

# Community Communications Sub-Plan (Claremont Meadows)

Sydney Metro - Western Sydney Airport Station Boxes and Tunnelling Works

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## Document approval

Rev	Date	Prepared by	Reviewed by	Remarks	Approved by
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Signature		[REDACTED]	[REDACTED]		[REDACTED]

## 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 comments addressed
00	Final client comments addressed
01	Issued following six-month review
02	Client's comments addressed
03	Issued following six-month review

## Alignment with Sydney Metro's values

Value	Approach
 <p>SAFETY &amp; WELLBEING</p>	<ul style="list-style-type: none"> <li>Implementing measures to ensure vulnerable road users, including pedestrians, school children and cyclists are protected, particularly near the site entrances</li> <li>Installing a range of environmental management controls at the site to minimise impacts on the surrounding community</li> <li>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</li> <li>Implementing protocols to ensure the safety of visitors, photographers/videographers and members of the media during site visits</li> </ul>
 <p>COLLABORATION</p>	<ul style="list-style-type: none"> <li>Collaborating with Sydney Metro to develop effective communication tools to proactively tailor information and solutions to specifically manage the community issues during construction</li> <li>Working closely with Sydney Metro, Penrith City Council, Penrith Valley Chamber of Commerce, government agencies, transport operators, event organisers, other nearby projects and Interface Contractors to minimise cumulative impacts on the community.</li> </ul>
 <p>INTEGRITY</p>	<ul style="list-style-type: none"> <li>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</li> <li>Emphasising CPBG commitment to do what we say we are going to do, when we say we are going to do it</li> <li>Forging lasting community and stakeholder relationships based on shared desired outcomes of trust and flexible solutions</li> </ul>
 <p>INNOVATION</p>	<ul style="list-style-type: none"> <li>Developing and implementing new concepts for communication to deliver tailored and targeted messages to our audiences</li> <li>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</li> <li>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</li> <li>Using a TBM tracker to show progress of the TBMs using real-time location data provided by the project team.</li> </ul>
 <p>EXCELLENCE</p>	<ul style="list-style-type: none"> <li>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</li> <li>Leaving a positive legacy beyond construction by investing in the local community through fundraising and community-focused initiatives</li> </ul>
 <p>ACHIEVEMENT</p>	<ul style="list-style-type: none"> <li>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</li> </ul>

## Definitions

Term	Description
CCS	Community Communications Strategy
CEMP	Construction Environmental Management Plan
CHMP	Construction Heritage Management Plan
CICG	Communications Interface Coordination Group
CIP	Cumulative Impacts Plan
CNVMP	Construction Noise and Vibration Management Plan
CoA	Condition of Approval
CPBG	CPB Contractors Ghella Joint Venture
CPM	Community Place Manager
CSSI	Critical State Significant Infrastructure
CTMP	Construction Traffic Management Plan
DPE	Department of Planning and Environment
EPA	NSW Environment Protection Authority
EPL	Environmental Protection Licence
IAP2	International Association for Public Participation
LGA	Local Government Area
OCCS	Overarching Community Communication Strategy
OOH	Out-of-hours
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
SCEM	Stakeholder and Community Engagement Manager
SLT	Senior Leadership Team
STEM	Science, Technology, English and Mathematics
TBM	Tunnel boring machine
TCG	Traffic Coordination Group
TfNSW	Transport for New South Wales
TTLG	Traffic and Transport Liaison Group
WCAG	Web Content Accessibility Guidelines

Term	Description
WCAG	Web Content Accessibility Guidelines
WSI	Western Sydney International

## Table of contents

1. Introduction.....	7
1.1. Purpose.....	7
1.2. Objectives.....	7
1.3. Interface with other plans.....	8
1.4. Plan authorisation and distribution.....	8
1.5. Further development.....	8
2. Claremont Meadows Services Facility.....	9
2.1. The Claremont Meadows locality.....	9
2.2. Claremont Meadows Services Facility work phases, activities and indicative timing.....	11
3. The CPBG approach.....	12
3.1.2 Stakeholder and Community Engagement Policy.....	12
3.2. Building Relationships through transparency and tailored, open communications.....	12
3.3. Integrated approach to avoiding and minimising impacts.....	12
3.3.1 Interface coordination.....	12
3.4. Leaving a legacy.....	13
4. Stakeholders.....	14
5. Stakeholder and community engagement team.....	18
6. Systems and tools.....	20
6.1. Contact information, enquiry and complaint processes.....	20
6.2. Regular information and notifications.....	21
6.3. Consultation forums.....	21
6.4. Site visits, displays and open days.....	22

