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Construction Environmental Management Plan

Gregory Hills Public School (SSD41306367)

Revision: 4

Date: 1/4/2024

Approved for submission by:

Ayman El-OmarSenior Project Manager

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Document Control

Document	Construction Environmental Management Plan	**Project**	Gregory Hills Public School
Date	1/04/2024	**Prepared By**	Nate Pirola
Issued To	SINSW, Planning Secretary, PCA, Subcontractors, Website.	**Reviewed By**	Ayman El-Omar

Table 1: Document Control

Revision History

Rev	Date	Details	Authorised Name / Position
Rev 1	9/5/2023	CEMP for Gregory Hills Primary School	Richard King – Project Manager
Rev 2	27/5/2023	Updates incorporating Sub Plans received from consultants	Richard King – Project Manager
Rev 3	9/6/2023	Updates incorporating Sub Plans received from consultants	Richard King – Project Manager
Rev 4	1/4/2024	Updates following Independent Environmental Audit and SSDA Modification Approval	Ayman El-Omar – Senior Project Manager

Table 2: Revision History

Confidentiality & Copyright

Lipman is proud of the relationships we have built over time and the trust embedded in all our collaborations. Those in-the-know tell us we sometimes need more than trust though, so just to cover all bases, here's the formal legal stuff that protects our IP:

1.0 Introduction

1.1 Purpose

This Construction Environmental Management Plan describes how Lipman proposes to manage construction activities of the Gregory Hills Public School Project, 28 Wallarah Circuit, Gregory Hills NSW 2557. These works relate to the State Significant Development Application number: SSD-41306367 and Condition B13 & C9 of Schedule 2 of the Conditions of Consent approved 18th May 2023 and modified on 15th June 2023 and 7th March 2024.

Please note that due to the scale and nature of the project, issues may arise that haven't been expressly advised within this Construction Management Plan. As such, Lipman will advise Schools Infrastructure (SINSW) and other relevant stakeholders of any changes to the details noted below.

1.2 Site Description

- The site is located at 28 Wallarah Circuit, Gregory Hills NSW 2557 and is legally described as Lot 3257 DP1243285.
- The subject site is located in Dharawal Country.
- The site is located within the Camden Local Government Area and is within the Turner Road Precinct of the South-West Growth Centre.
- The site has an area of approximately 2.9ha and falls from the south-east corner (RL116.5) to the north- west corner (RL113).
- The site has three (3) street frontages:
    - Wallarah Circuit (southern boundary)
    - Gregory Hills Drive (northern boundary)
    - Long Reef Circuit (eastern Boundary)
- Howard Park and the riparian corridor along Sykes Creek are located to the West of the site.
- To the North, East and South of the site is emerging and recently completed residential development.
- To the West of the site, beyond Sykes Creek and Howard Park, is the Gregory Hills town centre. A pedestrian bridge links Wallarah Circuit with the town centre across Sykes Creek.
- To the East of the residential area fronting Long Reef Circuit are high voltage power lines within an easement which includes pedestrian paths and cycleways. Further East is an easement for high pressure gas infrastructure.
- A Gregory Hills Temporary School (GHTS) has recently been established in the North West corner of the site, with vehicular and pedestrian access off Long Reef Circuit in the North East corner. This temporary school commenced operation on Day 1 Term 1 2023 and will remain in operation until the permanent school can accommodate these students.

Figure 1 – Site Aerial Map (Source SDRP Presentation)

1.3 Surrounding Development

To the north, south and east of the site is residential development comprising one (1) and two (2) storey dwellings. Howard Park adjoins the site to the west. A natural water course (Sykes Creek) and riparian area are mapped between Howard Park and Gregory Hills Town Centre which is to the west of Sykes Creek.

Figure 2 Surrounding Development (Source: SDRP Presentation)

1.4 Scope/ Project Description

Gregory Hills Public School (GHPS) is an approved K-6 school within a land release area which is currently under construction. There is an overhead pedestrian bridge linking the Town Centre with the playing field of the school site. The works generally comprise:

- Design and Construction of GHPS, including the construction of a school to accommodate 1,012 students within Core 35 facilities with 44 permanent teaching spaces and 4 support classes, delivered under a MMoC / DfMA solution.
- The proposed school development will include new core facilities to meet EFSG requirements to Core 35, including:
    - Library
    - Multipurpose Hall
    - OSCH Facilities
    - Canteen
    - Administration and Staff Facilities
    - 44 new Home Bases
    - 4 new Support Learning Home Bases
    - Car Parking Facilities, including:
        - Car Parking with Disabled/Accessible Car Parking
        - Waste Storage and Collection Area
        - Secure Drop-off and Pick-up Facilities for the Support Learning Unit
        - Bus Set Down Area (on street)
        - Kiss and Drop Area (on street)
        - Bicycle Parking and End of Trip Facilities
    - Student And Staff Amenities
    - Covered Walkways
    - External Landscaping
    - Bicycle Access to be provided for both School Students and Staff to support and encourage alternate transport modes
    - Evacuation, Lockdown and Emergency Responses to be considered

2.0 SSDA Conditions Satisfaction Table

The table below provides an overview of the Conditions of Consent addressed under this Construction Environmental Management Plan.

Condition	Description	Relevant Report Section
B13ai	Hours of work	Section 3.0
B13aii	24 Hour site contact	Section 4.0
B13aiii	Management of dust and odour to protect the amenity of the neighbourhood	Section 6.0 and Appendix A
B13aiv	External lighting in compliance with AS4282-2019 Control of the obtrusive effects of outdoor lighting	Section 8.0
B13av	Community consultation and complaints handling as set out in the Community Communication Strategy required by Condition B9	Section 9.0
B13b	An unexpected finds protocol for contamination and associated communications procedure to ensure that potentially contaminated material is appropriately managed	Section 10.0
B13c	An unexpected finds protocol for Aboriginal and non-Aboriginal heritage associated communications procedure	Section 11.0
B13d	Construction Traffic and Pedestrian Management Sub-Plan	Section 12.0 and Appendix C
B13e	Construction Noise and Vibration Management Sub-Plan	Section 13.0 and Appendix D
B13f	Construction Waste Management Sub-Plan	Section 14.0 and Appendix E
B13g	Construction Soil and Water Management Sub-Plan	Section 15.0 and Appendix F
B13h	Aboriginal Cultural Heritage Management Sub-Plan	Section 16.0 and Appendix G
B13i	Biodiversity Management Sub-Plan	Section 17.0 and Appendix H
B13j	Construction Flood Emergency Management Plan	Section 18.0 and Appendix I

Table 3: SSDA Conditions Satisfaction Table

3.0 Construction Operating Hours

Construction activities are to comply with Development Applications conditions. Generally, the working hours shall be as follows, in accordance with the DA:

Working Days	Work Hours >5DB	Work Hours <5DB
Monday to Friday	7:00am to 6:00pm	6:00pm to 7:00pm
Saturday	8:00am to 5:00pm	1:00pm to 4:00pm
Sundays & Public Holidays	No works permitted	No works permitted

Table 4: Construction Operating Hours (General Works)

Rock breaking, rock hammering, sheet piling, pile driving and similar activities (where applicable) will only be carried out between the following hours:

Working Days	Work Hours
Monday to Friday	9:00am to 12:00pm & 2:00pm to 5:00pm
Saturday	9:00am to 12:00pm
Sundays & Public Holidays	No works permitted

Table 5: Construction Operating Hours (Excessive Noise Works)

3.1 Out of Hours Work

Due to the nature of the works and the compressed time frame for delivery. It is likely that some works will need to be completed outside of normal working hours. Where out of hours works are likely to occur, Lipman will make applications with Jacobs / SINSW / Camden Council for out of hours work permits. Whilst Lipman will endeavour to complete works within normal hours, out of hours works are likely to be triggered by events outside of Lipman's control such as road closure permits, road crossings, services mains connections etc.

4.0 Contact Details

Title	Name	Email	Mobile
Principal Contractor	Lipman Group	info@lipman.com.au	02 9955 7000
24 Hour Emergency Contact	NA	NA	0448982639

Table 6: Contact Details

5.0 Site Establishment

As part of our Site Establishment and prior to commencement of works, Lipman will secure the perimeter of the site with semi-permanent chain wire fence and shade cloth, which will assist with dust control during civil works. An A-Class timber hoarding has been constructed between the operating Temporary School and the Primary School Construction site as part of the Temporary School works, to provide secure delineation as well as assist with dust control and acoustic protection.

Vehicular Access to Site: Vehicular access and egress to and from the site during the GHPS works will be off Wallarah Circuit, as shown on the attached Site Management Plan.

Site Personnel Gate: A site personnel gate will be located adjacent to vehicular access gate with delineation provided to separate vehicles from workers. Lipman will operate a sign-in, sign-out procedure using Hammertech safety system located in the Site Office.

Environmental Control: Lipman will install a shaker grid and a wheel wash facility at the vehicle entry/exit. The establishment of site environmental controls will generally be in accordance with the tender civil documentation for the disturbed areas of the site and Council recommendations, requirements and regulations.

Site Offices & Amenities: Prior to commencement of construction works for GHPS, Lipman will place a 9m x 12m site office, 2 lunch sheds, 1 change shed and 1 male and 1 female ablution block on the Construction Compound hardstand, as shown on the attached Site management Plan in Appendix 1.

Mobile Cranes: Lipman notes the requirement for Mobile Crane and Manitou use on the site as part of our scope of works for the GHPS. Mobile Cranes will be required for the installation of the MMoC scope, including timber walls, columns, beams, floor cassettes and roof cassettes, bathroom PODs and services carrier frames. Additional mobile craneage will be required for the installation of structural steel for the Hall / Library building and for the placement of roof sheets.

Perimeter Scaffold: Lipman note the requirement for perimeter scaffold for the safe construction of the 3 storey buildings.

Temporary Service Connections: The existing site service infrastructure will be used to support the GHPS and the proposed construction amenities and activities.

Site Security: After-hours site security will be by way of a monitored, back-to-base security system with CCTV cameras activated by motion sensors.

Site Parking: In accordance with the CTMP and SSDA conditions, Lipman plan to use the on-site Contractor compound for all construction vehicles (excluding site personnel vehicles). Site personnel vehicles will be contained within the site compound where practicable.

Lipman will consult with SINSW regarding acceptance of our Site Establishment Plan and temporary services connection strategy prior to commencement.

6.0 Air and Dust Management

6.1 Objective

To minimise the adverse effects on stakeholders of air quality (airborne dust and pollutants) in and around the construction site. Implementation of the following controls to be maintained at or above acceptable levels throughout the construction period.

The following activities may cause excessive dust or otherwise affect air quality:

- Excavation
- Landscaping
- High winds

6.2 Controls

The following controls shall be implemented to minimise dust and maintain air quality:

- Where applicable, scaffold around the building will be encapsulated in shade cloth
- MMoC installation facilitates and accelerated building enclosure reducing the duration the building slab exposure
- During excavation, piling and landscaping works, water will be used to wet down and minimise dust
- Materials transported in open trucks shall be covered to prevent generation of dust.
- Plywood hoarding has been construction between the temporary school and the construction site
- Shade cloth installed to the sites perimeter fencing.
- Equipment powered by internal combustion engines shall be properly maintained and regularly serviced to prevent the discharge of excessive pollutants, including smoke and/or toxic fumes or odours, and must meet acceptable noise levels.
- All plant/equipment exhaust volumes shall be monitored by the Site Manager and Site Foreman to ensure they are kept to an acceptable level.
- Daily inspections of the site by the Site Manager

Air & Dust Management measures to facilitate the Staged handover is detailed in Section 20 of the management plan.

7.0 Stormwater Control and Discharge

Truck wash bay and shaker grid will be installed at the main vehicle exit from the site. The temporary hardstand used as a truck turning bay and loading zone is located within the site and therefore is expected to generate minimal sediment or the like onto roadways. We will be installing road base hardstands throughout entry, contractor parking zone and working platforms to ensure that trucks entering and exiting the site are always on stable ground and therefore should not be tracking excess sediment out of the site.

