control

The Project Director is responsible for ensuring that this plan is reviewed and approved. The Communications Manager is responsible for updating this plan to reflect changes to construction, legal and other requirements, as required.

Amendments

Any revisions or amendments must be approved by the Communications Manager and/or client before being distributed / implemented.

Revision Details

Revision	Details
A	Issue for client review
B	Client's comments addressed
00	Final client comments addressed for approval
01	Issued following six-month review
02	Client's comments addressed

Alignment with Sydney Metro's values

Value	Approach
 <p>SAFETY & WELLBEING</p>	<ul style="list-style-type: none"> Implementing measures to ensure vulnerable road users, including pedestrians, school children and cyclists are protected, particularly near the Bringelly site entrances Installing a range of environmental management controls at the Bringelly site to minimise impacts on the surrounding community Promoting the safety and wellbeing of the community by addressing concerns about potential impacts from construction activities, especially in relation to tunnelling underneath their homes Implementing protocols to ensure the safety of visitors, photographers/videographers and members of the media during site visits.
 <p>COLLABORATION</p>	<ul style="list-style-type: none"> Collaborating with Sydney Metro to develop effective communication tools to proactively tailor information and solutions to specifically manage the Bringelly community issues during construction Working closely with Sydney Metro, Liverpool City Council, Liverpool Chamber of Commerce & Industry, government agencies, transport operators, event organisers, other nearby projects and interface contractors to minimise cumulative impacts on the community. CPBG will also collaborate with WPCA as required, though Sydney Metro will lead this collaboration.
 <p>INTEGRITY</p>	<ul style="list-style-type: none"> Being honest and transparent about the extent of potential impacts associated with our activities, as well as the efforts we will take to minimise impacts Emphasising CPBG's commitment to do what we say we are going to do, when we say we are going to do it Forging lasting community and stakeholder relationships based on shared desired outcomes of trust and flexible solutions.
 <p>INNOVATION</p>	<ul style="list-style-type: none"> Developing and implementing new concepts for communication to deliver tailored and targeted messages to our Bringelly audiences Delivering information flexibly through the new Sydney Metro app via scan of a QR code provided on all public communication material. This will give the user immediate access to the latest project updates and any urgent information Adapting virtual information session technology used by previous projects and using this to assist people who are no longer able or prepared to meet in person Using a TBM tracker to show progress of the TBMs using real-time location data provided by the project team.
 <p>EXCELLENCE</p>	<ul style="list-style-type: none"> Updating the skills mix requirements for stakeholder and community engagement team members to better reflect engagement requirements and out-of-hours stakeholder and community management requirements Leaving a positive legacy beyond construction by investing in the local Bringelly community through fundraising and community-focused initiatives.
 <p>ACHIEVEMENT</p>	<ul style="list-style-type: none"> Through the application of this Sub-Plan and the Overarching Community Communications Strategy, satisfying the expectations of stakeholders, keeping them informed and taking them on the journey of Sydney Metro to increase appreciation and knowledge of construction and engineering progress and thereby recruit engineers of the future.

Definitions

Term	Description
CCS	Community Communications Strategy
CEMP	Construction Environmental Management Plan
CHMP	Construction Heritage Management Plan
CICG	Communication Interface Coordination Group
CIP	Cumulative Impacts Plan
CM	Communications Manager
CNVMP	Construction Noise and Vibration Management Plan
CoA	Condition of Approval
CPBG	CPB Contractors Ghella Joint Venture
CSSI	Critical State Significant Infrastructure
CTMP	Construction Traffic Management Plan
DPE	Department of Planning and Environment
EPA	NSW Environment Protection Authority
EPL	Environment Protection Licence
IAP2	International Association for Public Participation
LGA	Local Government Area
OCCS	Overarching Community Communications Strategy
OOH	Out-of-hours
PCS	Property condition survey
PM	Place Manager
Project	Sydney Metro – Western Sydney Airport
REF	Review of Environmental Factors
RFT	Request for Tender
SBT works	Station Boxes and Tunnelling works
SCAW	Surface and Civil Alignment works
SLT	Senior Leadership Team
STEM	Science, Technology, English and Mathematics
TBM	Tunnel boring machine
TCG	Traffic Coordination Group
TfNSW	Transport for New South Wales

Term	Description
TTLG	Traffic and Transport Liaison Group
WCAG	Web Content Accessibility Guidelines
WPCA	Western Parkland City Authority
WSI	Western Sydney International

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1. Introduction

1.1. Purpose

This Community Communications Sub-Plan (Bringelly) describes CPB Contractors Ghella Joint Venture's (CPBG) communication and engagement approach for the Sydney Metro – Western Sydney Airport, Station Boxes and Tunnelling Works (SBT works) at the Bringelly site.