## Table of tables

Table 1: Claremont Meadows construction activities and indicative timing.....	11
Table 2: Key Claremont Meadows stakeholder issues, interests, and mitigation.....	15
Table 3: Key roles for Claremont Meadows Services Facility.....	18
Table 4: Enquiry/complaint types and response times.....	20

## Table of figures

Figure 1: Interface with the CCS and other plans.....	8
Figure 2: Indicative layout for Claremont Meadows Services Facility SBT works.....	10

# 1. Introduction

## 1.1. Purpose

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

As a sub-plan to the 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 Claremont Meadows 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

This sub-plan outlines how CPBG will meet its community communication objectives for the Claremont Meadows Services Facility, which includes:

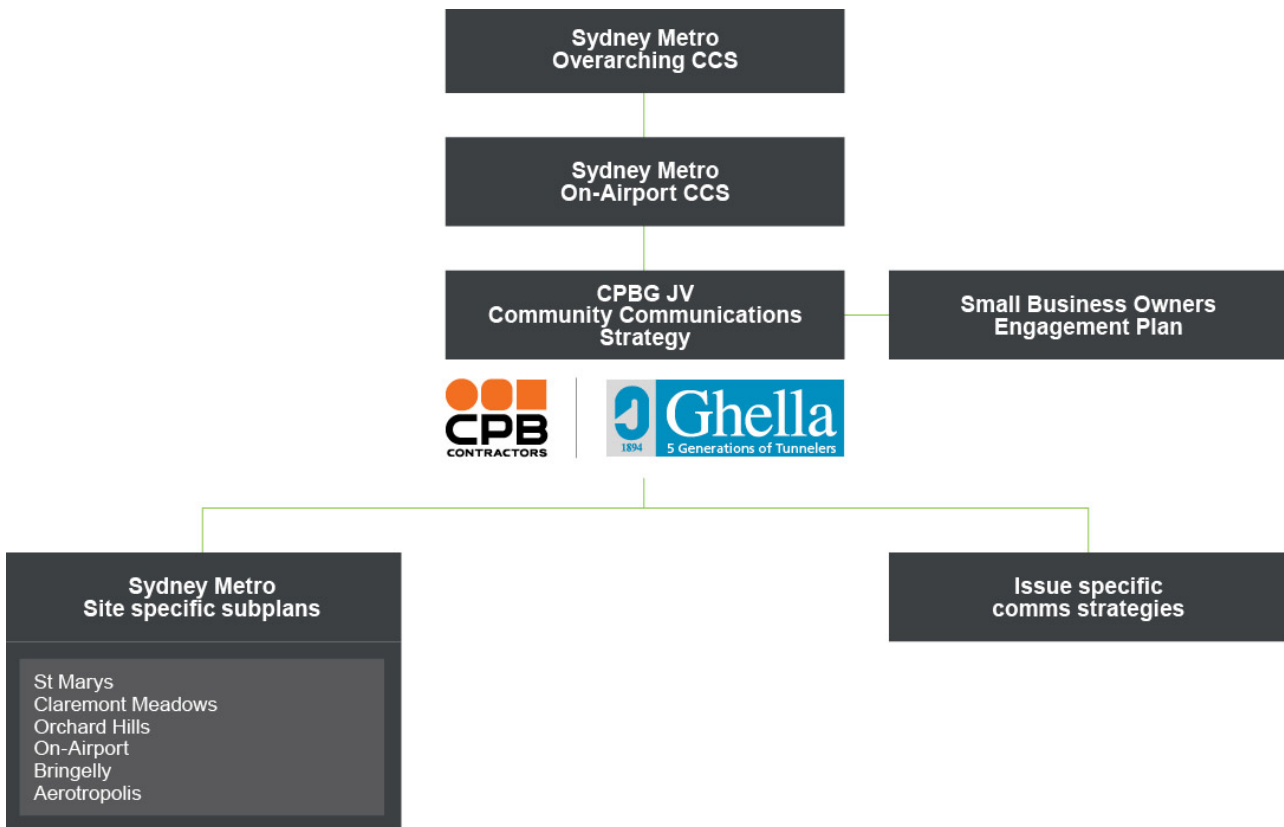
- Identifying Claremont Meadows stakeholders and community members and their concerns and interests
- Building strong relationships with the local community, establishing effective two-way communication with community members, and encouraging their involvement in the SBT works
- Maximising the community's 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 Sydney Metro, Penrith City Council, Transport for NSW, local businesses, interface contractors and others 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 Communication 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 is responsible for the distribution of this sub-plan. It will be introduced in site inductions to all staff and subcontractors working at the Claremont Meadows 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 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 updated to reflect changes to legislation, Sydney Metro’s directions, or the CPBG’s operating procedures.



