



Communication Strategy

NARROMINE TO NARRABRI
LOW IMPACT WORKS

ARTC

INLAND
RAIL

An Australian Government Initiative

COVER IMAGE

Existing Walgett rail branch

ACKNOWLEDGEMENT OF COUNTRY

Inland Rail acknowledges the
Traditional Custodians of the
land on which we work, and pay
our respect to their Elders past,
present and emerging.

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1	26/05/2023	Updated Low Impact Works Strategy to address DPE comments

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Glossary

Specific terms and acronyms used throughout this strategy are listed and described in the table below.

ABBREVIATION	DEFINITION
ARTC	Australian Rail Track Corporation (the Proponent)
CSEMP	Communication and Stakeholder Engagement Management Plan
CM	Consultation Manager – a cloud-based knowledge sharing platform used for effective stakeholder engagement. Consultation Manager allows project teams to capture interactions, tasks, and actions in a secure and readily accessible manner.
CoA	Minister’s Conditions of Approval for the Narromine to Narrabri (N2N) project
Construction contractor	Acciona CPB Joint Venture (ACACPB)
CSSI	Critical State Significant Infrastructure
DITRDCA	The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (formally the Department of Infrastructure, Transport, Regional Development and Communications)
DPE or Department	NSW Department of Planning and Environment (formally the Department of Planning, Industry and Environment DPIE)
EES	Environment, Energy and Science Group
EIS	Environmental Impact Statement
EP&A Act	Environmental Planning and Assessment Act 1979
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999
ER	The Environmental Representative for the project
IR	Inland Rail
N2N	Narromine to Narrabri
ONVR	Operational Noise and Vibration Review
RMS	Roads and Maritime Services (now Transport for NSW)
SEMP	Site Establishment Management Plan
SPiR	Submissions Preferred Infrastructure Report
SSI	State Significant Infrastructure
TfNSW	Transport for NSW (formally Roads and Maritime Services)
TSR	Travelling Stock Route

1. Introduction

The Narromine to Narrabri (N2N) project section is one of 13 projects that completes Inland Rail. The N2N project is 306 kilometres of new track in mid-north-western New South Wales (NSW). It is the longest and most significant new project within Inland Rail.

This *Communication Strategy – Narromine to Narrabri Low Impact Works* (the Strategy) has been developed to support communication and engagement during the planning and implementation stages of low impact work activities for the N2N project, as required by Condition B1 of the Conditions of Approval (CoA) for Inland Rail – N2N critical State significant infrastructure (CSSI) 9487.

The Strategy will be relevant for low impact works (as defined under the CoA) and will be superseded by a N2N Communication Strategy for construction, which will be prepared to facilitate communication about construction and operation of the project.

The Communication Strategy for construction will be approved as part of the suite of environmental management plans as required by Condition C1 and C6. Both Strategies will include communication with:

- ▶ the community, including adjoining affected landowners and businesses, Registered Aboriginal Parties (RAPs), relevant Local Aboriginal Land Councils (LALCs), Traditional Owners and others directly impacted by the CSSI; and
- ▶ relevant state agencies and councils.

In line with Condition B2, this Strategy seeks to:

- ▶ identify individuals, organisations, relevant councils and state agencies to be consulted during the low impact works;
- ▶ identify details of the community and its demographics;
- ▶ set out the procedures and mechanisms for the regular distribution of accessible information, including to Language Other Than English (LOTE), Culturally and Linguistically Diverse (CALD) and vulnerable communities, about or relevant to the low impact works. The information to be distributed would include details regarding current site construction activities, schedules and milestones at each construction site;
- ▶ identify opportunities for education within the community and make provision for the community to learn about the low impact works (taking into consideration workplace, health and safety requirements);
- ▶ detail the measures for advising the community in advance of upcoming low impact works including upcoming out-of-hours work as required by Condition E5;
- ▶ identify the mechanisms for engaging with the community to determine periods of respite, as required by Condition E2;
- ▶ ensure that the information to be distributed includes details regarding low impact works activities, schedules and milestones for each key activity;
- ▶ provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies), related to the low impact works;
- ▶ set out the procedures and mechanisms for consulting with relevant councils and state agencies required by Condition A5;
- ▶ describe the method for broadcasting the 24-hour toll-free telephone complaints number and postal and email addresses for enquiries, as required by Condition B7;
- ▶ set out the procedures and mechanisms:
 - through which the community can discuss or provide feedback to ARTC Inland Rail;
 - through which ARTC Inland Rail will respond to enquiries or feedback from the community;
 - to resolve any issues and mediate any disputes that may arise in relation to the environmental management and construction of the CSSI, including timing for mediation to be undertaken once it has been escalated to the dispute resolution process; and
 - to resolve any issues and mediate any disputes that may arise in relation to property and infrastructure impacts, including but not limited to Individual Property Management Plans required by Condition E105.

1.1 Accountabilities

Community engagement for the project is being managed by the ARTC Inland Rail Stakeholder Engagement team, led by the Stakeholder Engagement Lead and Stakeholder Engagement Manager, with support from the ARTC Inland Rail Communications team.

The low impact works activities will be delivered by ARTC Inland Rail and Acciona CPB Joint Venture (ACACPB). Delivery of low impact works activities will include site-based community engagement and communication representatives.

ARTC Inland Rail is responsible for coordinating the low impact works activities for the N2N project and for the development and implementation of the Strategy, in conjunction with the construction contractor and their respective teams. Final accountability for community engagement lies with the ARTC Inland Rail Delivery Director – Southern.

The construction contractor will be required to develop its own communications and stakeholder engagement plan outlining how it will fulfil their requirements during the low impact works, in line with this plan.

1.2 Objectives

The communication and engagement objectives for the low impact works are to:

- ▶ ensure that stakeholders are clearly identified, and their specific needs are understood and managed;
- ▶ ensure that all stakeholders understand and are aware of the project, and the low impact works, in order to increase acceptance of the Inland Rail project in the region;
- ▶ ensure that the social licence to operate is built and maintained through the engagement of external stakeholders during low impact works;
- ▶ ensure that engagement and communication activities are transparent, equitable and accessible, with adequate opportunities for stakeholders to comment or provide input;
- ▶ mitigate identified stakeholder risks, so that the low impact works can be delivered on budget and to schedule;
- ▶ ensure that all stakeholders, including relevant First Nations parties and bodies, are aware of the consultation and engagement process and opportunities to provide feedback;
- ▶ ensure the community is aware of, and understands, what is negotiable and what is not in relation to low impact works;
- ▶ involve the community, and other relevant stakeholders, in negotiable decision points to build trust and buy-in with Inland Rail about the low impact works taking place;
- ▶ ensure that stakeholders impacted by low impact works contact ARTC Inland Rail directly with concerns about the works and have trust in ARTC Inland Rail to assist them to resolve their concerns; and
- ▶ gain stakeholder and community cooperation, understanding and acceptance of the low impact works through meaningful relationships and effective dialogue.

1.3 Regulations and requirements

Engagement will be carried out in accordance with:

- ▶ approvals documents;
- ▶ the *Privacy ACT 1988* (Cth);
- ▶ NSW Department of Planning and Environment – Draft Environmental Impact Assessment Guidance Series, Community and Stakeholder Engagement guidelines – Undertaking Engagement Guidelines for State Significant Projects (nsw.gov.au);
- ▶ International Association for Public Participation (IAP2);
- ▶ Accountability AA1000 Stakeholder Engagement Standard (AA1000SES) 2015; and
- ▶ Infrastructure Sustainability Council (IS) Ratings Scheme.

1.4 Approval and review of this strategy

This Strategy has been prepared in accordance with the NSW Minister for Planning's CoA for Inland Rail – N2N Critical State Significant Infrastructure (CSSI) 9487.

The Strategy will be submitted to the Planning Secretary, for approval, no less than one (1) month prior to any low impact works commencing or as otherwise agreed by the Planning Secretary.

The Strategy will be reviewed at a minimum every six (6) months until replaced by the N2N Communication Strategy for construction.

The Strategy will be implemented for the duration of the low impacts work, revised and resubmitted for approval one (1) month prior to construction and for 12 months following the completion of construction.

Appendix A demonstrates compliance of this document against the CoA relating to the Communication Strategy.

2. Project overview

Inland Rail is an Australian Government funded project, which forms part of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) portfolio. In late 2013, the former Deputy Prime Minister, the Hon. Warren Truss MP, established the Inland Rail Implementation Group to provide high-level leadership for the implementation of Inland Rail. In May 2017, the Australian Government tasked ARTC with delivering the Inland Rail project in partnership with the private sector.

Inland Rail is a once-in-a-generation project connecting regional Australia to domestic and international markets, transforming the way Australia moves freight around the country. It will create the spine of the national freight network between Melbourne and Brisbane via regional Victoria, New South Wales and Queensland.

This 1,700km line is the largest freight rail infrastructure project in Australia. Since the Program delivery schedule was first released in 2015, the schedule has been updated and Inland Rail is aiming to be fully operational by 2027.

2.1 Project details

The objectives of the Inland Rail program, as stated in the service offering, are to:

- ▶ provide a rail link between Melbourne and Brisbane to serve future rail freight demand and stimulate growth for interstate and regional/bulk rail freight
- ▶ provide an increase in productivity that will benefit consumers through lower freight transport costs
- ▶ provide a step-change improvement in rail service quality in the Melbourne–Brisbane corridor to deliver a freight rail service that is strongly competitive with road
- ▶ improve road safety, ease congestion, and reduce environmental impacts by moving freight from road to rail
- ▶ bypass bottlenecks on the congested metropolitan Sydney rail network, and free up train path capacity for other services on the coastal route, including passenger services through the Sydney region and bulk freight through the NSW Southern Highlands
- ▶ act as an enabler for regional economic development along the Inland Rail corridor.

More information on the Inland Rail Service Offering can be found at www.inlandrail.artc.com.au/inland-rail-service-offering/.

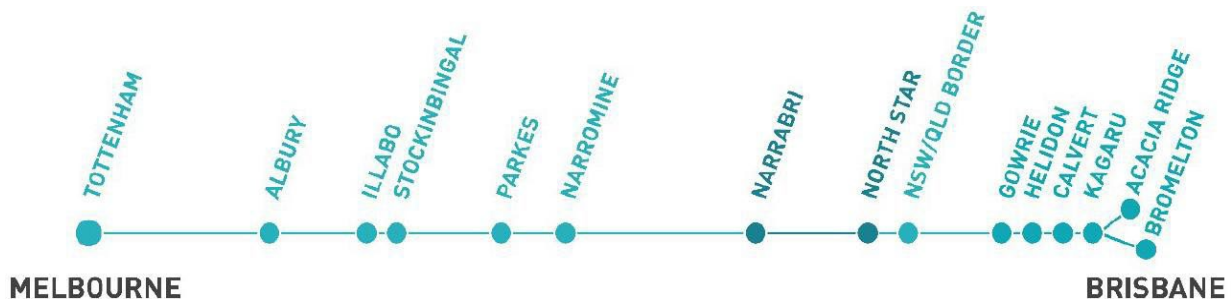


FIGURE 1: OVERVIEW OF THE INLAND RAIL PROGRAM

2.2 The Narromine to Narrabri (N2N) Project

N2N is 306 kilometres of new track in mid-north-western New South Wales (NSW). It is the longest and most significant new project within Inland Rail.

Key components of the N2N project include:

- ▶ a new 306 km long rail corridor between Narromine and Narrabri to accommodate 1.8km-long double stacked freight trains
- ▶ a single-track standard gauge railway and track formation within the new rail corridor
- ▶ seven (7) crossing loops up to 2.2km long at Burroway, Balladoran, Curban, Black Hollow / Quanda, Baradine, The Pilliga and Bohena Creek
- ▶ 75 bridges and viaducts over rivers and other watercourses (including the Macquarie River, Castlereagh River and the Namoi River/Narrabri Creek system), floodplains and roads
- ▶ culverts and drainage in the rail corridor to maintain present smaller watercourses
- ▶ 51 new public and private level crossings, both passive and active in nature

- ▶ five (5) grade separated road rail interfaces
- ▶ possible future connections with existing ARTC and Country Regional Network (CRN) rail lines, included in this are:
 - 1.2-kilometre-long rail junction between the Inland Rail Parkes to Narromine and Narromine to Cobar lines, known as the Narromine West connection
 - Connection point into the Dubbo to Coonamble line at Curban Junction
 - Connection into the Wee Waa line at Narrabri
- ▶ supporting infrastructure and ancillary works including signalling and communications work, utility relocation, road re-alignments, signage and fencing, embankments and cuttings, and power infrastructure.



FIGURE 2: NARROMINE TO NARRABRI (N2N) PROJECT MAP

2.3 Scope

Table 1 of the CoA defines low impact work as follows:

- (a) survey works including carrying out general alignment surveys, installing survey controls (including installation of global positioning system (GPS)), installing repeater stations, carrying out surveys of existing and future utilities and building and road dilapidation surveys;
- (b) investigations including investigative drilling, contamination investigations and excavation;
- (c) site establishment work approved under a Site Establishment Management Plan in accordance with Condition A24;
- (d) operation of ancillary facilities if the Environmental Representative (ER) has determined the operational activities will have minimal impact on the environment and community;
- (e) treatment of contaminated sites subject to the recommendations of a Remediation Report prepared in accordance with Condition E165;
- (f) minor clearing and relocation of native vegetation, as identified in the documents listed in Condition A1;
- (g) installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and acoustic treatments;
- (h) property acquisition adjustment work including installation of property fencing;
- (i) relocation and connection of utilities where the relocation or connection has been determined by the ER to have a minor impact to the environment;

- (j) establishing minor ancillary facilities in accordance with Condition A28;
- (k) archaeological testing under the *Code of practice for archaeological investigation of Aboriginal objects in NSW* (Department of Environment Climate Change and Water, 2010) or archaeological monitoring undertaken in association with Low Impact work to ensure that there is no impact on heritage items;
- (l) archaeological and cultural salvage undertaken in accordance with a strategy or salvage operation required by the conditions of this approval;
- (m) maintenance work to existing buildings and structures as required to facilitate the carrying out of the CSSI; and
- (n) other activities determined by the ER to have minimal environmental impact which may include construction of minor access roads (other than access roads' connection to the road network), temporary relocation of pedestrian paths and the provision of property access.

Despite the above, the following works are not Low Impact Work:

- (i) where heritage items, or threatened species or their habitat, or threatened ecological communities (within the meaning of the *Biodiversity Conservation Act 2016*), are adversely affected or potentially adversely affected by any low impact work as defined in (a) to (n) above, that work is construction, unless otherwise determined by the Planning Secretary in consultation with Heritage NSW, EHG or DPI Fisheries (in the case of impact upon fish, aquatic invertebrates or marine vegetation); and
- (ii) any night-time work that exceeds noise management levels as defined in the *Interim Construction Noise Guideline* (ICNG, DECC, 2009).

The low impact work described in this definition becomes Construction with the approval of a CEMP. Where low impact work has already commenced, this is considered to remain as low impact work and is managed in accordance with the framework under which it commenced.

