



TransGrid

Powering Sydney's Future

Potts Hill to Alexandria transmission cable project

Community Communication Strategy

April 2021

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1. Glossary of terms and abbreviations

Abbreviation	Term
CCS	Community Communication Strategy
CEMP	Construction Environmental Management Plan
CEMS	Complaint and enquiries management system
CoA	Conditions of Approval
CSRG	Community and Stakeholder Reference Group
DPIE	NSW Department of Planning, Industry and Environment
EIS	Environmental Impact Statement
EWON	Energy and Water Ombudsman NSW
SEARs	Secretary's Environmental Assessment Requirements
SSI	State Significant Infrastructure

2. Introduction

2.1 Overview

This Community Communication Strategy (CCS) has been prepared to address DPIE's Conditions of Approval for the Potts Hill to Alexandria transmission cable project (the Project).

This CCS outlines the approach to communicating with key stakeholders and the community about construction activities and potential impacts during the construction of the Project.

The CCS contains a list of stakeholders relevant to the Project which has been informed by previous stakeholder and community consultation during project planning and the Environment Impact Statement (EIS) phases.

2.1.1 Purpose

The purpose of this document is to outline the communication and engagement strategy that will be implemented to support the Project's detailed design and construction, following planning approval in May 2020. The strategy will continue to be reviewed quarterly and updated as new information is made available. The performance of the strategy will be reviewed against evaluation and monitoring data to ensure it is achieving the intended objectives and to ensure best practice tools are used throughout the Project.

The strategy outlines how the Project will meet the requirement of DPIE's Conditions of Approval.

2.1.2 DPIE's Conditions of Approval

The CoA relevant to this CCS are detailed below in Table 1.

Table 1: DPIE's Conditions of Approval

ID	Condition requirement	How addressed
A13 (b)	Ancillary facilities that are not identified by description and location in the EIS can only be established and used in each case if: (b) they are not located next to a sensitive receiver (including where an access road is between the facility and the receiver), unless the sensitive receiver landowner and occupier have given written acceptance to the carrying out of the relevant facility in the proposed location	Tables 4 & 9 – outline consultation with sensitive stakeholders re: ancillary facilities Table 6 – outlines home/business plan approach for

ID	Condition requirement	How addressed
		sensitive landowners.
B1	A CCS must be prepared to provide mechanisms to facilitate communication between the Proponent, the relevant council(s) and the community (including adjoining affected landowners and businesses, and others directly impacted by the SSI), during the design and construction of the SSI.	<p>Table 4 outlines the engagement approach with Councils, the community, landowners, businesses and others impacted.</p> <p>Table 6 outlines the tools to be used to communicate with these stakeholders, including the Community and Stakeholder Reference Group.</p> <p>Table 9 outlines the management measures for key issues including communication strategies.</p>

ID	Condition requirement	How addressed
B2	<p>The CCS must:</p> <ul style="list-style-type: none"> (a) identify people and organisations to be consulted during the design and work phases; (b) set out procedures and mechanisms for the regular distribution of accessible information (including provisions for addressing linguistic diversity), about or relevant to the SSI. The information to be distributed must include information regarding current site construction activities, schedules and milestones at each construction site; (c) provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant communities; (d) establish a public liaison officer(s) to engage with the local community; and (e) set out procedures and mechanisms: <ul style="list-style-type: none"> (i) through which the community can discuss or provide feedback to the Proponent; (ii) through which the Proponent will respond to enquiries or feedback from the community; and (iii) to resolve any issues and mediate any disputes that may arise in relation to construction of the SSI. 	<p>Table 5 identifies all potential stakeholders to be consulted.</p> <p>Table 6 outlines the tools to be used to distribute information including translated materials and services, the contact mechanisms for the community to lodge feedback and complaints and the Community and Stakeholder Reference Group.</p> <p>Section 5.2 outlines the community relations team including 3 community relations officers.</p> <p>Section 6 outlines the procedures for responding to enquiries and complaints, including escalation, and how the feedback will be used.</p>
B3	<p>The CCS must be published on the project's website prior to the commencement of construction.</p>	<p>Table 6 outlines what will be published on TransGrid's webpage, including the CCS.</p>
B4	<p>A Complaints Management System must be prepared and implemented before the commencement of any works and maintained for the duration of construction and for a minimum of three months following completion of construction of the SSI.</p>	<p>Section 6 outlines the procedures for investigating and resolving complaints during and for 3</p>

ID	Condition requirement	How addressed
		months after construction is completed.
B5	<p>The following information must be available to facilitate community enquiries and manage complaints:</p> <ul style="list-style-type: none"> (a) a 24-hour telephone number for the registration of complaints and enquiries about the SSI; (b) a postal address to which written complaints and enquires may be sent; (c) an email address to which electronic complaints and enquiries may be transmitted; and (d) a mediation system for complaints unable to be resolved. This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level. 	<p>Section 5 outlines the tools provided to the community for lodging enquiries and complaints, including translation services.</p> <p>Section 6 outlines the procedures for investigating and resolving complaints.</p>
B6	<p>The telephone number, postal address and email address required under Condition B5 of this approval must be:</p> <ul style="list-style-type: none"> (a) published in a newspaper circulating in the relevant local area before the commencement of construction; (b) provided on site hoarding or otherwise at each construction site during all construction works; (c) notified via mail to residents within streets on which SSI is to be located, at least two weeks before the commencement of construction works in that street; and (d) published on the website required under Condition B9 of this approval. 	<p>Section 5 outlines the tools provided to the community for lodging enquiries and complaints and how they will be communicated.</p>
B7	<p>A Complaints Register must be maintained recording information on all complaints received about the SSI during the carrying out of any works and for a minimum of three months following the completion of construction. The Complaints Register must record the:</p> <ul style="list-style-type: none"> (a) number of complaints received; (b) number of people affected in relation to a complaint; and 	<p>Section 6 outlines the complaint register requirements.</p>

ID	Condition requirement	How addressed
	(c) means by which the complaint was addressed and whether resolution was reached, with or without mediation.	
B8	The Complaints Register must be provided to the Planning Secretary or the relevant council(s) upon request, within the timeframe stated in the request.	Section 6 outlines the complaint register requirements.
B9	<p>A website or webpage providing information in relation to the SSI must be established before commencement of works and maintained for the duration of construction, and for a minimum of 12 months following the completion of construction. Up-to-date information (excluding confidential commercial information or other documents as agreed to by the Planning Secretary) must be published on the website before the relevant works commence, including:</p> <ul style="list-style-type: none"> (a) information on the current status of the SSI; (b) a copy of the EIS, and any documentation relating to any modifications made to the SSI or the terms of this approval; (c) a copy of this approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval; (d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI; (e) a current copy of each document required under the terms of this approval that must be provided to the Planning Secretary for approval, which must be published before the commencement of any works to which they relate or before their implementation, as the case may be; and (f) a copy of the compliance reports required under Condition A14 of this approval. 	Table 6 outlines the website content requirements.
C7 (h)	<p>The CEMP and CEMP Sub-plans... a protocol for managing and reporting any:</p> <ul style="list-style-type: none"> (ii) complaint; 	Section 6 outlines the procedures for investigating and resolving complaints.

