



COMMUNITY COMMUNICATIONS STRATEGY

Foxground and Berry bypass
Stage one: Toolijooa Road fill
works

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1 Introduction

1.1 Background

Roads and Maritime Services is upgrading the Princes Highway between Gerringong and Bomaderry. The planning and construction of these projects is being carried out separately:

- Gerringong upgrade, Mount Pleasant to Toolijooa Road (under construction)
- Foxground and Berry bypass, Toolijooa Road to Schofields Lane (in planning)
- Berry to Bomaderry upgrade, Schofields Lane to Cambewarra Road (in planning).

In July 2013 Foxground and Berry bypass was granted project approval by the Minister for Planning, with conditions attached, described as the Minister's Conditions of Approval (MCoA). The Foxground and Berry bypass will provide a four-lane divided highway (two lanes in each direction) with median separation for 11.6 kilometres of the Princes Highway between Toolijooa Road and Schofields Lane.

Roads and Maritime has identified an opportunity to use some surplus earth fill material being generated from the Gerringong upgrade project, to partly construct an embankment where it joins the Gerringong upgrade project at Toolijooa Road. The use of the surplus fill will improve the final appearance of the embankment and remove the need for more than 10,000 truckloads of fill from the Gerringong upgrade project to be taken to a landfill tip.

Further details about this short section of the project and description of the works can be found in the Toolijooa Road fill work, Stage one of Foxground and Berry bypass Construction Environmental Management Plan (CEMP).

In summary, the construction of the Foxground and Berry bypass is currently proposed to be delivered in the following two stages:

1. Stage one - Toolijooa Road fill works
2. Stage two - Remainder of the Foxground and Berry bypass.

To meet the requirements of the MCoA, section A9, Roads and Maritime will submit its CEMP, sub-plans and Staging Report for Stage one works to the Director General prior to starting construction.

1.2 Description

The Toolijooa Road fill works stage of Foxground and Berry bypass involves placing 151,000 m³ of fill to start construction of the new highway embankment and around 29,000 m³ of fill to shape the landform to the south of the embankment. The fill material will be excavated from the Gerringong upgrade to construct the embankment (refer Figure 1-1). The fill material will be compacted and either landscaped and re-vegetated or temporarily sealed for completion in the next stage of construction.

The fill work will be undertaken within the Foxground and Berry bypass project boundary and on land owned by Roads and Maritime immediately to the south (refer Figure 1-1).



Figure 1-1: Foxground and Berry bypass, Stage one - Toolijooa Road fill works – site location and boundaries

The Stage one works will provide a better visual outcome for the Toolijooa Road interchange. The fill material will be used to blend the embankment into the natural landform and reduce the appearance of its height. In addition the proximity of the Stage one works to the Gerringong upgrade removes the impact of transporting more than 10,000 truckloads of surplus fill from the Gerringong upgrade to a landfill tip.

Roads and Maritime has contracted Fulton Hogan to carry out Stage one of the Foxground and Berry bypass. The work is expected to start in December 2013 and be completed in April/May 2014, weather permitting. The table below, (Table 1-1) outlines the planned activities for this stage.

Table 1-1: Foxground and Berry bypass, Stage one - Toolijooa Road fill works - construction activities

Component	Typical activities
Site establishment	<ul style="list-style-type: none"> - Fencing of the road corridor - Construction of site access - Installation of temporary traffic controls - Pre-clearing flora and fauna survey.
Decommissioning services	<ul style="list-style-type: none"> - Consultation with relevant service providers on service relocation - Decommissioning services including electricity, water and telecommunications.
Demolition work	<ul style="list-style-type: none"> - Demolition of dwellings and the sheds
Site preparation	<ul style="list-style-type: none"> - Vegetation clearing and grubbing - Installation of the environmental controls, i.e. erosion and sediment controls and exclusion fencing - Stripping and stockpiling of topsoil for reuse.
Earthworks	<ul style="list-style-type: none"> - Inspection of foundation and carrying out of foundation treatment - Placement and compaction of fill and embankment materials in accordance with Roads and Maritime engineering specifications.
Work complete	<ul style="list-style-type: none"> - Removal of temporary works - Restoration and landscaping of disturbed areas - Site clean-up.