In line with the CoA, ARTC Inland Rail has approved the delivery of the following low impact works, and associated investigation works, for the N2N project:

- ▶ investigations including investigative drilling, contamination investigations and excavation;
- ▶ minor clearing and relocation of native vegetation;
- ▶ installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and acoustic treatments;
- ▶ archaeological testing under the *Code of Practice for Archaeological Investigation of Aboriginal Objects in NSW* (Department of Environment Climate Change and Water, 2010) or archaeological monitoring undertaken in association with low impact work to ensure that there is no impact on heritage items;
- ▶ archaeological and cultural salvage undertaken in accordance with a strategy or salvage operation required by the CoA;
- ▶ continuation of EIS environmental baseline monitoring activities;
- ▶ seasonal biodiversity surveys; and
- ▶ other activities determined by the ER to have minimal environmental impact

ARTC Inland Rail is currently assessing the following low impact works scopes, which may be delivered prior to commencement of construction:

- ▶ survey works including carrying out general alignment surveys, installing survey controls (including installation of global positioning system (GPS)), installing repeater stations, carrying out surveys of existing and future utilities and building and road dilapidation surveys;
- ▶ site establishment work approved under a Site Establishment Management Plan in accordance with Condition A24;
- ▶ operation of ancillary facilities if the ER has determined the operational activities will have minimal impact on the environment and community;
- ▶ treatment of contaminated sites subject to the recommendations of a Remediation Report prepared in accordance with Condition E165;
- ▶ property acquisition adjustment work including installation of property fencing;
- ▶ relocation and connection of utilities where the relocation or connection has been determined by the ER to have a minor impact to the environment;
- ▶ establishing minor ancillary facilities in accordance with Condition A28;
- ▶ maintenance work to existing buildings and structures as required to facilitate the carrying out of the CSSI; and
- ▶ other activities determined by the ER to have minimal environmental impact,

2.4 Delivery mode

The N2N low impact works will be delivered in collaboration with the construction contractor.

2.5 Project timeline

Table 1 provides an overview of key milestones in for the N2N project from August 2018 till June 2023.

TABLE 1: PROJECT TIMELINE

MONTH & YEAR	KEY ACTIVITY
August 2018	ARTC Inland Rail lodged a State Significant Infrastructure (SSI) application and a Scoping Report to the NSW Department of Planning and Environment (DPE) for the N2N project. ARTC Inland Rail also lodged a referral with the Australian Government Department of the Environment and Energy under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).
September 2018	Secretary's Environmental Assessment Requirements (SEARs) issued.
December 2020 – February 2021	Environmental Impact Statement – Public Exhibition, 8 December 2020 – 7 February 2021.
August 2021	The New South Wales Minister for Regional Transport and Roads entered into a Acquisition Protocol Deed with ARTC for the acquisition of land (including interests in land) under the <i>Transport Administration Act 1988</i> (Transport Act) and the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> (Just Terms Act) by Transport for NSW (TfNSW) for the N2N project.
August – September 2022	Between 31 August and 23 September 2022, the N2N Preferred Infrastructure / Amendment Report (PIR/AR) was on Public Exhibition. The EIS Response to Submissions Report was also made publicly available.
November 2022	A further Response to Submissions Report, responding to submissions on the PIR/AR, was developed and submitted to DPE. The PIR/AR Response to Submission Report was made publicly available on 18 November 2022.
February 2023	On 21 February 2023, ARTC Inland Rail received approval from the NSW Minister for Planning to progress the N2N project, subject to conditions and Federal Government approval.
May 2023	EPBC approval is anticipated in mid-May 2023.
June 2023	Low impact works are expected to commence at the end of June 2023.

3. Engagement approach

3.1 Engagement approach and principles

In delivering the N2N project, ARTC Inland Rail seeks to continue to:

- ▶ build trust through quality engagement and open and ongoing interactions with stakeholders, including affected landowners, community groups and government authorities; and by providing clear and up-to-date information and accessible channels to provide feedback
- ▶ build credibility by forging consistent connections with local councils, business and industry groups, and affected landowners, with a focus on responsive engagement practices. Credibility is also built by fostering and delivering on community benefits and opportunities, including sponsorship opportunities and capability and skills workshops
- ▶ build visibility by building a predominantly regionally based engagement team that is responsive to the needs of the community where they work and live; being available to the community and by playing an active role in supporting local business, and regional community events as well as broader industry engagements.

The engagement approach is founded on the following principles:

- ▶ timing: ensure regular engagement throughout the project lifecycle
- ▶ inclusivity: demonstrate an understanding for the regional context and ensure all stakeholders are provided with open and accessible engagement opportunities
- ▶ transparency: encourage a diverse range of views and opinions and ensure that this feedback is accurately captured and considered throughout the project lifecycle
- ▶ equitability: ensure relevant groups are included in the conversation with recognition of those voices that may not often be readily heard. This may include Traditional Owners, people with disabilities, youth and the elderly.
- ▶ accessibility: encourage engagement and participation of different socio-economic groups in the community
- ▶ materiality: focus on identifying and addressing the issues that matter most to stakeholders
- ▶ responsiveness: demonstrate how engagement has influenced project considerations or decisions.

3.2 Alignment with IAP2 public participation spectrum


ARTC Inland Rail is committed to active engagement in accordance with the International Association for Public Participation (IAP2) spectrum.

The IAP2 spectrum and core values help organisations, decision makers and practitioners make better decisions, which reflect the interests and concerns of potentially affected people and entities.

The IAP2 notes:

'Public participation means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision'.

The IAP2 spectrum for public participation is an informative tool to help clarify the role of the public (or community) in planning and decision making. The IAP2 spectrum allows for the setting of appropriate goals, expectations and activities. It also assists in better understanding community and project outcomes. Inland Rail's engagement will operate in accordance with the IAP2 Spectrum of Public Participation and, for the purpose of this plan, consultation is defined as any element of public participation, or combination of elements, as outlined in Figure 3 below.

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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FIGURE 3: IAP2 SPECTRUM OF PUBLIC PARTICIPATION

3.3 Consultation completed to date

ARTC Inland Rail has undertaken significant consultation during the initiation, planning, design and approvals phases of the project. Where practical, community consultation and stakeholder feedback have been incorporated into the design of the Inland Rail project.

Below is a summary of key engagement activities that ARTC Inland Rail has completed in relation to the N2N project. These activities show the broad engagement methods that have already been utilised on the project and will continue to be utilised during the low impact works.

TABLE 2: KEY ENGAGEMENT ACTIVITIES – N2N (MARCH 2016 – MARCH 2023)

TIMING	ENGAGEMENT ACTIVITIES
2016	<ul style="list-style-type: none"> ▶ Quarterly meetings / briefings with Narramine, Gilgandra, Coonamble, Warrumbungle and Narrabri Shire Councils. ▶ Facilitation of Land Access Agreements (LAAs) for future field investigations. ▶ Face-to-face meetings with landowners potentially impacted by the Study Area to provide them with an update on the project and to property access kits. ▶ Meetings / briefings with local community groups and organisations, peak bodies, and government organisations. ▶ Advertisements in local papers, e-newsletters, hard copy flyers and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ Community drop-in / information sessions to provide the community with project updates and status. ▶ Alignment refinement workshops.
2017	<ul style="list-style-type: none"> ▶ Meetings / briefings with Narramine, Gilgandra, Coonamble, Warrumbungle and Narrabri Shire Councils to provide project updates when needed. ▶ Advertisements in local papers to notify the community of upcoming field investigations and community information sessions. ▶ Face-to-face meetings with landowners to provide an update on the project. ▶ Advertisements in local papers, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ Face-to-face meetings /briefings with Local Aboriginal Land Councils to provide info on the project. ▶ Meetings / briefings with local community groups and organisations, peak bodies, and government organisations. ▶ Release of the Study Area Corridor – letters and maps sent to landowners located within the Study Area.

TIMING	ENGAGEMENT ACTIVITIES
	<ul style="list-style-type: none"> ▶ Community information sessions at Narrabri, Coonamble, Gilgandra and Narromine to discuss the proposed study area and the route selection process.
2018	<ul style="list-style-type: none"> ▶ Face to face meetings with landowners who owned property or lived in the study area. ▶ Meetings / briefings with local community groups and organisations, peak bodies, and government organisations. ▶ Continued contact with all landowners in the study area, including frequently reaching out to 'unresponsive' landowners. ▶ Advertisements in local papers, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ Hardcopy newsletter to all residents with the five impacted Local Government Areas with a project update and upcoming information sessions. ▶ Community information sessions in Narrabri, Baradine, Gilgandra, Curban and Narromine. ▶ Planning focus meetings with key stakeholders including local councils, EPA and DPE (Formerly DPIE). ▶ Community Consultative Committees (CCC) information sessions and forming of three CCCs in Narromine, Gilgandra and Narrabri. ▶ Liaison for private property access for field studies including geotechnical, cultural heritage, ecology and noise and vibration.
2019	<ul style="list-style-type: none"> ▶ Quarterly CCC meetings held at Narromine, Gilgandra and Narrabri. ▶ Liaison for private property access for field studies including geotechnical, groundwater monitoring, cultural heritage, ecology, fauna and flora, hydrology, utilities and noise and vibration. ▶ Advertisements in local papers, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ Pop-up stalls at four major townships along the alignment, including Narromine, Gilgandra, Baradine and Narrabri. ▶ Commencement of Third-Party Agreement meetings with councils in the project area. ▶ Inland Rail stalls at agricultural shows and town events, including Narromine, Baradine, Coonamble, Narrabri, AgQuip, Gilgandra Winter Wonderland. ▶ Community information session in Narromine to support focused area of investigation activities. ▶ Focused area of investigation meetings with landowners within the focus area. ▶ Consultation with Local and State Government entities, community and business groups, and other key stakeholders. ▶ Sponsorship of community groups including Narromine Netball Club, Astronomical Society of Coonabarabran, Country Women's Association and the Coonamble and District Education Foundation. ▶ Consultation with landowners whose property is presently out of the focused area of investigation but still located within the study area corridor.
2020	<ul style="list-style-type: none"> ▶ Face-to-face meetings with owners of property within the focused area of investigation. ▶ Face-to-face meetings with landowners whose property access (but not the property as a whole) and business operations have or had the potential to be affected by the focused area of investigation. ▶ Consultation with Local and State Government entities, community and business groups, and other key stakeholders. ▶ Advertisements in local papers, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ CCC meetings held at Narromine, Coonamble and Narrabri.

TIMING	ENGAGEMENT ACTIVITIES
	<ul style="list-style-type: none"> ▶ Community information sessions in Narrabri, Baradine, Gilgandra, Curban and Narromine to accompany the release of the focused area of investigation maps. ▶ Liaison for private property access for field studies including geotechnical, groundwater monitoring, cultural heritage, ecology, fauna and flora, hydrology, utilities and noise and vibration. ▶ N2N Social Pinpoint Map went live for the community to access and provide comment. ▶ Sponsorship of community groups including Baradine Branch of the United Hospital Auxiliaries of NSW, Coonabarabran High School P&C and the Country Women’s Association. ▶ Release of the Proposed Rail Corridor and associated construction impact zone (CIZ). Commencement of meetings with directly and indirectly impacted landowners. ▶ Community information sessions in Narromine, Gilgandra, Curban, Coonamble, Baradine and Narrabri to accompany the release of the proposed rail corridor maps. ▶ Draft EIS / Pre-Exhibition EIS briefing sessions for key stakeholders (community, government organisations and environmental groups). ▶ Engagement on Public Exhibition of N2N – Pop-up stalls and community drop-in sessions conducted in preparation for this.
2021	<ul style="list-style-type: none"> ▶ Engagement on Public Exhibition of N2N: <ul style="list-style-type: none"> – Online information sessions. – Pop-up stalls / EIS Support Sessions (online and in person) ▶ CCC meeting held at Narromine, Coonamble and Narrabri (in person and online due to COVID-19 restrictions). ▶ Property Acquisition process commenced: <ul style="list-style-type: none"> – Voluntary negotiation period commenced for those landowners wanting to participate in the acquisition process before the formal TfNSW approval. – Face-to-face meetings for the voluntary acquisition process. – Continued consultation with landowners during the voluntary acquisition process, e.g. organisation of valuation inspections. – Commencement of the formal acquisition process. Including phone calls, mail outs and face-to-face meetings. ▶ Consultation with Local and State Government entities, community and business groups, and other key stakeholders. ▶ Advertisements in local papers, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming event and project timelines. ▶ Third Party Agreement Meetings with Narromine, Gilgandra, Coonamble, Warrumbungle and Narrabri Shire Councils. ▶ Liaison for private property access for field studies including boundary survey work, geotechnical, cultural heritage, ecology, hydrology, utilities and noise and vibration. ▶ Sponsorship of community groups including Dubbo Pink Angels, Coonamble Arts Alive and Tooraweenah Endurance Ride Association etc. ▶ Stalls at local agricultural shows – The Baradine, Gunnedah, Gilgandra, Narrabri, Coonamble, Gulargambone. ▶ Monthly meeting / briefing with TfNSW. ▶ Fortnightly meetings / briefings with Department of Infrastructure, Transport, Regional Development and Communications.
2022	<ul style="list-style-type: none"> ▶ Continuation of formal acquisition process. Including phone calls, mail outs and face-to-face meetings. ▶ Liaison for private property access for field studies including boundary survey work, geotechnical, cultural heritage, ecology, hydrology, utilities and noise and vibration. ▶ Stalls at local agricultural shows – The Baradine, Gunnedah, Gilgandra, Narrabri, Coonamble, Gulargambone, Dubbo and the Trangie Truck and Tractor.

TIMING**ENGAGEMENT ACTIVITIES**

- ▶ Third Party Agreement Meetings with Narromine, Gilgandra, Coonamble, Warrumbungle and Narrabri Shire Councils.
- ▶ CCC meeting held at Narromine, Gilgandra and Narrabri in person.
- ▶ Advertisements in local papers, social media posts, e-newsletters, hard copy flyers/factsheets and website updates produced to provide updates on the project and inform the community of upcoming events and project timelines.
- ▶ Printed quarterly newsletters inserted in newspapers along the alignment and given out at face-to-face opportunities (three produced in 2022)
- ▶ Consultation with Local and State Government entities, community and business groups, and other key stakeholders.
- ▶ Meetings / briefings with Local and Regional Emergency Management Committees.
- ▶ Meetings / briefings with councils located in the broader area – e.g. Tamworth and Gunnedah
- ▶ Meetings / briefings with Federal and State elected representatives.
- ▶ Meetings / briefings with ARTC and end user rail customers.
- ▶ Drainage Control Area consultation
- ▶ Monthly meeting / briefing with TfNSW.
- ▶ Fortnightly meetings / briefings with Department of Infrastructure, Transport, Regional Development, Communications and the Arts.
- ▶ ‘Meet the Preferred Contractor’ Events:
 - Awareness campaign utilising press, social media, flyers, media engagement
 - Pop-Up stalls along the alignment to provide information on upcoming ‘Meet the preferred Contractor’ information session
 - ‘Meet the Preferred Contractor’ Information Sessions held for local businesses and suppliers.
- ▶ EIS Response to Submissions Report made publicly available
- ▶ PIR public exhibition phase (August – September)
 - Awareness campaign utilising press, social media, flyers, mailout, media engagement
 - Online information session.
 - Pop-up stalls / PIR Support Sessions (online and in person)
- ▶ PIR Response to Submissions Report made publicly available
- ▶ Narrabri-specific engagement in response to PIR submissions

2023

- ▶ Liaison for private property access for site visits and field investigations including boundary survey work, other surveys required for property acquisition, geotechnical investigations, cultural heritage clearances for other field investigations, ecology surveys – including seasonal ecology surveys, biodiversity offsets and microbats, proposed borrow pits sites and proposed office sites.
- ▶ Support of engagement with Indigenous organisations including Narrabri Local Aboriginal Land Council, Gilgandra Local Aboriginal Land Council, Baradine Local Aboriginal Land Council Reference Group and Administrator, Narromine Local Aboriginal Land Council and Coonabarabran Local Aboriginal Land Council.
- ▶ General community engagement at community events and activities including Narrabri Rotary Markets (monthly), Gilgandra CWA Markets (monthly), Coonabarabran Show, Baradine Show.
- ▶ Continuation of formal acquisition process, including phone calls, emails and face-to-face meetings, as required by the Acquisition Managers.
- ▶ Facilitation of engagement opportunities with local job service providers and Narrabri TAFE.
- ▶ Promotion, recruitment and support of training opportunities taking place in alignment communities, including Safely Access the Rail Corridor, Foundations Course and Working at Heights & in Confined Spaces.
- ▶ Support of other Social Performance activities including STEM on Track, Clontarf Academy events and training opportunities and Community Sponsorship and Donation Program recipients.