Additionally, sediment control measures will be installed in accordance with the Sediment Control Plan provided by Henry & Hymas (refer Appendix A) which includes an alternative Sediment Control Plan for the Stage 3 works.

8.0 External Lighting

The construction site compound will be re-located from the early works location to the South West corner of the site. The revised location will provide sufficient lighting from the adjacent streetlights. Task lighting to be provided for construction works where required which will be turned off at the end of each working day.

The GHTS closes after 3:30 pm, therefore no additional lighting is needed to supplement school operations.

No illuminated marketing signage will be installed throughout the construction phase.

9.0 Community Communication Strategy

A Community Communication Strategy (CCS) has been developed by SINSW (refer Appendix B). The CCS sets out the developments strategy for managing community consultation and complaints handling.

Lipman will adopt the CCS provided by SINSW for managing all enquires, complaints and consultations. In addition to this, Lipman's Online Quality Management System (Omtrack) will be utilised to record site related complaints and document the close out records. This will be coordinated in consultation with SINSW communications team to ensure the requirements under the CCS are being met.

Contact details for SINSW Communications are provided below:

Title	Name	Email	Mobile
SINSW Information Line	NA	schoolsinfrastructure@det.nsw.edu.au	1300 482 651

Table 7: SINSW Contact Details for Communications

10.0 Unexpected Finds Protocol (Contamination)

An Unexpected Find Protocol for contamination has been developed as part of the Construction Waste Management Sub-Plan (refer Appendix E). The Site has had no use since the subdivision of the property. As such, there is limited risk of contamination and preliminary findings from the Gregory Hills Temporary School suggests that the ground material encountered is generally VENM so it is unlikely that unexpected finds will be encountered.

A contamination unexpected find can be defined as:

- Buried or surface asbestos containing materials (bonded, friable or other)
- Buried waste materials e.g. medical waste, contaminated waste etc
- Septic or underground storage tanks
- Animal burial pits

- Discoloured and odorous soils and groundwater seepage

Should an unexpected find of potential contamination be encountered during the works, the following procedure should be followed:

- Worker who identified the finding to notify Lipman management
- Cease works as soon as it is safe to do so and move clear of the finding
- Do not move or tamper with the finding
- Lipman management team to delineate an exclusion or quarantine zone around the area using fencing and/or appropriate barriers and signage
- Preliminary assessment of the find and need for immediate management controls is to be completed by the Lipman management team
- Lipman to notify SINSW project team who will advise the appropriate stakeholders if applicable.
- Further assessment and/or remediation works are required and how such works are to be undertaken in accordance with contaminated site regulations and guidelines.
- Any unexpected finds are to be documents and records of the volumes and types of materials removed from the site are to be kept on file
- Receive documentation from a licensed facility confirming volume received to be recorded.

11.0 Unexpected Finds Protocol (Aboriginal and Heritage)

An Unexpected Finds Protocol for historical items has been developed in accordance with condition C29 as part of the Construction Aboriginal Cultural Heritage Management Sub-Plan (refer Appendix G). An unexpected find can be defined as any unexpected archaeological discovery e.g. aboriginal relics, items of significance etc.

The Site has had no use since the subdivision of the property. As such, there is limited opportunity for unexpected Aboriginal or Heritage finds to be encountered due to the previous subdivision.

If an Aboriginal object is discovered during project works, the following actions will be taken:

- All ground-disturbing works in the area of the Aboriginal/Heritage object(s) will cease immediately on discovery of the Aboriginal/Heritage object
- The person who identifies the object will notify machinery operators and the Lipman project team.
- The Aboriginal/Heritage object is not to be removed from the area and a protection zone with a 10m buffer is to be established.
- Lipman will also inform the project archaeologist (Everick Heritage), SINSW project team, the Planning Secretary and the registered Aboriginal representatives. Photographic evidence is to be provided. The project archaeologist will advise whether the item is or likely to be an Aboriginal/Heritage object.

- If it is determined that the item is not an Aboriginal or Heritage object, works can re-commence.
- If it is determined that it is or likely to be an Aboriginal/Heritage object, all works will cease in the area.
- A written direction from the Planning Secretary will be required prior to works recommencing to verify the management measures have been appropriately closed out.

12.0 Construction Traffic & Pedestrian Management Sub-Plan

A Construction Traffic and Pedestrian Management Sub Plan (CTPMSP) has been developed by Hired on Time Services (refer Appendix C) in accordance with Condition B15. The CTPMSP provides a review of the traffic, parking and pedestrian implications of the construction traffic management measures proposed as part of Gregory Hills Public School Project.

The primary traffic effects relate to the site compound, surrounding streets, and the traffic generation associated with the transport of materials to and from the site during school hours. By way of a summary, it is concluded that these effects can be managed within acceptable bounds. Traffic control plans (TCP) have been produced to ensure all construction traffic navigates the site correctly, and ensuring pedestrian safety. Further to this, a Driver Code of Conduct has been developed to minimise the impacts caused by heavy vehicle drivers. All traffic management details have been detailed within the attached CTPMSP (refer Appendix C).

Key mitigation measures noted under the CTPMSP are as follows:

- Site fencing to the perimeter of the site
- Traffic control managing deliveries with pedestrian priority
- Scheduling intense deliveries outside of peak hour periods
- Supervised traffic control at all times when two-way flow is restricted
- Site entry gate is located away from the temporary school drop-off and access gates

Construction vehicle parking will be contained within the protected work zones.Traffic & Pedestrian measures to facilitate the Staged handover is detailed in Section 20 of the management plan.

13.0 Construction Noise and Vibration Management Sub-Plan

The Construction Noise & Vibration Management Sub-Plan (CNVMSP) has been prepared by PKA Acoustic Consulting (refer Appendix D) in accordance with Condition B16. This has been prepared to manage noise and vibration throughout the construction stage of the Gregory Hills Public School project.

Lipman understands that the GHPS is located within a residential precinct. As such, excessive noise & vibration has the potential to cause disruption. The design of the GHPS has been developed to minimise high noise & vibration construction practices such as significant offsite manufacturing (MMoC), bored piling, no basement excavation through rock etc.

In accordance with the CNVMSP, Lipman will implement the noise mitigation measures recommended by PKA Acoustic Consulting. Where localised noise minimising measures are to be implemented, this will be reviewed on a case by case basis between the project team and the acoustic consultant.

The CNVMSP notes that there are no residential buildings that are likely to be impacted by vibration. Based on this advice, it is not currently proposed to offer nearby residential buildings the pre-construction survey (Conditions B6 & B7).

Key mitigation measures noted under the CNVMSP are as follows:

- Works to be completed within the approved working hours
- High noise works are to utilise the recommended methodologies
- Limit high noise works to be 9am to 12pm (Monday to Saturday) and 2pm to 5pm (Monday to Friday)
- Equipment selections
- Communication with impacted stakeholders in accordance with the SINSW Community Communication Strategy
- Noise & vibration monitoring during excavation phase

Noise & Vibration measures to facilitate the Staged handover is detailed in Section 20 of the management plan.

14.0 Construction Waste Management Sub-Plan

The Construction Waste Management Sub-Plan (CWMSP) has been prepared by Lipman incorporating the Waste Management Plan provided by EC Cell Environmental Management (refer Appendix E) in accordance with Condition B17. This has been prepared to manage waste generated from the construction stage of the Gregory Hills Public School Project in accordance with the relevant regulations, development consents and SINSW requirements.

The implementation of this CWMSP provides for the effective management of solid and liquid waste, and details management practices for the reuse, recycling and lawful disposal of waste generated during construction.

General building waste records will be provided by an approved waste disposal facility. Records are to be issued monthly summarising the quantities, classification/types of each type of material disposed of or recycled.

Key mitigation measures noted under the CWMSP are as follows:

- Record and reporting of waste disposal and recycling records
- Disposal and recycling to be carried out at licensed facilities

- Implement design strategies to minimise waste
- Provide suitable waste disposal bins for collecting and removing waste from site

Construction Waste measures to facilitate the Staged handover is detailed in Section 20 of the management plan.

15.0 Construction Soil and Water Management Sub-Plan

The Construction Soil & Water Management Sub-Plan (CSWMSP) has been prepared by Henry & Hymas (refer Appendix F) in accordance with Condition B18. This report covers the relevant regulations, development consents and SINSW requirements.

Sediment and erosion control measures will be established in accordance with the requirements of the CSWMSP to manage soil and water onsite throughout construction. In the event of a storm event, the pre-storm and post-storm procedure documented in the CSWMSP will be completed by the project team.

Key mitigation measures noted under the CSWMSP are as follows:

- Sediment and erosion control measures
- Pre storm procedures
- Post storm procedures
- Maintenance of sediment and erosion control measures

Construction Soil & Water measures to facilitate the Staged handover is detailed in Section 20 of the management plan.

16.0 Aboriginal Cultural & Heritage Management Sub-Plan

The Aboriginal Cultural & Heritage Management Sub-Plan (ACHMSP) has been prepared by Everick Heritage (refer Appendix G) in accordance with Condition B19. This report provides an overview of the proposed management strategies which include:

- Unexpected find protocol
- Discovery of suspected human remains
- Incident reporting
- Training & awareness
- Environmental roles & responsibilities

Key mitigation measures noted under the ACHMSP are as follows:

- Unexpected finds protocol
- Project team and worker inductions

- Reporting procedures

17.0 Biodiversity Management Sub-Plan

The Biodiversity Management Sub-Plan (BMSP) has been prepared by Kleinfelder Australia (refer Appendix H). There are four vegetation zones identified on the development site which include:

- Remnant patch of Native Woodland
- Exotic Grassland (managed)
- Planted Native/Exotic Street trees
- Revegetated Riparian Corridor

The implementation of this BMSP provides for the effective management of biodiversity requirements. Management strategies within the BMSP are to be communicated to Subcontractors and implemented by the Lipman project team.

Further to this, Lipman will also be engaging a Level 5 Arborist and Ecologist who will supervise and monitor the requirements under the BMSP and SSDA Conditions of Consent.

Key mitigation measures noted under the BMSP are as follows:

- Tree protection measures
- Site signage
- Erosion and sediment control
- Limit pesticides
- Equipment inspections to be cleared for cleanliness and contamination
- Dust control measures
- Ecologist and arborist engagement to supervise works within the tree protection zone
- Pre-clearance and post clearance surveys by an ecologist

18.0 Construction Flood Emergency Management Sub Plan

The Construction Flood Emergency Management Sub-Plan (CFEMSP) has been prepared by Henry & Hymas (refer Appendix I). Lipman will implement the recommendations of this report into project management systems including but not limited to:

- Site evacuation plans to note the flood assembly point
- Flood safety procedure to be included in the site lunch rooms & notice board
- A nominated project flood warden will undergo an information briefing with Henry & Hymas to ensure the project team is aware of the relevant procedures
- Site induction & prestart to include flood emergency procedures

Key mitigation measures noted under the CFEMSP are as follows:

- Prioritise pre-emptive site closure
- Awareness training and procedures for the project team and workers

- Flood emergency evacuation assembly point
- Nominated flood warden

19.0 Audit and Review

The Project Manager is responsible for reviewing the Construction Environmental Management Plan (CEMP) and SSDA conditions monthly to ensure the requirements remain current and reflect any changes to site conditions. This forms part of the monthly Project Plan Meeting conducted on Hammertech.

Further to this, prior to the commencement of Construction the Lipman and SINSW project teams will be meeting regularly to review and close out SSDA conditions. Following commencement of construction, meetings will be held monthly or as required to monitor the management of the conditions. Leading up to Occupation and Operation, these meetings may increase.