For a more detailed explanation of Toolijooa Road fill works stage of Foxground and Berry bypass including objectives and targets, resources, roles and responsibilities, compliance tracking program and document control see the CEMP and sub plans.

2 Community Communications Strategy

2.1 Purpose and scope of the Community Communications Strategy

This Community Communications Strategy covers the communication, consultation strategies and procedures to address the relevant MCoA for Stage one of the Foxground and Berry bypass.

2.2 Requirements of the Community Communications Strategy

The requirements of the Community Information and Involvement conditions B30, B31, B32, and B33 of the MCoA and where they are met in this Community Communications Strategy are shown in Table 2-1.

This strategy will be maintained and implemented throughout construction of the project. The strategy will be approved by the Director General (DG) before construction starts, or as otherwise agreed by the DG.

Table 2-1: Community Information and Involvement requirements

CoA no.	Requirement	Reference
Community Information and Involvement		
<i>Provision of Electronic Information</i>		
B30.	Prior to the commencement of construction, the Proponent shall establish and maintain a new website, or dedicated pages within an existing website, for the provision of electronic information associated with the project. The Proponent shall, subject to confidentiality, publish and maintain up-to-date information on the website or dedicated pages including, but not limited to:	Section 4.2
(a)	information on the current implementation status of the project;	Section 4.2
(b)	a copy of the documents referred to under condition A 1 of this approval, and any documentation supporting modifications to this approval that may be granted from	Section 4.2
(c)	a copy of this approval and any future modification to this approval;	Section 4.2
(d)	a copy of each relevant environmental approval, licence or permit required and obtained in relation to the project;	Section 4.2
(e)	a copy of each current strategy, plan, program or other document required under this approval; and	N/A. Not required for the project
(f)	the outcomes of compliance tracking in accordance with the requirements of condition B29.	Section 4.2
<i>Complaints and Enquiries Procedure</i>		
B31.	Prior to the commencement of construction, the Proponent shall ensure that the following are available for community complaints and enquiries during the construction period:	Section 4.1, Appendix A2
(a)	a telephone number on which complaints and enquiries about construction and operation activities may be registered;	Section 4.1, Appendix A2
(b)	a postal address to which written complaints and enquiries may be sent; and	Section 4.1, Appendix A2

CoA no.	Requirement	Reference
(c)	<p>an email address to which electronic complaints and enquiries may be transmitted.</p> <p>The telephone number, the postal address and the email address shall be published in a newspaper circulating in the local area prior to the commencement of construction and prior to the commencement of project operation. The above details shall also be provided on the website (or dedicated pages) required by this approval.</p>	<p>Section 4.1, Appendix A2</p> <p>Section 4.1, 4.2, 4.5</p>
B32.	<p>The Proponent shall prepare and implement a Construction Complaints Management System consistent with AS 4269 Complaints Handling prior to the commencement of construction activities and must maintain the System for the duration of construction activities.</p> <p>Information on all complaints received, including the means by which they were addressed and whether resolution was reached and whether mediation was required or used, shall be maintained by the Proponent and included in a complaints register. The information contained within the System shall be made available to the Director General on request.</p>	<p>Section 5, Appendix A2</p>
<i>Community Involvement</i>		
B33.	<p>The Proponent shall prepare and implement a Community Communication Strategy for the project. This Strategy shall be designed to provide mechanisms to facilitate communication between the Proponent, the Contractor, the Environmental Representative, the relevant council and the local community (broader and local stakeholders) on the construction and environmental management of the project. The Strategy shall include, but not necessarily be limited to:</p> <p>(a) identification of stakeholders to be consulted as part of the Strategy, including affected and adjoining landowners;</p> <p>(b) procedures and mechanisms for the regular distribution of information to stakeholders on the progress of the project and matters associated with environmental management;</p> <p>(c) procedures and mechanisms through which stakeholders can discuss or provide feedback to the Proponent and/or Environmental Representative in relation to the environmental management and delivery of the project;</p> <p>(d) procedures and mechanisms through which the Proponent can respond to enquiries or feedback from stakeholders in relation to the environmental management and delivery of</p> <p>(e) procedures and mechanisms that would be implemented to resolve issues/ disputes that may arise between parties on the matters relating to environmental management and the delivery of the project. This may include the use of an appropriately qualified and experienced independent mediator.</p>	<p>This strategy</p> <p>Section 3.1</p> <p>Section 4, Appendix A1</p> <p>Section 4, 5, Appendix A2</p> <p>Section 4, 5, Appendix A2</p> <p>Section 5, Appendix A2</p>