## 2. Claremont Meadows Services Facility

### 2.1. The Claremont Meadows locality

Claremont Meadows is located approximately 45 kilometres west of the Sydney CBD, in the local government area of the City of Penrith.

According to the 2021 census, there were 5,177 residents living in Claremont Meadows. Aboriginal and/or Torres Strait Islander people made up 3.2% of the population. The median age of people in Claremont Meadows was 33 years.

The most common ancestries in Claremont Meadows were Australian 32.7%, English 27.0% and Irish 6.3%. Over 70 percent of residents spoke only English at home, and other languages spoken at home included Arabic 2.1% and Tagalog 2.9%. The most common responses for religion in Claremont Meadows were Catholic 30.8%, No Religion 26.2%, Anglican 11.8%, Not Stated 4.2.

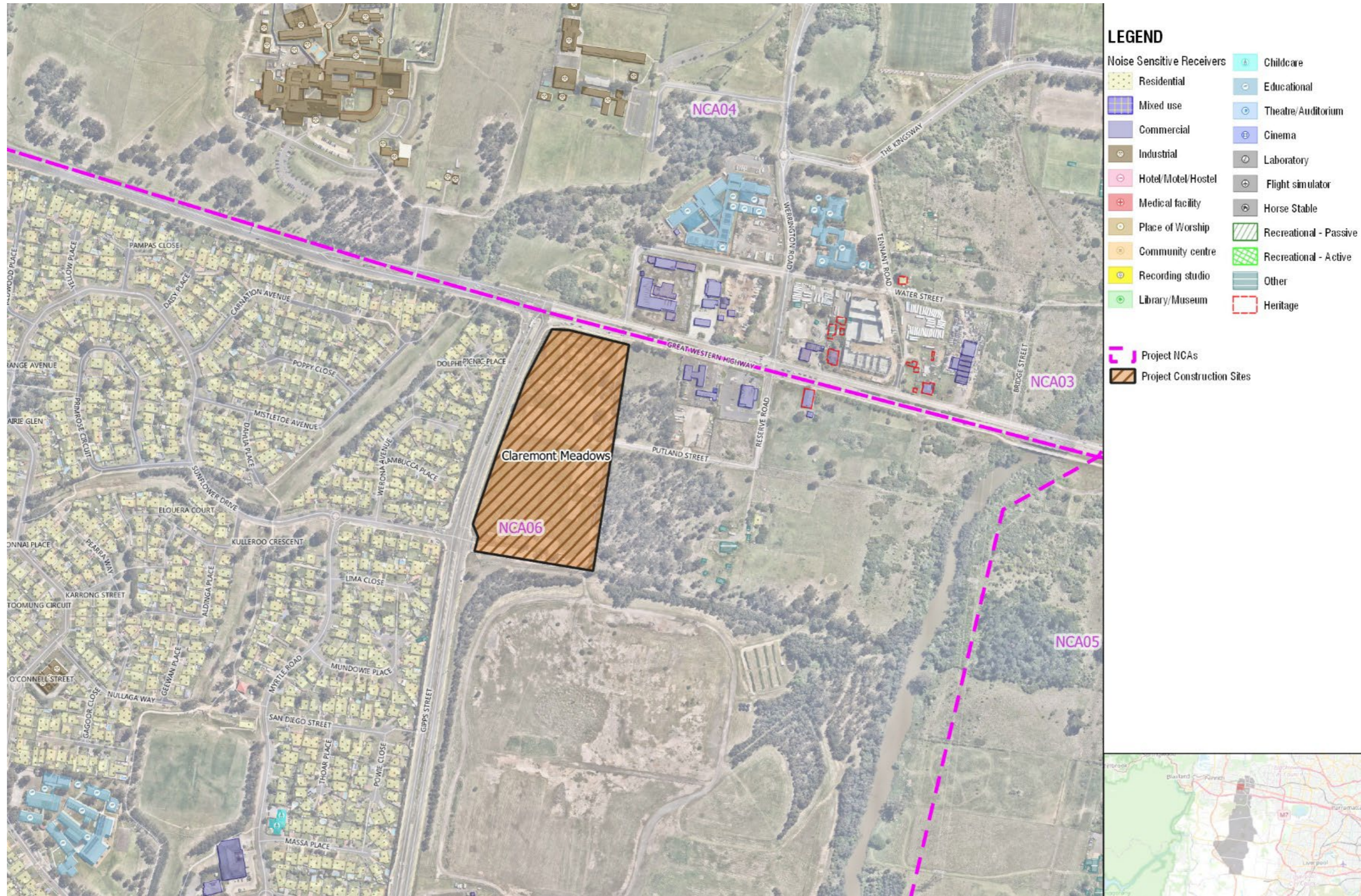
Claremont Meadows has an IGA supermarket and Woolworths, hairdresser, dental surgery, hot food shop, bakery, and a few other small or sole trader businesses. The area also has a community centre, a preschool, and a public primary school.