TIMING**ENGAGEMENT ACTIVITIES**

- ▶ Attendance at events run with support from the Community Sponsorship and Donations program, including Coonamble Challenge and Campdraft and CareFlight Trauma Care Workshops.
 - ▶ Support of events run by key stakeholders, including the Boggabri Chamber Show n Shine event, Clontarf Academy Super Training event in Narromine, Business Circle events run by Narrabri Shire Council in partnership with The Exchange and the Narrabri Industrial Network (NIN), and RDA Orana events including the Orana Outlook Dinner and Inland Growth Summit.
 - ▶ Attendance at monthly Chamber of Commerce meetings including, Boggabri, Wee Waa, Narrabri and Dubbo, Narrabri Industrial Network, 2357 Partnerships, Baradine & Districts Progress Association and the Gilgandra Economic Development Committee (held quarterly).
 - ▶ Attendance at the Narrabri Community Interagency to promote training opportunities.
 - ▶ Direct communication with impacted landowners and key stakeholders regarding project approval.
 - ▶ Presentation and liaison with the Regional Leadership Executive for the Orana Far West region.
 - ▶ Release of the agreement with NSW Farmers.
 - ▶ Support of the Rotaract Narrabri Mentoring Program, including a presentation to Narrabri High students.
 - ▶ Briefings on NSW approvals, including North West Local Land Services, Central West Local Land Services (Hudson Pear Taskforce), Aboriginal Affairs, Western NSW PHN, State Emergency Service (Western Zone) and Department of Regional NSW.
 - ▶ Support with the development of project update videos including meet the preferred contractor and a Business Spotlight on the Gilgandra Housing Project,
 - ▶ Support with ongoing planning and engagement related to Ancillary Agreements.
 - ▶ Ongoing liaison, communication and support with matters involving Local Government, including Master Inland Rail Development Agreements, section 29 (Land Acquisition (Just Terms Compensation) Act 1991) and section 138 (Roads Act 1993) Agreements.
 - ▶ Supporting the Rail Corridor Program and NMDC activities, including Rail Delivery, Change to key personnel, Martinus Safety Conversation, Haulage routes, Planned sleeper delivery, Meet & Greet with Narromine LALC and Landowner / community complaints.
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4. Structure and accountabilities

The N2N Stakeholder Engagement team will have overall responsibility for stakeholder and community relations in partnership with the construction contractor's communication and stakeholder engagement representatives.

The delivery of engagement and communication activities will also involve contributions from broader ARTC Inland Rail teams, including delivery, communications, marketing, media, government relations, property and environment.

The following ARTC Inland Rail positions hold key responsibilities for the engagement activities.

TABLE 3: POSITION AND RESPONSIBILITIES

POSITION	RESPONSIBILITIES
Delivery Director	Manages and oversees all construction activities on the project and ensures alignment of all engagement and communication activities with project requirements and broader program priorities.
Senior Project Managers	Manages and oversees all construction activities on the project and provides approval of all engagement and communication activities, ensuring clear communication and effective issue management.
Project Managers	Manages and oversees all construction activities on the project and provides approval of all engagement and communication activities, ensuring clear communication and effective issue management.
Stakeholder Engagement Manager	Responsible for oversight of engagement activities associated with the delivery of the project.
Stakeholder Engagement Leads	Responsible for the delivery of all engagement activities associated with the delivery of the project, including the implementation of the communications strategy.
Stakeholder Engagement Advisors	Provides support to the Stakeholder Engagement Lead and assists with the delivery of engagement activities associated with the project.
Senior Communication Advisor	Oversees all communications activities on the project, including the provision of input and advice to the Stakeholder Engagement team relating to engagement and project material.
Senior Environment Advisor	Oversees and supports the execution of environmental management, approval and compliance objectives associated with the delivery of the project. The Senior Environment Advisor also provides support to the Stakeholder Engagement team concerning queries and / or provision of information related to environmental management-related matters.
Government and Shareholder Relations Advisor	Responsible for engagement and communication activities related to federal and state government stakeholders.
Digital Engagement Advisor	Manage and implement all activities associated with online engagement opportunities on Inland Rail and the project.
Social Media Advisor	Manage all online and social media enquiries, with the support of the Inland Rail stakeholder engagement and communication teams, and the contractor's communication/engagement representatives.
Contractor's Stakeholder Engagement and Communication representatives	Develop and maintain ongoing relationships with stakeholders and the community, and act as a key conduit for the flow of information to / from the contractor's project team. These responsibilities will be in line with the strategy articulated in their Communication and Stakeholder Engagement Plan
Contractor's project team	Provides content for contractor's engagement materials and assists in implementation of their Communication and Stakeholder Engagement Plan

5. Stakeholders and community

Stakeholders of the N2N project are individuals or groups affected by, or with an interest in, Inland Rail between Narromine and Narrabri in Western and North-Western NSW (see 7). As part of this Strategy, ARTC Inland Rail will consult with relevant stakeholders before, during and after any low impact works being completed.

In completing the low impact works, ARTC Inland Rail will seek to minimise, where possible, impacts on stakeholders and the community and ensure stakeholders and the community fully understand the activities to be undertaken, their objectives, benefits, potential impacts and expected outcomes, with consideration to other related infrastructure.

We will encourage community involvement and participation by being accessible and available to the community, by maintaining a strong and visible presence in local communities, and by tailoring our communication and the tools we use to the requirements of individual stakeholders and their circumstances.

5.1 Community demographics

The following table provides an overview of some of the key community demographics of N2N communities. These community demographics will be taken into account when considering communication methods and developing communication materials in order to ensure the methods and materials are suitable for the audiences they are being targeted to.

TABLE 4: COMMUNITY DEMOGRAPHICS

LOCAL GOVERNMENT AREA	POPULATION	ABORIGINAL & / OR TORRES STRAIT ISLANDER	MEDIAN AGE	COMPLETED YEAR 12 OR EQUIVALENT	BORIN IN AUSTRALIA	SEIFA [#]
Narromine	6,425	20.5%	41 years	34.5%	81.5%	933
Gilgandra	4,300	14.4%	46 years	30.4%	84.4%	907
Coonamble	3,823	34%	39 years	31.7%	81.2%	869
Warrumbungle	9,244	10.7%	50 years	32.3%	79.9%	913
Narrabri	12,692	14.8%	41 years	35.2%	83.9%	954

Source: Australian Bureau of Statistics 2021 Census of Population and Housing. [#] Australian Bureau of Statistics 2021 Census of Population and Housing.

Socio-Economic Indexes for Areas (SEIFA) are developed by the Australian Bureau of Statistics (ABS), based on data from the five-yearly Census, to rank areas according to relative socio-economic advantage and disadvantage. SEIFA scores are compared to the standardised baseline (state) score of 1,000, with a low score indicating relatively greater disadvantage.

As an example, the SEIFA score for Gilgandra in 2016 was 907. Across Australia's local government areas SEIFA scores range from 188 (most disadvantaged) to 1,186 (least disadvantaged).

In 2016, Gilgandra ranked 74 out of 544 local government areas with SEIFA scores in Australia. This means that there were 470 local government areas which were less disadvantaged, and 73 local government areas that were more disadvantaged.

TABLE 5: N2N KEY STAKEHOLDERS

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Federal Government	The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA)	Involve	High	▶ Low Impact Works – commencement and conduct of works	▶ Any works taking place on the project
	Department of Climate Change, Energy, the Environment and Water (DCCEEW) Commonwealth	Consult	High	▶ Low Impact Works – commencement and conduct of works	▶ Federal approval authority
	Western NSW Primary Health Network	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Office of the National Rail Safety Regulator (ONRSR)	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Elected Government	Involve	High	▶ Low Impact Works – commencement and conduct of works	▶ Any works taking place on the project
	Opposition	Inform	High	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
NSW Government	Department of Planning and Environment (DPE)	Involve	High	<ul style="list-style-type: none"> ▶ CSSI document review and approval ▶ All matters pertaining to environmental management as captured in the CoA ▶ Project Reporting – General ▶ Non-conformance or incident reporting ▶ Project updates - general 	▶ Any works taking place on the project

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	National Parks and Wildlife Service (NPWS)	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Department of Premier and Cabinet (DPC)	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Department of Premier and Cabinet – Heritage	Inform	Low	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage investigations ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage investigations
	NSW Environment Protection Authority (EPA)	Consult	High	<ul style="list-style-type: none"> ▶ CSSI document review and approval ▶ Soil and water management ▶ Hazardous and contaminated materials management ▶ Noise and vibration management ▶ Construction contractor's Environment Protection Licence ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project
	Transport for NSW (TfNSW)	Consult	Moderate	<ul style="list-style-type: none"> ▶ Traffic, transport and access management ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any impacts to TfNSW assets
	Department of Regional NSW	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Crown Lands	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	Environment, Energy and Science Group (EES)	Consult	High	<ul style="list-style-type: none"> ▶ Biodiversity management ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Biodiversity management
	Natural Resources Access Regulator	Consult	High	<ul style="list-style-type: none"> ▶ Soil and water management ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Groundwater monitoring activities
	Water NSW	Consult	High	<ul style="list-style-type: none"> ▶ Soil and water management ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Groundwater monitoring activities
	Local Land Services (LLS) – Central West and North West	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Department of Industry, Crown Lands & Water	Consult	High	<ul style="list-style-type: none"> ▶ Soil and water management ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Groundwater monitoring activities
	Department of Primary Industries	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Regional Emergency Management Committees (REMC) and Local Emergency Management Committees (LEMC)	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Forestry Corporation NSW (FCNSW)	Involve	High	<ul style="list-style-type: none"> ▶ Works taking place on FCNSW land ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Activities in the Pilliga Forest ▶ Activities that impact FCNSW assets
	Local Health Districts – Western NSW Local Health District and Hunter New England Local Health District	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates - general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	Elected Government	Inform	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works 	<ul style="list-style-type: none"> ▶ Any works taking place on the project
	Opposition	Inform	High	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Local Government – impacted by the Rail Corridor	Narromine Shire Council, Gilgandra Shire Council, Coonamble Shire Council, Warrumbungle Shire Council, Narrabri Shire Council	Consult	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project
Local Government – neighbouring Local Government Areas	Dubbo Regional Council, Warren Shire Council, Tamworth Regional Council, Gunnedah Shire Council, Walgett Shire Council, Moree Plains Shire Council, Gwydir Shire Council	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Local Government Regional Organisations	New England Joint Organisation	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Western Alliance of Councils	Inform	Moderate	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project
Federal Government—elected representatives	The Hon. Mark Coulton MP, Federal Member for Parkes	Inform	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project
	Senator The Hon. Katy Gallagher, Federal Minister for Finance	Inform	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	The Hon. Catherine King MP, Minister for Infrastructure, Transport, Regional Development and Local Government, Member for Ballarat	Inform	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
State Government – elected representatives	Roy Butler MP, State Member for Barwon	Inform	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
	Dugald Saunders MP, Member for Dubbo	Inform	Moderate	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Directly impacted landowners	Landowners impacted by the rail corridor	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Indirectly impacted landowners	Landowners not impacted by the rail corridor but impacted by other impacts	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Tenants	Tenants of properties either directly or indirectly impacted	Consult	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Special Uses	Facilities that are impacted by the project and have a special use, for example an Aged Care facility	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Broader Community	Community members residing in Project Area and neighbouring Local Government Areas	Inform	Moderate	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Local road users	Users of local roads and level crossings within the alignment	Inform	Moderate	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	▶ Any works taking place on the project
Emergency services	NSW Police – Orana Mid Western and Oxley Police Districts	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
	NSW Ambulance	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
	Fire and Rescue NSW – RW1 and RW3 Zones	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
	Rural Fire Services – Orana, Namoi / Gwydir, Castlereagh and North West Fire Control Centres	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
	State Emergency Services – Macquarie and Namoi North West, Western Zone	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
	NSW Volunteer Rescue Association	Inform	Low	▶ Project updates – general	▶ Any works taking place on the project
Utilities	Essential Energy	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Jemena Gas Network	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	APA Gas	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	NBN	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Educational Institutions	High School, Primary School, TAFE, Registered Training Organisations, Charles Sturt University and Country University Centres	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Observatories	Siding Spring Observatory	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	CSIRO Telescopes – Coonabarabran and Narrabri	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Businesses	Businesses directly impacted by project (operations)	Consult / Collaborate	High	▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general	▶ Any works taking place on the project
	Businesses who could be directly engaged as subcontractors for construction	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Businesses who could indirectly benefit from construction	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Businesses who could benefit from rail operations	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	ARTC Customers	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Indigenous stakeholders	Local Aboriginal Land Councils – Narrabri – Piliiga – Weilwan – Gilgandra – Coonamble – Coonabarabran – Baradine – Narromine – Wee Waa	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage work ▶ Project updates – general 	▶ Aboriginal Cultural Heritage works
	Native Title Claimants	Consult	Moderate	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
	Traditional Owner Groups	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage work ▶ Project updates – general 	▶ Aboriginal Cultural Heritage works
	Registered Aboriginal Parties (RAPs)	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage work ▶ Project updates – general 	▶ Aboriginal Cultural Heritage works
	Other Indigenous groups and community members	Consult / Collaborate	High	<ul style="list-style-type: none"> ▶ Aboriginal Cultural Heritage work ▶ Project updates – general 	▶ Aboriginal Cultural Heritage works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Community and stakeholder groups	<ul style="list-style-type: none"> - NSW Farmers - Coonamble Streets Ahead - Namoi Water User Group - Narromine Irrigation Management Board - Baradine and District Progress Association - Show Societies - Progress Associations - CWA - Rotary - Lions - P&C - Sporting groups - Probus 	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Community Consultative Committee (CCC)	<ul style="list-style-type: none"> - Narromine Sub-Committee - Gilgandra Sub-Committee - Narrabri Sub-Committee 	Consult	High	<ul style="list-style-type: none"> ▶ Low Impact Works – commencement and conduct of works ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Any works taking place on the project

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Industry groups	Industry groups who run operations in the project area. Includes: <ul style="list-style-type: none"> - Santos - Whitehaven Coal - CRN (John Holland) - Graincorp - Pacific National (Asciano) - Louis Dreyfuss - Manildra - DeltaAg - Namoi Cotton - NSW Farmers Association - Cotton Australia - Macquarie Food and Fibre 	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Chambers of Commerce	<ul style="list-style-type: none"> - Narrabri & District Chamber of Commerce - Narrabri Industrial Network - Boggabri Business Chamber - Wee Waa & District Chamber of Commerce - Baradine Progress Association - Coonabarabran and District Chamber of Commerce - Coonamble Chamber of Commerce 	Inform	Low	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works
Environmental Groups	Greens NSW Australian Wildlife Conservancy GetUp	Inform	Moderate	▶ Project updates – general	▶ Key areas of interest are outside activity taking place as part of Low Impact Works

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
	Pilliga Push				
	Lock the Gate				
	Land Water Future				
	Protecting the Pilliga				
	NSW Artesian Bore Water Users Association				
	Wilderness Society				
	Nature Conservation Council NSW				
	The People of the Plains				
	Landcare, including North-West Plains Sustainability Group				
	Australian Air Quality Group				
	Birding NSW, Birdlife Australia and NSW Field Ornithologists Club				
	Dubbo Field Naturalist and Conservation Society Inc				
	Friends of the Koalas Inc				
	Friends of the Pilliga				
	Koala Action Inc				
	NSW Apiarists Society (Bee Keepers)				
	Other Pilliga Forest User groups				
	Yarrie Lake Flora and Fauna Trust				

SECTOR	STAKEHOLDER	LEVEL OF ENGAGEMENT	LEVEL OF INTEREST	KEY TOPICS OF ENGAGEMENT	KEY INTERESTS
Media	<p>Television</p> <ul style="list-style-type: none"> - ABC - Prime 7 North West (Tamworth) & Central West (Orange) - WIN Central West (Orange) <p>Print</p> <ul style="list-style-type: none"> - Coonabarabran Times - Coonamble Times - The Courier Narrabri - The Gilgandra Weekly - The Narromine Star - The Northern Daily Leader - Daily Liberal - Dubbo Photo News - Wee Waa News (The Courier) <p>Radio</p> <ul style="list-style-type: none"> - ABC Radio Western Plains (Dubbo) & New England North-West (Tamworth) - 2VM/NOW-FM - 2DU Dubbo - Triple M Dubbo 93.5 - 2MAX FM - Community Radio such as DCFM 88.9 	Inform	Low	<ul style="list-style-type: none"> ▶ Project updates – general 	<ul style="list-style-type: none"> ▶ Key areas of interest are outside activity taking place as part of Low Impact Works

6. Key issues

A number of issues were identified through the community consultation undertaken during the EIS and reference design phase of N2N project. It is expected that a number of these items will be likely to be relevant to the low impact works. The table below details these issues as well as the communication and engagement tools that ARTC Inland Rail will use to engage in relation to these matters if they are raised during the low impact works. The listed issues in Table 6 are relevant only to the low impact works activities, at this stage, and will be updated in further plans to include construction related issues.