CoA no.	Requirement	Reference
	Key issues that should be addressed in the Community Communication Strategy should include (but not limited to): (i) traffic management (including property access, pedestrian access); (ii) landscaping/urban design matters; (iii) construction activities; and (iv) noise and vibration mitigation and management.	Section 3
	The Proponent shall maintain and implement the Strategy throughout construction of the project. The Strategy shall be approved by the Director General prior to the commencement of construction, or as otherwise agreed by the Director General.	Section 2.2

2.3 Objectives and strategy

The community objectives for this project are to:

- Comply with the relevant MCoA for the construction of the Toolijooa Road fill works stage of Foxground and Berry bypass.
- Ensure potentially directly affected residents, property owners, interested stakeholders and the broader community are informed about the project and the likely impacts.
- Ensure appropriate and direct communication with residents and property owners directly affected by the work.
- Ensure enquiries and complaints about the work are managed in accordance with AS ISO 10002-2006 Complaints Handling (previously AS 4269 Complaints Handling).

Roads and Maritime will keep directly affected residents, property owners, interested stakeholders and the broader community informed before and during the work. Mitigation measures to reduce construction impacts will be implemented to minimise potential complaints. A complaints management process will be in place to resolve complaints as soon as possible. This process will be responsive and strive to find joint solutions where feasible.

3 Stakeholder identification and key issues

3.1 Stakeholder identification

The below table (Table 3-1) and map (Figure 3-1) identifies the community and key stakeholders that will be consulted with before and during construction.

Table 3-1: Community and stakeholders

Stakeholders
Directly affected
Thirteen directly affected residents and property owners
Government agencies
Department of Primary Industries (Fishing and Aquaculture)
Environmental Protection Authority
Heritage Council of NSW
Kiama Municipal Council
Shoalhaven City Council
Office of Environment and Heritage
NSW Office of Water
State Emergency Service, Police (Local Area Command), Ambulance, NSW Rural Fire Service
Interested groups and businesses
Aboriginal focus group
Boarder community
Local community including Gerringong, Foxground and Berry
Travelling public

