
School Infrastructure NSW

Community Communication Strategy

Carlingford West Public School and Cumberland High School

SSD-43065987

Version	Date of Review
0.1	30 November 2023

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Acknowledgement of Country

School Infrastructure NSW acknowledges the Traditional Custodians of the lands where this project is located. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Document purpose

School Infrastructure NSW (SINSW) consults and engages with communities and stakeholders throughout the development of a school project. This engagement helps to inform the design of the school project and provides an opportunity to share and address potential constraints and impacts during construction.

A Consultation Report outlining the consultation and engagement during this planning phase of the project is submitted as part of the State Significant Development (SSD) application. This Community Communications Strategy (CCS) provides an overview of how SINSW will continue to communicate and consult with the community during construction of the project.

The Consultation Report is available on the planning portal <https://www.planningportal.nsw.gov.au/major-projects/projects/upgrades-carlingford-west-public-school-and-cumberland-high-school>

The Upgrades to Carlingford West Public School and Cumberland High School is classified as a state significant development, and has been assessed by the Department of Planning and Environment (DPE). Consent was provided on 30 November 2023.

For more information visit the DPE [web page on the SSD](#).

This CCS has been developed to Comply with condition B9 of the SSD consent:

Community Communication Strategy

B9. No later than 48 hours before the commencement of any construction, a Community Communication Strategy must be submitted to the Planning Secretary for information. The Community Communication Strategy must provide mechanisms to facilitate communication between the Applicant, the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction.

The Community Communication Strategy must:

- (a) identify people to be consulted during the design and construction phases;*
- (b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;*
- (c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;*
- (d) set out procedures and mechanisms:*
 - (i) through which the community can discuss or provide feedback to the Applicant;*
 - (ii) through which the Applicant 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 and operation of the development, including disputes regarding rectification or compensation.*
- (e) include any specific requirements around traffic, including construction worker parking, and noise and vibration.*

This CCS outlines SINSW's commitment to:

- Consider and manage stakeholder and community expectations as integral to the successful delivery of the project.
- Inform affected stakeholders, such as the local community or road users about construction activities.
- Enable the open and proactive management of issues and communications.

This CCS will be implemented through the construction phase of the project, and for 12 months following construction completion.

Plan review

The CCS is a live document and will be updated as required to address any changes in stakeholders or the project management or complaints handling process. This will be done in close consultation with the SINSW Senior Project Director, appointed Project Management company and/or Contractor and SINSW Community Engagement Manager.

Approval

The CCS is reviewed and approved by the SINSW Senior Project Director, in close consultation with relevant members of the Department of Education's School Performance team that may include a Director Educational Leadership or school Principal. Final endorsement is provided by the SINSW Senior Manager, Community Engagement.

Table 1: List of SSD requirements and where they are addressed in this CCS

State Significant Developments SSD-43065987	The Community Communications Strategy addresses this in section
a) <i>identify people to be consulted during the design and construction phases;</i>	▪ Section 3
b) <i>set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;</i>	▪ Section 4
c) <i>provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;</i>	▪ Section 4
d) set out procedures and mechanisms: <ul style="list-style-type: none"> i. <i>through which the community can discuss or provide feedback to the Applicant;</i> ii. <i>through which the Applicant will respond to enquiries or feedback from the community;</i> iii. <i>to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.</i> 	▪ Section 6
e) Include any specific requirements around traffic, including construction worker parking, and noise and vibration	▪ Section 3, 4 and 5*

*Note noise and vibration will be managed in alignment with the Construction Noise and Vibration Management Sub Plan.