TABLE 6: KEY POTENTIAL ISSUES AND HOW THEY WILL BE ADDRESSED

ISSUE	DETAILS	ENGAGEMENT TOOLS	DESIRED ENGAGEMENT OUTCOMES
People want to know about the works that are taking place	<p>Whenever works are taking place, in relation to the N2N project, people want to know what is happening, what they'll see and who will be in their communities. This is particularly true for people who live near or are neighbours of the rail corridor.</p> <p>A number of strategies have been employed thus far to provide this desired communication, with these strategies to continue during the low impact works.</p>	<ul style="list-style-type: none"> ▶ Newsletters ▶ Direct communication ▶ Community Consultative Committee ▶ Local events and activities ▶ Website ▶ Stakeholder meetings ▶ Distribution of information via other stakeholders 	<ul style="list-style-type: none"> ▶ Members of local communities understanding the works taking place ▶ Stakeholders understand how to receive further information regarding the works taking place.
Access to private land	<p>Private land access will be required to complete low impact works.</p> <p>If access to private land is required as part of the works, impacted landowners will be asked to sign a Land Access Agreement (if one is not already in place). Landowners can specify access arrangements in their Land Access Agreements.</p>	<ul style="list-style-type: none"> ▶ Initial Phone Call ▶ Follow up email ▶ Follow up Phone Call(s) ▶ Landowner Meeting(s) ▶ Provision of Land Access Agreement by agreed method ▶ Support to understand Land Access Agreement ▶ Support to sign Land Access Agreement ▶ Land Access Factsheet 	<ul style="list-style-type: none"> ▶ Landowners understand the request for land access and the associated Land Access Agreement. ▶ Landowners agree to sign Land Access Agreements.
Access to public land	<p>Access to areas of public land may be required to complete low impact works.</p> <p>If access to public land is required, the contractor will need to receive approval from the relevant public authority to access the required parcel of land – if this approval is not already in place.</p>	<ul style="list-style-type: none"> ▶ Initial Phone Call ▶ Follow up email ▶ Follow up Phone Call(s) ▶ Stakeholder Meeting(s) ▶ Confirmation of land access and associated requirements 	<ul style="list-style-type: none"> ▶ Access is provided to public land to complete low impact works.

ISSUE	DETAILS	ENGAGEMENT TOOLS	DESIRED ENGAGEMENT OUTCOMES
Works on private land	Works will need to take place on private land as part of the low impact works.	<ul style="list-style-type: none"> ▶ Phone Call to arrange access ▶ Information including: <ul style="list-style-type: none"> – days and time works are to be completed – what works are being completed – areas of the property that need to be accessed to complete the works, including access to and from work areas – duration of the works – personnel who will be conducting the works – equipment that will be used to complete the works – contact person during the works <ul style="list-style-type: none"> – onsite and offsite ▶ Phone Call to confirm access – day prior or other agreed timeframe ▶ Initial face-to-face engagement with landowner and contractor – facilitated by ARTC Inland Rail Stakeholder Engagement team ▶ Other communication, as required, during works ▶ Phone Call, or other agreed method, to notify of completion of works 	▶ Works are completed, as required, on private land.

ISSUE	DETAILS	ENGAGEMENT TOOLS	DESIRED ENGAGEMENT OUTCOMES
Works on public land	Works may need to take place on private land as part of the low impact works.	<ul style="list-style-type: none"> ▶ Relevant process for public authority ▶ Phone Call / email to arrange access (if required) ▶ Information to be provided, as required, including: <ul style="list-style-type: none"> – days and time works are to be completed – what works are being completed – areas of the property that need to be accessed to complete the works, including access to and from work areas – duration of the works – personnel who will be conducting the works – equipment that will be used to complete the works – contact person during the works <ul style="list-style-type: none"> – onsite and offsite ▶ Phone Call to confirm access – day prior or other agreed timeframe (if required) ▶ Initial face-to-face engagement with public authority and contractor – facilitated by ARTC Inland Rail Stakeholder Engagement team (if required) ▶ Other communication, as required, during works ▶ Phone Call, or other agreed method, to notify of completion of works 	▶ Works are completed, as required, on public land.

ISSUE	DETAILS	ENGAGEMENT TOOLS	DESIRED ENGAGEMENT OUTCOMES
Potential environmental impacts of low impact works	<p>Low impact works have the potential to generate some minor environmental impacts.</p> <p>Where impacts cannot be avoided or eliminated, ARTC Inland Rail will implement controls to minimise impacts.</p> <p>ARTC Inland Rail and the construction contractor work under requirements specified by the Low Impact Works EMP.</p> <p>The Low Impact Works EMP sets the overall framework for assessing and managing environmental risk. All low impact work will be subject to a formal due diligence assessment. Environmental work method statements documenting specific mitigation measures for all low impact work activities.</p> <p>There will also be independent oversight by Environmental Advisor, Acoustics Advisor, Social Advisor and Community Complaints Mediator.</p> <p>Land temporarily disturbed by the project will be returned to its pre-existing condition or better, or to the satisfaction of landowners.</p> <p>Sensitive receivers will be provided with various communication methods and contact details outlined in Section 7.1.</p> <p>Enquiries and complaints will be handled in accordance with Section 8.8.</p>	<ul style="list-style-type: none"> ▶ Meetings with sensitive receivers ▶ Direct communication ▶ Newsletters ▶ Frequently Asked Questions (FAQs) ▶ ARTC Inland Rail website ▶ Community Consultative Committee ▶ Complaints Management Register ▶ Other communication and engagement tools and methods included in Section 7. 	<ul style="list-style-type: none"> ▶ Low impact works are completed with minimal environmental impacts. ▶ Stakeholders understand how to receive further information regarding potential environmental impacts of the low impact works. ▶ Stakeholders understand how to raise their concerns in relation to environmental impacts of low impact works. ▶ Low impact works are completed without any complaints being lodged.

ISSUE	DETAILS	ENGAGEMENT TOOLS	DESIRED ENGAGEMENT OUTCOMES
Employment and business opportunities	<p>ARTC Inland Rail is committed to using local suppliers, skills and labour wherever possible, as well as ensuring environmental, community and economic issues are considered throughout procurement processes.</p> <p>ARTC Inland Rail will also support local employment through the Inland Rail Skills Academy to leverage training programs, upskill local residents, educate young people and connect businesses with ARTC Inland Rail opportunities and key regional industries.</p> <p>It should however be noted that there will be limited opportunities for employment and engagement of local businesses for low impact works.</p>	<ul style="list-style-type: none"> ▶ Stakeholder meetings ▶ Newsletters ▶ Frequently Asked Questions (FAQ's) ▶ ARTC Inland Rail website ▶ Community Consultative Committee ▶ Complaints Management Register ▶ Other communication and engagement tools and methods included in Section 7. 	<ul style="list-style-type: none"> ▶ Stakeholders understand the limited local opportunities associated with the low impact works. ▶ Stakeholders understand how to receive further information about employment and business opportunities for low impact works.
Housing and accommodation for workers	<p>There are limited housing options – both sales and rentals – in communities along the N2N alignment.</p> <p>There is also limited accommodation options in some of the communities, with existing accommodation needing to be available for tourists as well as other business travellers.</p> <p>Concerns have been expressed by stakeholders about the impact of Inland Rail on local accommodation and housing.</p>	<ul style="list-style-type: none"> ▶ Stakeholder meetings and engagement ▶ Ongoing analysis of accommodation being used by workers ▶ Opportunities to receive feedback from local communities ▶ Other communication and engagement tools and methods included in Section 7. 	<ul style="list-style-type: none"> ▶ Workers working on low impact works do not have an adverse impact on local housing and accommodation markets. ▶ Stakeholders understand how to raise their concerns in relation to impacts of the low impact works on housing and accommodation in local communities.

7. Communication principles and channels

7.1 Ways to communicate with Inland Rail

ARTC Inland Rail will use the following channels to maintain contact with the community and other stakeholders throughout the life of the N2N project, including whilst completing low impact works.

TABLE 7: COMMUNICATION METHODS

CHANNEL	PURPOSE
<p>Email address: inlandrailnsw@artc.com.au</p>	<p>The general email address allows the community and other stakeholders to have access to the ARTC Inland Rail team. All communication materials and the website display this email address.</p> <p>The community can enquire or lodge an enquiry or complaint via this email address. All emails are registered and directed to a member of the ARTC Inland Rail or the construction contractor Stakeholder Engagement Team. Emails are monitored and answered by a team member and recorded in Consultation Manager.</p> <p>Complaints and enquiries will be responded to in the following timeframes:</p> <p>Enquiries:</p> <ul style="list-style-type: none"> ▶ provide written response to emails within 24 hours ▶ follow-up emails will be made where required to close out the enquiry. <p>Feedback:</p> <ul style="list-style-type: none"> ▶ where required, follow-up emails will be issued acknowledging the feedback ▶ feedback is registered in Consultation Manager and passed onto the relevant business unit. <p>Complaints and incidents:</p> <ul style="list-style-type: none"> ▶ provide written acknowledgement to emails and written complaints within 24 hours or on the next business day if received outside of work hours ▶ where possible, all complaints will be resolved within three (3) business days.
<p>Community information line, toll free: 1800 732 761 (24 hours, 7 days a week)</p>	<p>The community information line allows stakeholders to access project personnel 24-hours a day. The community can enquire or lodge a complaint via the information line. All calls are registered and directed to a member of the ARTC Inland Rail Stakeholder Engagement team or contractor.</p> <p>The community information line number is displayed on all communication material (signage, project updated and calling cards, etc.) and on the Inland Rail website (inlandrail.artc.com.au/N2N).</p> <p>The number is monitored and answered by a team member 24-hours a day and is not automatically diverted to a message bank. All calls are registered and recorded in Consultation Manager. The construction contractor will also run a 24/7 on-call roster to respond to complaints.</p> <p>Complaints and enquiries will be responded to in the following timeframes:</p> <p>Enquiries:</p> <ul style="list-style-type: none"> ▶ provide verbal response to telephone enquiries within two (2) hours ▶ follow-up calls, emails and letters will be made where required to close out the enquiry. <p>Feedback:</p> <ul style="list-style-type: none"> ▶ where required, follow-up communication will be issued acknowledging the feedback ▶ feedback is registered in consultation manager and passed onto the relevant business unit. <p>Complaints and incidents:</p> <ul style="list-style-type: none"> ▶ provide verbal response to telephone enquiries within two (2) hours, 24 hours / seven (7) days a week ▶ where possible, all complaints will be resolved within three (3) business days.
<p>Postal address and Reply-Paid facility: Inland Rail Stakeholder Engagement Team 85 Maitland Street</p>	<p>The central postal address is displayed and included on all the communications material and the Inland Rail website.</p> <p>It offers another way for the community and other stakeholders to contact the ARTC Inland Rail team, with the reply-paid facility providing further encouragement. Correspondence will be redirected to the relevant member of the ARTC Inland Rail and contractors as required.</p>

CHANNEL	PURPOSE
<p>Narrabri NSW 2390</p> <p>Reply Paid 89629</p> <p>Sydney NSW 2001</p>	<p>Complaints and enquiries will be responded to in the following timeframes:</p> <p>Enquiries:</p> <ul style="list-style-type: none"> ▶ provide written response to written enquiries within 24 hours ▶ follow-up emails, calls and letters will be made where required to close out the enquiry. <p>Feedback:</p> <ul style="list-style-type: none"> ▶ where required, follow-up communication will be issued acknowledging the feedback ▶ feedback is registered in Consultation Manager and passed onto the relevant business unit. <p>Complaints and incidents:</p> <ul style="list-style-type: none"> ▶ provide written acknowledgement to written complaints within two (2) days if received outside of work hours ▶ where possible, all complaints will be resolved within three (3) business days.
<p>Inland Rail offices and shopfronts</p> <p>85 Maitland Street</p> <p>Narrabri NSW 2390</p>	<p>The shopfront and office provides a physical location for stakeholders and the wider community to come and learn more about the project and speak with members of the ARTC Inland Rail team.</p> <p>The shopfront and office is open five (5) days a week, from 9:00am – 4:00pm.</p> <p>The Delivery Team, subject matter experts and the ARTC Inland Rail Stakeholder Engagement Team members routinely work from the shopfront and office and are available to meet community members, answer questions and provide information as required.</p> <p>The shopfront and office will also feature static and interactive displays with detailed information about the project and the broader Inland Rail program. Feedback, enquiries and complaints received from the community through the shopfront and office will be registered in Consultation Manager and passed onto the relevant team member.</p>
<p>Inland Rail website</p> <p>Inlandrail.artc.com.au/contact/</p>	<p>Stakeholders who have questions about the program, want to provide feedback or contact a member of the ARTC Inland Rail team can fill out an enquiry form on the website. Stakeholders can also use this function to subscribe to Inland Rail news updates or find other contact information for the ARTC Inland Rail team.</p>
<p>Social media</p> <p>Instagram – @inlandrailofficial</p> <p>Facebook – @inlandrailofficial</p> <p>LinkedIn – www.linkedin.com/company/Inland-rail</p> <p>Twitter – @Inland_Rail</p>	<p>ARTC Inland Rail social media channels give stakeholders an opportunity to interact with posts made through the channels. Interactions may include, but are not limited to reactions, comments and images. The ARTC Inland Rail Social Media team monitors the social media platforms and will respond to comments posted by stakeholders, as appropriate.</p>
<p>Interactive mapping tool (Social Pinpoint)</p>	<p>ARTC Inland Rail has developed an interactive mapping tool accessible via the website. The tool is updated as design and approvals progress to show key information and features such as bridges, level crossing and flood mitigation. The mapping tool also allows the community to comment at a point on the map with responses to comments provided by the Stakeholder Engagement Team.</p>
<p>Community Consultative Committee</p>	<p>ARTC Inland Rail will continue to operate a Community Consultative Committee. The Community Consultative Committee will continue to be operated in accordance with the DPE <i>Community Consultative Committee Guideline</i>.</p>
<p>Local events</p>	<p>ARTC Inland Rail will continue to attend local events to provide opportunities for stakeholders to engage with the ARTC Inland Rail team.</p>

7.2 How Inland Rail will communicate with the community

Inland Rail will keep stakeholders and the community up to date about the progress of the N2N Project, including low impact works, through a range of communication tools, including newsletters, social media, advertising, media releases, fact sheets and signage. These tools will be used to inform the community about upcoming low impact works, milestones and project achievements. Community contact details (1800 telephone number, postal address and email address) will be available through printed and online collateral.