As a sub-plan to the CPBG Community Communications Strategy (CCS), it is designed to minimise the impacts of construction, engage the community, and provide a high level of satisfaction in meeting the Bringelly community's expectations. It identifies site-specific stakeholders, how these stakeholders will be informed about and involved in construction activities, key environmental issues and mitigation measures, and ways to provide or discuss feedback.

1.2. Objectives

The objective of this sub-plan is to outline how CPBG will meet its community communication objectives for the Bringelly site, which includes:

- Identifying Bringelly stakeholders and community members and their concerns and interests
- Building strong relationships with the local community, establishing effective two-way communication with community members, and encouraging their involvement in the SBT works
- Maximising the community's understanding of the timing and potential impacts of construction activities and the measures used to reduce these impacts
- Identifying issues for construction planning to reduce the impact on the community, where possible and to respond to community feedback

Collaborating on communication to minimise cumulative impacts as a result of increased construction activities in the area. Stakeholders undertaking other works include other contractors as part of the Sydney Metro – Western Sydney Airport project, Liverpool City Council, Western Sydney Airport, Western Parkland City Authority, Sydney Water, Endeavour Energy, Transport for NSW, local businesses, and other interface contractors undertaking work in the area.

1.3. Interface with other plans

As shown in Figure 1, this is a sub-plan to the CPBG Community Communications Strategy.

It is part of a suite of plans that together outline how stakeholder and community engagement on the SBT works will be managed to ensure an integrated approach to meeting contract requirements.

Figure 1: Interface with the CCS and other plans



1.4. Plan authorisation and distribution

The Communications Manager (CM) is responsible for the distribution of this sub-plan. It will be introduced in site inductions to all staff and subcontractors working at the Bringelly Services Facility site, all personnel will perform their duties in line with its requirements. A controlled copy of this document will be maintained on SharePoint. An accessible copy of this sub-plan will be available to the public on the CPBG’s website.

1.5. Further development

This sub-plan will be reviewed at a minimum of every six months to ensure that it remains relevant for the delivery of the SBT works. It may also be updated to reflect changes to legislation, Sydney Metro’s directions, or the CPBG’s operating procedures.

2. Bringelly Services Facility

2.1. The Bringelly locality

The Bringelly services facility will be located within a rural environment, adjacent to the Western Sydney Airport site, off Derwent Road. Bringelly is within the Liverpool Council LGA.

It should be noted that Bringelly is an Aboriginal name, one of only two indigenous suburb names in the Liverpool district. Traditional Owners of Country include the Cabrogal, Murigong, Warmuli and Gomerigal Clans. Though there are not many Aboriginal and Torres Strait Islander people within the local Bringelly community; the 2021 census reports this group make up 2.3% of the population, an increase of 0.7% from the 2016 census, CPBG recognise the cultural and historical importance of this area and will respect and acknowledge this in our communications and relationships with the local and wider community.