Compliance issues identified within the internal reviews shall be recorded and issued to the Project Manager, SINSW project team and SINSW compliance team for action. Corrective actions shall be taken to address the issues in a timely manner ensuring continual improvement of the Construction Environmental Management in accordance with the SSDA reporting requirements.

20. Construction Staging

Following Approval of SSD41306367-MOD-2, Construction staging has been implemented to facilitate the Gregory Hills Temporary School relocating into the permanent facilities. Summary of the approved construction staging is detailed in Figure 3.

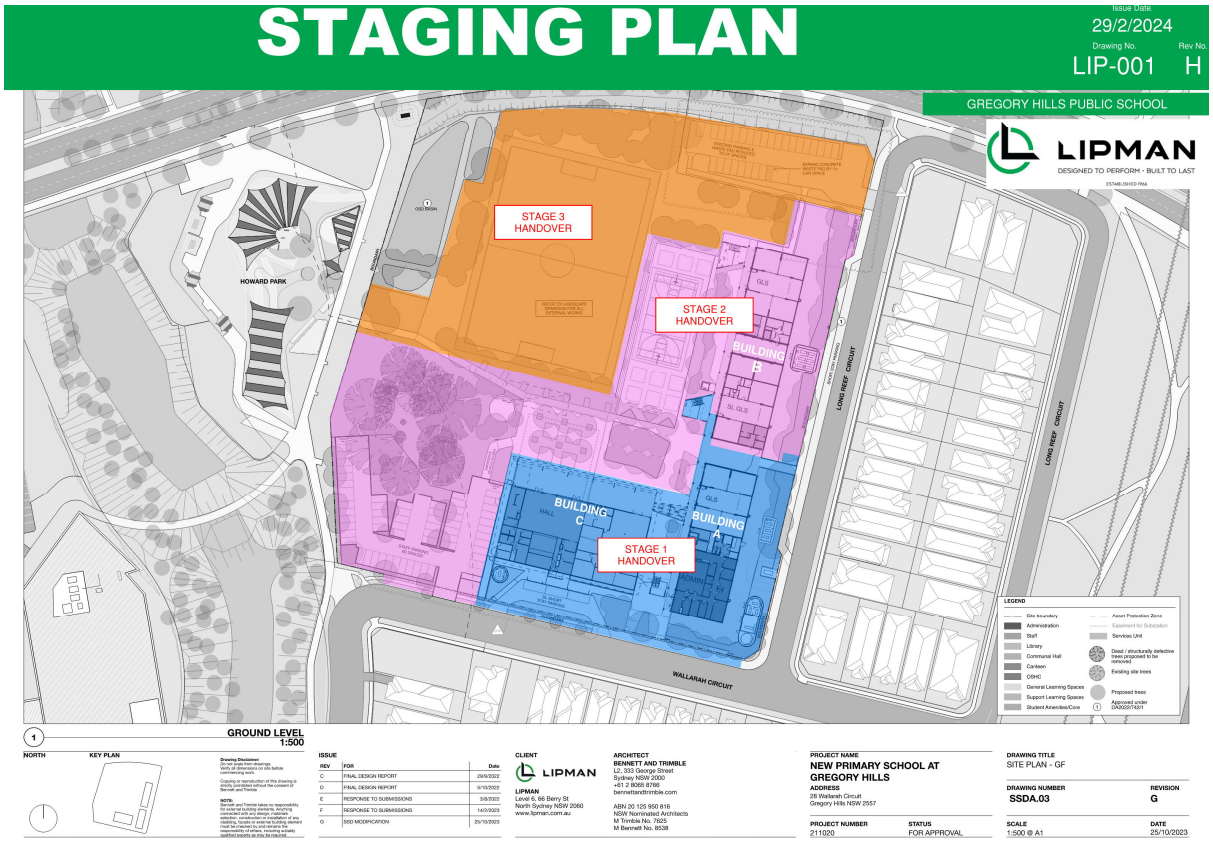


Figure 3: SSDA Staging Plan Extract (Prepared by Lipman dated 29/2/2024)

Whilst the approved construction staging allows for three stages, it is expected that Stage 1 and Stage 2 will be completed concurrently. In this event, the management strategies to Stage 1 detailed below will not be required.

20.1 Stage 1 Management Strategies

Following the completion of Stage 1, the following additional management strategies will be implemented which is on the basis that both Stage 1 and the Temporary School will be operating.

- Plywood hoarding to delineate the construction site from the Stage 1 handover zone

- Existing hoarding to be maintained between the operating temporary school and the construction site
- Current construction site compound to be maintained and access to be maintained through the entry of Wallarah Circuit
- Infrastructre works where highlighted in blue in Figure 4 below to be completed as part of the Stage 1 works, this includes two new driveways and the 3m wide footpath to the East of the SL Dropoff Exit Driveway.
- Students to utilise Long Reef Circuit Footpath to access the Temporary School outdoor play areas under supervision
- Temporary waste pad to be provided adjacent to the Long Reef Circuit secondary entry.

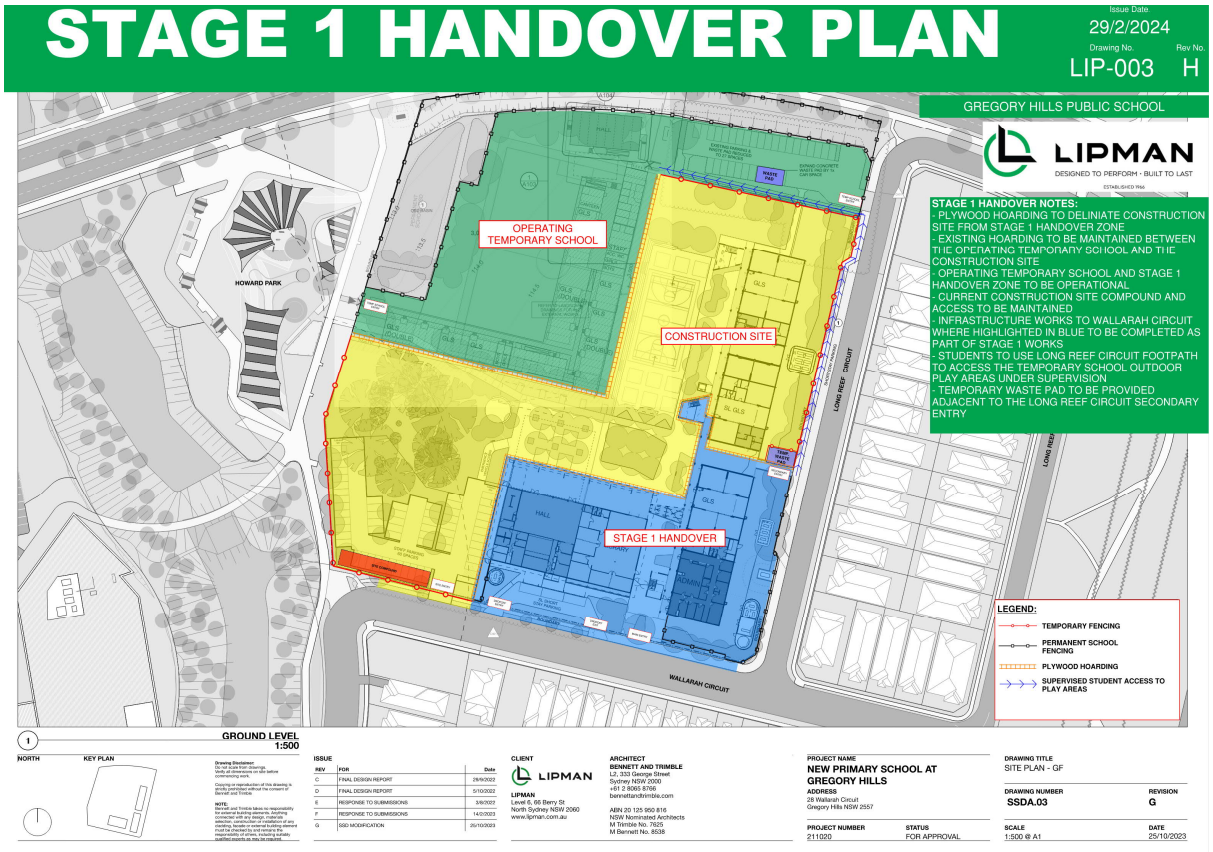


Figure 4: SSDA Staging Plan – Stage 1 Extract (Prepared by Lipman dated 29/2/2024)

20.2 Stage 2 Management Strategies

Following the completion of Stage 1 and 2, the following additional management strategies will be implemented which is on the basis that both Stage 1 and 2 will be operating and Stage 3 will be decommissioned to allow the permanent construction to be completed.

- Plywood hoarding to be adjusted to delineate the construction site from Stage 1 and Stage 2 handover zones
- Operating temporary school to be decommissioned and all students to be relocated into the Stage 1 and 2 facilities

- Site compound to be relocated to the existing temporary school carpark
- Waste pad will be extended reducing the existing temporary school carpark from 28 spaces to 27 spacs as part of the Stage 3 works and will be locally managed wit temporary fencing to not impede on the waste collection area.
- Remaining infrastructure works to the Wallarah Circuit street frontage to be completed prior to the Stage 2 handover which includes the new permanent carpark entry driveway.
- Access to the Stage 3 construction zone will be through the existing temporary school carpark. Traffic & pedestrian measures will be consistent with the existing measures with the access gate relocation being the only adjustment.
- Sediment control plan provided I Appendix A documents the measures required for construction works in the Stage 3 zone.

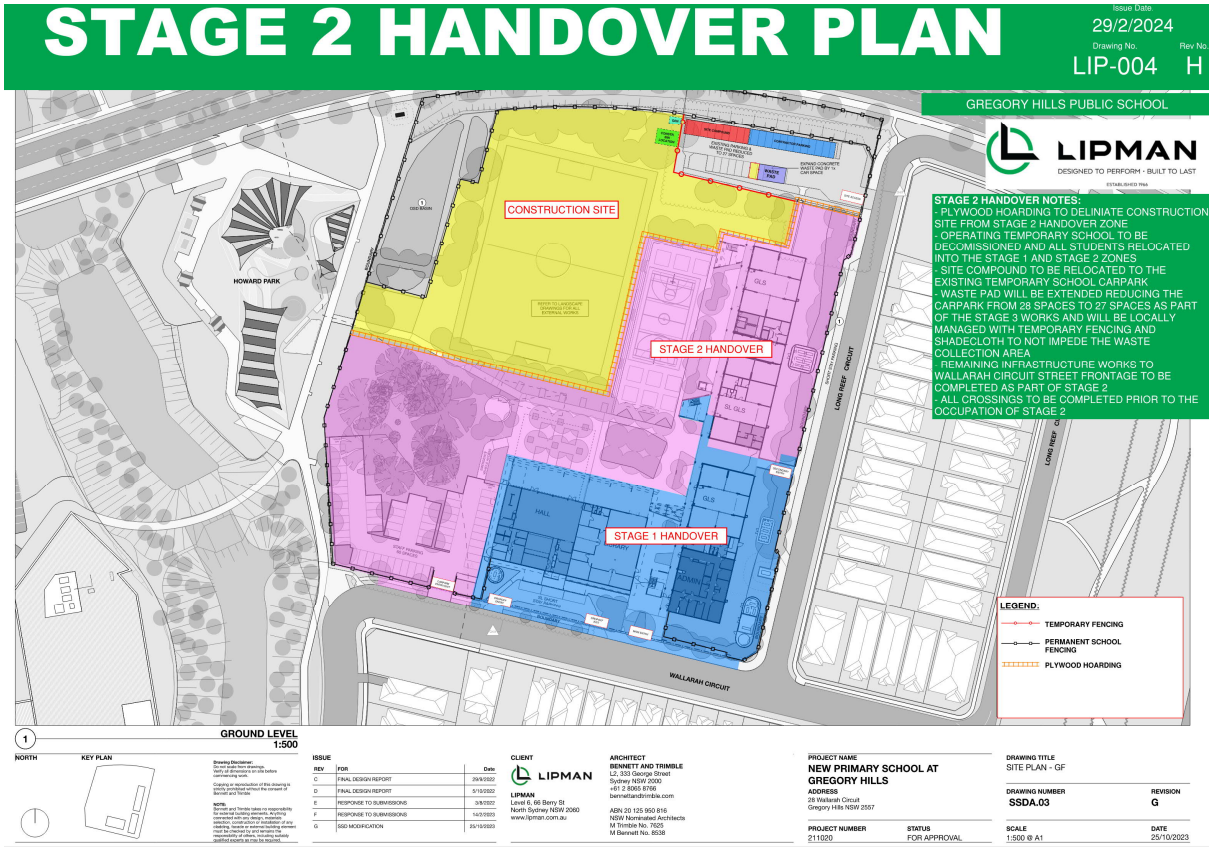
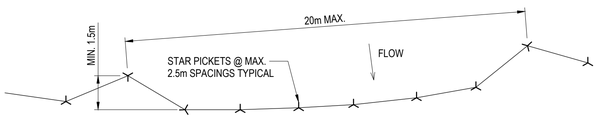
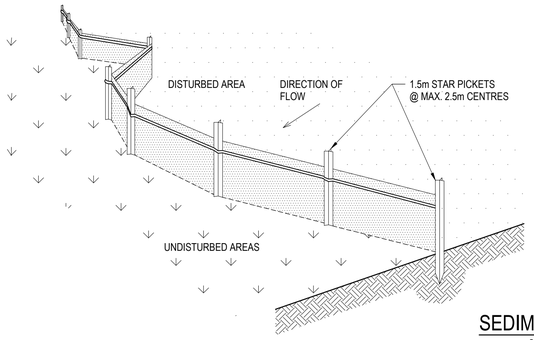