TABLE 8: COMMUNICATION TOOLS

TOOL	PURPOSE	FREQUENCY
Print, radio and TV advertising	<p>These tools will be used to:</p> <ul style="list-style-type: none"> ▶ raise awareness and understanding of the project ▶ provide information and promote channels through which stakeholders can communicate their views, issues and concerns ▶ celebrate project milestones publicly ▶ support the construction contractor's recruitment and supplier engagement efforts. 	<p>Project milestones</p> <p>As required</p>
Media releases	<p>To inform and raise awareness about the project among the project's Australian Governments shareholders, department and government agency stakeholders, local communities, businesses and broader industry. Potentially leading to coverage in news and media channels.</p> <p>ARTC Inland Rail is a highly visible and important project to the Australian Government, and to ARTC, and comes with a high level of reputational and political risks.</p> <p>By working together, ARTC Inland Rail and the construction contractor will reduce the reputational risk to the Australian Government and ARTC associated by the project, which may attract media attention.</p>	<p>Project milestones, quarterly project updates</p> <p>Issues of importance to Shareholding Ministers and the Department</p>
Briefing papers	<p>Provided to government stakeholder to outline key issues and strategies.</p>	<p>As required</p>
Project quarterly newsletters – hard copies	<p>Hard-copy project newsletters are distributed quarterly to stakeholders in the project region.</p> <p>Newsletters are utilised to provide regular updates on project activities, schedules, key milestones and other relevant information.</p> <p>Newsletters contain visual as well as written content to ensure those with lower-level literacy skills can receive key content.</p> <p>Relevant contact information is also provided in this communication.</p>	<p>Quarterly</p>
Quarterly project e-newsletter	<p>E-newsletters are sent regularly to stakeholders who have signed up to receive the project newsletters.</p> <p>Newsletters are utilised to provide regular updates on project activities, schedules, key milestones and other relevant information.</p> <p>Newsletters contain visual as well as written content to ensure those with lower-level literacy skills can receive key content.</p> <p>Relevant contact information is also provided in this communication.</p>	<p>Quarterly</p>
Project factsheet / information sheets	<p>Fact sheets are used to provide stakeholders with an overview of the project and its environmental approvals / construction process as well as other specific matters.</p> <p>Factsheets / Information sheets provide a more technical description of activities specifically undertaken by the construction contractor (e.g., track laying and environmental monitoring).</p> <p>Both fact and information sheets will be displayed on the ARTC Inland Rail website.</p>	<p>Reviewed as required, a minimum of quarterly</p>

TOOL	PURPOSE	FREQUENCY
Project FAQs	FAQs will be developed to capture and respond to the questions frequently asked by the community and stakeholders. These FAQs will be available on the ARTC Inland Rail website.	Reviewed as required, a minimum of quarterly
Inland Rail website	The project-specific page for the N2N project is – Narromine to Narrabri - Inland Rail (artc.com.au) . The website will include: <ul style="list-style-type: none"> ▶ copies of documents that are prepared before low impact works, construction or on operational activity will be uploaded before work commences, and will be available 12 months following the completion of construction ▶ information on the current implementation of the low impact works, CSSI and updates on the proposed works to be undertaken in the coming month ▶ a copy of each statutory approval, licence or permit required and obtained in relation to low impact works ▶ where conditions/s of the CoA requires a document to be prepared before work or operational activity, a current copy of the relevant document/s before the work is undertaken ▶ a copy of each document required to be made publicly available under the CoA, will be published within 14 days of the finalisation or approval of the relevant documentation (unless an alternative timeframe has been agreed by another CoA) ▶ all community newsletters, notifications and FAQs ▶ notification of upcoming events and forums ▶ up-to-date community contact information and program contact details. 	Reviewed monthly
Social media Instagram – @inlandrailofficial Facebook – @inlandrailofficial LinkedIn – www.linkedin.com/company/Inland-rail Twitter – @Inland_Rail	To raise awareness and understanding of the project, and to share updates and achievements of both the project and the broader Inland Rail program.	As required
Sponsorships and support for local events and initiatives	ARTC Inland Rail runs a Community Sponsorship and Donations Program. Information on the program can be found on the ARTC Inland Rail website. ARTC Inland Rail can also provide support for local events and activities, as well as attending events and activities to support local communities and to raise awareness of the project.	Awarded quarterly
Community Information Sessions	Community Information Sessions will be held at various locations, as appropriate, to communicate key information and provide access for the community to members of the ARTC Inland Rail team. These sessions will provide an opportunity for community members to find out more about the works, discuss project progress and updates and to discuss environmental issues, as appropriate.	As required
Community Consultative Committee	ARTC Inland Rail will continue to operate a Community Consultative Committee. The Community Consultative Committee will continue to be operated in accordance with the DPE Community Consultative Committee Guideline.	As scheduled by Chair

TOOL	PURPOSE	FREQUENCY
Face-to-face meetings	Direct interaction with community members and stakeholders to obtain feedback and raise or measure awareness of the project. Meetings may also be scheduled to address specific questions and issues in person, and to build relationships and trust.	As required
Seven (7) day works notification	Community notifications will be sent to all residents and businesses within two (2) kilometres of low impacts works about specific early works impacts at least seven (7) days prior to activities commencing. These works will be completed meeting Condition E5 Out-of-hours work protocol.	As required
Community presentations and project updates	Members of the ARTC Inland Rail team are available to present project update presentations to community groups and organisations, as requested. The purpose of these presentations is to raise awareness of Inland Rail in local communities and provide updates on the progress of the project.	As requested
Group presentations and forums	Members of the ARTC Inland Rail team are available to provide technical or specific issue-related information for specific stakeholder groups and agencies, as requested.	As required
Councils and TfNSW	Members of the ARTC Inland Rail team meet with Local Government stakeholders and TfNSW, as well as other stakeholders, at regular monthly and / quarterly meetings. The purpose of these meetings are to provide regular engagement opportunities with these key stakeholders.	Monthly
Inland Rail offices and shopfronts	To provide an accessible location for the community to interact with the project team, and to inform the community and stakeholders about project milestones.	As required
Site visits and tours	ARTC Inland Rail will provide the community with opportunities to undertake site visits, as appropriate, and will ensure that all workplace, health and safety requirements are followed. The community will have the opportunity to address specific questions and raise issues directly, while gaining a better understanding of the conduct of low impact works. ARTC Inland Rail and the construction contractor have considered the workplace, health and safety requirements and will take the following approach: <ul style="list-style-type: none"> ▶ each attendee to complete a visitor induction ▶ all visitors will be provided with the required personal protective equipment to enter the site ▶ group may be escorted onsite, or tours may be conducted on a bus, with stops at designated viewing points ▶ site visits will be managed so white cards and rail safety cards will not be required for people entering the site. 	As required
Feedback surveys	The purpose of the feedback surveys is to provide a structured format for community feedback on the project. Surveys can include written, web-based or telephone feedback. Feedback surveys will help measure awareness of and engagement with the project.	Survey to be conducted six (6) months into low impact works, with the frequency to be assessed after first results

TOOL	PURPOSE	FREQUENCY
Interactive mapping tool (Social Pinpoint)	<p>ARTC Inland Rail has developed an interactive mapping tool accessible via the website. The tool is updated as design and approvals progress to show key information and features such as bridges, level crossing and flood mitigation.</p> <p>The mapping tool also allows the community to comment at a point on the map, and the engagement team responds in a timely manner.</p>	Always available, updated at key milestones
<p>YouTube Inland Rail (https://www.youtube.com/c/InlandRail)</p>	<p>The purpose of the ARTC Inland Rail YouTube channel is to allow stakeholders to watch and interact with videos uploaded by ARTC Inland Rail.</p> <p>The YouTube channel provides another medium for ARTC Inland Rail to provide stakeholders with program updates, interviews with staff and the community, design graphics and processes involved in field investigations etc.</p>	Always available, content created on key information and milestones
Maps and visualisations	<p>GIS Maps and visualisations have been developed to show the project alignment, design elements and results of environmental investigations.</p> <p>These tools can assist stakeholders in visualising the project and comprehension of potential impacts and mitigations</p>	Available on website
Direct communication	<p>The ARTC Inland Rail team will utilise direct communication, as appropriate, with selected stakeholders. Direct communication may, for example, be undertaken to share a specific message with impacted stakeholders. Direct communication may include emails or letters.</p>	As required
Distribution of information via other stakeholders	<p>ARTC Inland Rail may, in some instances, ask stakeholders to assist with the distribution of information. An example would be asking a Council to distribute information regarding works happening in road reserves in a particular Local Government Area (LGA). The purpose of using other stakeholders to assist with communication is to broaden the reach of the messages and be able to communicate with the audience(s) of other stakeholders.</p>	As required
Local events	<p>The ARTC Inland Rail team is committed to attending local events and activities to increase awareness and opportunities related to the project, as well as providing opportunities for engagement with local communities.</p>	As scheduled

7.3 Process for managing document review

Where the terms of this approval require a document or monitoring program to be prepared, or a review to be undertaken in consultation with identified parties, evidence of the consultation undertaken must be submitted to the Planning Secretary with the document in accordance with Department’s *Post Approval Guidance: Defining Engagement Terms (DPIE, 2020)*. The evidence must include:

- ▶ documentation of the engagement with the party identified in the CoA that has occurred before submitting the document for approval;
- ▶ a log of the dates of engagement or attempted engagement with the identified party;
- ▶ documentation of the follow-up with the identified party where engagement has not occurred to confirm that they do not wish to engage or have not attempted to engage after repeated invitations;
- ▶ outline of the issues raised by the identified party and how they have been addressed; and
- ▶ a description of the outstanding issues raised by the identified party and the reasons why they have not been addressed.

The process for managing the document review is outlined in Table 9.

TABLE 9: PROCESS FOR MANAGING DOCUMENT REVIEW

STEP	APPROACH
1	Relevant document provided to respective stakeholder. The document will be sent via email with a request for comments back by a certain date and requesting a response even if the stakeholder has nil comments on the document or are not providing comment.
2	Table 9 outlines review timeframes. Stakeholders will be encouraged to communicate any limitations around meeting timeframes early, and requests for additional time will be duly considered. Where comments are received and responded to, an additional two business days will be provided for review.
3	Where necessary and where requested by a stakeholder, a briefing will be held.
4	Where no response is received within the period provided, it will be followed up with a phone call and email. If no response is received within two days, further efforts will be made to contact that stakeholder. This will include additional phone calls, emails and a visit to the stakeholder’s offices. Failing this approach, the document will be progressed, and it will be assumed that the stakeholder has no comments to provide.
5	Where a stakeholder has raised an issue, Inland Rail will work with the stakeholder to resolve and provide an overview of how the issue was addressed.
6	The following will be provided as a separate attachment to the regulator, as required, to demonstrate consultation undertaken in accordance with the CoA A5: a comments register outlining the comments raised and the Inland Rail response to each comment a copy of the original email request a copy of meeting minutes, where applicable a copy of a follow up email where this has been required.

8. Enquiry and complaints management

Responding to enquiries and complaints is essential for successful delivery of the project and maintaining a positive reputation within the community. Enquiries and complaints may be received from a range of sources including through phone calls, emails and face-to-face interaction. Information regarding complaints and enquiries can be found in the Inland Rail factsheet on this topic. The factsheet can be downloaded from <https://inlandrail.wpenginepowered.com/wp-content/uploads/2022/09/complaints-and-enquiries-factsheet.pdf>.

ARTC Inland Rail's approach to complaints management is based in part on the governing principles for effective complaint handling stipulated in the Australian Standard AS/NZS ISO 10002:2014 *Guidelines for Complaint Management in Organisations*. This includes receiving and responding to complaints and enquiries; escalation procedures; and recording and recording complaints.

ARTC Inland Rail's approach also considers the governing principles of the NSW Ombudsman's *Effective Complaint Handling Guidelines* (2017). This includes ensuring that the strategy articulates appropriate policies and procedures, clear lines of responsibility, and suitable delegations. In line with these principles, Inland Rail has fostered a culture that respects and values the rights and views of all stakeholders, and promotes regular team training opportunities, ongoing frontline support, and open communication (e.g., via onsite toolbox sessions) ensuring complaints management and resolution remains central to the project success.

8.1 Description of complaints

Complaints may include the expression of dissatisfaction, orally or in writing, about the policies, operations, activities, and all projects of ARTC Inland Rail, its staff, or contractor. This relates to communication received from a member of the public which expresses dissatisfaction about an issue for which ARTC Inland Rail is responsible. For example, we are not responsible for the route of Inland Rail, the need for Inland Rail or the adequacy of environmental legislation. However, we are responsible for our design and our consultation. Similarly, any contractor working on the project is responsible for their construction activities.

8.2 Description of feedback

ARTC Inland Rail will classify feedback in accordance with Australian Standard AS/NZS ISO 10002:2014 *Guidelines for Complaint Management in Organisations*. This defines feedback as '*opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about the organisation, its products, services, staff or its handling of a complaint*'.

8.3 Description of an enquiry

An enquiry is described as an act of a stakeholder asking for information relating to the Project.

8.4 Responsibilities

The ARTC Inland Rail Stakeholder Engagement team will respond to all complaints, feedback and enquiries in the first instance, and manage complaints relating to Inland Rail's low-impact work activities until the matter is resolved.

Complaints relating to the construction contractor's low-impact activities will be provided to the contractor to manage, respond to and resolve, with oversight of the N2N Stakeholder Engagement team. All complaints including the details of the complaint and complainant will be recorded in Consultation Manager.

If complaints are not directly received by the ARTC Inland Rail Stakeholder Engagement team, the ARTC Inland Rail team member or the construction contractor to whom the complaint is made will gather details of the complaint and the complainants' contact details and will immediately pass these details on to the Inland Rail Stakeholder Engagement team to resolve as per the complaints management process.

A complaint is deemed to be resolved when it reaches conclusion, not necessarily resolved to the satisfaction of the complainant.

ARTC Inland Rail, will, in the enquiry and complaints management process ensure that the Environmental Representative, Acoustics Advisor and Social Advisor are given access to the information required in order to fulfill the requirements as outlined in the CoA and noted in this section.

Further, ARTC Inland Rail will, as is required by Condition A38, provide the Environmental Representative with all documentation requested in order for them to perform their functions specified in Condition A37 including the complaints register. The complaints register will be provided on a weekly basis, where complaints have been recorded, or as requested.

ARTC Inland Rail will also, as required by Condition A43, provide access to the complaints register if requested by the Acoustics Advisor.

Environmental Representative

Condition A37 requires that, for the duration of Work and for no less than twelve (12) months after the completion of construction of the CSSI, the approved Environmental Representative must:

(g) as may be requested by the Planning Secretary, assist in the resolution of community complaints

Social Advisor

Condition A47 requires that the Social Advisor must:

(g) as may be requested by the Planning Secretary or Community Complaints Mediator (required by Condition B12), review and monitor adaptive management measures required to address complaints.

8.5 Complaints management system

All complaints received during the N2N project are actioned and recorded through Consultation Manager and used as an improvement opportunity for ARTC and the construction contractor.

ARTC Inland Rail has already established a complaints management system in the lead-up to low-impact works commencing on the project. This is to be maintained for the duration of low impact works, construction and for a minimum of 12 months following completion of construction.

8.6 Response times to complaints and enquiries

Complaints and enquiries will be responded to in the following timeframes.

Enquiries:

- ▶ provide verbal response to telephone enquiries within two (2) hours.
- ▶ provide written response to emails and written enquiries within 24 hours.
- ▶ follow-up calls, emails and letters will be made where required to close out the enquiry.

Complaints and incidents:

- ▶ provide verbal response to telephone complaints within two (2) hours, 24 hours / seven (7) days.
- ▶ provide written response to emails and written complaints within two (2) hours.
- ▶ where possible, all complaints will be resolved within three (3) business days. If that is not possible, the timeframe for resolution will be discussed with the complainant.
- ▶ provide timeframe to complainant for resolution.