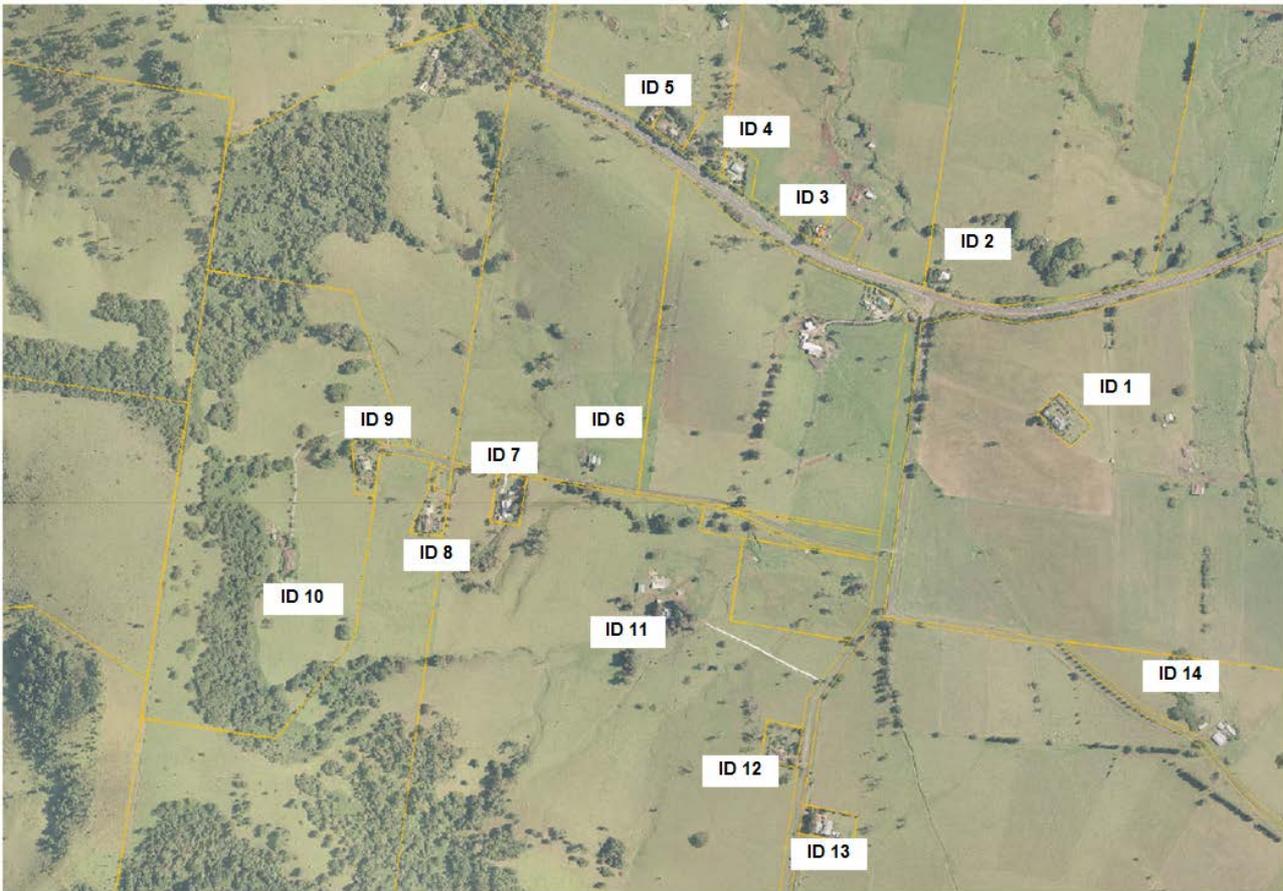


Figure 3-1: Foxground and Berry bypass, Stage One - Toolijooa Road fill works – map of directly affected residents and property owners.

3.2 Key issues

The below table (Table 3-2) identifies the key issues, potential impacts, mitigation measures for this project.

Table 3-2: Key issues, potential impacts, mitigation measure and communications strategies.

Key issues	Potential impacts	Mitigation measures and communications strategies
Traffic management	<ul style="list-style-type: none"> - Disruption, delays, temporary closures, reduced speed limits and other traffic control measures. - Access for construction traffic. - Increase in traffic movements (practically heavy vehicles). 	<ul style="list-style-type: none"> - Community and key stakeholder will be notified about any potential disruptions, delays, temporary closures, reduced speed limits and other traffic control. This will include notifications, traffic alerts, website updates and variable message signs. - Traffic impacts will be managed in accordance with the traffic management sub plan. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.
Property, pedestrian and cyclist access	<ul style="list-style-type: none"> - Access for property owners. - Access for pedestrians and cyclists. 	<ul style="list-style-type: none"> - Access for property owners will be maintained. - If there are any disruptions to access property owners will be consulted with and notified before the activity occurs. - Access for pedestrians and cyclists will remain unchanged. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.
Property impacts	<ul style="list-style-type: none"> - Property damage from construction. 	<ul style="list-style-type: none"> - Property impacts will be managed in accordance with the noise and vibration management sub plan. - Property condition reports will be completed for directly impacted residents and property owners. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.
Landscaping/urban design matters	<ul style="list-style-type: none"> - Removal of vegetation. - Restoration and landscaping of disturbed areas. 	<ul style="list-style-type: none"> - Community and key stakeholder will be notified about the removal and restoration of vegetation. This will include a notification and website update. - Removal of vegetation will be managed in accordance with the flora and fauna management sub plan. - Restoration and landscaping of disturbed areas will be managed in accordance with the flora and fauna management sub plan. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.

Construction activities	<ul style="list-style-type: none"> - Out of hours work. - Noise - Vibration - Soil and water quality - Heritage 	<ul style="list-style-type: none"> - Community and key stakeholder will be notified about construction activities. This will include notifications, media releases and website updates. - Potentially noise sensitive receivers and key stakeholders will be consulted with and notified if out of hours work is required. - Construction activities will be managed in accordance with the CEMP and sub plans. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.
Local infrastructure and utilities	<ul style="list-style-type: none"> - Damages to Toolijooa Road. 	<ul style="list-style-type: none"> - Impacts and damages on local infrastructure and utilities will be managed in accordance with the CEMP and sub plans. - Liaison with local council and utility providers. - Respond quickly to enquiries and complaints in accordance with the Complaints and Enquiries Protocol.