Figure 4: SSDA Staging Plan – Stage 2 Extract (Prepared by Lipman dated 29/2/2024)

APPENDIX A – Sediment Control Plan

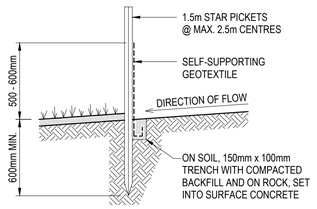


PLAN



SEDIMENT FENCE

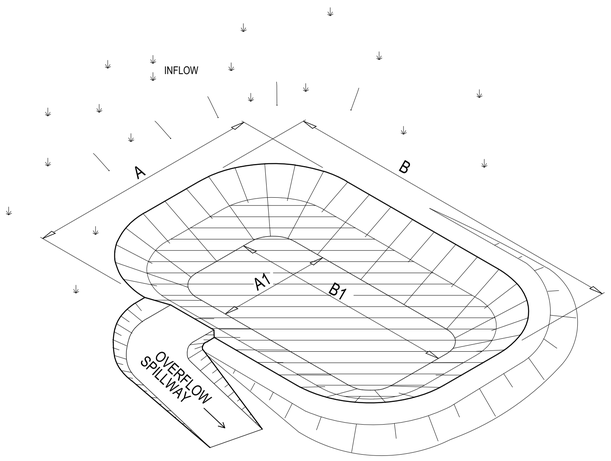
SCALE N.T.S.



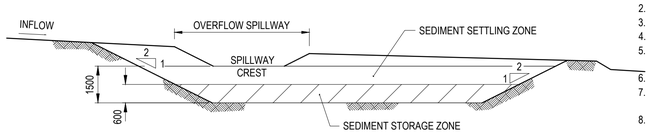
SECTION DETAIL

SEDIMENT FENCE CONSTRUCTION NOTES:

1. CONSTRUCT SEDIMENT FENCES AS CLOSE AS POSSIBLE TO BEING PARALLEL TO THE CONTOURS OF THE SITE, BUT WITH SMALL RETURNS AS SHOWN IN THE DRAWING TO LIMIT THE CATCHMENT AREA OF ANY ONE SECTION. THE CATCHMENT AREA SHOULD BE SMALL ENOUGH TO LIMIT WATER FLOW IF CONCENTRATED AT ONE POINT TO 50 LITRES PER SECOND IN THE DESIGN STORM EVENT, USUALLY THE 10-YEAR EVENT.
2. CUT A 150mm DEEP TRENCH ALONG THE UPSLOPE LINE OF THE FENCE FOR THE BOTTOM OF THE FABRIC TO BE ENTRENCHED.
3. 3. DRIVE 1.5m LONG STAR PICKETS INTO GROUND @ 2.5m INTERVALS (MAX.) AT THE DOWNSLOPE EDGE OF THE TRENCH. ENSURE ANY STAR PICKETS ARE FITTED WITH SAFETY CAPS.
4. 4. FIX SELF-SUPPORTING GEOTEXTILE TO THE UPSLOPE SIDE OF THE POSTS ENSURING IT GOES TO THE BASE OF THE TRENCH. FIX THE GEOTEXTILE WITH WIRE TIES OR AS RECOMMENDED BY THE MANUFACTURER. ONLY USE GEOTEXTILE SPECIFICALLY PRODUCED FOR SEDIMENT FENCING. THE USE OF SHADE CLOTH FOR THIS PURPOSE IS NOT SATISFACTORY.
5. 5. JOIN SECTIONS OF FABRIC AT A SUPPORT POST WITH A 150mm OVERLAP. 6. BACKFILL THE TRENCH OVER THE BASE OF THE FABRIC AND COMPACT IT THOROUGHLY OVER THE GEOTEXTILE.



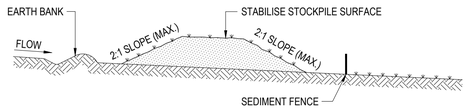
PERSPECTIVE VIEW



TYPICAL SECTION

TYPE 'D' & 'F' SEDIMENTATION BASIN

N.T.S.

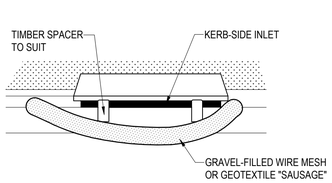


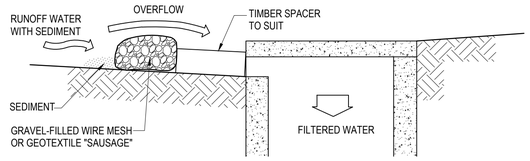
STOCKPILE CONSTRUCTION NOTES:

1. PLACE STOCKPILES MORE THAN 2 (PREFERABLY 5) METRES FROM EXISTING VEGETATION, CONCENTRATED WATER FLOW, ROADS AND HAZARD AREAS.
2. CONSTRUCT ON THE CONTOUR AS LOW, FLAT, ELONGATED MOUNDS.
3. WHERE THERE IS SUFFICIENT AREA, TOPSOIL STOCKPILES SHALL BE LESS THAN 2 METRES IN HEIGHT.
4. WHERE THEY ARE TO BE PLACED FOR MORE THAN 10 DAYS, STABILISE FOLLOWING THE APPROVED E.S.C.P. OR S.W.M.P. TO REDUCE THE C-FACTOR TO LESS THAN 0.10.
5. CONSTRUCT EARTH BANKS ON THE UPSLOPE SIDE TO DIVERT WATER AROUND STOCKPILES AND SEDIMENT FENCES 1 TO 2 METRES DOWNSLOPE.

STOCKPILES

SCALE N.T.S.



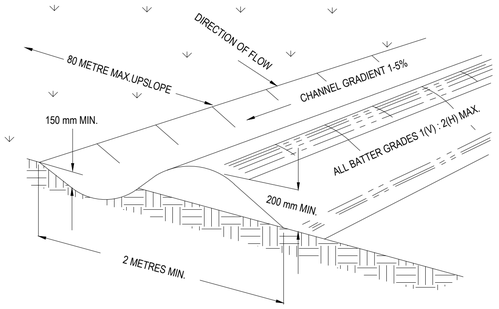


MESH & GRAVEL INLET FILTER CONSTRUCTION NOTES:

1. FABRICATE A SLEEVE MADE FROM GEOTEXTILE OR WIRE MESH LONGER THAN THE LENGTH OF THE INLET PIT AND FILL IT WITH 25mm TO 50mm GRAVEL.
2. FORM AN ELLIPTICAL CROSS-SECTION ABOUT 150mm HIGH x 400mm WIDE.
3. PLACE THE FILTER AT THE OPENING LEAVING AT LEAST A 100mm SPACE BETWEEN IT AND THE KERB INLET. MAINTAIN THE OPENING WITH SPACER BLOCKS.
4. FORM A SEAL WITH THE KERB TO PREVENT SEDIMENT BYPASSING THE FILTER.
5. SANDBAGS FILLED WITH GRAVEL CAN SUBSTITUTE FOR THE MESH OR GEOTEXTILE PROVIDING THEY ARE PLACED SO THAT THEY CAN FIRMLY ABUT EACH OTHER AND SEDIMENT / LADEN WATERS CANNOT PASS BETWEEN.

MESH & GRAVEL INLET FILTER

SCALE N.T.S.



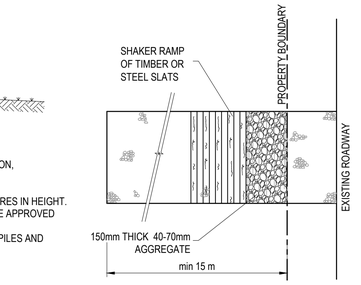
NOTE: ONLY TO BE USED AS TEMPORARY BANK WHERE MAC.UPSLOPE LENGTH IS 80 METERS.

CATCH DRAIN CONSTRUCTION NOTES:

1. CONSTRUCT ALONG GRADIENT AS SPECIFIED.
2. MAXIMUM SPACING BETWEEN BANKS SHALL BE 80 METRES.
3. DRAINS TO BE OF PARABOLIC OR TRAPEZOIDAL CROSS SECTION NOT V-SHAPED.
4. EARTH BANKS TO BE ADEQUATELY COMPACTED IN ORDER TO PREVENT FAILURE.
5. CONSTRUCTION IS OF A TEMPRORARY NATURE AND SHALL BE COMPACTED AT THE END A DAYS WORK OR IMMEDIATELY PRIOR RAIN.
6. ALL OUTLETS FROM DISTURBED LANDS ARE TO FEED INTO SEDIMENT BASIN OR SIMILAR.
7. DISCHARGE RUNOFF COLLECTED FROM UNDISTURBED LANDS ONTO EITHER A STABILISED OR AN UNDISTURBED DISPOSAL AISTE WITHIN THE SAME SUBCATCHMENT AREA FROM WHICH THE WATER ORIGINATED.
8. COMPACT WITH A SUITABLE IMPLEMENT IN SITUATIONS WHERE THEY ARE REQUIRED TO FUNCTION FOR MORE THAN FIVE DAYS.
9. EARTH BANKS TO BE FREE OF PROJECTIONS OR OTHER IRREGULARITIES THAT WILL IMPEDE NORMAL FLOW.

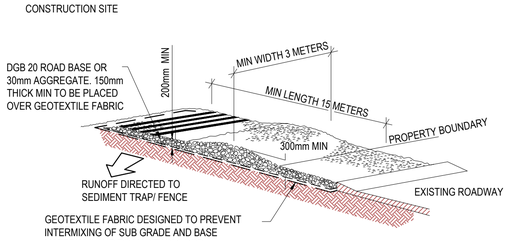
CATCH DRAINS

SCALE N.T.S.



PLAN
STABILISED SITE ACCESS WITH SHAKER RAMP

N.T.S.