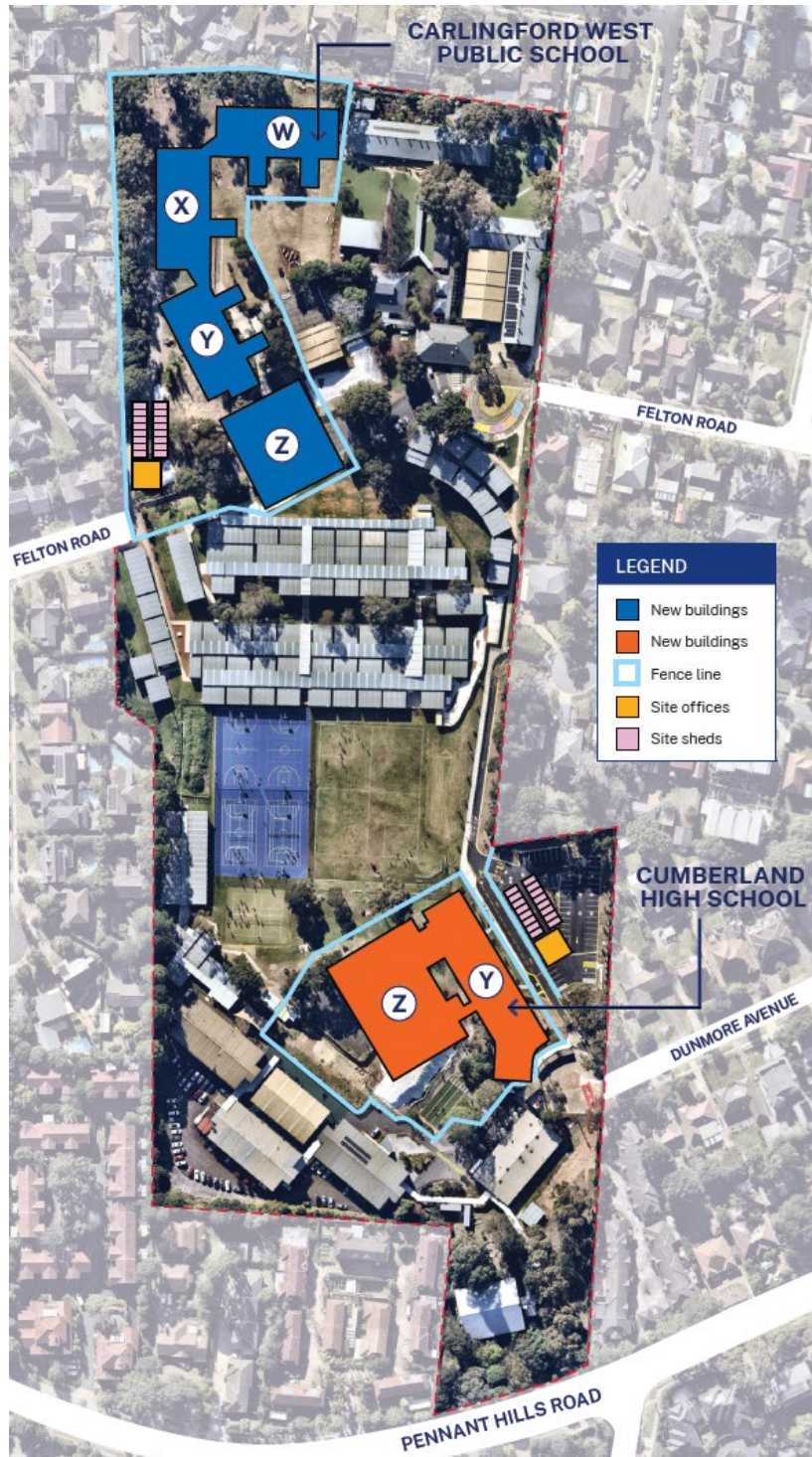
1. Context

Planning is underway for the upgrades to Carlingford West Public School and Cumberland High School.

The upgrade at Carlingford West Public School will deliver new classrooms, new hall, new library, a new multi-purpose play court, new canteen, and refurbished staff, administration areas, kiss and drop area and staff car parking.

The upgrade at Cumberland High School will deliver new classrooms including specialist spaces such as wood workshops and visual arts spaces, new hall/gym, sport and performance spaces, new library, new multipurpose play courts, new canteen, and refurbished staff and administration areas.

Figure 1 – Site Map - indicative only.



2. Community engagement objectives

SINSW's goal is that our school infrastructure meets the needs of a growing population and enables flexible learning and teaching. This CCS has been developed to achieve the following community engagement objectives:

- a) Promote the benefits of the project
- b) Build key school community stakeholder relationships and maintain goodwill with impacted communities
- c) Manage community expectations and build trust by delivering on our commitments
- d) Provide timely information to impacted stakeholders, schools and broader communities
- e) Address and correct misinformation in the public domain
- f) Reduce the risk of project delays caused by negative third party intervention
- g) Leave a positive legacy in each community

3. Stakeholders

The stakeholder list below summarises who may be informed, where relevant, and consulted during the construction phase via ongoing face to face meetings, communications collateral and digital engagement methods.

Table 2: Stakeholders

Stakeholders	Interest and involvement
<p>School community, at both Carlingford West Public School and Cumberland High School</p> <ul style="list-style-type: none"> ▪ Principals ▪ Teachers ▪ Staff ▪ Parents and carers ▪ Students ▪ PSA and NSW Teachers' Federation 	<ul style="list-style-type: none"> ▪ Quality of infrastructure and resources ▪ Safe pedestrian and traffic access to the school/s ▪ Keeping the local school community and stakeholders updated ▪ Impacts of school enrolments on existing schools in the catchment ▪ Parking and drop-off and pick-up considerations ▪ External users of school facilities (in joint use facilities) ▪ Adequate play space ▪ Ongoing professional development required for innovative learning practices ▪ Construction impacts and how these will be minimised ▪ Understanding of the timing for construction
<p>Local community</p> <p>Residents and property owners of:</p> <ul style="list-style-type: none"> ▪ Dunmore Avenue ▪ Blenheim Road ▪ Felton Road East ▪ Felton Road West ▪ Adrian Court ▪ Hilar Avenue 	<ul style="list-style-type: none"> ▪ Any applicable altered road network to improve access to school/s ▪ Noise and truck movements during construction ▪ Increased traffic and congestion on nearby streets ▪ Local traffic and pedestrian safety ▪ Shared use of school facilities and amenities ▪ Tree removal/clearing around the project site and public domain upgrades ▪ Managing expectations of new residents

Stakeholders	Interest and involvement
	<ul style="list-style-type: none"> ▪ Construction worker parking
<p>Adjoining affected landowners and businesses</p> <ul style="list-style-type: none"> ▪ See Figure 1 site map 	<ul style="list-style-type: none"> ▪ Upgrades to services infrastructure – power, water etc. and impact on surrounding supply ▪ Noise and truck movements during construction ▪ Increased traffic and congestion on nearby streets ▪ Local traffic and pedestrian safety ▪ Shared use of school facilities and amenities ▪ Tree removal/clearing ▪ Public domain upgrades e.g. footpaths and crossings ▪ Ongoing noise impacts from proposed new site layout ▪ Traffic conditions during pick-up and drop-off ▪ Shared use of school facilities and amenities ▪ Environmental impacts during construction ▪ Construction hours ▪ Noise and vibration ▪ Construction worker parking
<p>Local Members of Parliament:</p> <ul style="list-style-type: none"> ▪ The Hon. Dominic Perrottet MP, Member for Epping 	<ul style="list-style-type: none"> ▪ Meeting the economic, social and environmental objectives of state and federal governments ▪ Delivering increased public education capacity on time ▪ Delivering infrastructure which meets expectations ▪ Addressing local issues such as traffic, congestion and public transport solutions
<p>Government agencies and peak bodies:</p> <ul style="list-style-type: none"> ▪ Transport for NSW ▪ Fire and Rescue NSW ▪ NSW Department of Planning and Environment ▪ NSW Environmental Protection Authority 	<ul style="list-style-type: none"> ▪ Traffic and congestion on the local road system ▪ Adequate public transport options and access ▪ Ensuring new infrastructure meets standard requirements for safety and fire evacuation ▪ Ensuring the development is compliant ▪ Management of any contamination
<p>Local Council – Parramatta City Council</p>	<ul style="list-style-type: none"> ▪ Schedule for construction and opening of school ▪ Impacts to the local community including noise, congestion and traffic ▪ Shared use of community spaces ▪ Processes and protocols in place to manage interactions with local residents
<p>Nearby public schools</p> <ul style="list-style-type: none"> ▪ James Ruse Agricultural High School 	<ul style="list-style-type: none"> ▪ Impact of construction ▪ Impact on school resources