Penrith City Council is constructing a Gipps Street Recreation Precinct along South Creek. The precinct will be 32 hectares in size and incorporate sport and recreational spaces. The Gipps Street Recreation Precinct is expected to be complete approximately in late 2023.

The services facility will be located in a cleared area near the south-east corner of the intersection of Gipps Street and the Great Western Highway and has very few neighbours nearby. The main impact of construction will be increased truck movements and impacts to traffic. The Claremont Meadows locality and land use are illustrated in Figure 2.



Figure 2: Indicative layout for Claremont Meadows Services Facility SBT works





## 2.2. Claremont Meadows Services Facility work phases, activities and indicative timing

The Claremont Meadows site entry will be from a new access route from Gipps Street.

The services facility at Claremont Meadows will provide fresh air ventilation into the St Marys to Orchard Hills tunnels and emergency exits. The two TBMs will be launched from the tunnel portal site at Orchard Hills and drive north, under the M4 Western Motorway to the Claremont Meadows services facility. The TBMs will receive maintenance at the services facility, if required, before being relaunched towards St Marys.

A shed and/or other acoustic measures will be put in place to manage noise impacts on the community.

Standard work hours will generally be undertaken during standard construction hours Monday to Friday 7:00am to 6:00pm, Saturday 8:00am to 1:00pm. Activities that may be carried out outside the standard construction hours include utility works, concrete activities, survey works, tunnelling, tunnel fit-out, construction during road and rail possessions, spoil haulage, deliveries and TBM activities.

The main SBT works construction activities at the services facility and indicative timing are shown in Table 1.

Table 1: Claremont Meadows construction activities and indicative timing

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

## 3. The CPBG approach

### 3.1. Stakeholder and Community Engagement Policy

CPBG understands the disruption construction brings to communities. Our Stakeholder and Community Engagement Policy ensures all Project Planning Approval requirements are met and that we deliver what we say we will to stakeholders. The CCS outlines how CPBG will meet its obligations in relation to the Project Planning Approvals and in accordance with Sydney Metro's 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 Claremont Meadows Services Facility team will engage early with stakeholders and community members to build strong relationships based on open communication, demonstrate a genuine commitment to keep them informed and minimise negative impacts on CPBG's neighbours. Using the tools described in Section 6, CPBG will have a dedicated Community Place Manager (CPM). This role will build on the extensive consultation already undertaken by Sydney Metro's Place Managers, to continue to collaborate with Sydney Metro and develop relationships with the various stakeholders in the area.

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

### 3.3. Integrated approach to avoiding and minimising impacts

A key component of the 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, including:

- 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 and pedestrians 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 Noise and Vibration Management Plan 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

The CPBG will collaborate with Sydney Metro to further identify community benefit initiatives in Claremont Meadows 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 broader 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 and vibration, on 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 Claremont Meadows Services Facility SBT works include:

- Property owners and residents
- Local business owners and operators
- Government agencies (Dept of Premier and Cabinet, TfNSW, DPE, Sydney Trains, Penrith City Council)
- Traditional owners of the land
- Utility authorities (Sydney Water, Ausgrid, Jemena and telecommunications providers)
- Traffic and transport organisations
- Local schools (Claremont Meadows Public School, Penrith Anglican College, Our Lady of the Rosary Primary St Mary's, St Marys North Public School, St Marys Public School, St Marys Senior High School, Penrith Valley School, Kurrambee School)
- The broader community interested in the delivery of Sydney Metro services to Claremont Meadows.

