



Mr Jeffrey Gilham
Senior Project Manager
Western Sydney Office
Technical & Project Services Division
Roads and Maritime Services
PO Box 973
Parramatta CBD NSW 2124

Dear Mr Gilham

The Northern Road Upgrade Project (SSI-7127) – Community Communication Strategy (condition B3) and Complaints Management System (condition B6)

I refer to your correspondence dated 6 July 2018 requesting approval of the Community Communication Strategy (Rev 3, 6 July 2018) under condition B3 of The Northern Road Upgrade (SSI 7127), and submitting the Complaints Management System for information under condition B6.

The Department has carefully reviewed the Community Communication Strategy and considers that it satisfactorily addresses the requirements of conditions B1 to B5, subject to the matters in **Attachment 1** (Table 1) being addressed and a revised document being provided to the Department for information.


Subject to the above updates, I approve the Community Communication Strategy (Rev 3, 6 July 2018). I also remind you that the Community Communication Strategy, as approved by the Secretary, must be implemented for the duration of the works and for 12 months following the completion of construction.

The Department has also reviewed the Complaints Management System and recommends the update in **Attachment 1** (Table 2), prior to its finalisation.

Please note your obligations to comply with the remaining conditions of approval prior to the commencement of works/ construction of the project.

If you have any queries regarding this matter, please contact [REDACTED] on [REDACTED] 61 or [REDACTED]

Yours sincerely

 26-7-18
Stacy Warren
Director, Infrastructure Management
As delegate of the Secretary

Attachment 1

Table 1 - Community Communication Strategy

Reference	Comment/ update
8.2 - Key messages	Approval was granted on 30 May 2018
5.2 - Key stakeholders	Include an explanation for how 'affected residents' or areas for notification have been determined, and where possible, nominate affected residents/ areas.
Table 5.1. Table Key stakeholders	Please consolidate the State government and Government agencies criteria to ensure a single list of stakeholders Include a description of affected residents, as above

Table 2 - Complaints Management System

Reference	Comment/ update
Section 9.5 - Unreasonable or habitual complaints	Please provide greater context as to what may be considered an unreasonable or habitual complaint, and briefly outline the process for responding to these complaints.
Appendix – Sample Complaints Register	Ensure the information included in the register aligns with the points listed in Section 9.5.1 and as required under condition B7.