Stakeholders	Interest and involvement
	<ul style="list-style-type: none"> ▪ Impact on current students ▪ Implications for teaching staff
<p>Community groups</p> <ul style="list-style-type: none"> ▪ Carlingford West Public School Parents & Citizens' Association ▪ Cumberland High School Parents & Citizens' Association 	<ul style="list-style-type: none"> ▪ Safe pedestrian and traffic access to school facilities during construction ▪ Impacts of the project on the surrounding community including roads, facilities, playing fields etc. ▪ Impacts of project on existing infrastructure and public transport capacity ▪ External community group use of school facilities and amenities ▪ Delivering high-standard facilities and infrastructure ▪ Construction impacts and how these will be minimised ▪ Quality of infrastructure and resources upon project completion ▪ Understanding of the timing for construction ▪ Impact of construction including <ul style="list-style-type: none"> ○ available play space for students ○ managing noise and dust
<p>Project Status Update Group (names not disclosed)</p> <ul style="list-style-type: none"> • Project members • School Principals • Director Educational Leadership 	<ul style="list-style-type: none"> • Sharing information between project team and schools regarding operational impacts from construction schedule
<p>Registered / Interested Aboriginal Parties</p>	<ul style="list-style-type: none"> • Walk on Country, design discussion, and smoking ceremony

4. Engagement approach

The key consideration in delivering successful outcomes for this project is to make it as easy as possible for anyone with an interest to find out what is going on. In practice, the communications approach across all levels of engagement will involve:

- a) Using uncomplicated language
- b) Taking a proactive approach to engagement
- c) Encouraging and educating whenever necessary
- d) Engaging broadly including with individuals and groups that fall into harder to reach categories
- e) Providing a range of opportunities and methods for engagement
- f) Being transparent
- g) Explaining the objectives and outcomes of planning and engagement processes.

In addition to engagement with government departments, agencies and Council, community engagement will continue for the project during construction in two streams:

- a) School-centric involvement from school communities (including students, parents/caregivers, teachers, administration staff) unencumbered by broader community issues, and
- b) Broad community involvement unencumbered by school community wants and needs. Broad community stakeholders include local residents, neighbours and local action groups.

4.1. General community input

Members of the general public impacted by the construction phase are able to enquire, provide feedback and register any complaint about environmental impacts via the following channels:

- a) School Infrastructure NSW 1300 community information line (1300 482 651) that is published on all communications material, including project site signage
- b) School Infrastructure NSW email address (schoolinfrastructure@det.nsw.edu.au) that is published on all communications material, including project site signage
- c) [Project webpage Get Involved/contact us form](#)
- d) During information booths and information sessions held at the school or local community meeting place, and advertised on our website and via letterbox drops.

Refer to Section 6.5 of this document for detail on our enquiries and complaints process. The contractor contact details for after hours complaints and enquiries are available on the Project Webpage at Section 3.3 of the Construction Environment Management Plan.

A number of tools and techniques will be used to keep stakeholders and the local community involved as summarised in *Table 3* below.

For reference, project high level milestones during the delivery phase include:

- a) Site establishment
- b) Commencement of main works construction
- c) School Term prior to project completion
- d) Project completion
- e) First day of school following project completion/official opening

Table 3: School Infrastructure NSW Communications Tools

Communications Tool	Description of Activity	Frequency
1300 community information line	The free call 1300 482 651 number is published on all communication materials and is manned by SINSW. All enquiries that are received are referred to the appointed Community Engagement Manager and/or Senior Project Director as required and logged in our Customer Relationship Management ie CRM system. Once resolved, a summary of the conversation is updated in the CRM.	Throughout the life of the project and accessible for 12 months post completion
Advertising (print)	Advertising in local newspapers may be undertaken prior to significant construction activities, major disruptions and opportunities to meet the project team or find out more at a face to face event.	As required
Call centre scripts	High level, project overview information may be provided to external organisations who may receive telephone calls enquiring about the project, most namely stakeholder councils.	Throughout the project when specific events

Communications Tool	Description of Activity	Frequency
		occur or issues are raised by stakeholders
Community contact cards	<p>These are business card size with all the SINSW contact information.</p> <p>The project team/contractors are instructed to hand out contact cards to stakeholders and community members enquiring about the project. Cards are offered to school administration offices as appropriate.</p> <p>Directs all enquiries, comments and complaints through to our 1300 number and School Infrastructure NSW email address.</p>	Throughout the life of the project and available 12 months post completion
CRM database	<p>All projects are created in SINSW's CRM system at project inception.</p> <p>Interactions, decisions and feedback from stakeholders are captured, and monthly reports generated.</p> <p>Any enquiries and complaints are to be raised in the CRM and immediately notified to the Senior Project Director, Project Director and Community Engagement Manager.</p>	Throughout the life of the project and updated for 12 months post completion
Display boards	A0/A1 size full colour information boards to use at info sessions or to be permanently displayed in appropriate places (school admin office for example).	As required
Door knocks	<p>Provide timely notification to nearby residents of upcoming construction works, major impacts such as changes to pedestrian movements, temporary bus stops, expected impacts and proposed mitigation.</p> <p>Provide written information of construction activity and contact details.</p>	As required prior to periods of significant construction impacts
FAQs	Set of internally approved answers provided in response to frequently asked questions. Used as part of relevant stakeholder and community communication tools. These are updated as required, and included on the project website if appropriate.	Throughout the life of the project
Information booths	<p>Information booths are held locally and staffed by a project team members to answer any questions, concerns or complaints on the project.</p> <p>Information booths may be held both at the school/ neighbouring school, as well as for the broader community:</p> <ol style="list-style-type: none"> School information booths are held at school locations at times that suit parents and caregivers, with frequency to be aligned with project milestones and as required. Community information booths are usually held at local shopping centres, community centres and places that are easily accessed by the community. They are held at convenient times, such as out of work hours on weekdays and Saturdays. 	At project milestones and as required