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

Table 2: Key Claremont Meadows stakeholder issues, interests, and mitigation

Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
<b>Property damage</b>	<ul style="list-style-type: none"> <li>Concern over potential for property damage</li> </ul>	<ul style="list-style-type: none"> <li>Pre and post property condition surveys carried out for eligible properties by experienced consultants</li> <li>Independent Property Impact Assessment Panel</li> </ul>	<ul style="list-style-type: none"> <li>Notification letters</li> <li>Fact sheet on condition survey process</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>Safety of road users and pedestrians, particularly near site entrance/exit points</li> </ul>	<ul style="list-style-type: none"> <li>Implementing vehicle management plans, traffic controllers, signage and notifications</li> </ul>	<ul style="list-style-type: none"> <li>Requiring all workers and subcontractors to undergo an induction</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>Maintaining access to buildings, public facilities and public transport</li> </ul>	<ul style="list-style-type: none"> <li>Providing traffic control and assistance when required</li> </ul>	<ul style="list-style-type: none"> <li>Providing signage and notifications</li> <li>Conducting local access plan consultations to ensure access issues are included in construction staging and planning</li> </ul>
<b>Traffic</b>	<ul style="list-style-type: none"> <li>Diversion of traffic around construction site</li> <li>Changes to public transport access during construction</li> <li>Increased construction traffic including spoil trucks and deliveries</li> </ul>	<ul style="list-style-type: none"> <li>Implementing the relevant site specific CTMP</li> </ul>	<ul style="list-style-type: none"> <li>Communicating changes to transport operators</li> <li>Providing timely notifications and newsletters to the local community</li> </ul>
<b>Security and crime</b>	<ul style="list-style-type: none"> <li>Graffiti on site hoardings and fences</li> <li>Concern over increase in crime during construction</li> </ul>	<ul style="list-style-type: none"> <li>Application of Crime Prevention through Environmental Design principles to site hoarding design</li> <li>24/7 site security</li> <li>Ongoing site maintenance and promptly removing graffiti</li> </ul>	<ul style="list-style-type: none"> <li>Community notification in relation to graffiti removal requirements</li> </ul>

Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
<b>Visual Impacts</b>	<ul style="list-style-type: none"> <li>Plant and equipment visible over hoardings.</li> <li>Construction lighting and security</li> </ul>	<ul style="list-style-type: none"> <li>Developing a specification for colour of enclosures and hoarding, where possible</li> </ul>	<ul style="list-style-type: none"> <li>Community notification on visual mitigation</li> </ul>
<b>Air borne noise and vibration</b>	<ul style="list-style-type: none"> <li>Use of equipment such as bored piling rigs, excavators, hammers, vibratory rollers and vacuum trucks</li> <li>Traffic noise including deliveries and spoil haulage</li> </ul>	<ul style="list-style-type: none"> <li>Details of mitigation measures identified in the Noise and Vibration Management Plan</li> <li>Undertaking construction noise monitoring to verify impacts</li> </ul>	<ul style="list-style-type: none"> <li>Providing ongoing notification of works, including explanation of on-site mitigation measures being deployed</li> <li>Consulting with affected residents about respite periods for out of hours works</li> </ul>
<b>Ground borne noise and vibration</b>	<ul style="list-style-type: none"> <li>Ground borne noise experienced in buildings as a result of excavation and mined tunnelling</li> <li>TBM progress from Orchard Hills tracking under St Marys</li> </ul>	<ul style="list-style-type: none"> <li>Undertaking construction noise monitoring to verify impacts</li> </ul>	<ul style="list-style-type: none"> <li>Alternative respite offers will be set out in the Tunnelling Communication Sub-Plan</li> </ul>
<b>Dust and air quality</b>	<ul style="list-style-type: none"> <li>Dust potentially generated by early construction activities including demolition, excavation and spoil removal</li> </ul>	<ul style="list-style-type: none"> <li>Air Quality and Dust Management Procedure</li> <li>Dust monitoring and modification of activities if required</li> </ul>	<ul style="list-style-type: none"> <li>Providing notifications and newsletters explaining mitigation measures</li> </ul>
<b>Business impacts</b>	<ul style="list-style-type: none"> <li>Potential impacts to businesses adjacent to the site, including noise and vibration, dust, access, deliveries, waste management</li> <li>Concern over loss of earnings</li> </ul>	<ul style="list-style-type: none"> <li>Encouraging support of local businesses in the area</li> <li>Signage around construction sites to provide visibility for adjacent businesses</li> </ul>	<ul style="list-style-type: none"> <li>Consulting and surveying affected businesses as required to outline mitigation measures and develop tailored solutions</li> </ul>