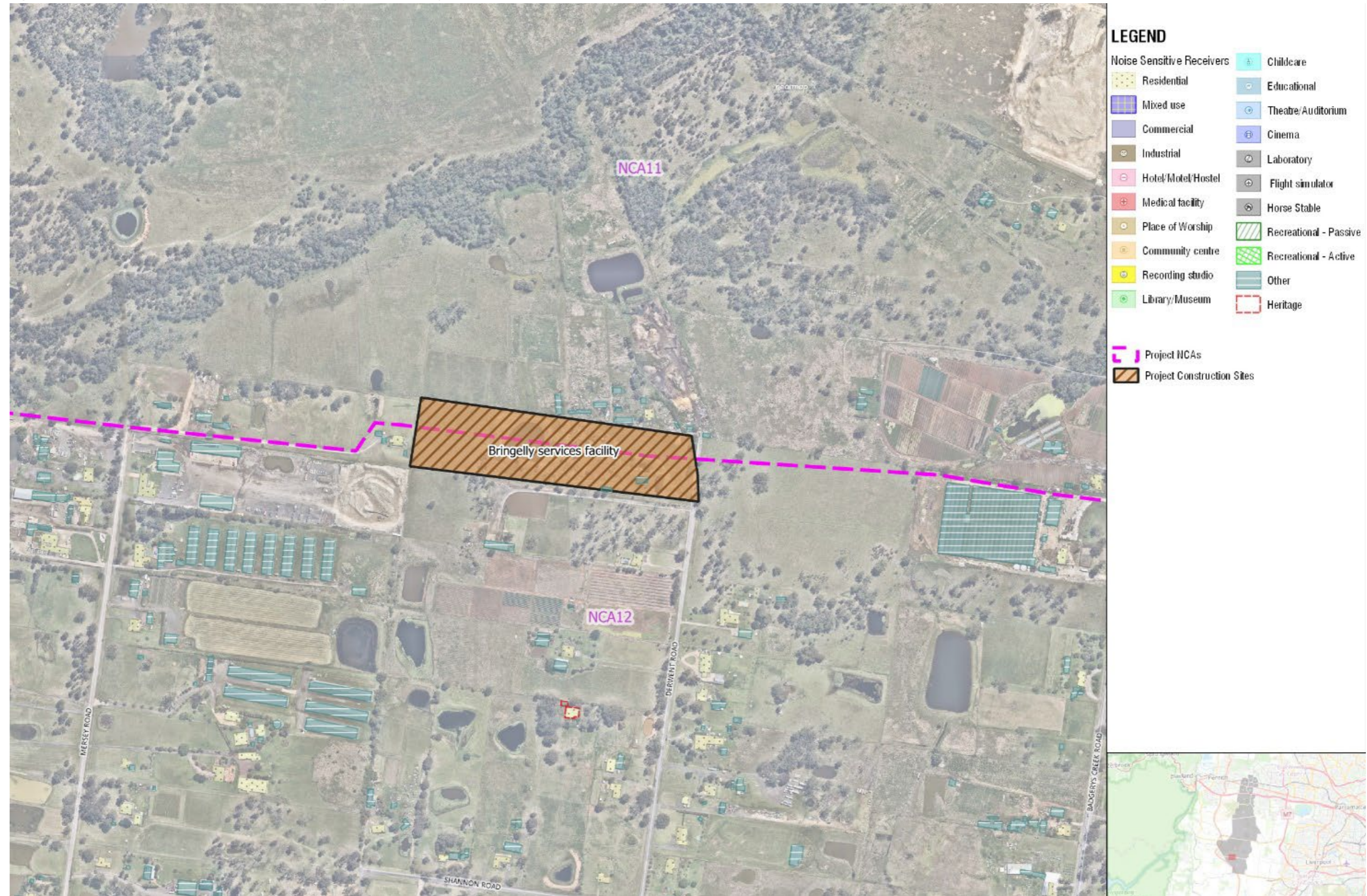
According to the 2021 Census, Bringelly's population consists of 2,433 people, with most of the community having been born in Australia. Most of the community only speak English at home, however there are some other community languages used in the area, including Italian and Arabic.

Road access to and from Bringelly is via The Northern Road when travelling towards Camden or Penrith, and Bringelly Road when travelling towards Liverpool. The only public transport available in the area are two bus routes: 855 and 856. Given cars are the main mode of transport in this area, maintaining access to local roads is essential. CPBG will be cognisant of transport and road impacts to this community during SBT works.

Adjacent to the Bringelly Services Facility site, there are several businesses operating out of rural properties, including Go Gro Organics. Other local businesses in the area include the local post office, Bringelly Public School, and other businesses including the Australia Koi Farm, Robyces Technology, Borg Civil Australia and Marshall Transport.

There is also one heritage listed property in the area called Kelvin also known by other names for including the Kelvin Park Group, Retreat Farm and Thomas Laycock's Cottage Vale. CPBG will take relevant precautions to protect the integrity of this residence and will work with Sydney Metro to alleviate any concerns this stakeholder may have throughout the lifecycle of the project. CPBG do not expect any adverse impacts on this property as the SBT works are not near the residence.

Figure 2: Indicative site layout and land use for the Bringelly Services Facility SBT works



2.2. Bringelly Services Facility work phases, activities and indicative timing

The Bringelly Services Facility will be built to provide fresh air ventilation into the southern tunnel between Western Sydney International Airport and the Aerotropolis. The facility will be located near the northern end of Derwent Road.