ID	Condition requirement	How addressed
		This is also cross referenced in the CEMP and CNVMP.
E7	On becoming aware of the need for emergency works in accordance with Condition E6(b), the Proponent must notify the Department of the reasons for such work. The Proponent must use best endeavours to notify all noise and/or vibration affected sensitive receivers of the likely impact and duration of those works.	Table 6 outlines the requirement for emergency notifications. This is also cross referenced in the CNVMP.
E8	<p>An Out-of-Hours Work Protocol must be prepared to identify a process for the consideration, management and approval of works which are outside the hours defined in Conditions E4 and E5. The Protocol must be approved by the Planning Secretary before commencement of the works. The Protocol must:</p> <ul style="list-style-type: none"> (a) be prepared in consultation with the relevant council(s); (b) provide a process for the consideration of out-of-hours works against the relevant noise and vibration criteria, including the determination of low and high-risk activities; (c) provide a process for the identification of mitigation measures for residual impacts, including respite periods in consultation with the community at each affected location, consistent with the requirements of Condition E9; (d) provide a process for the identification of out-of-hours works undertaken by third parties in the vicinity of the project area, and coordination of out-of-hours works with these third parties to achieve respite periods in locations where receivers may be affected by concurrent construction works; (e) identify an approval process that considers the risk of activities, proposed mitigation, management, and coordination, including where: <ul style="list-style-type: none"> (i) low risk activities can be undertaken without the approval of the Planning Secretary; and (ii) high risk activities that are approved by the Planning Secretary; and 	<p>(a) Table 4 outlines the engagement and notification approach with stakeholders.</p> <p>(c) Table 6 outlines the home and business plan and respite consultation processes to consult on OOHW, mitigation measures and respite periods.</p> <p>(d) Table 9 outlines the management measures including consulting with third parties.</p> <p>(f) Table 6 outlines the tools to notify of OOHW including 30 day and 7 day notifications and newsletters.</p> <p>This is also cross referenced in the CNVMP.</p>

ID	Condition requirement	How addressed
	<p>(f) identify Department, EPA, relevant council and community notification arrangements for approved out-of-hours work.</p>	
E9	<p>In order to undertake out-of-hours work, the Proponent must identify appropriate respite periods for the out-of-hours works in consultation with the community at each affected location on a regular basis. This consultation must include (but not be limited to) providing the community with:</p> <ul style="list-style-type: none"> (a) a schedule of likely out-of-hours work for a period no less than two (2) months; (b) the potential works, location and duration; (c) the noise characteristics and likely noise levels of the works; and (d) likely mitigation and management measures. <p>The outcomes of the community consultation, the identified respite periods and the scheduling of the likely out-of-hours works must be provided to the Planning Secretary.</p>	<p>Table 6 outlines the home and business plan and respite consultation processes to consult on OOHW, mitigation measures and respite periods.</p> <p>This is also cross referenced in the CNVMP.</p>
E10	<p>The Noise and Vibration CEMP Sub-Plan required under Condition C3 must include a:</p> <ul style="list-style-type: none"> (a) description of the reasonable and feasible measures that would be implemented to minimise noise and vibration impacts of the SSI; (c) protocol for scheduling of noise generating works in the vicinity of potentially-affected community, religious, educational institutions and noise and vibration-sensitive businesses and critical working areas (such as theatres, laboratories and operating theatres) outside sensitive periods as far as reasonable and feasible; (d) protocol for the identification, notification and management of works that exceed the noise management levels and/or vibration criteria, including provision for specialist heritage advice for any works that exceed the vibration criteria for cosmetic damage at heritage items. 	<p>Table 6 outlines the home and business plan and respite consultation processes to consult on OOHW, mitigation measures and respite periods to inform scheduling.</p> <p>Table 4 outlines the engagement approach for owners/occupiers of heritage items.</p> <p>This is also cross referenced in the CNVMP.</p>
E23	<p>The Proponent must implement all reasonable and feasible measures to ensure that any trees required to be removed for the SSI are replaced with at least two trees of similar biodiversity value in that location, or</p>	<p>Table 6 outlines the briefings and meetings that will be</p>

ID	Condition requirement	How addressed
	other measures as may be agreed with the relevant council(s) to ensure that the SSI results in a net improvement of biodiversity values over the long term.	used to consult with Council's on trees. Table 9 also outlines management measures for trees. This is also cross referenced in the VBMP.
E24	(e) protocol for community engagement and notification to inform the public of any tree removal associated with the project;	Table 4 outlines the engagement approach for informing the community of tree removal. Table 6 outlines notification requirements including that required for tree removal. This is also cross referenced in the VBMP.
E27	During construction, all reasonable and feasible measures must be implemented to maintain pedestrian and vehicular access to, and parking in the vicinity of, affected properties and businesses. Disruptions are to be avoided, and where avoidance is not possible, minimised. Where disruption cannot be minimised, alternative pedestrian and vehicular access arrangements must be developed in consultation with affected land users and implemented before the disruption. Adequate signage and directions to businesses must be provided before, and for the duration of, any disruption.	Table 4 outlines engagement approach for impacts to access. Table 6 outlines the home and business plan process to consult on alternative access arrangements. Also outlines signage requirements. This is also cross referenced in the CTTMP.
E30	The Traffic and Transport CEMP Sub-Plan required under Condition C3 must include: (f) provisions for maintaining pedestrian, cycle and disabled access as far as reasonable and feasible;	Table 4 outlines engagement approach for impacts to access. Table 6 outlines the home and business

ID	Condition requirement	How addressed
	(g) provisions for minimising impacts on bus and light and heavy rail services, and managing any required temporary bus stop relocations and diversions in consultation with applicable authorities and bus operators;	plan process to consult on alternative access arrangements. Also outlines signage requirements. This is also cross referenced in the CTTMP.

2.2 Project description

2.2.1 Project need

Parts of the transmission and distribution networks which supply electricity to the inner Sydney area were built in the 1960s and 1970s. Some of those assets are ageing and approaching the end of their serviceable lives. TransGrid and Ausgrid conducted a joint planning and engagement program to identify the most economically viable solutions that will secure an ongoing reliable electricity supply to the inner Sydney area.