3.3 Key messages

The key messages for this project are:

- Roads and Maritime has identified an opportunity to use surplus earth fill material from a design improvement made on the Gerringong upgrade to start construction of an embankment required as part of Foxground and Berry bypass.
- Construction of the Foxground and Berry bypass is currently proposed to be delivered in two stages.
- The first stage is referred to as Foxground and Berry bypass, Stage one, Toolijooa Road fill works.
- Roads and Maritime has contracted Fulton Hogan to carry out Stage one works separately to the remainder of Foxground and Berry bypass.
- Roads and Maritime will continue to keep the community and key stakeholders informed during the construction of Stage one.

4 Consultation and communication tools

Roads and Maritime will consult with the directly affected residents, property owners, relevant stakeholders and the broader community before and during construction. A range of activities and tools have been identified below.

4.1 Project information line, postal address and email address

A 24-hour toll free project information line (1800 506 976), postal address (Toolijooa Road fill works, PO Box 477, Wollongong NSW 2520) and email address (foxgroundandberrybypass@rms.nsw.gov.au) will be used for this project. These contact details will be included on all notifications, advertisements and the project website.

The Community Relations Manager, or nominated representative, will be contactable 24-hours, seven days per week on the project information line. If a call cannot be answered directly and is a complaint about work, the call is to be returned within eight hours. Letters and emails will be acknowledged within five business days and responded to within 10 business days.

4.2 Project website

A dedicated page on the existing Foxground and Berry bypass website will be used for this project. The project page will be updated regularly with information about the project's status and will include contact details for the community relations team. All documents requiring publishing will be uploaded to the existing Roads and Maritime Foxground and Berry bypass website, under a separate heading on the "project documents" page.

Email notifications will be distributed as required to those registered on the Gerringong to Bomaderry stakeholder database. These emails will coincide with updates to the project website. Stakeholders can request to be placed on or taken off this list at any time.

4.3 Letterbox notifications (householder letters)

Householder letters will be used to communicate information about the project before and during construction. Householder letters will be delivered to directly affected residents, property owners and relevant stakeholders. These letters will also be available to the broader community at the display locations and on the project website.

4.4 Advertisements and media

A paid advertisement will be placed in the 'Kiama Independent' and 'South Coast Register' to inform the community about the project and will include the projects contact details. Local media will also be supplied with information about the projects status.

4.5 Project office and community display centre

The community and stakeholders are encouraged to visit the display centres for information about the project, inquiries and complaints. There are two displays for the project:

- **Gerringong upgrade Community display centre**, 446 Princes Highway Gerringong NSW 2534. Staffed Monday to Friday 9am to 5pm excluding public holidays.
- **Gerringong to Bomaderry upgrade project office**, Shop 3/113 Queen Street Berry NSW 2535. Staffed Fridays 10am to 5pm excluding public holidays.

4.6 Stakeholder liaisons

The Community Relations Manager will consult directly with affected residents and property owners. This may be in the form of a meeting or phone calls. Meetings will be held as required and will be noted in the stakeholder management database (*Consultation Manager*).

In accordance with the MCoA, consultation with Government agencies was carried out during the development of the CEMP and sub plans. Details of this consultation can be found the CEMP and sub plans.

5 Construction Complaints Management System

Roads and Maritime will use a Construction Complaints Management System (Appendix A2), consistent with AS-ISO-10002-2006 Complaints Handling, before and during construction. This will involve a customer-focused approach to complaints resolutions, taking all measures to resolve complaints as soon as possible.

A list of contacts for the project can be found on page iii of the CEMP.