Communications Tool	Description of Activity	Frequency
	<p>Collateral may include community contact cards, latest project notification or update, with internal FAQs prepared.</p> <p>All liaison to be summarised and loaded in the CRM.</p>	
Community information sessions	<p>Information sessions are a bigger event than an information booth, held at a key milestone or contentious period. We have more information on the project available on display boards / screens and an information pack handout – including project scope, planning approvals, any impacts on the school community or residents, project timeline, FAQs.</p> <p>Members from the project and communications team will be available to answer questions about the project.</p> <p>These events occur after school hours on a week day.</p> <p>All liaison summarised and loaded on the CRM.</p>	As required
Information pack	<p>A4 page colour, fold out flyer that can include information about the project scope, progress, FAQs, timeline and next steps.</p> <p>To be distributed at info sessions or at other bigger events / milestones in hard copy and also made available electronically on project website.</p>	As required
Media releases/events	<p>Media releases are distributed upon media milestones. They promote major project milestones and activities and generate broader community awareness.</p>	<p>Media milestones during construction period may include:</p> <ul style="list-style-type: none"> a) Construction contract awarded b) Sod turning opportunity c) Handover/Official opening
Notifications and updates	<p>Notifications are distributed under varying templates with different headings to suit different purposes:</p> <ul style="list-style-type: none"> a) Works notification are used to communicate specific information about works, impacts and mitigations. b) Project update is used when communicating milestones and higher level information to the wider community i.e. project announcement, concept design, DA lodgement, construction award, completion. Includes the project summary, information booths / sessions if scheduled, progress summary and contact information. 	<p>As required according to the construction program.</p> <p>Distributed (refer construction works notification distribution methodology in Section 4.2) via letterbox drop to near neighbours, via email to opt in mailing list, and via the school community prior to construction activities or other milestones throughout the life of the project. Specific timings indicated in Table 5.</p>

Communications Tool	Description of Activity	Frequency
Photography and videography	<p>Images may be used in notifications, on the website, at information sessions and in presentations.</p> <p>Once the project is complete, SINSW will organise photography of external and internal spaces to be used for a range of communications purposes.</p>	<p>Project completion (actual photography and video of completed project).</p> <p>Prior to project completion - artist impressions, flythrough, site plans and construction progress images may be used.</p>
Presentations	Details project information for presentations to stakeholder and community groups.	As required
Priority correspondence	Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to the Premier, Minister, SINSW and other key stakeholders. SINSW is responsible for drafting responses as requested within the required timeframes.	As required
Project signage	<p>A0/A1 sized, durable aluminium signage will be installed at a suitable location on the construction site fencing.</p> <p>Provides high level information including project scope, project image and SINSW contact information.</p>	Throughout the life of the project and installed for 12 months post completion
Site visits	Demonstrate project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.	As required
School Infrastructure NSW email address	Provide stakeholders and the community an email address linking direct to the Community Engagement team. Email address (schoolinfrastructure@det.nsw.edu.au) is published on all communications materials.	Throughout the life of the project
School Infrastructure NSW website	<p>A dedicated project page is located on the SINSW website:</p> <p>https://www.schoolinfrastructure.nsw.gov.au/projects/c/carlingford-west-public-school-and-cumberland-high-school-upgrade.html</p>	Updated at least monthly and is live for at least 12 months post completion of the project
Welcome pack/ thank you pack	<p>At project completion the following flyers are utilised:</p> <ul style="list-style-type: none"> ▪ Welcome pack – project completion for school community provided on the first day/week they are returning to school when new facilities are opening, or attending a new school. Includes project overview, map outlining access to the school and key locations, FAQs, contact information. ▪ Thank you pack – tailored to the local residents to thank them for their patience and support of the project. 	Project completion only

4.2. Construction works notification distribution methodology

Construction works notifications will be distributed to targeted properties in the vicinity of the project. These properties have been identified as part of the technical studies and plans submitted as part of the planning and assessment approval pathway and post approval requirements. Specifically, the notification distribution map at **Figure 2** below has been prepared through an analysis of the potential project impacts and requirements identified in:

- the acoustic assessment supporting the SSD application
- the transport assessment supporting the SSD application
- the Construction Worker Transportation Strategy
- the Construction Environmental Management Plan, including the:
 - Construction Noise and Vibration Management Sub Plan
 - Construction Traffic and Pedestrian Management Sub Plan.

This methodology has been used to identify the anticipated construction impacts identified for this project. It does not include an arbitrary distribution area due to the robust impact analysis that has been carried out during planning and assessment phase of the project.