The key drivers for the project are:

- > Future peak demand forecasts that indicate a growth in electricity needs for the inner Sydney area, driven in large part by major new transport infrastructure assets.
- > Ageing Ausgrid infrastructure that is not likely to meet the future demand and is putting reliability of supply at risk.
- > The deteriorating condition of ageing cables in the existing network requiring them to be operated at a lower capacity.
- > Meeting reliability standards applying to electricity transmission in New South Wales.

As part of the solution planning, TransGrid investigated a number of options for a new transmission supply connection between the Rookwood Road Substation in Potts Hill and the Beaconsfield West Substation in Alexandria, with a further connection to Sydney Park Adit. These investigations are detailed in the *Route Selection Report: Powering Sydney's Future – Rookwood Road to Beaconsfield West (AECOM, 2017)* which identified a preferred connection option.

TransGrid lodged an SSI application for the Potts Hill to Alexandria Transmission Cable Project under Part 5.1 of the Environmental Planning and Assessment Act 1979 and the SEARs were issued on 5 September 2017. In early 2019, TransGrid identified a revised route with less potential impact on main roads, rail infrastructure and local communities. The revised cable route for this project primarily follows local and some main roads and is around 20km long. TransGrid prepared a revised Scoping Report as

an update to the SSI application which was lodged with DPIE in May 2019. TransGrid submitted an EIS to DPIE, which was placed on public exhibition for comment in October 2019. TransGrid received project approval in May 2020.

2.2.2 Project area

The cable route is about 20 kilometres long, starting at the Rookwood Road substation in Potts Hill and ending at the Beaconsfield West substation in Alexandria. It is located within the City of Canterbury-Bankstown, Inner West, and City of Sydney council areas.

An overview map of the cable route and project area is shown below. A more detailed map can be viewed at <https://transgridmaps.com.au/transgrid/maps/98584/Powering-Sydney's-Future---Potts-Hill-to-Alexandria-Transmission-Cable-Project>.

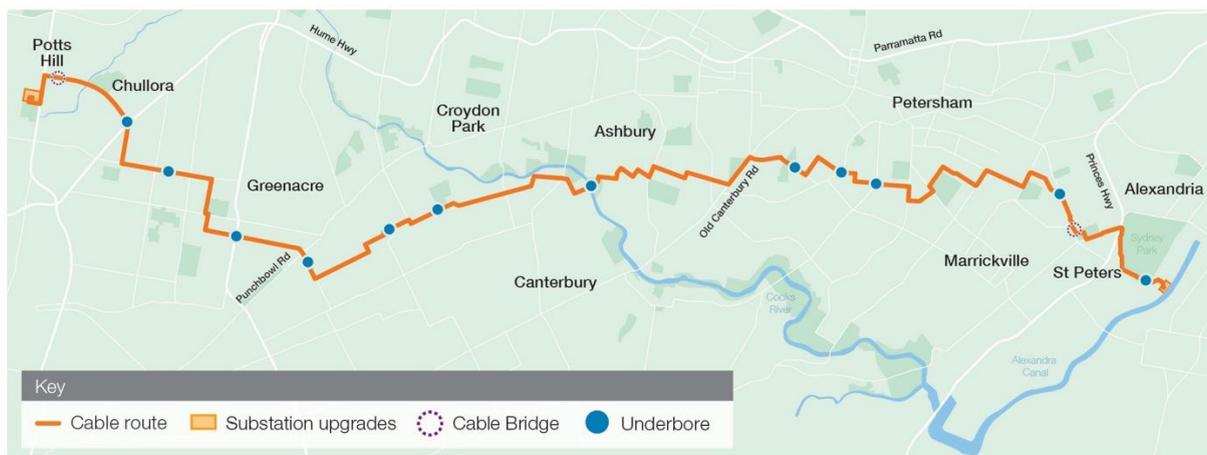


Figure 1 – Cable route and project area map

2.2.3 Project scope

The Powering Sydney’s Future project scope includes:

- > installing a new 20km 330kV underground cable between TransGrid’s substation at Potts Hill and Alexandria
- > upgrading substations at Potts Hill, Alexandria and Picnic Point
- > installing three additional pipes so there is space for a second cable to be added in the future as demand increases, avoiding further disruption to local communities
- > constructing special crossings, such as cable bridges or underbores (underground crossings), for the cable circuit to cross rail corridors, rivers or parks.

2.2.4 Project objectives

The objectives for Powering Sydney’s Future: Potts Hill to Alexandria transmission cable project are to:

- > secure a reliable, safe and economical bulk electricity supply to the inner Sydney area for the next twenty years and beyond

- > make provision for additional transmission services to meet future demand
- > minimise costs to energy consumers
- > engage with communities and stakeholders throughout the planning and delivery project phases.

2.2.5 Project timeline

Construction will start in August 2020 and be completed in late 2022. Indicative dates are shown below in Table 2.

Table 2: Indicative construction dates

Activity	Indicative timing
Contract award	December 2019
Publish EIS Submissions Report	February 2020
Project determination by DPIE	May 2020
Trench excavation & conduit installation	August 2020 – June 2021
Joint bay construction	October 2020 – June 2021
Cable pulling and jointing	January 2021 – July 2021
Permanent restoration (road parklands)	August 2021 onwards
Project completion	Late 2022

3. Engagement overview

3.1 Guiding principles

This CCS is aligned with TransGrid’s guiding principles for engagement and a set of commitments TransGrid upholds in all engagement activities. TransGrid’s guiding principles are shown in **Figure 2 below**.