8.7 Complaints register

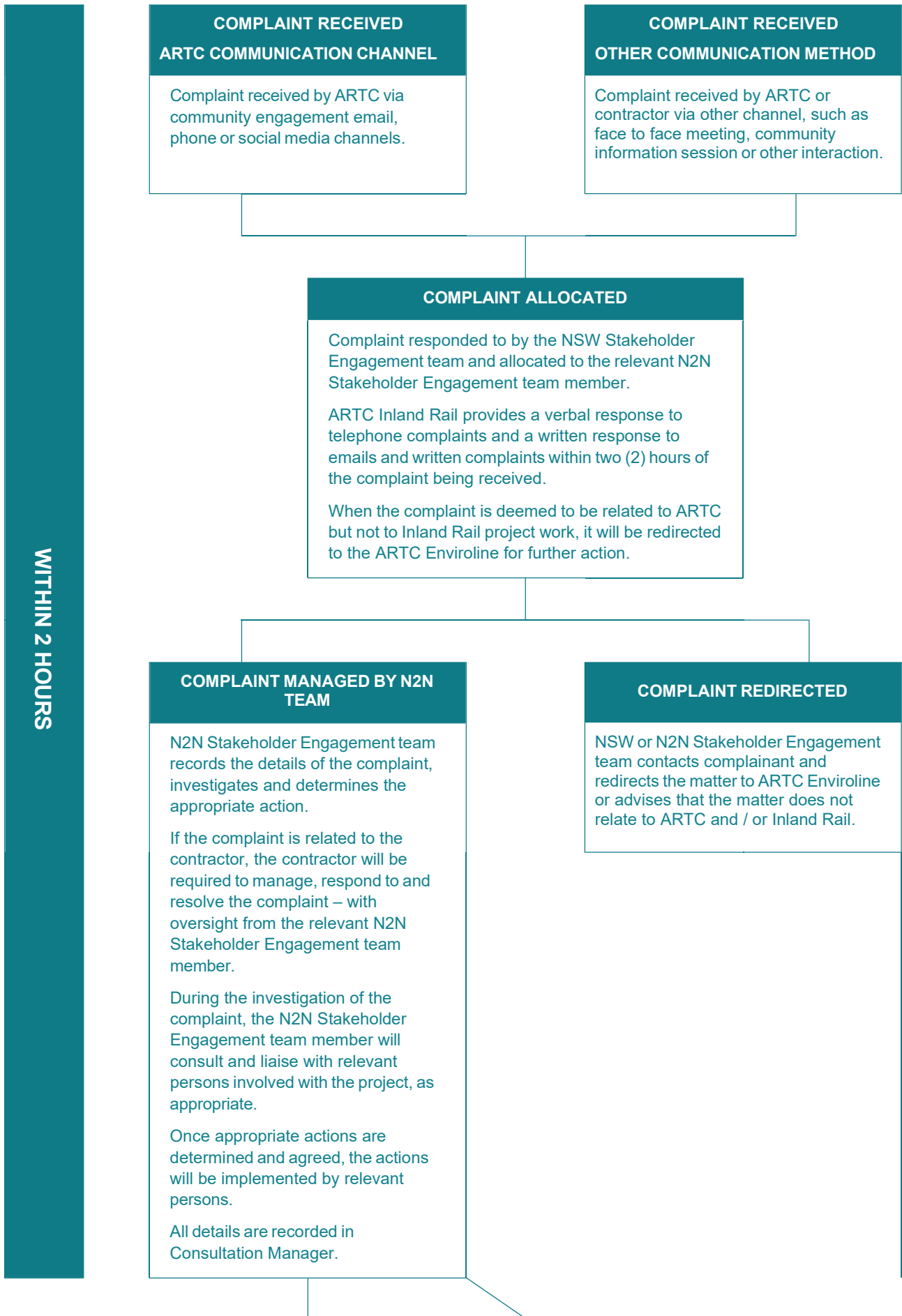
All complaints will be tracked and recorded in ARTC Inland Rail's CM system. Upon the request of the Secretary of the Department of Planning and Environment, a complaints register will be provided, within the timeframe stated in the request.

Upon the request of the Environmental Representative, the details of complaints on the N2N project will be provided in a report format within the agreed time frame. The Environmental Representative will also have access to ARTC Inland Rail's Consultation Manager system to see all complaints related to the N2N project.

The complaints register provided to the Secretary and Environmental Representative will include the number of complaints received; the number of people affected in relation to complaint; the nature of each complaint; and if a resolution was reached and how it was reached.

The complaints register will also note whether a complaint has necessitated independent mediation services.

8.8 Complaints management process



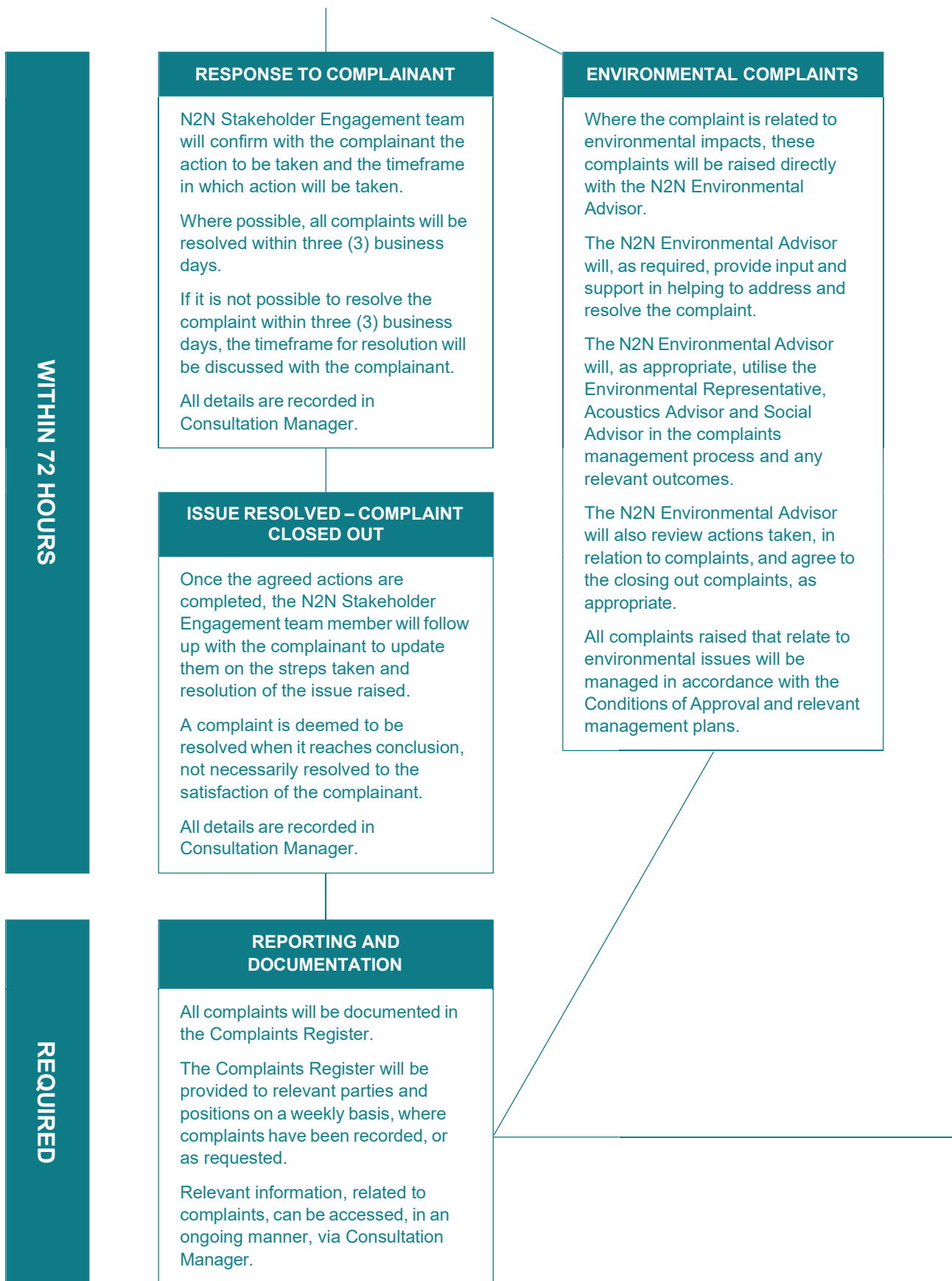


FIGURE 4: COMPLAINTS MANAGEMENT MATRIX

8.9 Escalation process

Where complaints cannot be resolved as outlined in Figure 4, the escalation process outlined in Table 10 will be implemented.

The ARTC Inland Rail N2N Stakeholder Engagement Lead will remain the key point of contact for the complainant unless the complaint relates directly to the conduct of the Stakeholder Engagement Lead. The details of the complaint will be reviewed by the relevant level of management to ensure the complaint has been managed appropriately.

8.10 Mediation process

ARTC Inland Rail has put in place a mediation process. The aim of this process is to resolve any outstanding issues and mediate any disputes that may arise in relation to environmental management and delivery of the CSSI.

Escalation of issues to independent mediation will be in accordance with the complaint escalation and mediation process (see Table 10).

When a complaint is made either directly or indirectly to ARTC Inland Rail, ARTC Inland Rail will direct the complainant to the Enquiries and Complaints Management factsheet which is available on the ARTC Inland Rail website, if not resolved immediately.

If a complaint cannot be resolved within five (5) business days, the complainant will be made aware of the mediation process to resolve the complaint independent of ARTC Inland Rail. This would apply to complaints that do not require additional time to resolve (greater than five (5) business days) and are also unlikely to be resolved without external dispute resolution expertise.

In the first instance, application for independent mediation must be submitted by the complainant in writing (via email or letter). ARTC Inland Rail must subsequently respond within 28 days of the request being made or a specified timeframe agreed between the independent mediator and the member of the public.

The mediator will be sourced from ARTC Inland Rail's mediation panel, which has been approved by the Department. The mediators on the panel are all accredited by a recognised mediator accreditation body. The complainant will be offered the opportunity to review proposed mediators and a suitable mediator will be agreed upon.

The independent Community Complaints mediator will seek to:

- (a) review any unresolved disputes if the procedures and mechanisms do not satisfactorily address complaints; specifically to resolve any issues and mediate any disputes that may arise in relation to the environmental management and construction of the CSSI, including timing for mediation to be undertaken once it has been escalated to the dispute resolution process.
- (b) make recommendations to the Proponent to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes.
 - ▶ obtain a resolution acceptable to both parties, with reference to the CoA and relevant legislation.
 - ▶ define the timeframe for actions associated with the resolution
 - ▶ formalise the resolution by obtaining written agreement regarding the agreed actions (this document will enable Inland Rail to complete the complaints register and Consultation Manager database records)
 - ▶ determine the number of mediation sessions depending on the nature of the issue within the complaint.

ARTC Inland Rail will follow recommendations made by the Community Complaints Mediator within a timeframe agreed with the Community Complaints Mediator, unless otherwise agreed with the Planning Secretary.

If no agreement is reached through mediation, the complaint will be closed out and the person who submitted the feedback will be advised that reasonable attempts to resolve the matter were unsuccessful. The same outcome will apply if the person who submitted the complaint declines the invitation for mediation sessions.

ARTC Inland Rail and the construction contractor will review and implement any recommendations provided by the Independent Mediator to achieve resolution and minimise potential future similar disputes. Where needed, ARTC Inland Rail and / or the construction contractor processes will be amended to reflect improvements as a result of the recommendations.

This mediation process is available one month prior to the commencement of site establishment and construction works and maintained for 12 months following the completion of construction.

TABLE 10: COMPLAINT ESCALATION AND MEDIATION PROCESS

STEP	PROCEDURE	TIMEFRAME
1	<p>Complaint will be referred to Inland Rail N2N Stakeholder Engagement Lead and / or Project Environment Advisor for Environmental Complaints.</p> <p>They will complete an investigation of the complaint and advise the complainant of the outcome within three (3) business days.</p>	Three (3) business days
2	<p>If not resolved at Step 1, details of the investigation and complaint will be escalated by Inland Rail N2N Stakeholder Engagement Lead to the N2N Senior Project Manager and / or NSW Environment Manager for Environmental Complaints.</p> <p>The relevant level of management will subsequently complete an investigation of the complaint and advise the complainant of the outcome within three business days.</p>	Three (3) business days
3	<p>If not resolved at Step 2, details of the investigation and complaint will be escalated to Inland Rail Stakeholder Engagement Manager (Southern) and Inland Rail Project Director, Southern.</p> <p>The relevant level of management will subsequently complete an investigation of the complaint and advise the complainant of the outcome within five business days.</p>	Five (5) business days
4	<p>If not resolved at Step 3, the complainant will be advised of the opportunity to seek independent mediation.</p> <p>In the first instance, application for independent mediation must be submitted by the complainant in writing (via email or letter).</p> <p>An independent mediator accredited by a recognised mediator accreditation body, ie. a Community Complaints Mediator, will be sourced and the complainant advised. The complainant will be offered the opportunity to review proposed mediators and a suitable mediator will be agreed upon.</p> <p>The Community Complaints Mediator may, as appropriate, seek input from the Environmental Representative, Acoustic Advisor and / or Social Advisor, as well as other members of the ARTC and construction contractor in order to understand and help resolve the complaint.</p> <p>The contractor and/or Inland Rail representatives will attend the mediation. The outcome of the mediation will be recorded in Consultation Manager and noted in the complaints register.</p> <p>Should an agreement not be reached in accordance with Condition 50 (d), either the affected landowner or the Proponent may, at any time, refer unresolved matters arising from potential and / or actual property impacts resulting from flooding exceeding the Quantitative Design Limits to an Independent Flood Impact Assessment Panel (IFIAP) for expert advice and recommendations to address the impacts of the non-compliance with the QDL.</p> <p>In resolving the complaint, the Community Complaints Mediator and / or the Planning Secretary may request for relevant personnel, including the Environmental Representative, Acoustics Advisor and Social Advisor, to review and monitor adaptive management measures required to address complaints.</p>	Within 28 days of receiving written application by the complainant, or as agreed by the independent mediator

9. Reporting and evaluation

Engagement activities will be reported internally to the Delivery Team, Inland Rail Leadership Team and Chief Executive and ARTC Board as well as to external stakeholders including DITCRDA, Federal Government ministers and Treasury, as required. Reports prepared, and frequency are summarised below:

- ▶ weekly reporting from contractor, including on complaints management
- ▶ monthly project report
- ▶ media and social media reporting: weekly media summaries are prepared by the ARTC Corporate Affairs team, as well as a monthly dashboard report which captures media coverage and sentiment
- ▶ all community interactions saved in the Consultation Manager database
- ▶ annual independent audits against the ISC stakeholder engagement criteria.

In addition, this strategy will be reviewed every six (6) months by the Stakeholder Engagement Manager to ensure engagement activities are being implemented in accordance with the plan and the objectives of the plan are being achieved.

As part of the review, the engagement approach may be altered depending on feedback from stakeholders and the project team. Corrective action will be identified and taken as required. Performance in relation to the IAP2 Spectrum of Public Participation will also be considered. It is the Stakeholder Engagement Manager's responsibility to ensure this is undertaken, in consultation with their team.

Alongside the Stakeholder Engagement reporting mentioned above, weekly localised reporting will be completed by the N2N Stakeholder Engagement team.

9.1 Community surveys

Inland Rail is currently undertaking two (2) surveys on an annual basis. These surveys are undertaken in order to gain insight into how stakeholders and community members perceive the project, evaluate our approach and make amendments as required. These surveys will continue to take place while low impact works are being completed.