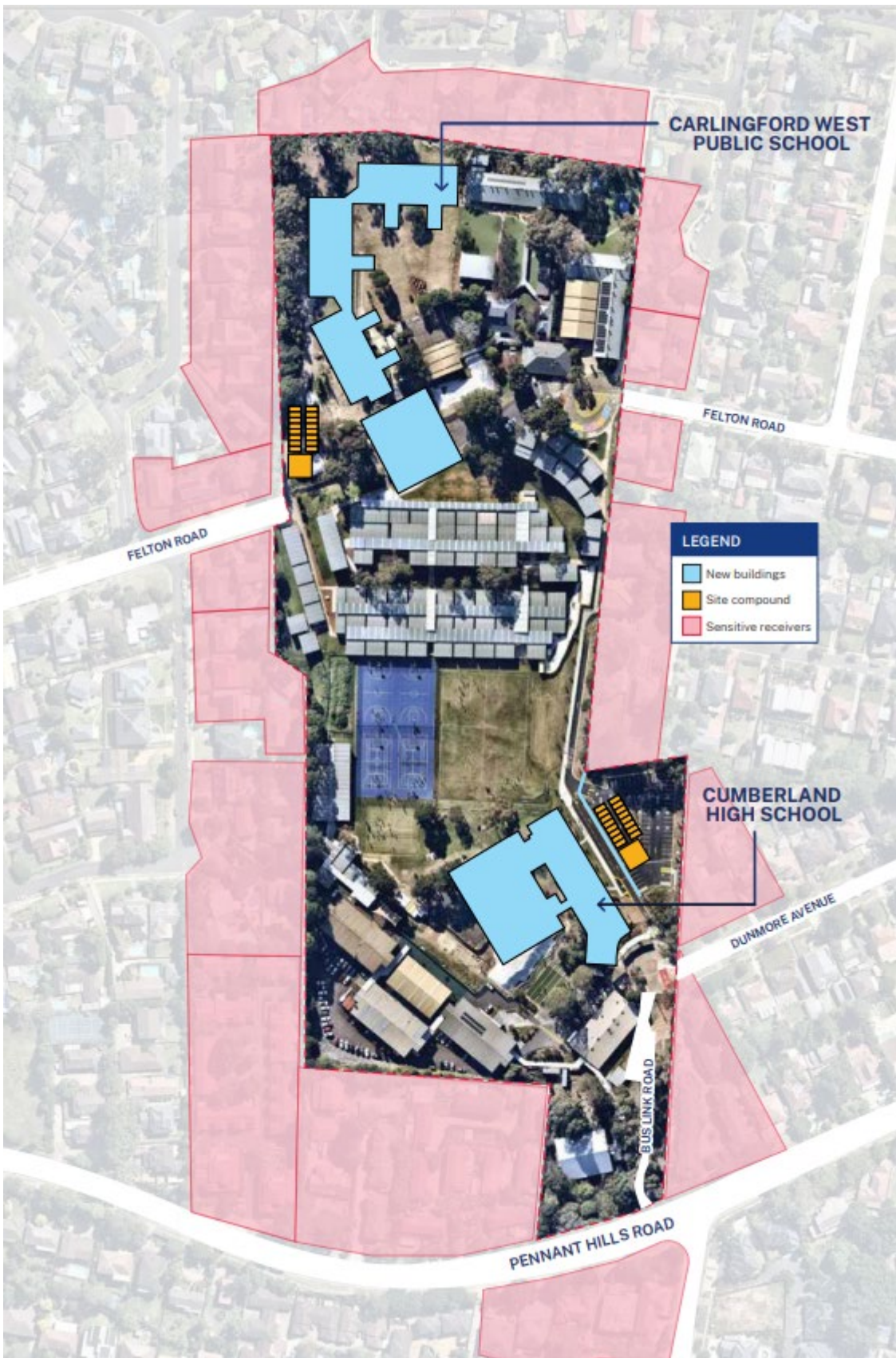
The distribution area may be altered:

- to address specific construction activities where the impact/s affect fewer or greater properties, depending on the nature of the work
- where ongoing monitoring shows more widespread impacts to that predicted in the environmental impact assessment
- if complaints are received outside of the distribution area
- if there is an approved project modification in the future that results in more widespread impacts
- at the discretion of School Infrastructure NSW.

Additional project updates and notifications will also be distributed when communicating milestones and higher-level information to the wider community such as construction contract award and project completion. Such updates and notifications may not detail construction impacts and may be distributed to a greater number of addresses to widely publicise the project's achievements.

The properties within the notification area in **Figure 2** below will receive notifications for unplanned out of hours works before undertaking the activities or as soon as is practical afterwards. This will also consider residents that may be impacted by heavy vehicle movements and other non site specific impacts (e.g. truck movements).