Main features of the facility are:

- water quality treatment plant
- ventilation plant rooms
- air-distribution equipment
- electrical rooms
- fire sprinkler systems
- emergency lighting and signage
- ancillary rooms supporting the ventilation system
- workforce amenities.

Surface works will generally be undertaken during standard construction hours of Monday to Friday 7am to 6pm and Saturday 8am to 1pm. Activities that may be carried out outside the standard construction hours include utility works, tunnelling, tunnel fit-out, spoil haulage, deliveries and TBM activities.

A Detailed Noise and Vibration Impact Statement (DNVIS) has been completed to identify sensitive receivers, and the relevant mitigation measures required to manage impacts to the community. See Figure 2 for the indicative site layout and noise mitigation. Validation noise monitoring is done periodically throughout the day/night to ensure noise modelling is accurate.

The main SBT construction activities at Bringelly and indicative timing are shown in Table 1.

Table 1: Bringelly construction activities and indicative timing

Project Phase	Main Activities	Indicative timing
Piling and excavation of shaft	<ul style="list-style-type: none"> • Installing secant piles for the shaft • Shaft excavation • Base slab pour • Capping beam pour top of shaft and ring beams at certain depths for structural support 	Q3 2022 to Q3 2023
TBM tunnelling	<ul style="list-style-type: none"> • TBM breakthrough at Bringelly • TBM tunnel towards Aerotropolis • Backend works for tunnel and cross passage fit out 	Q3 2023 to Q2 2024

3. The CPBG approach

3.1. Stakeholder and Community Engagement Policy

CPBG understands the disruption construction can bring to communities. Our Stakeholder and Community Engagement Policy ensures all the Project's Conditions of Approval (CoA) requirements are met and we deliver what we say we will to stakeholders. The CCS outlines how CPBG will meet its obligations concerning the Project's Conditions of Approval and in accordance with Sydney Metro's Overarching Community Communications Strategy (OCCS), requirements and standards.

CPBG is committed to stakeholder and community engagement best practice using IAP2 principles to benchmark against.

3.2. Building relationships through transparency and tailored, open communications

CPBG recognises that construction is potentially disruptive and that the community and stakeholders may have concerns about the SBT works and the project as a whole. The Bringelly Services Facility site team will engage early with stakeholders and community members to build strong relationships based on open communication and a genuine commitment to keep them informed and minimise negative impacts. Using the tools described in Section 7, CPBG will have a dedicated Place Manager (PM) for the site. This role will build on the extensive consultation already undertaken by Sydney Metro's Place Managers, to continue to collaborate and develop relationships with the various stakeholders in the area.

Sydney Metro will continue to engage with the community in relation to the work of other contractors and to undertake the detailed design for the operational phase of the project.

3.3. Integrated approach to avoiding and minimising impacts

A key component of CPBG's approach is having an integrated site team of safety, construction, community, approvals, environment, sustainability, traffic and other specialists, to plan construction activities to avoid and minimise impacts. This includes:

- The site layout was planned to minimise noise and local road access to reduce impacts on local businesses operating in neighbouring properties
- Planned truck and haulage routes and development of a comprehensive Construction Traffic Management Plan (CTMP)
- Implementing measures to ensure vulnerable road users, including pedestrians and school children are protected, particularly near the site entrances
- Modelling of construction activities by noise and vibration specialists to recommend the optimum suite of reasonable and feasible noise and vibration mitigation measures, such as selection of plant, size and location of noise hoardings and respite measures. See the Construction Noise and Vibration Management Plan (CNVMP) for noise and vibration mitigation measures
- Selecting and timing construction methods, where practicable, that allow for works with high noise impacts to be undertaken in standard construction hours. All out-of-hours works will be subject to NSW Environment Protection Authority approval under the Environment Protection Licence (EPL) with the community notified well in advance.

3.3.1. Interface coordination

Under the leadership of Sydney Metro, CPBG is committed to interfacing collaboratively with all stakeholders and authorities to ensure the successful delivery of the SBT works while minimising impacts to the environment and community. As per the Community Communications Strategy, CPBG will adopt a robust and dynamic liaison process to minimise cumulative impacts, working in partnership with Sydney Metro and in consultation with other Western Sydney projects in the vicinity of the SBT works. This includes working closely with key stakeholders in the area, such as Western Parkland City Authority (WPCA) and Western Sydney Airport. CPBG recognise that Sydney Metro will lead collaboration with WPCA to maintain an integrated approach. The CPBG team will collaborate with Sydney Metro and WPCA, as required for community notification requirements.