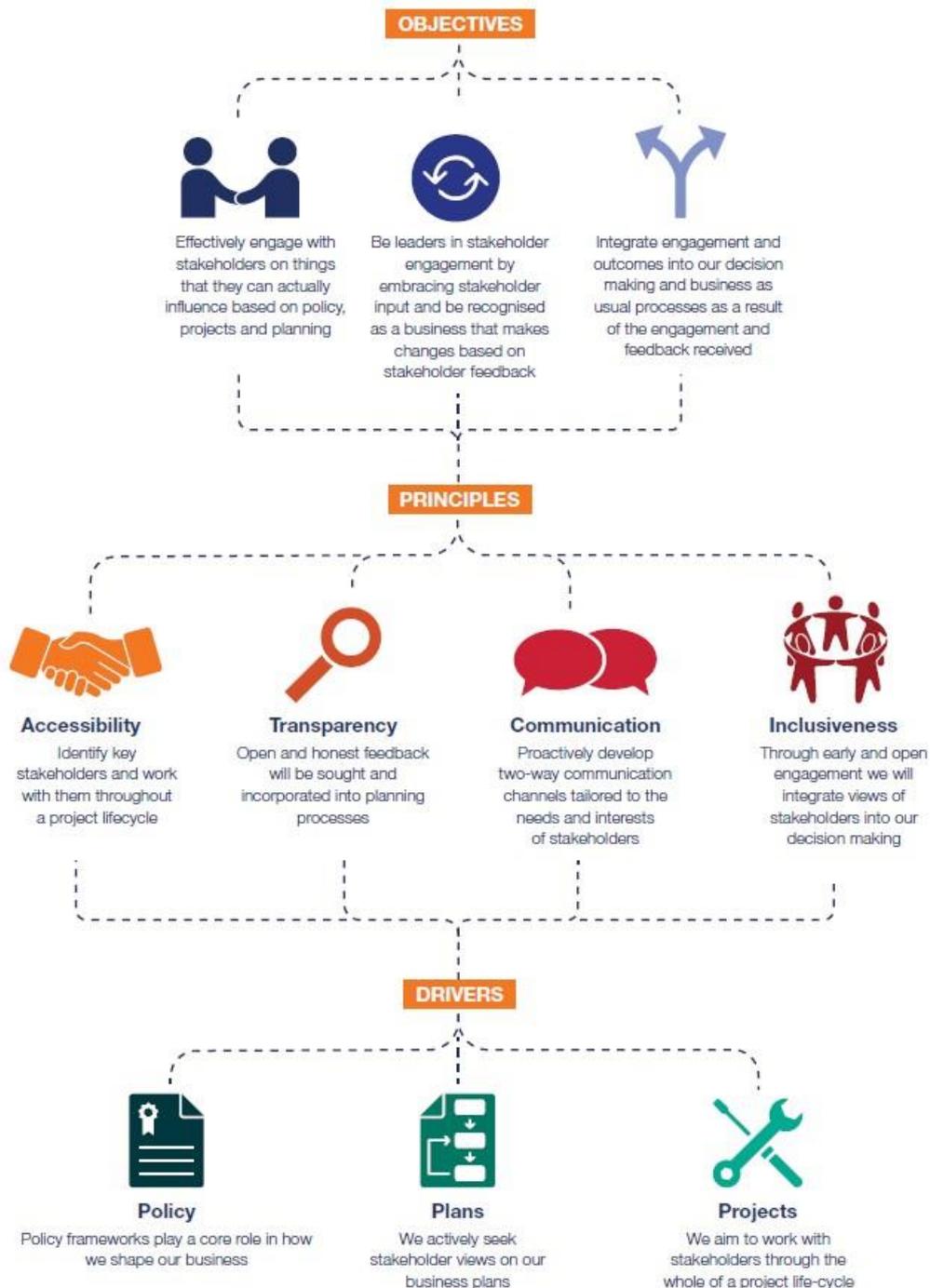


Figure 2 – TransGrid’s guiding principles for engagement

3.1 Strategy objectives

Based on the needs of the project, the CCS objectives include:

- > providing consistent engagement and communication with key stakeholders and the community to ensure they are aware of activities associated with the project
- > ensuring information is dispersed to key stakeholders and the community in a timely manner
- > ensuring key stakeholders and the community have opportunities to provide feedback to the project team
- > providing responses to enquiries and complaints in a timely manner
- > resolving enquiries and complaints in a timely manner.

3.2 Engagement approach

3.2.1 IAP2 Spectrum

TransGrid and its Contractors will primarily use the **Inform** level of the International Association of Public Participation (IAP2) *Spectrum of Public Participation* (2014) with elements of '**Consult**' to guide how the community and stakeholders will be engaged during the project delivery phase. Table 3 below illustrates these levels.

Table 3: Engagement goals and the IAP2 Spectrum

	Inform	Consult
Engagement goal	Provide balanced and objective information to assist in understanding the project.	Obtain feedback on the project.

3.2.2 Stakeholder and community engagement approach

Engagement will focus on key issues of interest to stakeholders and the community and impacts likely to be experienced including, but not limited to:

- > traffic management, including property access and pedestrian and bicycle access
- > tree management

- > noise and vibration mitigation and management, including work outside of standard construction hours.

The engagement approach is outlined in table 4 below:

Table 4: Engagement approach

Project phase	Engagement measures
Pre-construction	<ul style="list-style-type: none"> > Develop and maintain working relationships with stakeholders. > Demonstrate how issues and feedback have been considered in the project planning, design and delivery methodology. > Engage with: <ul style="list-style-type: none"> – stakeholders and the community early, to inform them about the project and seek their input to identify issues. – key stakeholders in the development of specific management plans and sub plans (including Councils for the out-of-hours work protocol and tree replacement), as required by the Conditions of Approval. > Consult with: <ul style="list-style-type: none"> – key stakeholders including utilities and councils on aspects of detailed design such as cable bridge design. – sensitive receivers (landowners and occupiers) regarding the establishment and use of ancillary facilities.
Construction	<ul style="list-style-type: none"> > Maintain multiple communications channels for stakeholders and the community to provide feedback and submit enquiries and complaints > Prepare communication materials that are easy to understand and are accessible to those living in the area. > Establish a Community & Stakeholder Reference Group to provide advice on the management of community issues during construction. > Identify and inform: <ul style="list-style-type: none"> – stakeholders and the community of approved out-of-hours work. – owners and occupiers of heritage items of the potential to exceed vibration criteria for cosmetic damage. > Inform local community of: <ul style="list-style-type: none"> – upcoming work – timing and impacts – work to be undertaken out-of-hours – site demobilisation – completion of work – tree removal.

	<ul style="list-style-type: none"> – landscaping/rehabilitation activities to be carried out. > Monitor complaints and enquiries to identify opportunities to improve: <ul style="list-style-type: none"> – project communications – management of community issues and complaints – contractor performance. > Consult with: <ul style="list-style-type: none"> – Directly impacted individuals and stakeholders on construction impacts including temporary access restrictions or alternatives, noise intensive works, disruptions to business operations, and work outside of standard construction hours. – The community at each affected location to identify mitigation measures for residual impacts, including respite periods. – Potentially affected sensitive receivers in the vicinity of noise generating works. – Third parties in the vicinity of the project area to coordinate out-of-hours works to achieve respite periods where receivers may be affected by concurrent construction works. – The CSRG on the management of community issues and complaints. – Councils on the preparation of out of hours work protocols. > Notify approved out-of-hours works to: <ul style="list-style-type: none"> – Department – EPA**, and – Relevant Council and community <p>** In the event the constructor is required to obtain an Environmental Protection Licence to perform the works.</p>
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4. Stakeholder identification

Table 5 provides a high-level list of stakeholders based on community consultation to date for the Project. Stakeholders are assessed and defined as being potentially affected or having an interest in the Project.

This stakeholder lists will be reviewed and updated throughout the project to ensure the consultation approach is targeted and relevant.