Figure 2: Map of construction works with notification distribution areas

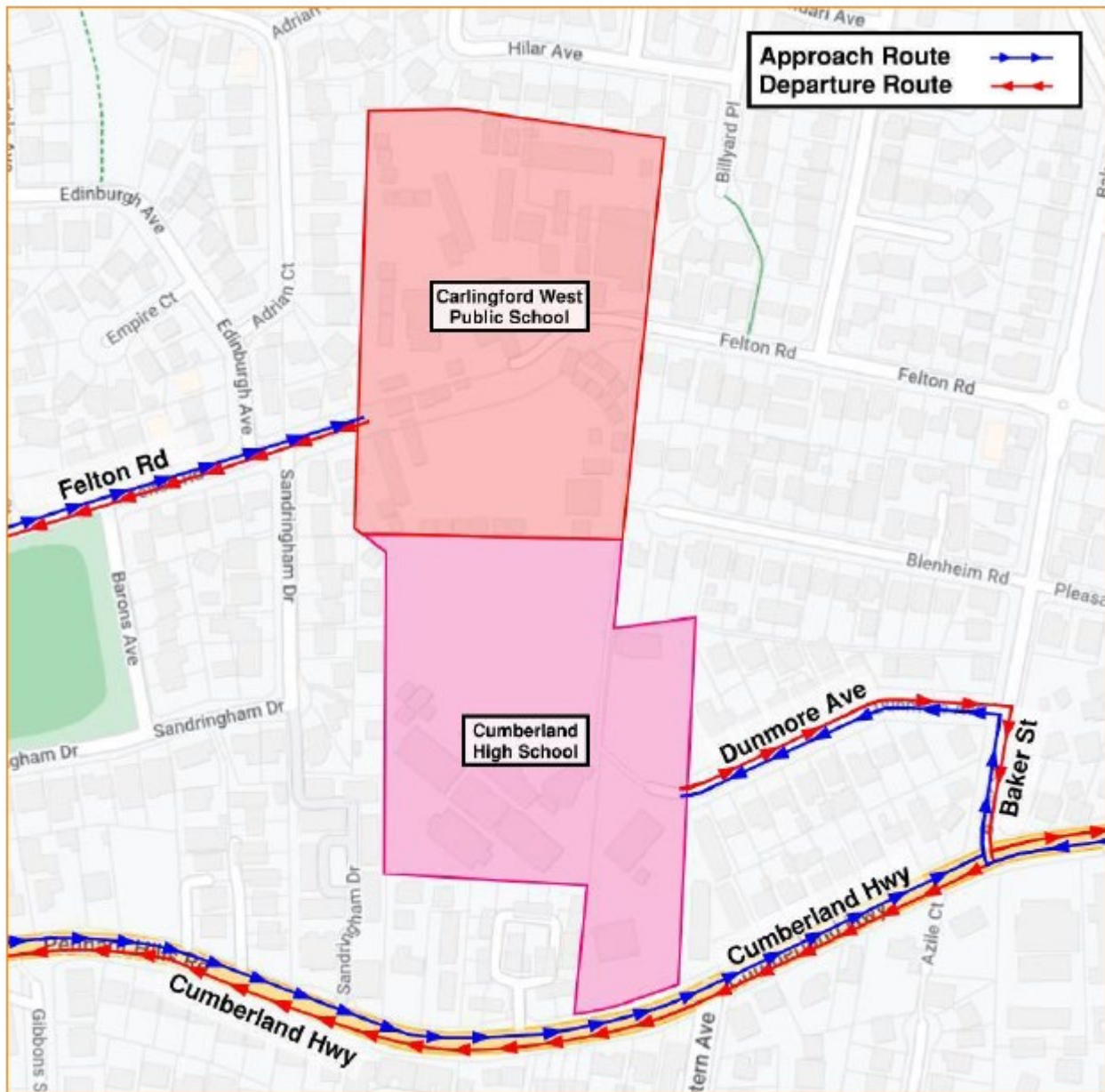


The above map shows the notification area of the sensitive receivers that may be impacted by construction including noise. The project is located across two school campuses, and notifications will be sent to sensitive receivers for work that is in proximity to their properties and may impact them.

These stakeholders will receive notifications for unplanned out of hours works before undertaking the activities or as soon as is practical afterwards.

This will also consider residents that may be impacted by heavy vehicle movements and other non site specific impacts (e.g. truck movements).

Figure 3: Map of site access routes for construction vehicles



Construction vehicle routes include Felton Road (west), Dunmore Avenue, Baker Street and Pennant Hills Road (Cumberland Highway).

4.3. Construction worker parking

There is limited onsite car parking for both both school construction sites. Construction workers will be encouraged to use public transport or carpooling when travelling to site to reduce parking on local streets. Site inductions and toolbox talks will regularly communicate to new workers the closest public transport options (buses to Pennant Hills Road).

5. Engagement Delivery Timeline

The following engagement delivery timeline maps tailored communications tools and activities by key milestone.

Table 4: Engagement timeline

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
SSD consent notification	Local residents School community	Project Update. Distributed through letter box drop, school newsletter, email. Onsite sod turn event.	Q4 2023
Site establishment	School community, including principal/s, teachers, staff, and P&C Adjoining property owners	Project Update, Works Notifications, and Project signage. Distributed through letter box drop, school newsletter and social media.	Q4 2023
SSD consent condition – consult community on construction mitigation measures	Sensitive receivers identified in map Figure 2	Survey – link letterboxed to sensitive receivers and included in Project Update to broader community.	Q4 2023
Main construction works including but not limited to: a) Remediation (if occurs) b) Works commenced c) Key impact periods – noise, dust, traffic, vibration	Local community School communities, including principal/s, teachers, staff, and P&C Adjoining property owners	Works Notifications, and Project signage. Distributed through letter box drop, email mailing list, school newsletter and social media. Information session/s if deemed required.	Throughout construction
Construction of road and pedestrian infrastructure	Local community School communities, including principal/s, teachers, staff, and P&C Adjoining property owners	Works Notifications, and Project signage. Targeted doorknocking Distributed through letter box drop, school newsletter and social media. Information session/s if deemed required.	TBC
Term prior to project completion	Local community	Project Update, Media Release.	TBC

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
	School communities, including principal/s, teachers, staff, and P&C Adjoining property owners PSA and NSW Teachers' Federation	Distributed through letter box drop, email mailing list, school newsletter and social media. Information session, site tours if required by school leadership.	
Handover	Local community School communities, including principal/s, teachers, staff, and P&C Adjoining property owners	Project Update, media release. Welcome Pack, Welcome Team, media release (if required). Distributed through letter box drop, school newsletter and social media.	TBC
Post-opening, for 12 months following operation	All	Website remains live Project signage remains installed. 1300 phone and email still active, and CRM still maintained for complaints and enquiries.	At least 12 months post construction completion

6. Protocols

6.1. Media engagement

SINSW manages all media relations activities, and is responsible for:

- a) Responding to all media enquiries and instigating all proactive media contact.
- b) Media interviews and delegation to SINSW media spokespeople who are authorised to speak to the media on behalf of the project
- c) Informing the Deputy Premier's Office and SINSW project team members and communications representatives of all media relations activities in advance and providing the opportunity to participate in events where possible.

6.2. Site visits

SINSW, in partnership with the Department of Education Schools Performance, organises and hosts guided project site tours and media briefings as required by the Deputy Premier's Office. The Project Team will ensure the required visitor site inductions are undertaken and that all required Personal Protective Equipment (PPE) is worn.

For media site visits and events, SINSW creates, or contributes to, the production of an event pack. This will include an event brief, media release, speaking notes and Q&As.

6.3. Social, online and digital media

SINSW initiates and maintains all social and online media channels. These channels may include the Department’s Facebook and Twitter, and SINSW’s LinkedIn and website. SINSW will also work to coordinate social media posts with the schools’ social media accounts.