CPBG will engage with interface contractors and Sydney Metro through regular communication and meetings, including the Communication Interface Coordination Group (CICG) facilitated by Sydney Metro. Participating in these meetings to coordinate communication and engagement activities will present the community with a cohesive approach to engagement activities, newsletters and notifications. Where formal interface agreements are in place, communications and community engagement will be an agenda item for monthly (or as agreed) interface meetings.

3.4. Leaving a legacy

CPBG will collaborate with Sydney Metro to further identify community benefit initiatives in Bringelly that will assist in proactive and positive engagement with the community while construction is occurring, and beyond, to leave a lasting positive legacy.

One of the most significant opportunities in the local and surrounding area exists within the education sector, from primary school through to TAFE and university, to deliver career inspiration, job training and work opportunities for the Greater Western Sydney community.

4. Stakeholders

Based on submissions to the Environmental Impact Statement (EIS), the community generally recognises the benefits of increased access to public transport and connectivity provided by the Sydney Metro – Western Sydney Airport project. However, there are concerns about construction and how it will be managed to minimise impacts on nearby residents, businesses, community organisations and facilities.

A key expectation is that the community will be provided with ongoing opportunities to be engaged to assist them in understanding:

- The nature, timing and impact of construction activities
- How the impacts of noise, vibration, and to the local traffic network during construction will be addressed
- Engagement during COVID-19 or other pandemic-related restrictions
- Sustainability measures
- Specific concerns about vulnerable members of the community, particularly the elderly and school children.

Project-wide stakeholders are identified in the CCS in Annexure B. Stakeholders with a particular interest in the Bringelly Services Facility SBT works include:

- Property owners and residents along Derwent Road
- Local business owners and operators along Derwent Road
- Western Parkland City Authority (WPCA)
- Government agencies including Department of Premier and Cabinet, TfNSW, Department of Planning and Environment (DPE), Liverpool City Council, WSA Co)
- Traditional owners of the land
- Utility authorities including Sydney Water, Endeavour Energy, Ausgrid, Jemena and telecommunications providers
- Traffic and transport operators
- Local schools including Bringelly Public School, Holy Family Catholic Primary School, Luddenham Public School and Badgerys Creek Public School.
- The broader community interested in the delivery of Sydney Metro services to Bringelly.

Key stakeholder issues for the Bringelly Services Facility SBT works and mitigation measures are summarised in Table 2.

Table 2: Key Bringelly stakeholder issues, interests and mitigation measures

Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
Property damage	<ul style="list-style-type: none"> Concern over potential for property damage 	<ul style="list-style-type: none"> Pre and post property condition surveys carried out for eligible properties by experienced consultants Independent Property Impact Assessment Panel 	<p>Residential</p> <ul style="list-style-type: none"> Minimal to no damage expected <p>Commercial</p> <ul style="list-style-type: none"> Minimal to no damage expected
Safety	<ul style="list-style-type: none"> Safety of road users, pedestrians, particularly near site entrance/exit points 	<ul style="list-style-type: none"> Implementing CTMP, using traffic controllers, signage and notifications 	<p>Residential</p> <ul style="list-style-type: none"> Careful mitigation to avoid safety concerns for road users, public transport users, and pedestrians <p>Commercial</p> <ul style="list-style-type: none"> Careful mitigation to avoid safety concerns for businesses and their customers
Access	<ul style="list-style-type: none"> Maintaining access to buildings, public facilities and public transport Stakeholder concerns with providing access to private properties for any investigation, survey or mitigation measures 	<ul style="list-style-type: none"> Providing traffic control and assistance when required 	<p>Residential</p> <ul style="list-style-type: none"> Access will be maintained. Community will be appropriately notified of any changes to access <p>Commercial</p> <ul style="list-style-type: none"> Access will be maintained. Businesses will be appropriately notified of any changes to access
Traffic and parking	<ul style="list-style-type: none"> Diversion of traffic around construction site Increased construction traffic including spoil trucks and deliveries 	<ul style="list-style-type: none"> Implementing the relevant site specific CTMP Onsite parking and promoting alternative transport options for the site team to reduce worker parking on local streets A construction worker parking strategy 	<p>Residential</p> <ul style="list-style-type: none"> Changes to traffic expected. Community will be appropriately notified of changes <p>Commercial</p> <ul style="list-style-type: none"> Changes to traffic expected. Businesses will be appropriately notified of changes
Security and crime	<ul style="list-style-type: none"> Graffiti on site hoardings and fences 	<ul style="list-style-type: none"> 24/7 site security 	<p>Residential</p>

Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
	<ul style="list-style-type: none"> Concern over increase in crime during construction 	<ul style="list-style-type: none"> Ongoing site maintenance and promptly removing graffiti 	<ul style="list-style-type: none"> Graffiti will be promptly removed and mitigated through design elements. Onsite security will avert crime Community notification concerning graffiti removal requirements <p>Commercial</p> <ul style="list-style-type: none"> Graffiti will be promptly removed and mitigated through design elements. Onsite security will avert crime
Visual Impacts	<ul style="list-style-type: none"> Plant and equipment visible over fencing Construction lighting and security 	<ul style="list-style-type: none"> Developing a specification for colour of enclosures and hoarding, when required, in consultation with Sydney Metro 	<p>Residential</p> <ul style="list-style-type: none"> Plant equipment may be visible to the community at times. CPBG will improve visual impacts through design elements on enclosures and fencing <p>Commercial</p> <ul style="list-style-type: none"> Plant equipment may be visible to businesses at times. CPBG will improve visual impacts through design elements on enclosures and fencing
Air borne noise and vibration	<ul style="list-style-type: none"> Use of equipment such as bored piling rigs, excavators, hammers, vibratory rollers and vacuum trucks Traffic noise including deliveries and spoil haulage 	<ul style="list-style-type: none"> Details of mitigation measures identified in the Detailed Noise and Vibration Management Plan Undertaking construction noise monitoring to verify impacts 	<p>Residential</p> <ul style="list-style-type: none"> Minimal noise and vibration impacts. Property condition reports offered to residents within 50m of the worksite <p>Commercial</p> <ul style="list-style-type: none"> Minimal noise and vibration impacts. PCS reports offered to businesses within 50m of the worksite
Ground borne noise and vibration	<ul style="list-style-type: none"> Ground borne noise experienced in buildings as a result of excavation and mined tunnelling 	<ul style="list-style-type: none"> Undertaking construction noise monitoring to verify impacts 	<p>Residential</p> <ul style="list-style-type: none"> Minimal noise and vibration impacts. PCS reports offered to residents within 50m of the worksite

Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
	<ul style="list-style-type: none"> TBM progress from Airport to Aerotropolis 		<p>Commercial</p> <ul style="list-style-type: none"> Minimal noise and vibration impacts. PCS reports offered to businesses within 50m of the worksite
Dust and air quality	<ul style="list-style-type: none"> Dust potentially generated by construction activities including demolition, excavation and spoil removal 	<ul style="list-style-type: none"> Air Quality and Dust Management Procedure Dust monitoring and modification of activities if required 	<p>Residential</p> <ul style="list-style-type: none"> Minimal dust or impact to air quality, in line with EPA requirements <p>Commercial</p> <ul style="list-style-type: none"> Minimal dust or impact to air quality, in line with EPA requirements
Business impacts	<ul style="list-style-type: none"> Potential impacts to businesses adjacent to the site, including noise and vibration, dust, access, deliveries, waste management Concern over loss of earnings 	<ul style="list-style-type: none"> Encouraging support of local businesses in the area 	<p>Residential</p> <ul style="list-style-type: none"> Not applicable <p>Commercial</p> <ul style="list-style-type: none"> Support for businesses as needed
Service disruption	<ul style="list-style-type: none"> Disruption (planned or unplanned) to utilities and services 	<ul style="list-style-type: none"> Construction planning to minimise extent of disruption 	<p>Residential</p> <ul style="list-style-type: none"> Minimal disruptions expected. Community will be appropriately notified of planned disruptions <p>Commercial</p> <ul style="list-style-type: none"> Minimal disruptions expected. Businesses will be appropriately notified of planned disruptions
Cumulative impacts	<ul style="list-style-type: none"> Concern over the extent and duration of works associated with the entire Sydney Metro – Western Sydney Airport project Concern over impacts of any surrounding construction activities 	<ul style="list-style-type: none"> Details of mitigation measures identified in the Construction Environmental Management Plan (CEMP) and Sub-Plans 	<p>Residential</p> <ul style="list-style-type: none"> Some cumulative impacts expected for Bringelly from both SBT, WPCA and WSA Co.