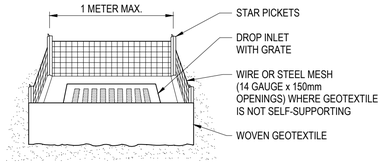


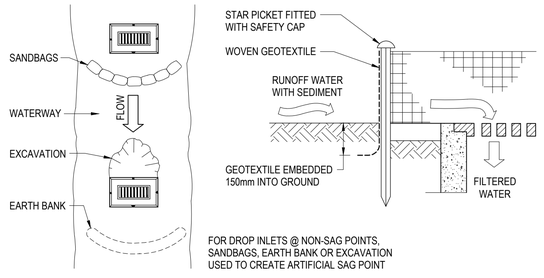
STABILISED SITE ACCESS WITH SHAKER RAMP

N.T.S.

NOTES:

1. THIS DEVICE IS TO BE LOCATED AT ALL EXITS FROM CONSTRUCTION SITE.
2. THIS DEVICE IS TO BE REGULARLY CLEANED OF DEPOSITED MATERIAL SO AS TO MAINTAIN A 50mm DEEP SPACE BETWEEN PLANKS.
3. ANY UNSEALED ROAD BETWEEN THIS DEVICE AND NEAREST ROADWAY IS TO BE TOPPED WITH 100mm THICK 40-70mm SIZE AGGREGATE.
4. ALTERNATIVELY, THREE(3) PRECAST CONCRETE CATTLE GRIDS (AS MANUFACTURED BY "HUMES CONCRETE MAY BE USED. 1, 2 & 3 ABOVE ALSO APPLY.





FOR DROP INLETS @ NON-SAG POINTS, SANDBAGS, EARTH BANK OR EXCAVATION USED TO CREATE ARTIFICIAL SAG POINT

GEOTEXTILE INLET FILTER CONSTRUCTION NOTES:

1. FABRICATE A SEDIMENT BARRIER MADE FROM GEOTEXTILE.
2. PICKET SPACING TO BE MAXIMUM 1.0m.
3. IN WATERWAYS, ARTIFICIAL SAG POINTS CAN BE CREATED WITH SANDBAGS OR EARTH BANKS AS SHOWN IN THE DRAWING.
4. DO NOT COVER THE INLET WITH GEOTEXTILES UNLESS THE DESIGN IS ADEQUATE TO ALLOW FOR ALL WATERS TO BYPASS IT.

GEOTEXTILE INLET FILTER

SCALE N.T.S.

SEDIMENT BASIN SIZING

1. THE SEDIMENT BASIN SHALL BE CONSTRUCTED ON A RATE PER HECTARE BASIS AND HAS BEEN IN ACCORDANCE WITH THE REQUIREMENTS OF THE LANDCOM MANUAL "MANAGING URBAN STORMWATER - SOILS AND CONSTRUCTION", FOR SEDIMENTATION **TYPE D** SOILS. THE DISTURBED AREA WITHIN THIS CATCHMENT AT ANY ONE TIME SHOULD BE LIMITED TO AN AREA FOR WHICH EACH SEDIMENT BASIN CAN HANDLE. EACH BASIN SHALL BE SIZED IN ACCORDANCE WITH THE TABLE BELOW.

SEDIMENT BASIN SIZING TYPE D SOILS	
VOLUMETRIC RUNOFF COEFFICIENT, CV	0.42 (APPENDIX F - TABLE F2)
80TH PERCENTILE 5 DAY TOTAL RAINFALL DEPTH, R	25.1mm
CATCHMENT AREA, A	1 Ha (UNIT AREA)
SETTLING ZONE VOLUME (PER HECTARE) 10 CV A R	105 m³
DISTURBED CATCHMENT AREA	1 Ha (UNIT AREA)
R K LS P C	-
SEDIMENT ZONE VOLUME (0.17 A (R K LS P C))/1.3	11.09 m³ < 50% SETTLING VOL
TOTAL SEDIMENT BASIN VOLUME REQUIRED :	157.5 m³/Ha

* (LANDCOM MANAGING URBAN STORMWATER MANUAL REFERENCE)

2. THE FOLLOWING DESIGN PARAMETERS HAVE BEEN ASSESSED FOR THE SITE:

CONSTRAINT	VALUE	(SOURCE)*
RAINFALL EROSIVITY (R-FACTOR)	2250	APPENDIX B - MAP 10
LENGTH/SLOPE GRADIENT FACTOR, LS	0.58	APPENDIX A - TABLE A1
SOIL ERODIBILITY (K-FACTOR)	0.05	(TABLE C19)
EROSION CONTROL PRACTICE FACTOR (P-FACTOR)	1.3 (COMPACTED)	APPENDIX A - TABLE A2
COVER FACTOR (C-FACTOR)	1.0 (DURING EARTHWORKS)	APPENDIX A - FIGURE A5
CALCULATED SOIL LOSS, A (RUSLE EQUATION)	84.8 t/Ha/YR	A = R K LS P C
SOIL HYDROLOGIC GROUP	GROUP C	APPENDIX C TABLE 19
SEDIMENT TYPE	TYPE D	APPENDIX C TABLE 19
80TH PERCENTILE 5-DAY RAINFALL EVENT	25.1mm (CAMDEN)	TABLE 6.3A

* (LANDCOM MANAGING URBAN STORMWATER MANUAL REFERENCE)

BASIN MANAGEMENT

1. THE CAPTURED STORMWATER IN THE SETTLING ZONE SHOULD BE DRAINED TO MEET THE MINIMUM STORAGE CAPACITY REQUIRED WITHIN A FIVE (5) DAY PERIOD FOLLOWING RAINFALL, PROVIDED THE ACCEPTABLE WATER QUALITY (NFR) AND TURBIDITY HAVE BEEN ACHIEVED.
2. CHEMICAL FLOCCULENT SUCH AS GYPSUM MAY BE DOSED TO AID SETTLING WITHIN 24 HOURS OF CONCLUSION OF EACH STORM. THE APPLIED DOSING RATES SHOULD ACHIEVE THE TARGET QUALITY WITHIN 36 TO 72 HOURS OF THE STORM EVENT.
3. INSPECT THE SEDIMENT BASINS AFTER EACH RAINFALL EVENT AND/OR WEEKLY. ENSURE THAT ALL SEDIMENT IS REMOVED ONCE THE SEDIMENT STORAGE ZONE IS FULL (REFER TO PEGS INSTALLED IN BASINS IN ACCORDANCE WITH THE SWMP). ENSURE THAT OUTLET AND EMERGENCY SPILLWAY WORKS ARE MAINTAINED IN A FULLY OPERATIONAL CONDITION AT ALL TIMES.

SOWING SEASON	SEED MIX
AUTUMN/WINTER	OATS@40KG/Ha + JAPANESE MILLET@10kg/Ha
SPRING/SUMMER	OATS@20kg/Ha + JAPANESE MILLET@20kg/Ha

4. THE LONG TERM GROUND COVER FACTORS FOR THE CONSTRUCTION WORKS IS NOT TO EXCEED THE FOLLOWING LIMITS:

LAND	MAXIMUM C-FACTOR	REMARKS
WATERWAYS AND OTHER AREAS OF CONCENTRATED FLOWS, POST CONSTRUCTION	0.05	APPLIES AFTER TEN WORKING DAYS OF COMPLETION OF FORMATION AND BEFORE CONCENTRATED FLOWS ARE APPLIED. FOOT AND VEHICULAR TRAFFIC IS PROHIBITED IN THIS AREA AND 70% GROUND COVER IS REQUIRED.
STOCKPILES, POST CONSTRUCTION	0.10	APPLIES AFTER TEN WORKING DAYS FROM COMPLETION OF FORMATION. 60% GROUND COVER IS REQUIRED.
ALL LANDS, INCLUDING WATERWAYS AND STOCKPILES, DURING CONSTRUCTION.	0.15	APPLIES AFTER 20 DAYS OF INACTIVITY, EVEN THOUGH WORKS MAY BE INCOMPLETE. 50% GROUND COVER IS REQUIRED.

FOR CONSTRUCTION CERTIFICATE

SURVEY INFORMATION
SURVEYED BY RYGATE
DATUM: A.H.D.
ORIGIN OF LEVELS: SSM 176507 RL 112.64

REVISION	AMENDMENT	DRAWN	DESIGNED	DATE
A	ISSUED FOR CC1	MP	NW	07.06.2023
04	ISSUED FOR CONSTRUCTION CERTIFICATE	MP	NW	31.05.2023
03	ISSUED FOR CONSTRUCTION CERTIFICATE	MP	NW	05.05.2023
02	ISSUED FOR TENDER ONLY	MP	NW	08.12.2022
01	ISSUED FOR TENDER ONLY	MP	NW	22.11.2022

Client: LIPMAN
Architect: BENNETT AND TRIMBLE

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henry&hymas

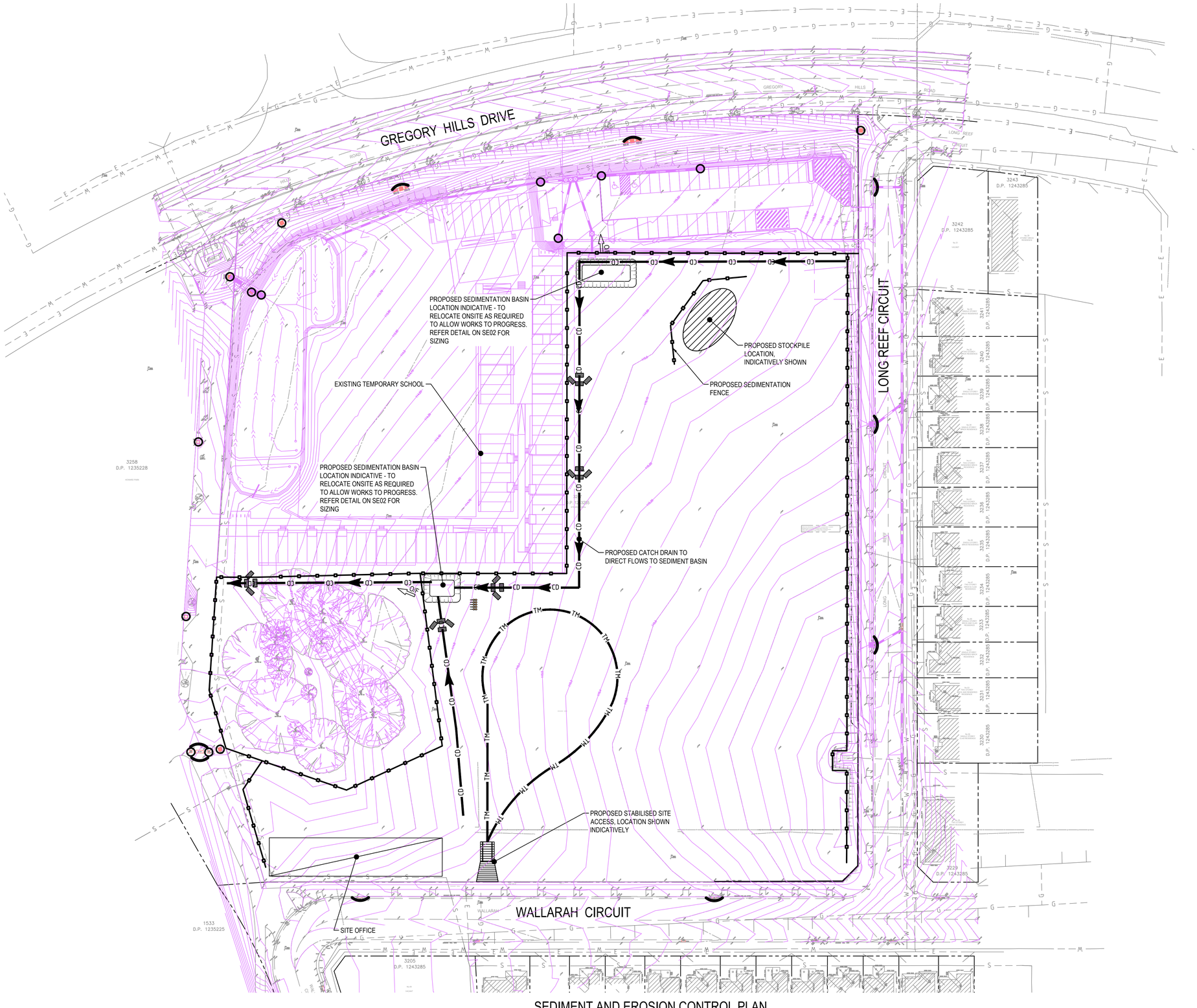
DRAWING TO BE PRINTED IN COLOUR

Project: GREGORY HILLS PUBLIC SCHOOL
28 WALLARAH CIRCUIT, GREGORY HILLS NSW

Title: SEDIMENT AND EROSION CONTROL DETAILS

Drawn	Designed	Original issue date
S.Chen	N.Wetzlar	NOV 2022
Checked	Approved	Scale @A1
N.Wetzlar	A.Francis	N.T.S.