Table 5: Project stakeholders

Stakeholder group	Stakeholders
Elected government officials	<ul style="list-style-type: none"> > Members of Parliament (MPs) > Mayors > Councillors
Local government	<ul style="list-style-type: none"> > City of Sydney > Inner West Council > City of Canterbury-Bankstown Council
Government departments/ agencies	<ul style="list-style-type: none"> > Department of Planning Industry and Environment > NSW Environment Protection Authority > Office of Environment and Heritage > Department of Education
Transport	<ul style="list-style-type: none"> > Transport for NSW > Sydney Coordination Office > Traffic Management Centre > State Transit Authority > Sydney Trains > Australian Rail Track Corporation > TransDev

Stakeholder group	Stakeholders
Utilities	<ul style="list-style-type: none"> > Sydney Water > Telstra > Optus > Jemena > Viva Energy/Caltex > Sydney Metropolitan Pipeline > Ausgrid > Uecomm > Vocus Communications > NBN Co
Sensitive receivers	<ul style="list-style-type: none"> > Residents > Educational institutions <ul style="list-style-type: none"> – Preschools – Schools – Universities – TAFE colleges > Health care facilities <ul style="list-style-type: none"> – nursing homes – hospitals > Religious facilities <ul style="list-style-type: none"> – churches > Childcare centres > Passive recreational area users <ul style="list-style-type: none"> – outdoor grounds used for teaching > Commercial premises <ul style="list-style-type: none"> – film and television studios – research facilities – entertainment spaces – temporary accommodation such as caravan parks and camping grounds – restaurants – office premises – retail spaces

Stakeholder group	Stakeholders
Wider community	<ul style="list-style-type: none"> > Neighbouring businesses > Local environment groups > Energy consumer advocacy groups > Resident action groups > Bicycle safety groups > Pedestrian safety groups > Precinct committees > Chambers of commerce > Community and Stakeholder Reference Group
Third parties	<ul style="list-style-type: none"> > Neighbouring construction project team
Emergency services	<ul style="list-style-type: none"> > Fire and Rescue > NSW Police > NSW Ambulance
Aboriginal	<ul style="list-style-type: none"> > Local Aboriginal Land Councils
Media	<ul style="list-style-type: none"> > Print > Radio > Digital media

5. Communication approach

5.1 Communication tools

Table 6 outlines the range of communication tools that will be used by TransGrid and its Contractors to distribute information to and consult with communities and stakeholders throughout project delivery to ensure they:

- > are informed about the project
- > have the opportunity to provide feedback
- > are consulted where appropriate.

Table 6: Communication Tools

Tool	Description
Community information line	<ul style="list-style-type: none">> A dedicated 24-hour telephone number (1800 955 588) has been established to facilitate community enquiries and manage complaints.> The community will be advised of the number via newspaper advertising in the local area before work starts, on site hoarding, via newsletters and notifications and on the TransGrid website.
Community email address	<ul style="list-style-type: none">> A dedicated email address (psf@transgrid.com.au) has been established to facilitate community enquiries and manage complaints.> The community will be advised of the email address via newspaper advertising in the local area before work starts, on site hoarding, via newsletters and notifications and on the TransGrid website.
Postal address	<ul style="list-style-type: none">> A dedicated postal address (PO Box A1000 Sydney South NSW 1235) has been established to facilitate community enquiries and manage complaints.> The community will be advised of the postal address via newspaper advertising in the local area before work starts, on site hoarding, via newsletters and notifications and on the TransGrid website.
Project webpage	<ul style="list-style-type: none">> A dedicated project webpage (www.transgrid.com.au/psf) has been established on the TransGrid website and will be maintained for at least 12 months following project completion.

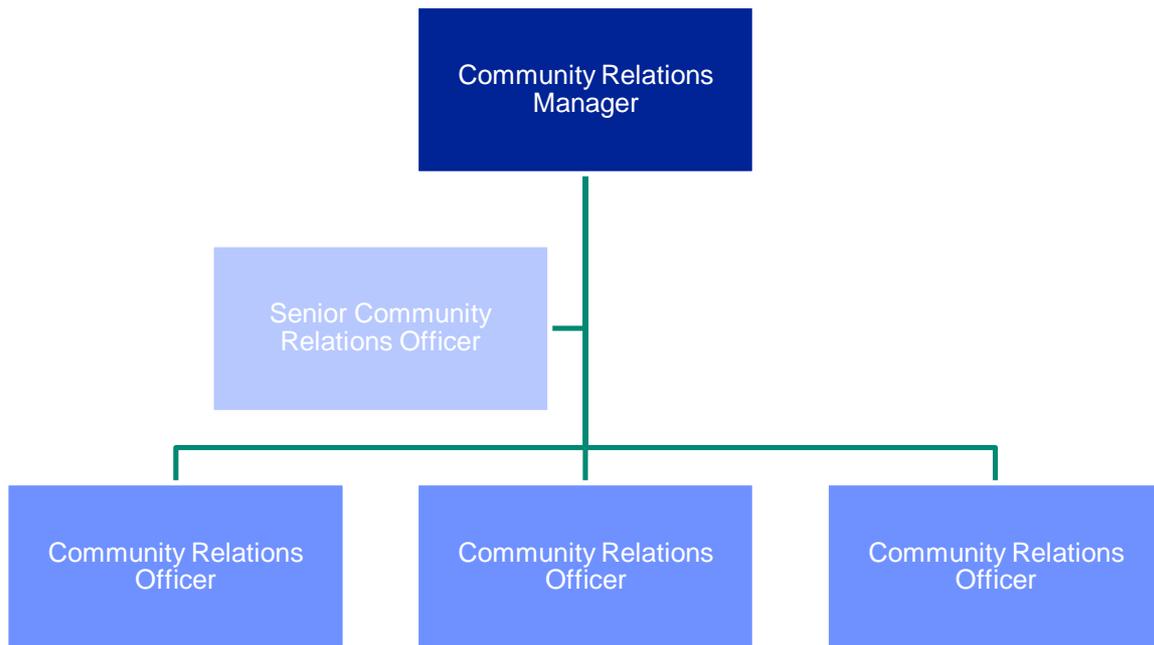
Tool	Description
	<ul style="list-style-type: none"> > Use to inform stakeholders and the community about the current status, overall progress of the project and upcoming construction activities before they start. > All newsletters, notifications and fact sheets will be made available on the website (including newsletters in languages other than English). > The Conditions of Approval (including any modification approvals); copies of each statutory approval, licence or permit; copies of each document required by the Conditions of Approval (including this strategy); and copies of compliance reports will be made available online prior to construction starting. > Includes project contact details including phone, email and postal address and translation services.
Social media	<ul style="list-style-type: none"> > Facebook, Twitter and LinkedIn. > Posts will be prepared and posted at key times to generate knowledge of the project.
Translation services	<ul style="list-style-type: none"> > Used to provide information to stakeholders in languages other than English. > Information on how to access TransGrid’s translation services will be included in newsletters, notifications and on TransGrid’s website.
Email updates	<ul style="list-style-type: none"> > eNewsletters will be used to inform stakeholders and the community about the overall progress of the project, current and upcoming construction activities and milestones at each construction site. > Issued via email to stakeholders who have registered to be on the email distribution list.
Newsletters	<ul style="list-style-type: none"> > Used to inform stakeholders and the community about the overall progress of the project, current and upcoming construction activities and milestones at each construction site. > Issued quarterly to properties within a 200m radius of the project alignment, with the first newsletter distributed at least two weeks prior to commencement of construction. > Will include the project contact details including phone, email and postal address and translation services. > Will be uploaded to the TransGrid website and available in six languages other than English.