5. Stakeholder and community engagement team

CPBG stakeholder and community engagement team structure is provided in section 2.1 of the CCS. The key roles for the Bringelly Services Facility site are set out below in Table 3.

Table 3: Key roles for Bringelly Services Facility

Role	Responsibilities
Communications Manager	<ul style="list-style-type: none"> Lead the creation of a consultative and proactive culture that ensures proactive communication Develop and implement this CCS for SBT Oversee site specific communications and complaints management Oversee media and events management Oversee communications reporting Ensure ISC requirements are met Manage CoA and EPL compliance Manage relationships with key stakeholders and interfacing contractors' project communications teams.
Public Affairs and Events Manager	<ul style="list-style-type: none"> Lead the communications and events team Collaborate with Sydney Metro on photography and events Produce high quality digital resources, website, social media, display, print, electronic and broadcast material Manage photography, filming, animations and public information specifications Manage the media milestone and event plan and all site visits Provide media and issues management support to Sydney Metro.
Senior Communications and Stakeholder Advisor	<ul style="list-style-type: none"> Support the Communications Manager in key stakeholder engagement responsibilities Draft external and internal communications content in support of the Public Affairs and Events Manager Assist the Communications Manager to implement community benefit initiatives Support the Public Affairs and Events Manager through drafting media content and media liaison Co-ordinate updates to the CCS for SBT Undertake external stakeholder engagement and presentations Assist in OOH works coordination and complaint management
Place Managers	<ul style="list-style-type: none"> Accountable for stakeholder and community relationships, advice and engagement associated with their nominated construction site(s) Identify stakeholder and community issues and recommend strategies to respond, prevent complaints and minimise impacts Complete records of stakeholder contacts and reports, ensuring compliant complaints management in line with the EPL and CoA and Sydney Metro's Construction Complaints Management System Prepare community notifications and construction updates Undertake face-to-face consultation with stakeholders and community members, including tunnelling consultation where relevant Arrange site-based information sessions, site visits and local inductions on community and stakeholder issues and support open day planning Be available for community events and contact by Sydney Metro, the community and other stakeholders to answer questions and manage complaints, as well as to meet with community stakeholders on request Develop and oversee implementation of community benefit initiatives Delivery of site-specific sub-plans.

Role	Responsibilities
Public Affairs and Events Advisor	<ul style="list-style-type: none"> • Prepare photography and filming specifications • Arrange access for Sydney Metro site visits, photography and filming • Manage and arrange progress photography, filming and time-lapse • Arrange open days and events, pre-visits and detailed run-sheets • Ensure talent releases and safety approvals are obtained • File approved digital assets.
Graphic Designer	<ul style="list-style-type: none"> • Follow Sydney Metro branding guidelines in the development of documents, video and other public communication materials • Prepare publications, videos, presentations, maps for notifications and advertisements.
Communications Coordinator	<ul style="list-style-type: none"> • Prepare meeting agendas and minutes, maintain records and coordinate reports • Arrange community mitigation measures • Oversee the complaint management system and reports.

6. Systems and tools

CPBG will use the communication tools and consultation forums described below to inform and engage stakeholders and community members.

6.1. Contact information, enquiry and complaint processes

CPBG will provide contact information to the public including the project’s community information line open 24 hours 1800 717 703, email address sydneymetrowsa@transport.nsw.gov.au, Sydney Metro website and Sydney Metro app. Contact information will be displayed on site signage and details provided in all written and electronic communication.

Email registration drives will be conducted to encourage stakeholders to sign up to receive regular electronic updates. Similarly, the CPBG will run a Sydney Metro app registration drive to encourage stakeholders to sign up for push notifications and progress updates.

CPBG’s team will be available to receive enquiries and complaints 24/7. The enquiry and complaints process, including reporting protocols and escalation to resolve disputes, is detailed in section 11 of the CCS.

The procedure for enquiries and complaints is contained in the Sydney Metro’s OCCS and the Sydney Metro Construction Complaints Management System (August 2020). All complaints will be closed out in the agreed timeframe and measures to address the complaint will be aimed at avoiding recurrence of the issue. CPBG will comply with all Sydney Metro requirements in resolving any escalated complaints.