Drawing number: GH-H&H-ZZ-XX-DR-C-SE02
Revision: A



LEGEND

- CD — CD — CATCH DIVERSION DRAIN
- TM — TM — TRAFFIC MANOEUVRING
- PROPOSED SEDIMENTATION FENCE
- PROPOSED VEHICLE SHAKER GRID
- PROPOSED STABILISED SITE ACCESS
- PROPOSED HAYBALE FILTER
- GEOTEXTILE INLET FILTER
- PROPOSED MESH & GRAVEL INLET FILTER
- O/F — OVERLAND FLOW PATH
- PROPOSED STOCKPILE LOCATION

SEDIMENT & EROSION CONTROL NOTES

- ALL SEDIMENT CONTROL DEVICES ARE TO BE CONSTRUCTED, PLACED AND MAINTAINED IN ACCORDANCE WITH RESPECTIVE COUNCIL SPECIFICATIONS AND LANDCOM'S "SOIL AND CONSTRUCTION" MANUAL.
- ALL PERIMETER & SILTATION CONTROL MEASURES ARE TO BE PLACED PRIOR TO, OR AS THE FIRST STEP IN EARTH WORKS AND/OR CLEARING.
- THE SEDIMENT & EROSION CONTROL PLAN MAY REQUIRE FUTURE ADJUSTMENT TO REFLECT CONSTRUCTION STAGING. IT IS ALSO THE CONTRACTORS RESPONSIBILTY TO PREPARE THEIR OWN SEDIMENT AND EROSION CONTROL PLAN WHICH SUITS THE DESIGNED CONSTRUCTION STAGING.
- FILTRATION BUFFER ZONES ARE TO BE FENCED OFF AND ACCESS PROHIBITED TO ALL PLANT AND MACHINERY.
- ALL TEMPORARY EARTH BERMS, DIVERSIONS & SILT DAM EMBANKMENTS ARE TO BE MACHINE COMPACTED, SEEDED & MULCHED FOR TEMPORARY VEGETATION COVER AS SOON AS THEY HAVE BEEN FORMED.
- ALL SEDIMENT TRAPPING STRUCTURES AND DEVICES ARE TO BE INSPECTED AFTER STORMS FOR STRUCTURAL DAMAGE OR CLOGGING. TRAPPED MATERIAL IS TO BE REMOVED TO A SAFE LOCATION.
- ALL TOPSOIL IS TO BE STOCKPILED ON SITE FOR REUSE (AWAY FROM TREES AND DRAINAGE LINES). MEASURES SHALL BE APPLIED TO PREVENT EROSION OF THE STOCKPILES.
- ALL EARTHWORK AREAS SHALL BE ROLLED EACH EVENING TO SEAL THE EARTHWORKS.
- ALL FILLS ARE TO BE LEFT WITH A LIP AT THE TOP OF THE SLOPE AT THE END. ALL CUT AND FILL SLOPES ARE TO BE SEEDED AND STRAW MULCHED WITHIN 14 DAYS OF COMPLETION OF FORMATION U.N.O. BY LANDSCAPE ARCHITECTS.
- UPON COMPLETION OF ALL EARTHWORKS OR AS DIRECTED BY COUNCIL SOIL CONSERVATION TREATMENTS SHALL BE APPLIED SO AS TO RENDER AREAS THAT HAVE BEEN DISTURBED, EROSION PROOF WITHIN 14 DAYS.
- EROSION AND SILT PROTECTION MEASURES ARE TO BE MAINTAINED AT ALL TIMES.

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10 8 6 4 2
SCALE 1:500

SEDIMENT AND EROSION CONTROL PLAN

SCALE: 1:500

FOR CONSTRUCTION CERTIFICATE

SURVEY INFORMATION
SURVEYED BY RYGATE
DATUM: A.H.D.
ORIGIN OF LEVELS: SSM 176507 RL 112.64

REVISION	AMENDMENT	DRAWN	DESIGNED	DATE
B	ISSUED FOR CC23	MP	NW	17.07.2023
A	ISSUED FOR CC1	MP	NW	07.06.2023
05	ISSUED FOR CONSTRUCTION CERTIFICATE	MP	NW	31.05.2023
04	ISSUED FOR CONSTRUCTION CERTIFICATE	MP	NW	05.05.2023
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DRAWING TO BE PRINTED IN COLOUR

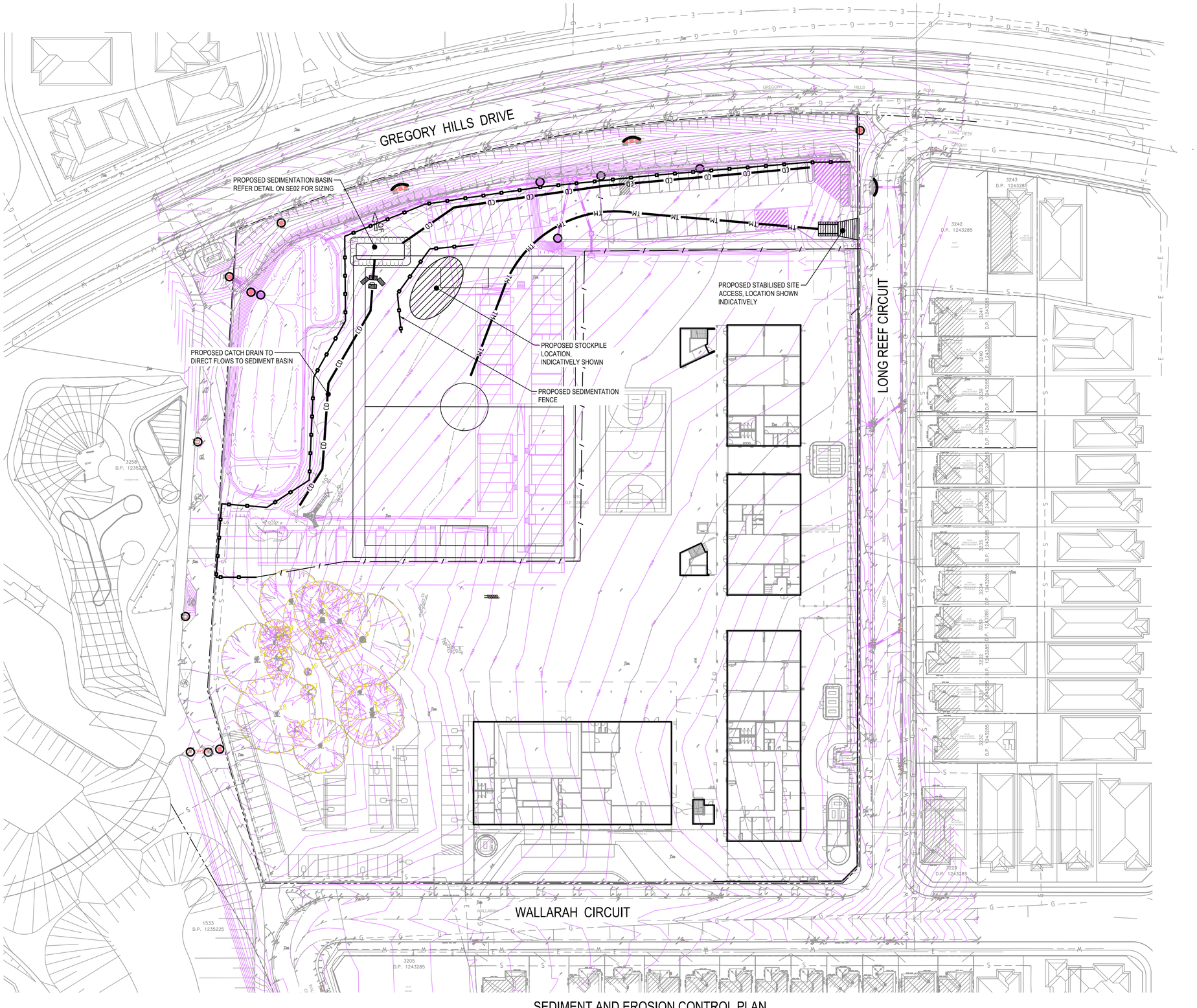
henry&hymas

Project: GREGORY HILLS PUBLIC SCHOOL
28 WALLARAH CIRCUIT, GREGORY HILLS NSW

Title: SEDIMENT AND EROSION CONTROL PLAN

Drawn	Designed	Original issue date
S.Chen	N.Wetzlar	NOV 2022
Checked	**Approved**	**Scale @A1**
N.Wetzlar	A.Francis	1:500

Drawing number: GH-H&H-ZZ-XX-DR-C-SE01
Revision: B



LEGEND

- CD — CATCH DIVERSION DRAIN
- TM — TRAFFIC MANOEUVRING
- PROPOSED SEDIMENTATION FENCE
- PROPOSED VEHICLE SHAKER GRID
- PROPOSED STABILISED SITE ACCESS
- PROPOSED HAYBALE FILTER
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10 8 6 4 2
SCALE 1:500

SEDIMENT AND EROSION CONTROL PLAN

SCALE: 1:500

FOR CONSTRUCTION CERTIFICATE

SURVEY INFORMATION
SURVEYED BY
RYGATE
DATUM: A.H.D.
ORIGIN OF LEVELS: SSM 176507 RL 112.64

REVISION	AMENDMENT	DRAWN	DESIGNED	DATE
01	ISSUED FOR CONSTRUCTION CERTIFICATE	MP	NW	31.05.2023

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DRAWING TO BE PRINTED IN COLOUR

henry&hymas

Project
GREGORY HILLS PUBLIC SCHOOL
28 WALLARAH CIRCUIT, GREGORY HILLS NSW

Title
SEDIMENT AND EROSION CONTROL PLAN
TEMPORARY SCHOOL DECOMMISSIONING

Drawn	Designed	Original issue date
S.Chen	N.Wetzlar	MAY 2023
Checked	Approved	Scale @A1
N.Wetzlar	A.Francis	1:500

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Revision: 01

APPENDIX B – Community Communication Strategy

April 2023

School Infrastructure NSW

Community Communication Strategy

Gregory Hills Public School

SSD- 41306367

Version	Date of Review
0.1	12/3/2023
0.2	27/3/2023
0.3	02/06/2023

Contents

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.

The Gregory Hills Public School development application (SSD) and has been assessed by the Department of Planning and Environment (DPE). Consent was provided on 16 May 2023.

For more information visit the DPE web page on the SSD.

This CCS has been developed to comply with condition B9

Community Communication Strategy

B9 No later than 48 hours before the commencement of 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 in relation to construction and operation;

ii. through which the Applicant will respond to enquiries or feedback from the community in relation to construction and operation; 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.

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 will be revised 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 and Project Directors, 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 School Performance, with final endorsement from the SINSW Community Engagement Senior Manager.