Appendices

Appendix A1

Community Engagement Action Plan

Community engagement action plan

Purpose	Activities and tools	Action	Stakeholders	Responsible	Date	Comments and status
Before 'demolition work' starts (February 2014)						
To inform the directly affected residents and broader community about the upcoming work.	Phone call and/or door knock Householder letter	Draft letter and obtain approvals Contact directly affected residents Distribute letter Distribute and upload on website	Directly affected residents and the broader community	KW/RR	W/c 10 Feb 2014	KW to prepare and RR to obtain Roads and Maritime approvals.
To inform the broader community about the upcoming work.	Email blast and website update (including uploading all strategies and plans in accordance with MCoA)	Draft website update and email blast Obtain approvals Publish web update Distribute email blast	Broader community	KW/RR	W/c 10 Feb 2014	KW to prepare and RR to obtain Roads and Maritime approvals.
	Media release (local papers including Kiama Independent, South Coast Register, Berry Town Crier)	Draft media brief and obtain approvals Distribute	Broader community	KW/RR	W/c 10 Feb 2014	KW to prepare brief and RR to obtain Roads and Maritime approvals.
	Advertisement (Local papers including Kiama Independent and South Coast Register)	Draft advertisement Obtain approvals and book Distribute	Broader community	KW/RR	W/c 10 Feb 2014	KW to prepare draft and RR to obtain Roads and Maritime approvals.
To inform the Aboriginal Focus Group (AFG) about the upcoming work.	Address letter	Draft letter and obtain approvals Mail out to registered AFG members	AGF	KW/RR	W/c 10 Feb 2014	
To publish reports in accordance with MCoA.	CEMP and sub-plans	Approval to publish Upload on website	DP&I	RR	W/c 10 Feb 2014	RR to obtain Roads and Maritime approvals.
To provide facilities for feedback, inquiries and complaints.	Project information line, email address and postal address	Continue to monitor and manage	Directly affected residents and the broader community	KW/RR	W/c 10 Feb 2014	RR to organise transfer/forwarding of project information line and emails.
During 'demolition work', 'site preparation' and 'earthworks' (February to April/May 2014)						
To inform the directly affected residents about the progress of work.	Phone call and/or door knock	Monthly contact with directly affected residents	Directly affected residents	KW	Feb – Apr/May 2014	
To inform the broader community about the progress of work.	Email blast and monthly website update (including uploading monthly Compliance Track report in accordance with MCoA)	Draft website update and email blast Obtain approvals (including publication of the Compliance Tracking Report) Publish web update Distribute email blast	Broader community	KW/RR	Feb – Apr/May 2014	
To provide facilities for feedback, inquiries and complaints.	Project information line, email address and postal address	Continue to monitor and manage	Directly affected residents and the broader community	KW/RR	Feb – Apr/May 2014	
After 'work complete' (April/May 2014)						
To inform the directly affected residents the work is complete.	Phone call and/or door knock	Contact directly affected residents	Directly affected residents	KW	Apr/May 2014	
To inform the broader community that work is complete.	Email blast and website update	Draft website update and email blast Obtain approvals Distribute email blast Publish web update	Broader community	KW/RR	Apr/May 2014	
	Media release (local papers including Kiama Independent, South Coast Register, Berry Town Crier)	Draft media brief and obtain approvals Distribute	Broader community	KW/RR	Apr/May 2014	
To provide facilities of feedback, inquiries and complaints.	Project information line, email address and postal address	Continue to monitor and manage	Directly affected residents and the broader community	KW/RR	Ongoing	

Appendix A2

Complaints and Enquiries Protocol

Construction Complaints Management System

A 24-hour toll free project information line (1800 506 976), postal address (Toolijooa Road fill works, PO Box 477, Wollongong NSW 2520) and email address (foxgroundandberrybypass@rms.nsw.gov.au) will be used for this project. These contact details will be included on all notifications, advertisements and the projects website page.

The community relations manager, or nominated representative, will be contactable 24-hours, seven days per week on the project information line. If a call cannot be answered directly and is a complaint about work, the call is to be returned within 12 hours. Letters and emails will be acknowledged within two business days and responded to within 10 business days.

All complaints and enquiries will be recorded in *Consultation Manager* a stakeholder management database. Details are logged including name, address and contact details, nature of the matter, and response.

Reports can be generated to assist the tracking of the construction issues affecting the community. If complaints are received it will be reported to the project director, environmental manager, environmental representative, project verifier and Roads and Maritime's representatives (relevant personnel).

Monthly report of all complaints received and the course of action taken will be provided at the end of each month to the Roads and Maritime project manager and Roads and Maritime communications team member.

Roads and Maritime will undertake audits on the complaint management process to assess effectiveness and customer satisfaction levels.

If a substantial complaint arises from failure in work or communication procedures a non-conformance will be raised. Rectification includes correcting the work or communication procedure and communicating the outcome to the complainant and relevant personnel.