9.1.1 Metro audience

It is in this context that ARTC is looking to objectively understand awareness of the project and prevailing attitudes and perceptions amongst metropolitan east coast (Melbourne, Sydney and Brisbane) populations. This quantitative methodology has the following research objectives:

- ▶ benchmark awareness of the Inland Rail project and quantify community attitudes, perceptions and understanding of the supply chain and rail sectors, ARTC and the Inland Rail Project.
- ▶ explore perceived advantages/disadvantages of Inland Rail project; both direct impact and as part of the supply chain.
- ▶ measure the reputation of the rail/freight industry, ARTC and the Inland Rail project as organisations responsible for the program of works.
- ▶ identify the key drivers of reputation to inform ongoing community engagement.
- ▶ understand the impact of the Inland Rail on the reputation of ARTC and the rail/freight industry.

9.1.2 Alignment survey

ARTC is using a survey of residents living in post codes in close proximity to the project's alignment to objectively understand awareness of the project and prevailing attitudes and perceptions. This quantitative methodology has the following research objectives:

- ▶ benchmark awareness of the Inland Rail project and quantify community attitudes, perceptions and understanding of the Inland Rail project, the need for it and the benefits it will create the supply chain and freight rail sectors, ARTC and the Inland Rail project.
- ▶ explore key concerns for the community regarding the planning, construction and operation of Inland Rail.
- ▶ measure depth and strength of both positive and negative community perceptions of Inland Rail.
- ▶ understand satisfaction with community consultation to date and expectations for future consultation.

- ▶ explore perceived advantages/disadvantages of Inland Rail project; both direct impact and as part of the supply chain.
- ▶ measure impact of vocal minorities in communities and impact of news/media attention.
- ▶ understand the relative impact of various lines of messaging on the community – both positive and negative.

10. Consultation action plan

10.1 Consultation for low impact works activities

This Consultation Action Plan provides a high-level outline of the consultation activities that will be undertaken by ARTC Inland Rail to support the N2N low impact works activities.

TABLE 11: CONSULTATION ACTION PLAN FOR LOW IMPACT WORKS ACTIVITIES

ACTIVITY	REQUIREMENT TO ENABLE ACTIVITY	CONDITION	CONSULTATION REQUIREMENTS	STAKEHOLDERS	RESPONSIBLE FOR CONSULTATION / COMMUNICATION
Land access – temporary access	Executed LAAs	N/A	Land access agreements (LAAs) must be established with and agreed to by relevant stakeholders (landowners).	▶ Landowners	ARTC Inland Rail Stakeholder Engagement Team
Notification of commencement of low impact works	Written notification to DPE	A7	The Department must be notified in writing of the dates of the commencement of Work (in relation to low impact works), construction and operation at least one month before those dates.	▶ DPE	ARTC Inland Rail Delivery Team
Recommence low impact works after unexpected find (if required)	Written notification to DPE and relevant state agencies	A21	Work must not recommence until the relevant state agencies have been consulted and any required approvals have been obtained.	▶ DPE ▶ Relevant state agencies	ARTC Inland Rail Delivery Team
Site establishment work	Approval of Site Establishment Management Plan (SEMP)	A24	SEMP to be prepared in consultation with the relevant councils and TfNSW and approved by DPE one (1) month prior to the development of construction ancillary facilities or temporary workforce accommodation facilities.	▶ DPE ▶ TfNSW ▶ Relevant Councils	ARTC Inland Rail Delivery Team / Construction Contractor
Minor ancillary facilities	Facility locations agreed to by the ER	A28	Minor construction ancillary facilities to be assessed by ER.	▶ ER	ARTC Inland Rail Delivery Team / Construction Contractor
Engagement of Independent Appointments	Approval of: <ul style="list-style-type: none"> • Environmental Representative • Acoustics Advisor • Social Advisor • Community Complaints Mediator 	A33, A39, A44, B12	Discuss proposed candidates with DPE prior to formal nomination. Respond to RFIs.	▶ DPE	ARTC Inland Rail Delivery Team
Incident notification	Notification to DPE	A56	The Planning Secretary must be notified via the major projects website immediately after the Proponent becomes aware of an incident.	▶ DPE	ARTC Inland Rail Delivery Team

ACTIVITY	REQUIREMENT TO ENABLE ACTIVITY	CONDITION	CONSULTATION REQUIREMENTS	STAKEHOLDERS	RESPONSIBLE FOR CONSULTATION / COMMUNICATION
Non-compliance notification	Notification to DPE	A58	The Planning Secretary must be notified within seven (7) days after the Proponent becomes aware of any non-compliance.	▶ DPE	ARTC Inland Rail Delivery Team
Low Impact Works Communications Strategy implementation	Approval of Strategy	B3	The Communications Strategy must be submitted for approval no later than one (1) month before the commencement of any work. The Social Advisor will be provided with the outcomes and activities associated with the implementation of the Communications Strategy	▶ DPE ▶ Social Advisor	ARTC Inland Rail Delivery Team
Facilitate community enquires and manage complaints	Provide public access to communication channels	B7	The following information must be available one (1) month before the commencement of work and for 12 months following the completion of construction: (a) a 24-hour telephone number for the registration of complaints and enquiries (b) a postal address to which written complaints and enquiries may be sent (c) an email address to which electronic complaints and enquiries may be transmitted (d) a mediation system for complaints unable to be resolved	▶ Landowners ▶ Community members	ARTC Inland Rail Delivery Team / Construction Contractor

ACTIVITY	REQUIREMENT TO ENABLE ACTIVITY	CONDITION	CONSULTATION REQUIREMENTS	STAKEHOLDERS	RESPONSIBLE FOR CONSULTATION / COMMUNICATION
Website	Update Inland Rail N2N website	B18	<p>A website or webpage providing information in relation to the CSSI must be established before the commencement of work and maintained for the duration of construction and for a minimum of 12 months following the completion of construction. Up-to-date information (excluding confidential commercial information) must be published before the relevant work commencing and maintained on the website or dedicated pages including:</p> <p>(e) a current copy of each document required under the terms of this approval must be published before the commencement of any work to which they relate or before their implementation, as the case may be; and</p> <p>(f) a copy of the compliance and audit reports required under this approval. A copy of each document required to be made publicly available under this approval must be published within 14 days of the finalisation or approval of the relevant document, unless an alternate timeframe is prescribed by another condition of this approval.</p>	<ul style="list-style-type: none"> ▶ Landowners ▶ Community members ▶ Community groups ▶ DPE 	ARTC Inland Rail Delivery Team / Construction Contractor
Work hours	Fourteen (14) day works notification	E1	<p>Work must be undertaken during the following hours:</p> <p>(a) 7:00 am to 6:00 pm Mondays to Fridays</p> <p>(b) 7:00 am to 6:00 pm Saturdays</p> <p>(c) at no time on Sundays or public holidays.</p>	<ul style="list-style-type: none"> ▶ Landowners ▶ Community members 	ARTC Inland Rail Delivery Team / Construction Contractor
Variation to work protocol	Consultation with relevant sensitive receiver	E2, E3	<p>Consultation must occur at least every 3 months unless a negotiated agreement is reached with the affected receiver.</p> <p>ARTC require a five (5) day environmental hold point for assessment.</p>	<ul style="list-style-type: none"> ▶ Sensitive receivers ▶ DPE 	ARTC Inland Rail Delivery Team / Construction Contractor

ACTIVITY	REQUIREMENT TO ENABLE ACTIVITY	CONDITION	CONSULTATION REQUIREMENTS	STAKEHOLDERS	RESPONSIBLE FOR CONSULTATION / COMMUNICATION
Low impact works outside of hours specified in CoA	Agreement with relevant sensitive receivers	E3, E4	<p>ARTC Inland Rail may reach negotiated agreements with sensitive receivers to carry out works in accordance with the hours and noise limits specified in said agreements.</p> <p>All negotiated agreements with owners and occupiers of sensitive land uses to carry out work in accordance with Condition E1(a)(iii) must be in writing, and include the hours, duration and likely noise levels compared to the Noise Management Level defined in the ICNG. The negotiated agreement must be agreed and finalised before the commencement of work affecting the sensitive land uses.</p>	<ul style="list-style-type: none"> ▶ Sensitive receivers 	ARTC Inland Rail Delivery Team / Construction Contractor
Out-of-Hours Work Protocol (OOHWP)	Approval of an OOHWP	E5, E6	OOHWP must be developed in consultation with the EPA and approved by the Planning Secretary before the commencement of out-of-hours work.	<ul style="list-style-type: none"> ▶ EPA ▶ DPE 	ARTC Inland Rail Delivery Team / Construction Contractor
Five Claw Worm Skink (FCWS) Management Plan implementation	Approval of Plan	E30	The Plan must be submitted for approval prior to the commencement of any work commencing within potential FCWS habitat	<ul style="list-style-type: none"> ▶ DPE ▶ Biodiversity and Conservation Division of DPE ▶ Commonwealth Department of Climate Change, Energy, the Environment and Water 	ARTC Inland Rail Delivery Team
Aboriginal archaeological test excavation and salvage excavation methodologies – implementation	Consult with stakeholders	E150	Must be prepared by a suitably qualified expert/s in consultation with stakeholders and provided to the Planning Secretary for information at least one month prior to test or salvage excavation.	<ul style="list-style-type: none"> ▶ DPE ▶ Heritage NSW ▶ RAPs ▶ Relevant LALCs ▶ Relevant Councils 	ARTC Inland Rail Delivery Team / Construction Contractor

10.2 General consultation to be completed during low impact works

This action plan provides a general overview of the communication activities that will occur during low impact works. It is anticipated that the majority of low impact works will be conducted within the standard work hours. The 24-hour toll-free telephone complaints number and postal and email addresses for enquiries will be included in the activities, as required by Condition B7.

TABLE 12: GENERAL CONSULTATION PLAN

ACTIVITY	FREQUENCY	DETAILS	RESPONSIBLE
Project newsletter – hard copy	Quarterly	Hard copy project newsletter distributed to stakeholders in the project region to provide an update on the project, including low impact works.	ARTC Inland Rail Communications Team Construction contractor
Project E-newsletter	Quarterly	E-newsletter distributed newsletter mailing list to provide an update on the project, including low impact works. May be accompanied by advertisements in local newspapers, as appropriate, to update stakeholders who are not on the email distribution list.	ARTC Inland Rail Communications Team Construction contractor
Notification of low impact works (standard work hours)	14 days prior to commencement	Directly impacted stakeholders will be notified via email, phone call or letter depending on preferred contact method. Notifications will also be available on the ARTC Inland Rail website.	Construction contractor – approved by ARTC Inland Rail
Notification of low impact works (outside of standard work hours)	14 – 30 days prior to commencement	Directly impacted stakeholders will be notified via email, phone call or letter depending on preferred contact method. Notifications will also be available on the ARTC Inland Rail website.	Construction contractor – approved by ARTC Inland Rail
Community forums	As required	Forums for the community to learn about the project, provide feedback and raise environmental management issues of concern. Forum attendees will be invited through newsletters, social media and traditional media. All community members will have the option to attend a forum at a relevant and accessible venue and / or online venue.	ARTC Inland Rail Stakeholder Engagement Team Construction contractor ARTC Inland Rail Communications Team
Community briefings	As required	Forums specifically requested by community groups and members will be held as requested.	ARTC Inland Rail Stakeholder Engagement Team Construction contractor
Property land access agreements	As required	Work with landowners to agree on Property land access agreements as required. ARTC will work with the contractor to ensure sufficient notice is given to the landowner.	ARTC Inland Rail Stakeholder Engagement Team

ACTIVITY	FREQUENCY	DETAILS	RESPONSIBLE
Review and update Inland Rail website	Monthly	N2N project page on the Inland Rail website to be reviewed monthly and updated as required	ARTC Inland Rail Stakeholder Engagement Team Construction contractor
Host and support community events	As required	To be developed with Construction Contractor and will include hosting open days and tours. Inland Rail will also support and attend other community events such as annual shows and other community events and activities.	ARTC Inland Rail Stakeholder Engagement Team Construction contractor
Community Consultative Committee Meetings	As required	Forums for the members to learn about the project, provide feedback and raise environmental management issues of concern.	ARTC Inland Rail Stakeholder Engagement Team Construction contractor
Review Communications Strategy	Half yearly	Inland Rail will review and update the Communications Strategy until 12 months after construction has been completed outlined in B7.	ARTC Inland Rail Stakeholder Engagement Team
Update project factsheets	Minimum of quarterly	Fact sheets are used to provide stakeholders with an overview of the project and well as other specific matters. Factsheets are distributed at events, via the shopfront / office and are available on the ARTC Inland Rail website.	ARTC Inland Rail Stakeholder Engagement Team
Project FAQ's	Minimum of quarterly	FAQs will be developed to capture and respond to the questions frequently asked by the community and stakeholders in relation to low impact works. These FAQs will be available on the Inland Rail website and distributed as appropriate.	ARTC Inland Rail Stakeholder Engagement Team
Social media Instagram – @inlandrailofficial Facebook – @inlandrailofficial LinkedIn – www.linkedin.com/company/Inland-rail Twitter – @Inland_Rail	As required	Social Media will be used throughout the low impact works to continue to raise awareness and understanding of the project, and to share updates and achievements of both the project and the broader Inland Rail program.	ARTC Inland Rail Social Media Team
Face-to-face meetings	As required	Face-to-face meetings will continue to take place during the low impact works as requested and required.	ARTC Inland Rail Delivery Team
Regular Meetings – Councils and TfNSW	Monthly / Quarterly / As required	Regular monthly and / quarterly meetings will continue to take place during the low impact works.	ARTC Inland Rail Delivery Team ARTC Inland Rail Stakeholder Engagement Team

ACTIVITY	FREQUENCY	DETAILS	RESPONSIBLE
Inland Rail offices and shopfronts	As required	Stakeholders will be able to continue to engage with members of the team at the shopfront and office while low impact works are taking place.	ARTC Inland Rail Stakeholder Engagement Team
Interactive mapping tool (Social Pinpoint)	Always available, updated at key milestones	ARTC Inland Rail will continue to update the interactive mapping tool which is accessible via the ARTC Inland Rail website.	ARTC Inland Rail Digital Team
Maps and visualisations	Always available, updated as appropriate	GIS Maps and visualisations will continue to be developed, as appropriate, during low impact works.	ARTC Inland Rail Digital Team

Works defined as annoying activities by the Interim Construction Noise Guidelines (ICNG) will require additional notification periods to allow of arrange alternative for work, accommodation and alike. Works defined as annoying will have a 14 to 30 day works notification timeframe, depending on the triage of impact. Annoying activities as defined by the ICNG include:

- ▶ use of power saws, such as used for cutting timber, rail lines, masonry, road pavement or steel work;
- ▶ grinding metal, concrete or masonry;
- ▶ rock drilling;
- ▶ line drilling;
- ▶ vibratory rolling;
- ▶ bitumen milling or profiling;
- ▶ jackhammering, rock hammering or rock breaking;
- ▶ impact piling; and
- ▶ tamping.

11. Infrastructure Sustainability Council (ISC)

This strategy will contribute to the achievement of the stakeholder participation category credits that are outlined in the ISC technical manual v1.2. This category focuses on developing a strategic and planned approach to stakeholder participation, which is addressed by this strategy. The project is targeting a minimum ‘excellent’ ISC rating for both ‘Design’ and ‘As Built’. The Inland Rail Stakeholder Engagement team will work closely with the Inland Rail Sustainability Manager and the construction contractor team to achieve these requirements for the project. The targets and how this strategy support the achievement of these targets is outlined in the table below.

As part of the construction monthly reporting process, the construction contractor will provide an update to Inland Rail on the status of the ISC credits. It will also outline any risks to the credits or any opportunities to go beyond initial credit targets. All relevant construction management plans will incorporate ISC requirements. Inland Rail will engage an independent auditor to audit the project against the ISC stakeholder engagement criteria annually once construction commences.