Table 4: Enquiry/complaint types and response times

Enquiry and complaint type	Response time
General enquiries received by phone or in person	<ul style="list-style-type: none"> At least a verbal response within two hours unless the enquirer agrees otherwise.
Written enquiries (letters, emails and online comments)	<ul style="list-style-type: none"> Written response within 24 hours (one business day) of receipt of the letter/email/online comment.
Social media enquiries received from Sydney Metro	<ul style="list-style-type: none"> Within two hours of receiving the enquiry (or within two hours of the start of the next business day if the enquiry is received OOH).
Record details of each enquiry in the Consultation Manager database	<ul style="list-style-type: none"> Within 48 hours of receiving the enquiry.
Record details of each complaint and how it was managed in the Consultation Manager database	<ul style="list-style-type: none"> Within 24 hours of receiving the complaint.
Complaints – received by telephone or face-to-face	<ul style="list-style-type: none"> Initiate investigation upon receipt of complaint Verbal update on the actions being taken to investigate and resolve the complaint provided within two hours of the initial contact unless the complainant agrees otherwise.
Complaints – received by email, letter or fax	<ul style="list-style-type: none"> Respond by email within 24 hours of receiving the email or verbally within two hours if a telephone number is provided or available on Consultation Manager, or as otherwise agreed with the complainant Send automated response to confirm receipt of OOH complaint and explain response. Respond by email within the first four hours of the next business day.

<p>Complaints report to the CPBG Construction Manager, Tunnelling Managers, Project Managers and Senior Leadership Team, and to the EPA, Sydney Metro, Environmental Representative and DPE</p>	<ul style="list-style-type: none"> • Report provided daily for all complaints received for the 24 hours to midday on business days • Complaints received from 12.00pm on Friday to 12.00pm on Monday will be reported at 2.00pm on Monday • Complaints received on a public holiday will be reported on the next business day • Note: these timeframes will be updated to comply with the EPLs to be obtained by CPBG.
<p>Requests for information from Sydney Metro about complaint responses</p>	<ul style="list-style-type: none"> • Within two hours of request.

6.2. Regular information and notifications

CPBG will provide regular information and notifications to keep the Bringelly community and stakeholders informed about the works, including:

- Quarterly construction update newsletter to all properties within 500m of the site
- Notification letters letterbox dropped or emailed at least seven days in advance of new construction activities, out-of -hours work, or updates if work details change. Emergency work notifications will be distributed to nearby properties within two hours of the works commencing
- Traffic-related signage will be installed or displayed at least seven days in advance to advise the local community of traffic changes including detours and changes to footpaths or bus stops
- Advertising before major traffic changes and information sessions
- Use the Sydney Metro app to push notifications out to registered stakeholders
- Fact sheets to explain the activities at the Bringelly Services Facility site, and proposed environmental mitigation measures for noise and vibration impacts, safe removal of hazardous material, and protecting heritage
- Regular video storytelling and animation updates at various milestones.

6.3. Consultation forums

CPBG will use a range of forums to engage with the Bringelly community and stakeholders, including:

- Face-to-face sessions may be held if government health orders permit group gatherings. Maps, photos and other materials will be provided, and expert CPBG staff, including the dedicated Bringelly Place Manager, construction and environment teams will present information and answer questions. Invitations will be issued via newsletters, notifications and the Sydney Metro app
- Meetings and briefings (virtual and/or in-person) with individuals and groups, including the local school community and business representatives, to discuss works and tailor mitigation measures
- Doorknocks to discuss potential impacts and proposed mitigation measures with residents, businesses and other stakeholders as necessary and where possible under government health orders

- Regular interface meetings with Liverpool City Council in conjunction with Sydney Metro to provide progress updates and leverage their distribution network to provide information more widely in the community.

6.4. Site visits, displays and open days

CPBG will involve the Bringelly community and stakeholders in the SBT works and the broader project by providing:

- Ten community site visits and open days will be coordinated across the seven SBT sites on the Sydney Metro – Western Sydney Airport project, including at least one opportunity for the public to see the Bringelly Services Facility site
- Virtual information sessions showing construction progress
- Information displays at local events and shopping precincts in conjunction with Sydney Metro
- Media events to mark key milestones and potential opportunities for the local community to view these activities onsite or via a large screen video