6.4. Stakeholder and community notification process

Notification letters or project updates will be distributed to the community and stakeholders in advance of any activity with the potential to cause impacts.

Depending on the work activity and stakeholder, notifications are primarily distributed via letterbox drop, via the school, electronically via email, as well as uploaded to the SINSW project webpage. If appropriate, notification may also be delivered in person via door knocks, or via phone call or text message, or one-on-one briefings.

Notifications will be written in plain English and will:

- outline the reason that the work is required
- outline the location, nature, and duration of the proposed works
- outline date/s of work, where practicable
- outline construction hours
- include a diagram that clearly indicates the location of the works, where required
- include a 1300 community contact number, project email address and project website details
- Provide details for a translation service, where required.

Table 5 below outlines indicative minimum notification periods that will be targeted for work activities with the potential to impact sensitive receivers. All notification periods prescribed within development approvals or by approving bodies will be adhered to.

Regular construction updates regarding the general work program and significant milestones will also be provided to the school community and neighbouring properties throughout construction.

The contractor will provide SINSW with the information necessary to meet the notification requirements and target timeframes contained, where practicable.

Table 5: Target community notification periods

Notification period	Work activity
Same day (or as soon as practical)	Major incident, emergency works
	Unplanned out of hours work (notification provided to affected residents by the contractor before undertaking the works or as soon as practical)
	Unexpected hazardous material find or incident (e.g. asbestos, lead, chemical spill or other harmful material)
7 days	Start of works or site establishment
	Works outside of the site boundary
	Planned out of hours work or change to approved construction hours
	Planned investigation and remediation of hazardous materials including asbestos
	Phase of high noise generating works including demolition, tree removal/clearing, rock breaking, rock hammering, piling or similar
	Major traffic or pedestrian access changes including parking impacts, detours, and road diversions/closures

Notification period	Work activity
	Operational changes for the school community including to school drop-off points, entry and exit points, bus stops, and play space
3 months	Major impacts to school community, including relocation to temporary school, changes to student intake area or similar

6.5. Enquiries and complaints management

SINSW manages enquiries (called *interactions in our Customer Relationship Management (CRM) software, Darzin*), and complaints in a timely and responsive manner.

During project delivery (construction), a complaint is defined in regards to construction impacts – *such as* – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, construction hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers, other environmental impacts, unplanned or uncommunicated disruption to the school/s.

If a phone call, email or face-to-face complaint is received during construction, it will be acknowledged within 2 working days and logged in our CRM, actively managed, closed out and resolved by SINSW within 10 working days, where practicable. Where complaints are unable to be resolved within this timeframe the complainant will be provided with regular updates regarding the complaint resolution process.

A 24-hour contact number for the project site manager will be displayed at the site and can be shared with the community as necessary for any urgent issues that need to be addressed on site, outside of business hours.

The site manager contact details are available on the project webpage at Section 3.3 of the Construction Environment Management Plan.

As per the project's planning approval conditions, a complaints register is updated monthly, or as required by the planning authority, and is publicly available on the project webpage on the SINSW website.

If the complainant is not satisfied with SINSW's response, and they approach SINSW for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period (separate complainants).
- Any construction site receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three-day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint was avoidable.
- The complaint relates to a compliance matter.
- The complaint relates to a community safety matter.
- The complaint relates to a property damage claim.

Complaints will be first escalated to the Senior Manager, Community and Engagement or Director of Communications for SINSW as the designated complaints handling management representatives for our projects. Further escalation will be made to the Executive Director, Office of the Chief Executive to mediate if required.

If a complaint still cannot be resolved by SINSW to the satisfaction of the complainant, we will advise them to contact the NSW Ombudsman - <https://www.ombo.nsw.gov.au/complaints>.

Table 6 below outlines target timeframes for responding to enquiries and complaints, through each correspondence method:

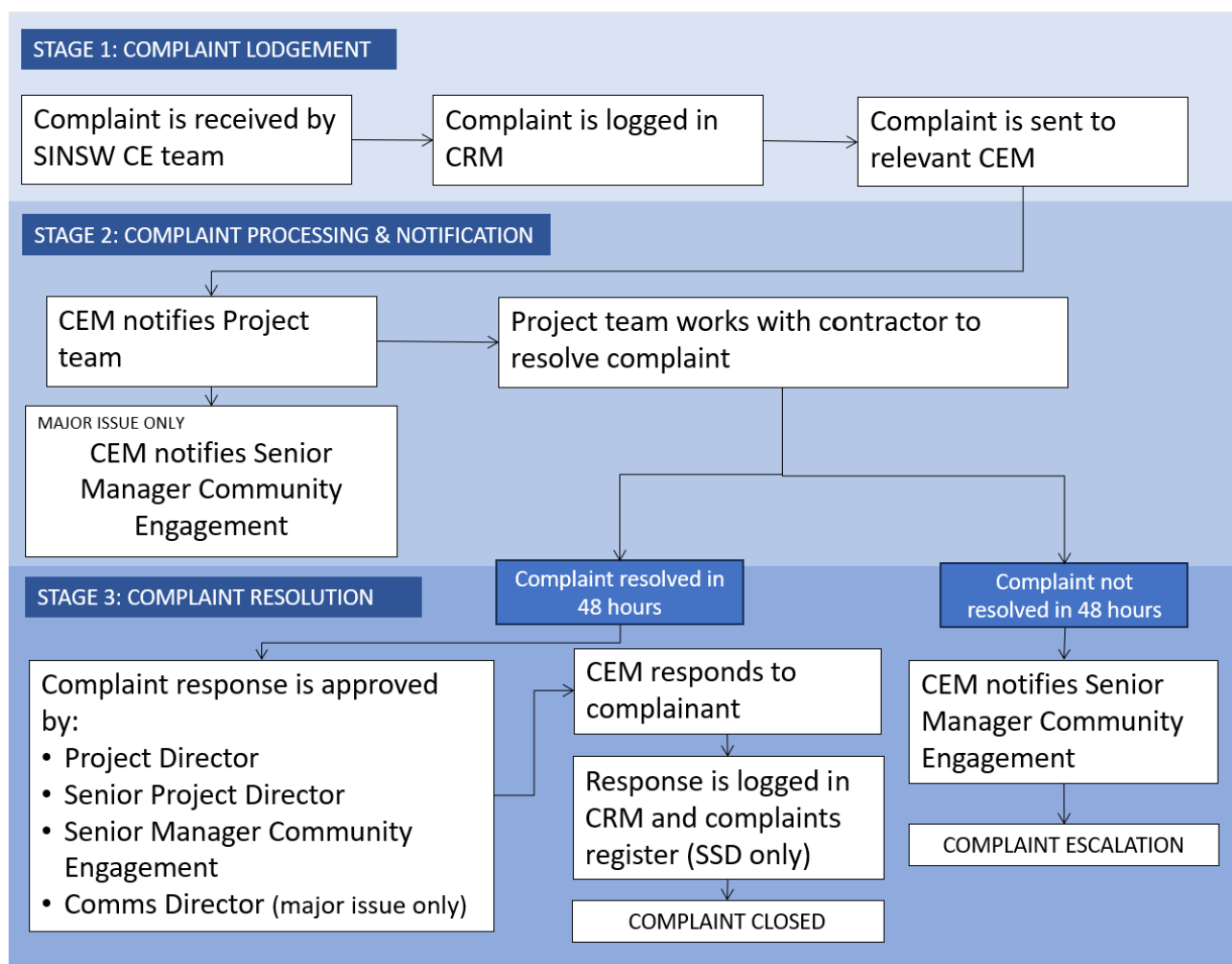
Table 6: Complaint and enquiry response time