TABLE 13: ADDRESSING ISC STAKEHOLDER ENGAGEMENT REQUIREMENTS

ISC CREDIT		APPROACH	ISC LEVEL
Sta-1	Stakeholder engagement strategy	This communication strategy	Level 1
Sta-2	Level of engagement	At a minimum there are the following negotiable items on the N2N project: <ul style="list-style-type: none"> ▶ Private property access—collaborate: Inland Rail will not enter private property without agreement from the landowner. Where Inland Rail does enter private property, the areas that are used will be decided in collaboration with the landowner. ▶ Visual impacts—involve: Where residents are identified as potentially highly impacted, Inland Rail will work with them to develop a solution. ▶ Level crossings—involve: Inland Rail will not relocate, move or modify a level crossing without coming to an agreement with a landowner first. 	Level 2
Sta-3	Effective communication	Inland Rail will provide the community with information: <ul style="list-style-type: none"> ▶ in a timely manner ▶ that supports community participation ▶ is meaningful and relevant ▶ is accessible. <p>The activities to be undertaken are outlined in Section 8 of this strategy. The activities and applicable documentation will be verified using an independent reviewer to determine the overall effectiveness.</p>	Level 2
Sta-4	Addressing community concerns	Inland Rail has already gathered a significant amount of feedback from stakeholders during the design phase of the N2N project. During the construction phase, stakeholders’ concerns and feedback will be considered.	Level 2

Appendix A Compliance Matrix

TABLE 14: COMPLIANCE MATRIX

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
A10	Where the terms of this approval require a document or monitoring program to be prepared, or a review to be undertaken, in consultation with identified parties, evidence of the consultation undertaken must be submitted to the Planning Secretary in accordance with the Department's Post Approval Guidance: Defining Engagement Terms (DPIE, 2020)	Section 7.3	ARTC Inland Rail will consult with relevant stakeholders in accordance with Condition B1.
A10(a)	Documentation of the engagement with the party identified in the condition of approval that has occurred before submitting the document for approval	Section 7.3	ARTC Inland Rail will document engagement with relevant parties prior to submitting documents for approval.
A10 (b)	A log of the dates of engagement or attempted engagement with the identified party	Section 7.3	ARTC Inland Rail will document engagement and attempted engagement with relevant parties including a summary of issues raised.
A10 (c)	Documentation of the follow-up with the identified party where engagement has not occurred to confirm that they do not wish to engage or have not attempted to engage after repeated invitations	Section 7.3	ARTC Inland Rail will document engagement and attempted engagement with relevant parties including a summary of issues raised.
A10 (d)	Outline of the issues raised by the identified party and how they have been addressed	Section 7.3	ARTC Inland Rail will document engagement and attempted engagement with relevant parties including a Summary of issues raised.
A10 (e)	A description of the outstanding issues raised by the identified party and the reasons why they have not been addressed	Section 7.3	ARTC Inland Rail will detail the issues raised and if they have not been addressed, provide reasoning for this.
A24	Before the establishment of any ancillary facility (excluding minor ancillary facilities established under Condition A28) or temporary workforce accommodation facility, the Proponent must prepare a Site Establishment Management Plan (SEMP) which outlines the environmental management practices and procedures to be implemented for the establishment of the ancillary facilities or temporary workforce accommodation facility.	Section 10.1	ARTC IR will prepare SEMP in consultation with the relevant councils and TfNSW

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
A34	Inland Rail will appoint a suitably qualified and experienced Environmental Representative who has not been involved in the preparation of the documents listed in condition A1	Section 10.1	ARTC Inland Rail will consult with DPE in accordance with condition A33.
A38 (a)	The complaints register (to be provided on a weekly basis, where complaints have been recorded, or as requested)	Section 7.3 & Section 8.7	ARTC Inland Rail will provide the ER with all documentation required as per Condition A32, including a complaint register on a weekly basis. ARTC Inland Rail will manage complaints in accordance with condition B6.
A48	The Social Advisor must be provided access to social impact management and related monitoring activities and outcomes, including outcomes and activities associated with the implementation of the Communications Strategy	Section 10.1	ARTC Inland Rail will provide the Social Advisor with relevant information
B2 (a)	Identify people, organisations, councils and government authorities to be consulted, during the design and work phases of the CSSI;	Section 5	ARTC Inland Rail has identified the relevant stakeholders with an interest in Inland Rail.
B2(b)	Identify details of the community and its demographics	Section 5.1	ARTC Inland Rail has assessed community demographics and has developed tailored communication principles accordingly.
B2 (c)	Set out procedures and mechanisms for the regular distribution of accessible information, including to LOTE, CALD and vulnerable communities, about or relevant to the CSSI. The information to be distributed must include information regarding current site construction activities, schedules and milestones at each construction site	Section 7	ARTC Inland Rail will ensure that all critical project information, including communication channels, are made accessible to all community members.
B2 (d)	Identify opportunities for education within the community and make provision for the community to visit construction sites (taking into consideration workplace, health and safety requirements)	Section 0	Site visits and tours have been incorporated as a potential method of keeping the community up to date on the progress of N2N.
B2 (e)	Detail the measures for advising the community in advance of upcoming construction including upcoming out-of-hours work as required by Condition E5 and blasting activities (if proposed)	Section 10.2	Forums for the community to learn about the project, provide feedback and raise environmental management issues of concern outlined.
B2 (f)	Identify the mechanisms for engaging with the community to determine periods of respite, as required by Condition E2	Section 10.1 & Section 10.2	There will be multiple and targeted mechanisms for engaging with the community to determine periods of respite, as required by Condition E2.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B2 (g)	Provide for the formation of issue or location-based community forums that focus on key environmental management issues of concern to the relevant community(ies)	Section 10.2	Forums for the community to learn about the project, provide feedback and raise environmental management issues of concern outlined.
B2 (h)	Set out the procedures and mechanisms for consulting with relevant councils and state agencies required by Condition A5	Section 5	ARTC Inland Rail has identified the relevant stakeholders with an interest in Inland Rail.
B2 (i)	Describe the method for broadcasting the 24-hour toll-free telephone complaints number and postal and email addresses for enquiries, as required by Condition B7	Section 10.2	Provides a general overview of the communication activities that will occur during low impact works
B2 (j)	(i) through which the community can discuss or provide feedback to the Proponent; (ii) through which the Proponent will respond to enquiries or feedback from the community; (iii) to resolve any issues and mediate any disputes that may arise in relation to the environmental management and construction of the CSSI, including timing for mediation to be undertaken once it has been escalated to the dispute resolution process; and (iv) to resolve any issues and mediate any disputes that may arise in relation to property and infrastructure impacts, including but not limited to Individual Property Management Plans required by Condition E105.	Section 8	Enquiries and complaints may include through phone calls, emails and face-to-face interaction.
B6	A Complaints Management System must be prepared and implemented before the commencement of any work and maintained for the duration of construction and for a minimum for 12 months following completion of construction of the CSSI.	Section 8	Enquiries and complaints management
B7	The following information must be available to facilitate community enquiries and manage complaints one month before the commencement of works and for 12 months following the completion of construction:	Section 1.5 & Section 10.1	As per below: B7 (b)–(d).
B7 (b)	a postal address to which written complaints and enquiries may be sent	Section 7.1 & Section 8	Postal address provided.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B7 (c)	an email address to which electronic complaints and enquiries may be transmitted	Section 7.1	Email address provided.
B7 (d)	a mediation system for complaints unable to be resolved	Section 8.10	ARTC Inland Rail will instigate a clear complaints management process – noted in this strategy – which will make provision for independent mediation undertaken by a recognised mediator accreditation body.
B7	This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level	Section 7.1	ARTC Inland Rail will ensure that all critical project information— including communication channels—are made accessible to all community members.
B10	<p>A website or webpage providing information in relation to the CSSI must be established before commencement of work and maintained for the duration of construction, and for a minimum of 12 months following the completion of construction.</p> <p>Collection Statement must be included on the Proponent’s or project website to make prospective complainants aware of their rights under the Privacy and Personal Information Protection Act 1998 (NSW).</p>	Sections 7.1 & 7.2 Sections 10.1.& 10.2	<p>A website or webpage providing information in relation to the CSSI will be established before commencement of work and maintained for the duration of construction, and for a minimum of 12 months following the completion of construction.</p> <p>A Collection Statement will be included on the Proponent’s or project website to make prospective complainants aware of their rights under the Privacy and Personal Information Protection Act 1998 (NSW).</p>
B11	The complaints register must be provided to the Planning Secretary upon request, within the timeframe stated in the request	Section 7.3 & Section 8.7	ARTC Inland Rail will provide the complaints register to the Planning Secretary as requested.
B12	A Community Complaints Mediator that is: (a) independent of the design and construction personnel; and (b) accredited under the National Mediator Accreditation System, administered by the Mediator Standards Board must be nominated by the Proponent, approved by the Planning Secretary and engaged while the Complaints Management System required by Condition B6 is in operation. The nomination of the Community Complaints Mediator must be submitted to the Planning Secretary for approval within one month before the commencement of Work.	Section 8.10	Mediation process

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
B14	The role of the Community Complaints Mediator is to address any complaint where a member of the public has lodged a complaint and is not satisfied by the Proponent's response. Any member of the public that has lodged a complaint which is registered in the Complaints Management System identified in Condition B6, and that complaint is unresolved, may ask the Community Complaints Mediator to review the Proponent's response. The application must be submitted in writing and the Community Complaints Mediator must respond within 28 days of the request being made or other specified timeframe agreed between the Community Complaints Mediator and the member of the public	Section 8.10	Mediation process
B15	The Community Complaints Mediator will: (a) review any unresolved disputes if the procedures and mechanisms under Condition B2(j)B2(j)(iii) do not satisfactorily address complaints; and (b) make recommendations to the Proponent to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes	Section 8.10	Mediation process
B16	The recommendations made by the Community Complaints Mediator in accordance with Condition B15 must be implemented and be within a timeframe agreed with the Community Complaints Mediator, unless otherwise agreed with the Planning Secretary.	Section 8.10	Mediation process
B17	The Community Complaints Mediator will not act before the Complaints Management System required by Condition B6 has been executed for a complaint and will not consider issues such as property acquisition, where other dispute processes are provided for in this approval or clear government policy and resolution processes are available, or matters which are not within the scope of this CSSI.	Section 8.10	Mediation process
B18	A website or webpage providing information in relation to the CSSI or low-impact works must be established before commencement of work and maintained for the duration of construction, and for a minimum of 12 months following the completion of construction. Up-to-date information (excluding confidential commercial information) must be published before the relevant work commencing and maintained on the website or dedicated pages.	Section 7.1	ARTC Inland Rail will provide a website before work starts, for the duration of works, and for 12 months following the completion of construction. Inland Rail will include the appropriate documents on this website as stipulated by the Conditions of Approval.
E1	Work must be undertaken during the following hours: <ul style="list-style-type: none"> ▶ 7:00 am to 6:00 pm Mondays to Fridays ▶ 7:00 am to 6:00 pm Saturdays ▶ at no time on Sundays or public holidays 	Section 10.1	Standard work hours will be as per condition E1.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
E2	<p>Despite Condition E1, work (excluding the use of Borrow Sites, Narrabri structure compound, and construction related heavy vehicles travelling on any road not zoned RU1 or SP2 (where adjacent to land zoned RU1) and establishment of temporary workforce accommodation facilities)) may be undertaken during the hours of 6:00 am to 6:00 pm each day provided:</p> <ul style="list-style-type: none"> (a) no work affects any given receiver between the hours of 6:00 pm on a Saturday and 7:00 am on a Monday every second week; (b) only low impact noise activities are permitted between 6.00 am and 7.00 am; and (c) consultation with affected receivers occurs at least every three months, or more frequently following complaints recorded in the Complaints Register required by Condition B8 Error! Reference source not found. and as determined by the AA, to determine respite or additional mitigation measures. In consulting with the affected receivers, the following must be provided: <ul style="list-style-type: none"> (i) a progressive schedule of anticipated hours of works beyond those permitted by Condition Error! Reference source not found. for periods of no less than three months; (ii) a description of the anticipated construction activities, location and duration of the work; (iii) the noise characteristics and likely noise levels of the work; (iv) the practical measures implemented to minimise noisy work and heavy vehicle movements before 7:00am and any time on a Sunday; and likely mitigation and management measures which aim to achieve the relevant noise management levels identified in the documents listed under Condition Error! Reference source not found. (including the circumstances in which respite or other offers will be available and details about how the affected receivers can access these). <p>Evidence of consultation and the outcomes, including any changes to construction practices or staging, must be reviewed by the AA and ER and provided to the Planning Secretary on request.</p>	Section 10.1	If longer working hours are required, ARTC Inland Rail will fulfil requirements of condition E2.

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
	<p>Note:</p> <ol style="list-style-type: none"> 1. <i>This condition does not affect any other offers of respite or noise mitigation required under this approval.</i> 2. <i>This condition does not prevent a working schedule of ten consecutive days of work followed by four consecutive days of no work provided one day of no work is a Sunday and that consultation with affected receivers about respite and mitigation occurs every three months.</i> 		
E3	<p>Despite conditions E2 and E3, work may be undertaken outside the hours specified in the following circumstances:</p> <ul style="list-style-type: none"> ▶ safety and emergencies ▶ low-impact noise activities ▶ by approval or agreement 	Section 10.1	<p>Where a need arises to undertake emergency out of hours work as outlined in condition E3, ARTC Inland Rail will notify potentially impacted stakeholders as soon as practicable in accordance with condition E3.</p> <p>In addition, on becoming aware of the need for emergency work in accordance with Condition E3(a)(ii), Inland Rail will notify the ER, the Planning Secretary and the EPA, providing the reasons for such work.</p>
E3	<p>All negotiated agreements with owners and occupiers of sensitive land uses to carry out work in accordance with Condition E1(a)(iii) must be in writing, and include the hours, duration and likely noise levels compared to the Noise Management Level defined in the ICNG. The negotiated agreement must be agreed and finalised before the commencement of work affecting the sensitive land uses.</p>	Section 10.1	<p>ARTC Inland Rail will seek written agreement with owners and occupiers with details included under condition E3.</p>
E4	<p>Except as permitted by an EPL or approved through an Out-of-Hours Work Protocol (OOHWP) (for works not subject to an EPL), highly noise intensive work that results in an exceedance of the applicable NML at the same receiver must only be undertaken:</p> <ol style="list-style-type: none"> a) between the hours of 8:00 am to 6:00 pm Monday to Friday b) between the hours of 8:00 am to 1:00 pm Saturday c) in continuous blocks not exceeding three hours each with a minimum respite from those activities and works of not less than one hour between each block. <p>For the purpose of this condition, 'continuous' includes any period during which there is less than a one-hour respite between ceasing and recommencing any works that are the subject of this condition.</p>	Section 10.1	Noted

CONDITION REFERENCE	REQUIREMENT	COMMUNICATION STRATEGY REFERENCE	COMPLIANCE COMMENT
E5	An OOHWP must be prepared to identify a process for the consideration, management and approval of work which is outside the hours defined in Conditions E1 and E2, and that is not subject to an EPL. The Protocol must be approved by the Planning Secretary before commencement of any out-of-hours work. The Protocol must be prepared in consultation with the EPA. The Protocol must...	Section 10.1	ARTC Inland Rail will consult with EPA and the ER in creating an OOWHP, which will be referenced in this strategy.
E25	On the discovery of potential or actual impacts to any threatened communities or species not listed in Appendix B Schedule 2, all work which may impact the identified species or community must stop to prevent further impact and the Planning Secretary and BCS (and DCCEE where relevant) notified in writing. Work must not recommence until the relevant agencies have been consulted and any required approvals have been obtained.	Section 10.1	ARTC Inland Rail will consult with the planning secretary and BCS (and DCCEE where relevant) in writing on the discovery of any threatened species.
E149	Prior to the commencement of any work within areas identified as requiring archaeological investigation or salvage identified in documents listed in condition A1, the Proponent must prepare an Aboriginal archaeological test excavation methodology. Following analysis of the test excavation results, the Proponent must prepare an Aboriginal archaeological salvage excavation methodology.	Section 10.1	ARTC Inland Rail will perform, consult and report on the findings of the archaeological assessments as per the requirements of condition E130.