The community relations manager is responsible for responding to complaints raised as outlined in Figure A7-1. If a situation, issue or complaint raised is unable to be resolved by the project team within a reasonable time period, an independent mediator will be engaged. The mediator, approved by the Director General, will be engaged to negotiate the best possible solution for all parties involved. If mediation is required, a brief report will be prepared and provided to the relevant personnel.

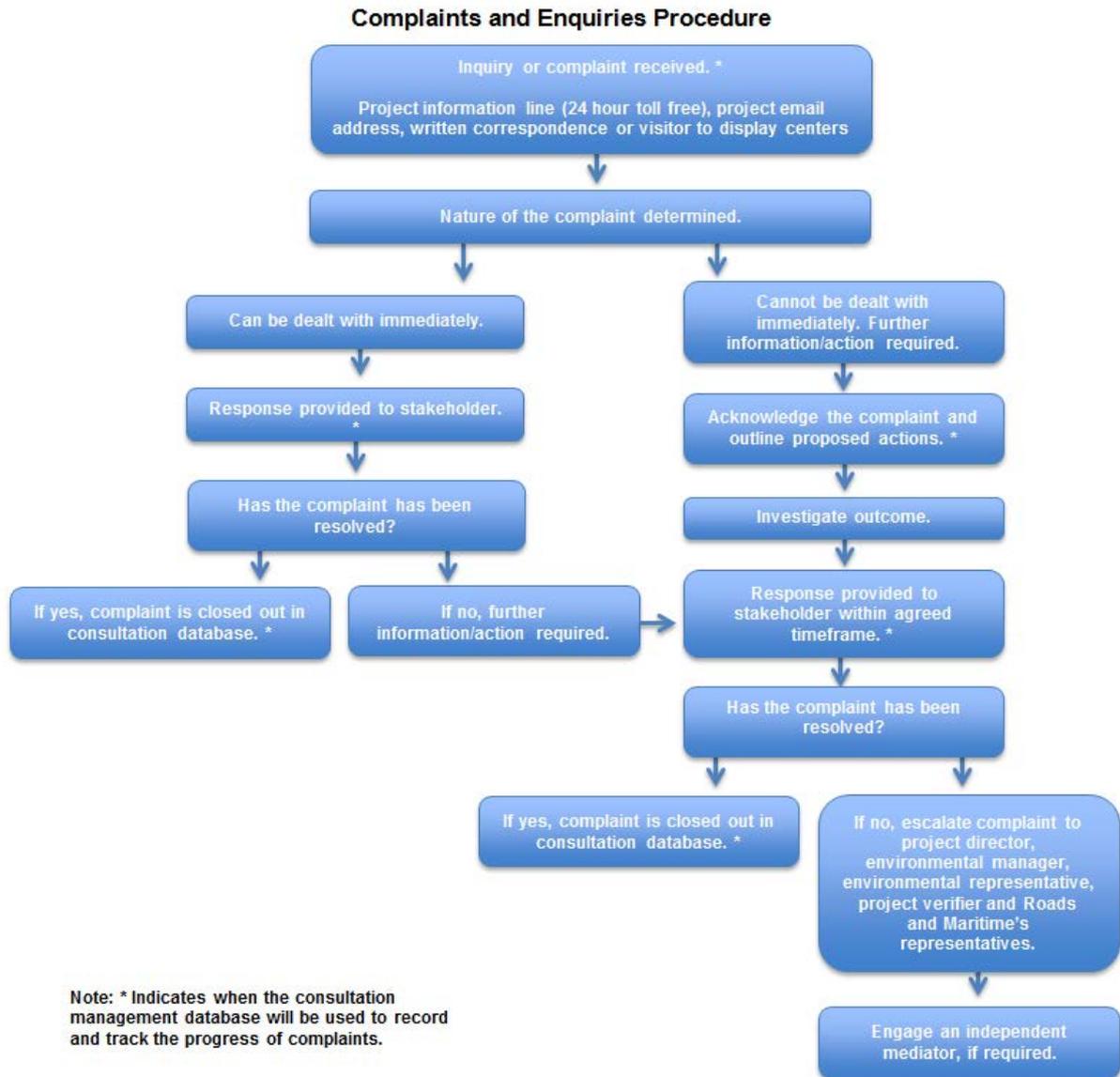


Figure 1-1: Complaints and Enquiries Procedure