Tool	Description
Doorknocking	<ul style="list-style-type: none"> > Used to pro-actively identify community issues requiring management during construction. > Used to negotiate temporary access restrictions to residential or business properties or identifying appropriate respite periods. > Used to populate home and business plans. > Used to identify and inform owners and occupiers of heritage items of the potential to exceed vibration criteria for cosmetic damage.
Home and business plans	<ul style="list-style-type: none"> > Residential and business surveys will be used to gain information to assist with project planning on an ongoing basis. > Information collected could include disabled parking needs, business delivery requirements or health/medical concerns. > Used to inform scheduling of noise generating works in the vicinity of potentially affected sensitive receivers. > Plans will be undertaken prior to works starting to understand any mitigation measures that may be required. > Used to undertake respite consultation.
Respite consultation	<ul style="list-style-type: none"> > Used to provide a two-month schedule of upcoming out-of-hours work, location, duration, noise levels and likely mitigation management measures. > Used to identify mitigation measures for residual impacts, including respite periods. > Will be undertaken on a regular basis. > Outcomes will be provided to the Planning Secretary.
Briefings and meetings	<ul style="list-style-type: none"> > Face-to-face briefing meetings aimed at providing information on the project and establishing/maintaining lines of communication should there be any future concerns/queries about the project. > Used to consult with Councils and other key stakeholders on the preparation of management plans in accordance with the Conditions of Approval. > Used to consult with Councils on tree replacement (if required) and unexpected direct or indirect impacts on vegetation or biodiversity values.

Tool	Description
	<ul style="list-style-type: none"> > A forum for progressing detailed design and construction planning.
Community and stakeholder reference group (CSRG)	<ul style="list-style-type: none"> > Held quarterly. > TransGrid and its Contractors will provide a summary of current and upcoming work, issues and provide an update on complaints and actions taken. > A forum to discuss issue or location-based environmental management issues of concern. > Used to evaluate the effectiveness of strategies and measures employed to manage community issues. > Will monitor complaints and make recommendations on how complaints and construction impacts may be more effectively managed. > Comprised of representatives from TransGrid, its Contractors, local residents, community groups, businesses and Councils. > The CSRG will be facilitated by TransGrid via an independent chairperson.
30 day notifications	<ul style="list-style-type: none"> > Use to inform stakeholders and the community about the establishment of laydown areas or special crossing site compounds. > Issued to surrounding properties 30 calendar days prior to establishment. > Will detail hours of operation, activities to be undertaken at the site, likely impacts, contact details and translation services.
7 day notifications	<ul style="list-style-type: none"> > Use to inform stakeholders and the community about new work, the overall progress of the project, current and upcoming construction activities and milestones at each construction site, including upcoming out-of-hours work. > Issued to surrounding properties 7 calendar days prior to the start of any construction activity in any new location, or any change to working hours, construction activities or impacts for works being undertaken at an existing location. > Used to notify of any tree removal required. > Will detail the hours of work, activities to be undertaken, likely impacts, contact details and translation services.

Tool	Description
Emergency notifications	<ul style="list-style-type: none"> > Use to inform DPIE of the reason for such works. > Use to notify all noise and/or vibration affected sensitive receivers of the likely impacts and duration of works. > Issued to sensitive receivers as soon as possible after becoming aware of the need for the emergency works. > Will detail the hours of work, activities to be undertaken, likely impacts, contact details and translation services.
Complaint and enquiries management system	<ul style="list-style-type: none"> > Used to record all communications with external stakeholders. > Used to manage stakeholder distribution lists. > All contact with external stakeholders will be recorded within 24 hours of the contact taking place.
Community information cards	<ul style="list-style-type: none"> > Will include the project phone number, email and postal address. > Will be carried by all site workers while works are in progress and provided to the community as needed.
Site signage (site hoarding)	<ul style="list-style-type: none"> > Used at all construction sites to identify the project. > Will provide contact details for the community relations team, including phone, email and postal address.
Traffic signage	<ul style="list-style-type: none"> > Used to provide detail on road closures, detours, or periods of work impacting state or arterial roads. > Used to direct passengers to any bus stop relocations.
Business signage	<ul style="list-style-type: none"> > Used to provide directional signage to disrupted businesses as required.
Community Relations Team	<ul style="list-style-type: none"> > Will engage with the local community in accordance with this strategy. > See organisation chart below in section 5.2.
Fact Sheets	<ul style="list-style-type: none"> > Used to provide more detailed information on a given topic, especially those that are highly queried or complex.
Advertisements	<ul style="list-style-type: none"> > Used to increase awareness of the project and/or to meet the requirements of any third-party approvals. > Will be placed at least two weeks prior to the start of construction providing the project contact details including the phone, email and postal address.
Media releases	<ul style="list-style-type: none"> > Used to update stakeholders through media channels and advise of upcoming project milestones.

5.2 Community relations team organisational chart



6. Complaints and enquiries management

Procedures for resolving stakeholder and community enquiries and complaints is aligned with TransGrid's overarching *Complaints and Enquiries Management Policy* (2018).

6.1 Definitions

The definition of a complaint and an enquiry are defined in Table 7 below.

Table 7: Definitions

Term	Definition
Complaint	A complaint is defined as an expression of dissatisfaction made toward TransGrid and its contractors, related to its actions, services, or complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
Enquiry	An enquiry is defined as a community/stakeholder interaction with TransGrid and its contractors, requesting information through the nominated enquiry channels.

The procedures for responding to and recording enquiries and investigating, responding and recording complaints are outlined in the following sections, including procedures for escalating complaints if required.

The complaint management system will be maintained for the duration of construction and for a minimum of three months following completion of construction.