Category	Issues	Indicative environmental mitigation	Communication and consultation mitigation
<b>Service disruption</b>	<ul style="list-style-type: none"> <li>Disruption (planned or unplanned) to utilities and services</li> </ul>	<ul style="list-style-type: none"> <li>Construction planning to minimise extent of disruption</li> </ul>	<ul style="list-style-type: none"> <li>Providing notifications, including emergency works notifications if required</li> </ul>
<b>Cumulative impacts</b>	<ul style="list-style-type: none"> <li>Concern over the extent and duration of works associated with the entire project</li> <li>Concern over impacts of any surrounding construction activities, including Penrith City Council works in the area</li> </ul>	<ul style="list-style-type: none"> <li>Details of mitigation measures identified in the Construction Environmental Management Plan and Sub-Plans</li> </ul>	<ul style="list-style-type: none"> <li>Engaging with Interface Contractors and Sydney Metro through regular communication and meetings, including Communications Interface Coordination Group (CICG) meetings</li> </ul>

## 5. Stakeholder and community engagement team

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

Table 3: Key roles for Claremont Meadows Services Facility

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

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

## 6. Systems and tools

The 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 line number 1800 717 703 and email address [sydneymetrowsa@transport.nsw.gov.au](mailto:sydneymetrowsa@transport.nsw.gov.au), Sydney Metro website and Sydney Metro Connect app. Contact information will be shown 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 QR code and Sydney Metro Connect app registration drive when available 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
<b>General enquiries received by phone or in person</b>	<ul style="list-style-type: none"> <li>At least a verbal response within two hours unless the enquirer agrees otherwise.</li> </ul>
<b>Written enquiries (letters, emails and online comments)</b>	<ul style="list-style-type: none"> <li>Written response within 24 hours (one business day) of receipt of the letter/email/online comment.</li> </ul>
<b>Social media enquiries received from Sydney Metro</b>	<ul style="list-style-type: none"> <li>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).</li> </ul>
<b>Record details of each enquiry in the Consultation Manager database</b>	<ul style="list-style-type: none"> <li>Within 48 hours of receiving the enquiry.</li> </ul>
<b>Record details of each complaint and how it was managed in the Consultation Manager database</b>	<ul style="list-style-type: none"> <li>Within 24 hours of receiving the complaint.</li> </ul>
<b>Complaints – received by telephone or face-to-face</b>	<ul style="list-style-type: none"> <li>Initiate investigation upon receipt of complaint</li> <li>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.</li> </ul>
<b>Complaints – received by email, letter or fax</b>	<ul style="list-style-type: none"> <li>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</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
<p><b>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</b></p>	<ul style="list-style-type: none"> <li>Report provided daily for all complaints received for the 24 hours to midday on business days</li> <li>Complaints received from 12.00pm on Friday to 12.00pm on Monday will be reported at 2.00pm on Monday</li> <li>Complaints received on a public holiday will be reported on the next business day</li> <li>Note: these timeframes will be updated to comply with the EPLs to be obtained by CPBG.</li> </ul>
<p><b>Requests for information from Sydney Metro about complaint responses</b></p>	<ul style="list-style-type: none"> <li>Within two hours of request.</li> </ul>

## 6.2. Regular information and notifications

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

- Quarterly newsletter to properties within 500m of the works
- Bi-monthly construction update to properties within 200 metres of works
- Notification letters letterbox dropped and/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 seven days in advance, to advise the local community of 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 sheet to explain the activities at the Claremont Meadows site and environmental mitigation measures for noise and vibration, 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 Claremont Meadows 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 Place Manager, construction and environment teams will present information and answer questions. Invitations will be issued via newsletters, notifications, the Sydney Metro app
- Meetings (virtual and/or in person) with individuals and groups, including the local school community and business representatives, to discuss works and tailor mitigation measures
- Door-knock meetings 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 Penrith City Council in conjunction with Sydney Metro to provide progress updates and utilise their information distribution network to provide information more widely in the community

## 6.4. Site visits, displays and open days

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

- CPBG will host ten community site visits and open days across the WSA-SBT sties, including at least one opportunity for the public to visit the Claremont Meadows site.
- Where open days are not feasible, CPBG will endeavour to provide video tours, accessible online.
- Information displays at local events in conjunction with Sydney Metro

Media events to mark key milestones and potential opportunities for the local community to view these activities on site or via a large screen video