Complaint	Acknowledgement times	Response times
Phone call during business hours	At time of call.	Complaint to be closed out within 10 working days, where practicable.

Complaint	Acknowledgement times	Response times
		If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Phone call after hours*	Within two (2) hours of receiving message upon returning to office.	Complaint to be closed out within 10 working days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Email during business hours	At time of email (automatic response)	Complaint to be closed out within 10 working days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Email outside of business hours	At time of email (automatic response)	Complaint to be closed out within 10 working days, where practicable. If not possible, continue contact, escalate internally as required, and provide the complainant with regular updates until resolved.
Interaction/ Enquiry		
Phone call during business hours	At time of call.	Interaction to be logged and closed out within 10 working days, where practicable.
Phone call after hours	Within two (2) hours of receiving message upon returning to office.	Interaction to be logged and closed out within 10 working days, where practicable.
Email during business hours	At time of email (automatic response)	Interaction to be logged and closed out within 10 working days, where practicable.
Email outside of business hours	At time of email (automatic response)	Interaction to be logged and closed out within 10 working days, where practicable.
Letter	N/A	Interaction to be logged and closed out within 10 working days following receipt, where practicable.

The below diagram outlines our internal process for managing complaints.

Figure 4 - Internal Complaints Process



6.5.1. Disputes involving compensation and rectification

SINSW is committed to working with the school and broader community to address concerns as they arise. Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Depending upon the results of the investigation, SINSW may seek legal advice before proceeding.

6.6. Incident management

An incident is an occurrence or set of circumstances that causes or threatens to cause material harm and which may or may not be or cause a non-compliance. Material harm is harm that:

1. involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial; or
2. results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

6.6.1. Roles and responsibilities following an incident

In the event of an incident, once emergency services are contacted (if appropriate), the incident must be immediately reported to the SINSW Senior Project Director who will inform:

- a) Director, Major Projects, SINSW
- b) SINSW Community Engagement Manager

SINSW Community Engagement Manager will:

- a) Advise the SINSW Communications Director who will lead and manage all communications with the Deputy Premier's Office in the event of an incident, with assistance as required
- b) Direct all communications with media to the SINSW Media Manager in the first instance for management
- c) Notify all other key project stakeholders of an incident.

The SINSW Senior Project Director will issue a written incident notification to Department of Planning & Environment (DPE) immediately following the incident to set out the location and nature of the incident.

Written Incident Notification Requirements

1. A written incident notification addressing the requirements set out below must be emailed to the Planning Secretary through the major projects portal within seven days after the Applicant becomes aware of an incident. Notification is required to be given under this condition even if the Applicant fails to give the notification required under condition A27 or, having given such notification, subsequently forms the view that an incident has not occurred.
2. Written notification of an incident must:
 - a) Identify the development and application number;
 - b) Provide details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident);
 - c) Identify how the incident was detected;
 - d) Identify when the applicant became aware of the incident;
 - e) Identify any actual or potential non-compliance with conditions of consent;
 - f) Describe what immediate steps were taken in relation to the incident;
 - g) Identify further action(s) that will be taken in relation to the incident; and
 - h) Identify a project contact for further communication regarding the incident.
3. Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, the Applicant must provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below, and such further reports as may be requested.
4. The Incident Report must include:
 - a) A summary of the incident;
 - b) Outcomes of an incident investigation, including identification of the cause of the incident;
 - c) Details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and
 - d) Details of any communication with other stakeholders regarding the incident.

6.7. Reporting process

Throughout the project, data will be recorded on participation levels both face to face and online, a record of engagement tools and activities carried out in addition to queries received and feedback against emerging themes.

Stakeholder and community sentiment will be evaluated throughout to ensure effectiveness of the engagement strategy and to inform future activities.

Reporting will include but not be limited to:

- a) Stakeholder engagement reporting – numbers of forums, participation levels and a summary of the outcomes
Community sentiment reporting – outputs of all community engagement activities, including numbers in attendance at events, participation levels and feedback received against broad themes
- b) Online activity – through the project website.