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

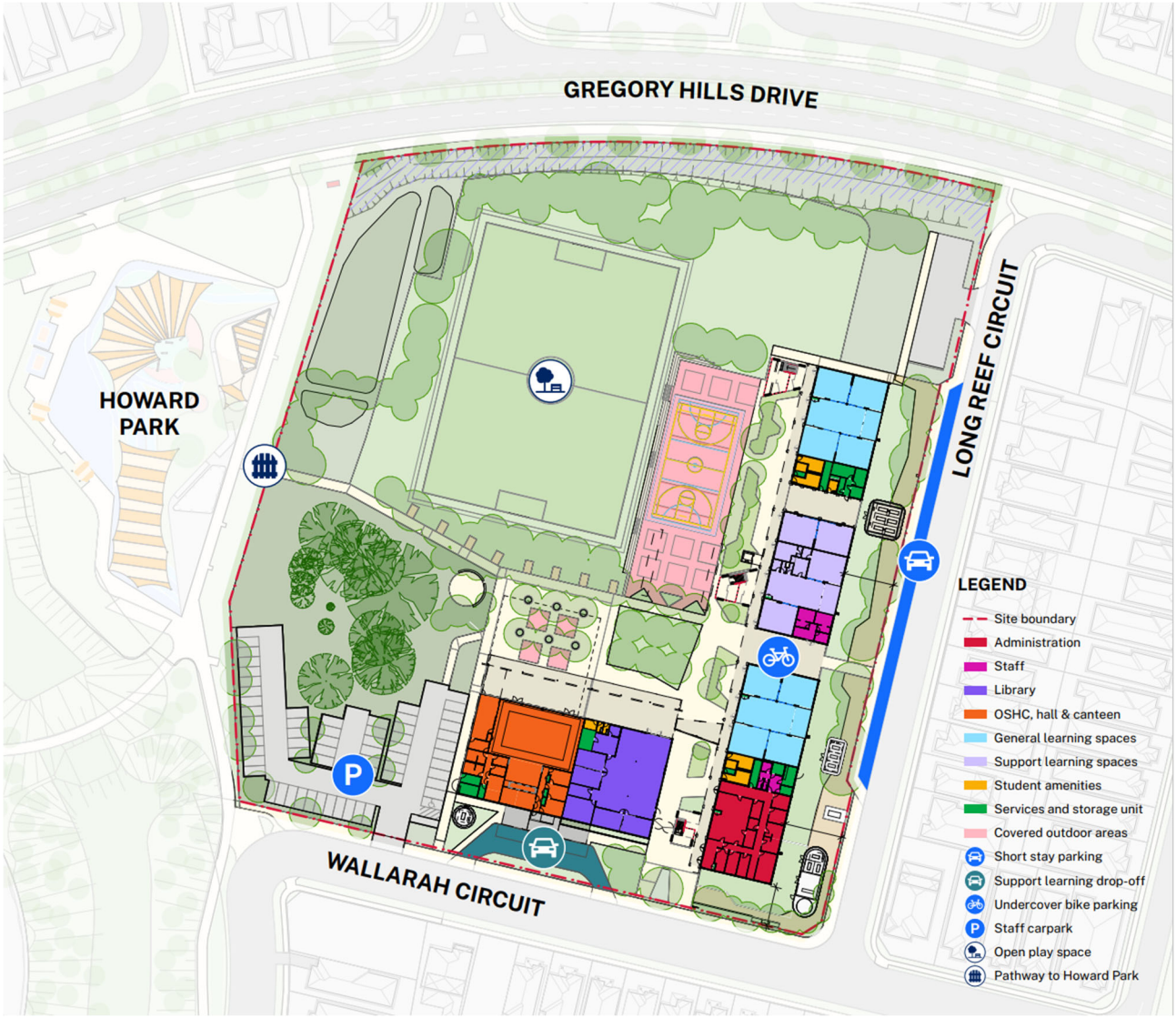
State Significant Developments B9	The Community Communications Strategy addresses this in section
a) identify people to be consulted during the design and construction phases;	▪ Section 3

State Significant Developments B9	The Community Communications Strategy addresses this in section
b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;	▪ Section 6.4
c) *provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;*	▪ Section 4.1
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;* *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.*	▪ Section 4.1, table 3

1. Context

To cater for enrolment demand in the area, the opening of the new primary school in Gregory Hills was brought forward to Day 1 Term 1 2023. Now named, Gregory Hills Public School, the school has been operating out of temporary facilities on the same site as the future permanent school.

The temporary school was approved under a Camden Council development application (DA/2022/742/1) in October 2022.



The permanent Gregory Hills Public School works will deliver:

- 44 Learning spaces.
- 4 Support learning spaces.
- Administration and staff facilities.
- Canteen, multi-purpose hall, library.
- Covered Outdoor Learning Area (COLA) and landscaped outdoor learning areas.
- Outdoor play areas including a sports court and a playing field, with the potential for shared community use.
- Car parking and amenities.

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 will be informed 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
School community a) Principal b) Teachers c) Staff d) Parents and carers e) Students	a) Safe pedestrian and traffic access to the temporary school during construction of the permanent school b) Construction impacts and how these will be minimised c) Quality of infrastructure and resources upon project completion d) How to access the new school once completed e) Adequate play space f) Keeping local community updated g) Parking and Drop off/pickup considerations h) Awareness of intake area i) Ongoing impacts from site operations
Local community Residents of the following streets: • Long Reef Circuit • Wallarah Circuit • Archway St • Gregory Hills Drive	a) Noise and truck movements during construction b) Increased traffic and congestion on nearby streets c) Local traffic and pedestrian safety d) Changed traffic conditions during pick-up and drop-off e) Shared use of school facilities and amenities
Adjoining affected landowners and businesses: **Local business owners who need to be kept informed about construction:** ▪ The Momo Junction ▪ Sayyal Health Medical Centre ▪ Great Beginnings Chioldcare Centre	a) Noise and truck movements during construction b) Increased traffic and congestion on nearby streets c) Local traffic and pedestrian safety d) Changed traffic conditions during pick-up and drop-off\ e) hared use of school facilities and amenities

Stakeholders	Interest and involvement
▪ Glamuaruz Hair and Beauty ▪ CONNEX Antenna & Security ▪ Tidan Truck and Car Hire Services ▪ Tycoon Group Pty Ltd ▪ MPR Photography	f) Environmental impacts during construction g) Upgrades to services infrastructure - power, water, and impacts h) Public Domain upgrades
Local Members of Parliament: a) State – Sally Quinell Labor Member for Camden b) Federal - Dr Mike Freelander Labor Member for Macarthur	a) Meeting the economic, social and environmental objectives of state and federal governments b) Delivering increased public education capacity on time c) Delivering infrastructure which meets expectations d) Addressing local issues such as traffic, congestion and public transport solutions
Government agencies and peak bodies: a) Transport for NSW b) Fire and Rescue NSW c) NSW Department of Education d) NSW Department of Planning and Environment e) NSW Environmental Protection Authority f) NSW Rural Fire Service g) Sydney Water h) NSW Heritage Council i) NSW Office of Environment and Heritage j) NSW Department of Premier and Cabinet	a) Traffic and congestion on the local road system b) Adequate public transport options and access c) Ensuring new infrastructure meets standard requirements for safety and fire evacuation d) Ensuring the development is compliant e) Ensuring the development does not impact heritage items f) Easing overcrowding in local schools
Local Council – Camden Council **Mayor Cr Theresa Fedeli** a) Deputy Mayor, Cr Paul Farrow b) CEO/ General Manager Ron Moore c) Councillors a. Ashleigh Cagney b. Peter McLean c. Eva Campbell d. Russell Zammit e. Cindy Cagney f. Usha Dommaraju g. Lara Symkowiak	a) Schedule for construction and opening of school b) Plans for enrolled students during the operation of the temporary school c) Impacts to the local community including noise, congestion and traffic d) Shared use of community spaces e) Providing amenities to meet increase population density f) Copies of information distributed to local residents g) Processes and protocols in place to manage interactions with local residents
Nearby public schools • Barramurra Public School • Camden Public School	a) Impact on school resources b) Impact on current students c) Implications for teaching staff

Stakeholders	Interest and involvement
• Camden South Public School • Cobbity Public School • Currans Hill Public School • Elderslie Public School • Gledswood Hills Public School (Stage 2 upgrade underway) • Harrington Park Public School • Leppington Public School • Mawarra Public School • Mt Annan Public School • Narellan Public School • Narellan Vale Public School • Oran Park Public School • Rossmore Public School • Spring Farm Public School	d) Possible impacts on enrolments e) Opportunities to view the new facilities
Community groups Facebook group-"Glesdwood Hills/ Gregory Hills needs a High School"	• Noise and truck movements during construction • Increased traffic and congestion on nearby streets • Local traffic and pedestrian safety • Changed traffic conditions during pick-up and drop-off • Shared use of school facilities and amenities
Project Reference Group (names not disclosed) • Project members • Principal of high school and public school • Director Educational LeadershipParent/Community representative	• Schedule for construction, progress and opening of school • Inform plans for the operation of the temporary school • Impacts to the local community including noise, congestion and traffic
Interested Aboriginal Parties Gregory Hills public school shares a boundary with 3 Local Aboriginal Land Councils • *Thawaral Local Aboriginal Land Council (TLALC – Dharawal people)* • *Gandangarra Local Aboriginal Land Council (GLALC – Dharawal people)* • *Deerubbin Local Aboriginal Land Council (DLALC – Dharug people)*	• Create opportunities for the different Aboriginal community groups to incorporate Aboriginal culture into the school • Inform and update regularly

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 an energetic 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 and agencies and local 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, admin 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 complain about environmental impacts via the following channels:

a) School Infrastructure NSW 1300 community information line 1300 482 651 published on all communications material, including project site signage

b) School Infrastructure NSW email address schoolinfrastructure@det.nsw.edu.au published on all communications material, including project site signage

c) Project webpage '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 within the associated Construction Environmental Management Plan (CEMP) as approved under the SSD.

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/early works (may be complete prior to this CCS being implemented as part of SSD conditions of approval)

b) Commencement of main works construction

c) School Term before project is completed

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.	Throughout the life of the project and accessible for

Communications Tool	Description of Activity	Frequency
	All enquiries that are received are referred to the appointed Community Engagement Manager and/or Senior Project Director as required and logged in our CRM. Once resolved, a summary of the conversation is updated in the CRM.	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.	At project milestones
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 occur, or issues are raised by stakeholders
Community contact cards	These are business card size with all the SINSW contact information. 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. Directs all enquiries, comments and complaints through to our 1300 number and School Infrastructure NSW email address.	Throughout the life of the project and available 12 months post completion
CRM database	All projects are created in SINSW's Customer Relationship Management system at project inception. Interactions, decisions and feedback from stakeholders are captured, and monthly reports generated. 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.	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	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. Provide written information of construction activity and contact details.	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 website if appropriate.	Throughout the life of the project

Communications Tool	Description of Activity	Frequency
Information booths	Information booths are held locally and staffed by a project team member to answer any questions, concerns or complaints on the project. Information booths may be held both at the school/ neighbouring school, as well as the broader community: a) 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. b) 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 Saturday's. Collateral to be provided include community contact cards, latest project notification or update, with internal FAQs prepared. All liaison to be summarised and loaded in the CRM.	At project milestones and as required
Community information sessions	Information sessions are a bigger event than an info 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. Members from the project and communications team will be available to answer questions about the project. These events occur after school hours on a week day. All liaison summarised and loaded on the CRM.	As required
Information pack	A4 page A4 colour, fold out flyer that can include information about the project scope, progress, FAQs, timeline and next steps. To be distributed at info sessions or at other bigger events/ milestones in hard copy and also made available electronically.	As required
Media releases/events	Media releases are distributed upon media milestones. They promote major project milestones and activities and generate broader community awareness.	Media milestones during construction period may include: a) Planning approval granted b) Construction contract tendered c) Construction contract awarded d) Sod turning opportunity e) Handover / Official opening

Communications Tool	Description of Activity	Frequency
Notifications and updates	A4 printed in colour that can include FAQs if required Notifications are distributed under varying templates with different headings to suit different purposes: 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 info.	As required according to the construction program. Distributed (refer construction works notification distribution methodology in Section 4.2) via letterbox drop to local residents and via the school community prior to construction activities or other milestones throughout the life of the project. Specific timings indicated in table 5.
Photography and videography	Images may be used in notifications, on the website, at information sessions and in presentations. Once the project is complete, SINSW will organise photography of external and internal spaces to be used for a range of communications purposes.	Project completion (actual photography and video of completed project) Prior to project completion - artist impressions, flythrough, site plans and contruction progress images may be used
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 Reference Group	SINSW facilitated Project Reference Group sessions providing information on the design,, construction activities, project timeframes, key issues and communication and engagement strategies.	Meets every month or as required. During the delivery phase, PRG involvement is reduced or it is retired
Project signage	A0 sized, durable aluminium signage has been installed atGregory Hills Public School. Provides high level information including project scope, project image and SINSW contact information. Fixed to external fencing/ entrances etc. that are visible and is updated if any damage occurs.	Throughout the life of the project and installed for 12 months post completion

Communications Tool	Description of Activity	Frequency
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	A dedicated project page for the new primary school in Gregory Hills is located on the SINSW website - https://www.planningportal.nsw.gov.au/major-projects/projects/new-primary-school-gregory-hills	Updated at least monthly and is live for at least 12 months post completion of the project
Welcome pack/ thank you pack	At project completion the following flyers are utilised: ▪ **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 1** below has been prepared through an analysis of the potential project impacts and requirements identified in:

- Noise and Vibration Impact Assessment
- the Preliminary School Travel Plan
- the Construction Worker Transportation Strategy
- the Construction Environmental Management Plan Construction Traffic and Pedestrian Management Sub Plan (CTPMSP)

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.