6.2 Complaints Register

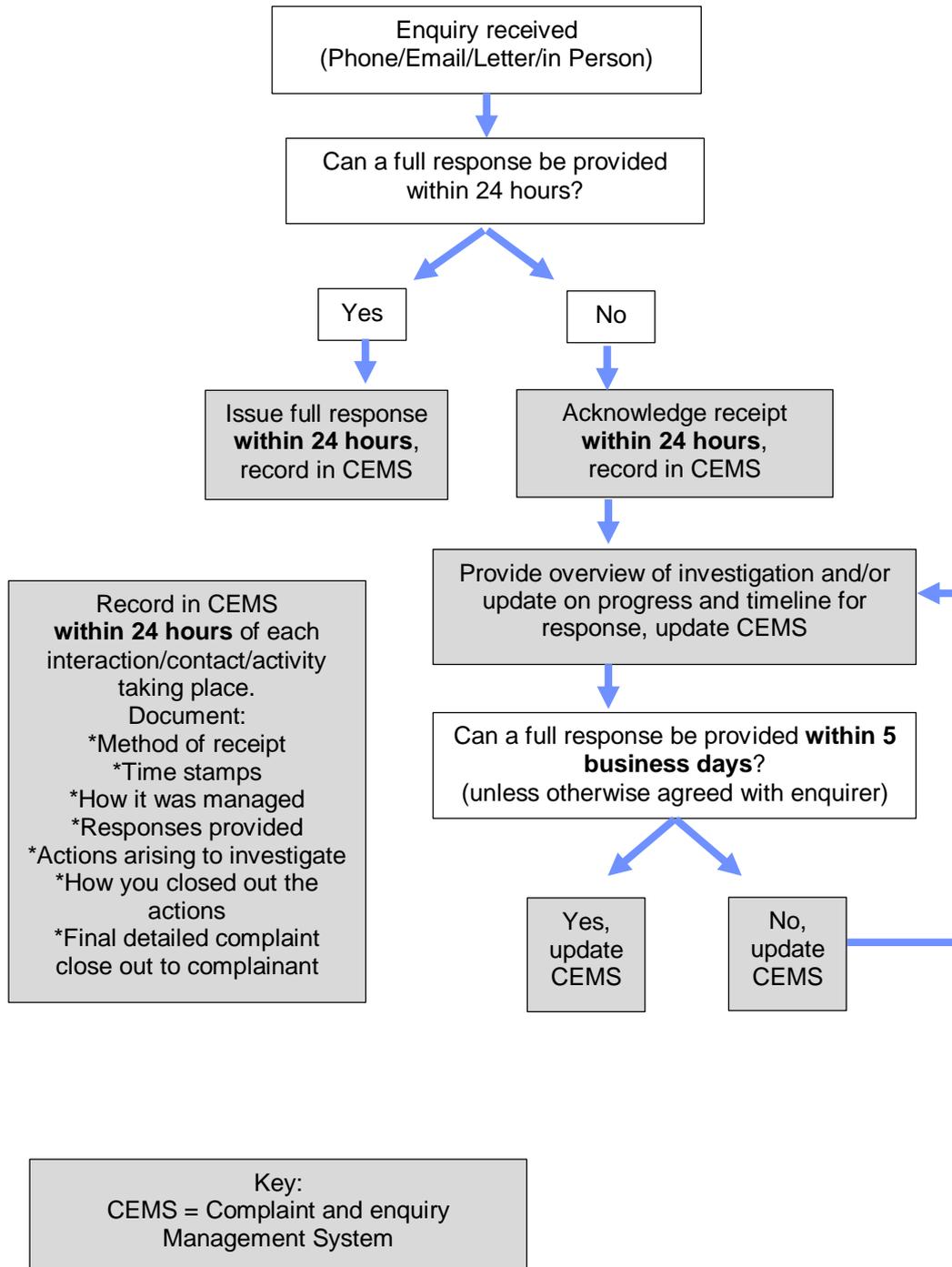
A Complaints Register will be maintained to record information on all complaints received while carrying out of any works and for a minimum of three months following the completion of construction. The Complaints Register will record the:

- > number of complaints received
- > number of people affected in relation to a complaint
- > means by which the complaint was addressed and whether resolution was reached, with or without mediation.

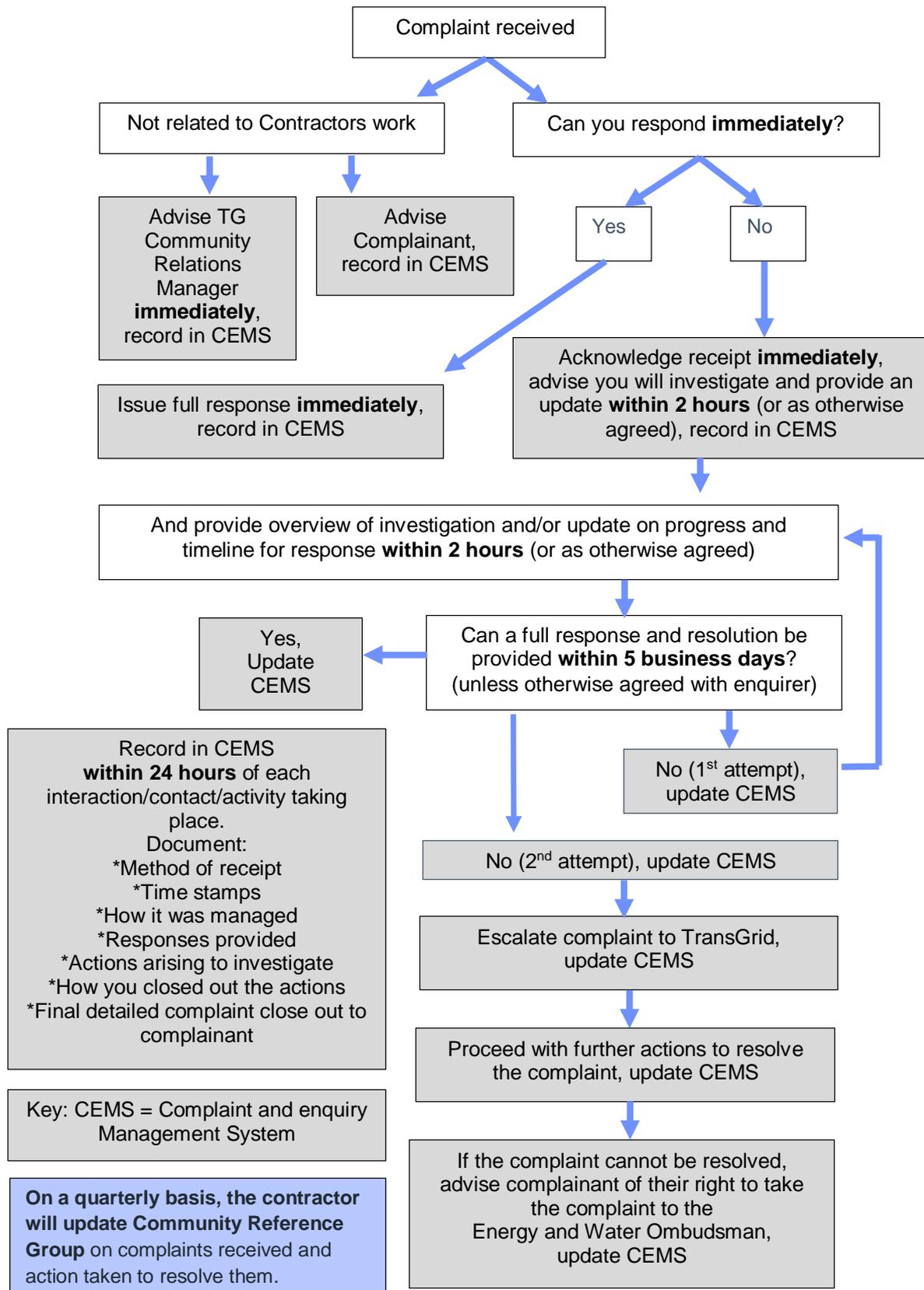
The Complaints Register will be provided to the Planning Secretary or the relevant council(s) upon request, within the timeframe stated in the request.