Figure 1: Map of construction works notification distribution area

The below details the nearest sensitive receivers that may be impacted by construction including noise. 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).

Table 4 shows the assessed sensitive receivers in close proximity to the site. Also refer to Figure 5 for a mark-up of the receiver locations.

Table 4: Location of sensitive receivers impacted by construction noise

Item	Recievers	Representative property for assessment	Distance from site (approx.)
R1	Residential properties around the site	Houses facing Gregory Hills Drive (Coral Flame Circuit) 24 Coral Flame Circuit, 25 and 32 Golden Wattle Avenue, 17, 19, 21, 23 and 28 Correa Circuit	69m
R2	Residential properties around the site	26 Wallarah Circuit, 31 – 55 Long Reef Circuit	21m

Item	Recievers	Representative property for assessment	Distance from site (approx.)
R3	Residential properties around the site	House nos. 25 -51 Wallarah Circuit	18m
R4	The temporary school premises that are to be used during construction are located at approximately 35 to 40m from the construction site	Howard Park	30m

Figure 2: Proposed site and location of Sensitive Receivers

5. Engagement Delivery Timeline

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

Table 5: Engagement timeline

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
Prior to SSD approval – consultation during planning		Engagement Report submitted as part of SSD SSDA Engagement Report October 2022	Completed

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
and design development			
SSD approval – inform community on construction mitigation measures	Local community Gregory Hill PS community, including principal, teachers, staff, and P&C Adjoining property owners	Project Update Distributed through letter box drop, school channels and SINSW website project page.	Completed
Site Establishment	Local community New school community, including principal, teachers, staff, and P&C Adjoining property owners Council Pru Car, Deputy Premier, Minister for Education and Early Learning, and Minister for Western Sydney Sally Quinell, Local MP for Camden Media outlets Thawaral Local Aboriginal Land Council (TLALC – Dharawal people) Gandangarra Local Aboriginal Land Council (GLALC – Dharawal people) Deerubbin Local Aboriginal Land Council (DLALC – Dharug people)	Project signage Works notification April 2023 Distributed through letter box drop Onsite sod turn media event	Completed
Main Construction works, including but not limited to: a) Remediation b) Works commenced c) Key impact periods – noise, dust, traffic,	Local community New school community, including principal, teachers, staff, and P&C Adjoining property owners Council Sally Quinnell, Local MP for Camden Aboriginal Community	Info Booth Regular project Updates Works Notifications Project signage Distributed through letter box drop, school newsletter and social media. Door Knocks – as required	(at key construction events as required, as per our notification process in Table 6) Mid 2023

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
vibration			
Prior to project completion	Gregory Hills Public School community, including principal, teachers, staff, and P&C Local and Aboriginal communities Peter Sidgreaves MP for Camden Sally Quinnell, Local MP for Camden Media outlets	Site tours and activities to support familiarisation	Mid 2024
Handover and welcome to new school	Local and Aboriginal communities School community, including principal, teachers, staff, and P&C Adjoining property owners Council Sally Quinnell, Local MP for Camden	Day 1 activities Welcome teams to greet staff and students to the new school Welcome pack including map, information on the Thank you pack to surrounding community	Mid 2024
Opening	Local and Aboriginal communities New school community, including principal, teachers, staff, and P&C Adjoining property owners Council Pru Car, Deputy Premier, Minister for Education and Early Learning, and Minister for Western Sydney Sally Quinell, Local MP for Camden Sally Quinnell, Local MP for Camden Media outlets	Official opening ceremony Media event Smoking ceremony	Mid to late 2024
Post-opening, for 12 months	All	Website remains live	Mid 2025 (at least 12

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Timing / implementation
following operation		Project signage remains installed 1300 phone and email still active, and CRM still maintained for complaints and enquiries.	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 Minister'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 Minister'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.

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 work hours
- include a diagram that clearly indicates the location of the works, where required
- include a 1300 community contact number, project email address and website details
- Provide details for a translation service, where required.

Table 6 below outlines 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 6: Target community notification periods

Notification period	Work activity
Same day (or as soon as practical)	Major incident, emergency works~~/unforeseen events~~
	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 finds or incidents (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 work hours
	Planned investigation and remediation of hazardous materials including asbestos
	Phase of high noise generating works including demolition, tree removal, rock breaking, rock hammering, piling or similar
	Major traffic or pedestrian access changes including parking impacts, detours, and road diversions/closures
	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.

Prior to project delivery, a complaint could be related to lack of community consultation, design of the project, lack of project progress, etc.

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, 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.

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 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 contractor contact details for after hours complaints and enquiries are available on the Project Webpage within the associated Construction Environmental Management Plan (CEMP) as approved under the SSD.

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

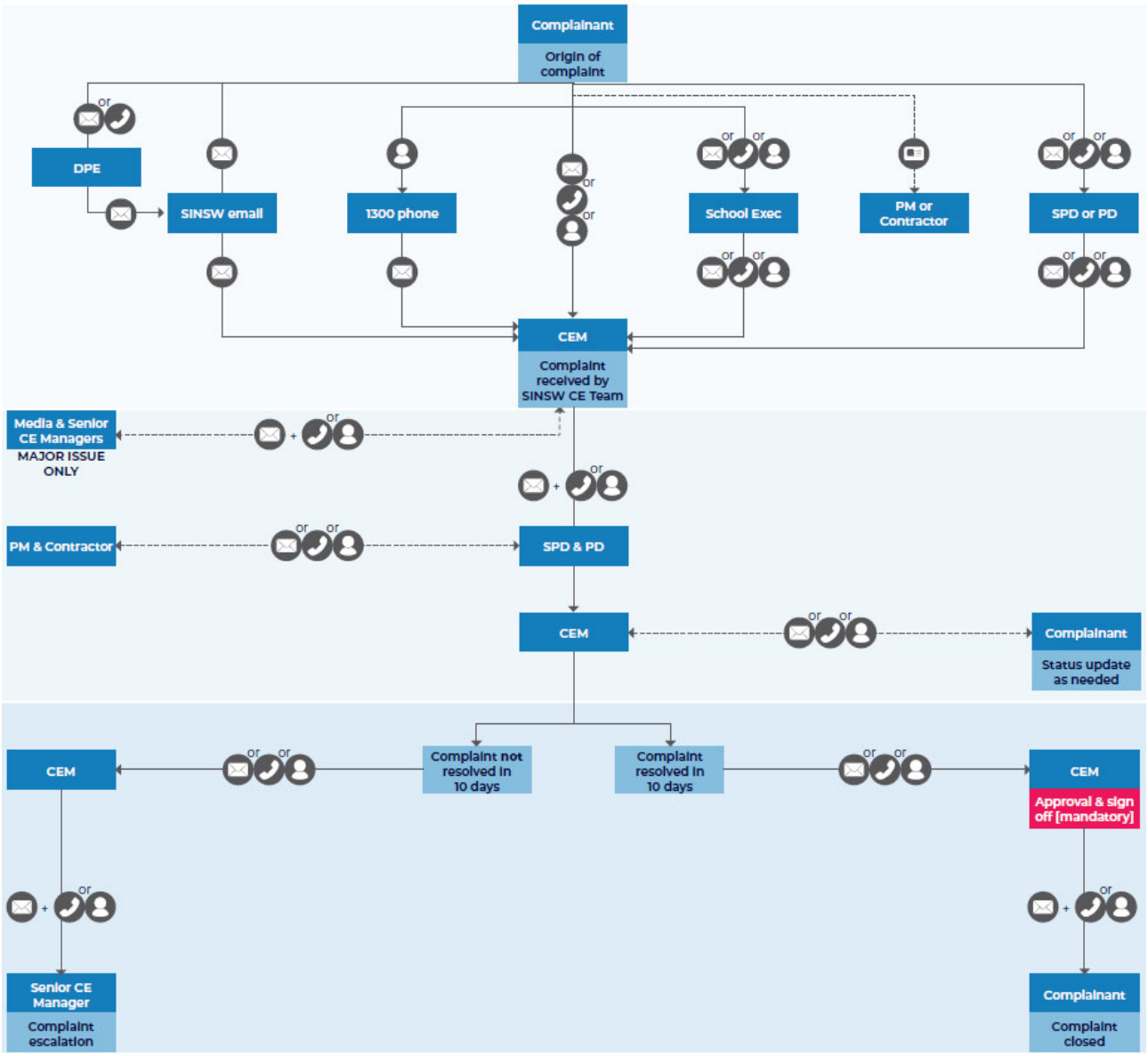
Table 7: Complaint and enquiry response time

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

Complaint	Acknowledgement times	Response times
Email during business hours	At time of email (automatic response)	Interaction to be logged and closed out within 10 days, where practicable.
Email outside of business hours	At time of email (automatic response)	Interaction to be logged and closed out within 10 days, where practicable.
Letter	N/A	Interaction to be logged and closed out within 10 days following receipt, where practicable.

The below diagram outlines our internal process for managing complaints.

Figure 3 - Internal Complaints Process



6.5.1. Disputes involving compensation and rectification

School Infrastructure NSW 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, School Infrastructure NSW 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:

(a) involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial; *or*

(b) 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) SINSW Director, Major Projects

b) SINSW Community Engagement Manager (CEM) or the SINSW Senior Manager, Community Engagement if the CEM is unreachable.

SINSW Community Engagement Manager will:

a) Advise the SINSW Communications Director who will lead and manage all communications with the Minister'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 community stakeholders, as necessary, of an incident.

The school and local community will be notified within 24 hours in the event of an incident, as per our notification timelines in Table 5.

In addition to the Department of Education's incident notification protocol, 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.

This must be followed within seven days following the incident of a written notification to the Department of Planning and Environment that:

a) identifies the development and application number;

b) provides details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident);

c) identifies how the incident was detected;

d) identifies when SINSW became aware of the incident;

e) identify any actual or potential non-compliance with conditions of consent;

f) describes what immediate steps were taken in relation to the incident;

g) identifies further action(s) that will be taken in relation to the incident; and

h) provides the contact information for further communication regarding the incident (the Senior Project Director).

Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, SINSW will 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:

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.

A monthly report is prepared for all SINSW projects, which includes but is not 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.