6.3 Procedure for responding to and recording enquiries

The enquiry response and recording procedure is outlined below:



6.4 Procedures for investigating and resolving complaints



6.5 Receiving and using stakeholder and community feedback

Throughout the Project, feedback collected from the community and stakeholders will be used to identify key areas for improvement.

Table 8 below, demonstrates how feedback from the community and stakeholders will be used.

Table 8: Project feedback

Project	How feedback will be used
Detailed design	<ul style="list-style-type: none">> Feedback will inform construction methodology, management plans and mitigation measures, and urban design outcomes.> Complaints and enquiries will be monitored to identify recurring themes and anticipate appropriate mitigation measures.
Construction	<ul style="list-style-type: none">> Feedback will inform construction methodology, management and mitigation measures, and provision of respite.> Complaints and enquiries will be monitored to identify recurring themes and anticipate appropriate mitigation measures.> Feedback will be used to minimise disturbances to property access.> Complaints management will be evaluated by the CSRG to ensure consistency with management plans and assess effectiveness.

7. Key issues communication and management

Key issues addressed in the EIS that will be considered during construction of the Project include:

- > traffic management (including property access, pedestrian and bicycle access)
- > tree management
- > noise and vibration mitigation and management (particularly outside of standard construction hours).

Management of the key issues will be further informed by community and stakeholder engagement and consultation during the detailed design and construction phases.

Table 9 outlines the management and communication approaches that will be used to manage these issues.

Table 9: Key issue management

Management measures	Communication strategies	Corresponding management plans for CEMP
Traffic management (including property access, pedestrian and bicycle access)		
<ul style="list-style-type: none"> > Regular consultation with stakeholders, including organisations across the Transport for NSW cluster to minimise impacts to light rail and rail track works, and other major developments. > Impacted road users will be identified during the detailed planning phase (including motorists, pedestrians, cyclists, emergency services and local schools). > Directly impacted property owners will be consulted regarding access to their property. Residents and commercial property owners will receive prior notice of restrictions to property access. > Where disruption cannot be avoided, alternative pedestrian and vehicular arrangements will be developed in consultation with affected land users including temporary bus stop relocations in consultation with bus operators. 	<ul style="list-style-type: none"> > Communication tools and/or activities will be selected to suit the broad geographic spread of motorists using the roads along the route between Potts Hill and Alexandria and the surrounding network, including traffic alerts released to media outlets, variable message signs, traffic alerts and livetraffic.com website updates. > The Powering Sydney’s Future website and social media, information line and email address will be available for the community to find out about and report traffic issues. > Signage and directions will be provided to businesses before any disruption. > Signage and directions will be provided to direct passengers to temporary bus stops. 	<ul style="list-style-type: none"> > Construction Traffic and Transport Management CEMP Sub-Plan

Tree management		
<ul style="list-style-type: none"> > TransGrid and its Contractors will avoid the removal of trees, wherever feasible. > No trees will be removed: <ul style="list-style-type: none"> – within the parklands of Sydney Park, Alexandria – along Constitution Road – at the Johnson Park Bushcare site, Dulwich Hill. > Where avoidance is not possible, a tree replanting strategy will be developed in consultation with the relevant council and an independent and qualified arborist. > Where avoidance is not possible, trees required to be removed will be replaced with at least two trees of similar biodiversity value in consultation with the relevant council. 	<ul style="list-style-type: none"> > Directly impacted residents will be notified of any trees needing removal at least seven days prior to their removal. > Through regular meetings, workshops and other activities, a tree replanting strategy will be developed in consultation with the relevant council and an independent and qualified arborist. 	<ul style="list-style-type: none"> > Vegetation & Biodiversity CEMP Sub-Plan
Noise and vibration mitigation and management, particularly during out-of-hours work		
<ul style="list-style-type: none"> > Where possible, scheduling construction activities at certain times to minimise impacts to residents and businesses. > Implementing time and duration restrictions and respite periods and limiting frequency of high noise generating activities. > Notifying residents of construction activities likely to affect their amenity from noise and vibration. 	<ul style="list-style-type: none"> > Quarterly newsletters will be distributed to communities and stakeholders a minimum of 28 days prior to the start of construction, and every six months during construction. > Respite consultation with community and stakeholders to provide a two-month schedule of upcoming out-of-hours work, location, duration, noise levels and likely mitigation management measures, including respite periods. 	<ul style="list-style-type: none"> > Construction Noise and Vibration Management CEMP Sub-Plan, including Out-of-Hours Work Protocol.

<ul style="list-style-type: none"> > Consulting with impacted community members to identify appropriate respite periods. > Consulting with impacted communities around extended working hours, where appropriate. > Consulting with third parties in the vicinity of the project area to coordinate out-of-hours works to achieve respite periods where receivers may be affected by concurrent construction works. 	<ul style="list-style-type: none"> > Meetings will be held with community members along the route and near laydown areas, especially residents and businesses, to understand their specific needs and manage these in a reasonable manner. This will include directly impacted residents, schools, and other sensitive receivers to discuss property access, respite hours for out-of-hours and high noise generating work, and changes to traffic conditions. > Prior notice will be provided for all construction activities during standard construction hours and any planned work outside of standard construction hours. Notification letters will be sent 7 calendar days prior to new construction activities starting. 	
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