



This document is uncontrolled  
when printed.

**MARTINUS**  **INLAND  
RAIL** 



## **SOCIAL IMPACT MANAGEMENT PLAN REPORT – JANUARY- MARCH 2026**

# **A2I | Albury to Illabo**

CONTRACT NUMBER: 0052

PROJECT DOCUMENT NUMBER:

6-0052-210-PCS-00-RP-0003

**Document Control**

<b>DOCUMENT TITLE:</b>	Social Impact Management Plan Report - January to March 2026		
<b>DOCUMENT OWNER:</b>	Naomi Rowe – Communications and Stakeholder Engagement Manager		
<b>PREPARED BY:</b>	Uzair Siddiqui	<b>TITLE:</b>	Communications and Stakeholder Engagement Adviser
<b>SIGNATURE:</b>	<i>Uzair</i>		<b>DATE:</b> 24/04/2026
<b>REVIEWED BY:</b>	Naomi Rowe	<b>TITLE:</b>	Communications and Stakeholder Engagement Manager
<b>SIGNATURE:</b>	<i>Naomi Rowe</i>		<b>DATE:</b> 24/04/2026

**Approved by**

NAME	TITLE	SIGNATURE	DATE
Andy Williams	Project Director		24/04/2026

**Revision History**

REVISION	REVISION DATE	AMENDMENT	DATE TO CLIENT
0	24/04/2026	Issued for Use	24/04/2026

**Disclaimer:** This document has been prepared by Martinus. Use of this document shall be subject to the terms of the relevant contract with Martinus. The electronic file of this current revision is the controlled copy. This file is stored on Martinus’ server located at Head Office, 3B, 33-35 Belmont Street, Sutherland NSW 2232.

This document is the property of and contains proprietary information owned by Martinus. No permission is granted to publish, reproduce, transmit or disclose to another party, any information contained in this document, in whole or in part, without prior written permission from the issuing authority.

For the purpose of this document, Martinus refers to the Martinus Group of companies.

**This document is uncontrolled when printed.**

## Table of Contents

<b>1. INTRODUCTION.....</b>	<b>6</b>
<b>2. PROGRESS IN MEETING THE TARGETS.....</b>	<b>7</b>
2.1 Introduction.....	7
2.2 Project Progress – Albury to Illabo (A21).....	7
2.3 Case Studies .....	8
2.3.1 Community, Land and Property Group Support Program.....	9
2.4 Workforce Management .....	10
2.5 Local Business and Industry Content .....	14
2.6 Housing and Accommodation .....	19
2.7 Community Health and Wellbeing .....	21
2.8 Community and Stakeholder Engagement .....	35
<b>3. COMMUNITY ENGAGEMENT ACTIVITIES.....</b>	<b>40</b>
<b>4. COMPLAINTS RECEIVED .....</b>	<b>42</b>
<b>5. ADAPTIVE MANAGEMENT MEASURES.....</b>	<b>46</b>

## List of Tables

Table 1 COA E114(e) Compliance.....	6
Table 2 progress towards workforce management targets .....	10
Table 3 progress towards local business and industry participation targets .....	14
Table 4 progress towards housing and accommodation targets .....	19
Table 5 progress towards community health and wellbeing targets .....	21
Table 6 progress towards community and stakeholder engagement targets .....	36

## Glossary

TERM	DEFINITION
A2I	Albury to Illabo (the project)
ABS	Australian Bureau of Statistics
ARTC	Australian Rail Track Authority
CCHMP	Construction Cultural Heritage Management Plan
CCS	Community Communications Strategy
CCTAMP	Construction Traffic, Transport and Access Management Plan
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CoA	Conditions of Approval
CSEMP	Communications and Stakeholder Engagement Management Plan
CSSI	Critical State Significant Infrastructure
CSWMP	Construction Soil and Water Management Plan
Division 5.2 Approval	Approval issued by the NSW Minister for Planning for the Albury to Illabo project
DPHI	Department of Planning, Housing and Infrastructure
EAD	Per CoA A1, Environmental Assessment Documentation that includes: <ul style="list-style-type: none"> <li>• Inland Rail – Albury to Illabo Environmental Impact Statement (ARTC, August 2022).</li> <li>• Albury to Illabo Response to Submissions (ARTC, November 2023).</li> <li>• Albury to Illabo Preferred Infrastructure Report (ARTC, November 2023).</li> <li>• Albury to Illabo Preferred Infrastructure Report Response to Submissions (ARTC, February 2024).</li> <li>• Inland Rail – Albury to Illabo (SSI-10055) Response to request for additional information – Air Quality Assessment (letter dated 1 May 2024).</li> <li>• Part 1 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024).</li> <li>• Part 2 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024).</li> <li>• Albury to Illabo Kemp Street Bridge Enhancement Site Modification (Inland Rail, June 2025).</li> <li>• Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025).</li> <li>• Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).</li> </ul>
EIS	Environmental Impact Statement
EP&A Act	Environmental Planning and Assessment Act 1979
EPL	Environment Protection Licence
IRPL	Inland Rail Pty Ltd
Km	Kilometre
Km/h	Kilometres per hour
LALC	Local Aboriginal Land Council
LGA	Local Government Area
m	Metre
Modification Report	Documents that include:

TERM	DEFINITION
	<ul style="list-style-type: none"> <li>Albury to Illabo Kemp Street Bridge Enhancement Site Modification (June 2025).</li> <li>Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025).</li> <li>Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).</li> </ul>
NSW	New South Wales
PIR	Preferred Infrastructure Report
Project, the	Inland Rail – Albury to Illabo (SSI 10055)
SEARs	Secretary's Environmental Assessment Requirements
SIA	Social Impact Assessment
SIMP	Social Impact Management Plan
Social Locality	A social locality is the geographic area (and its communities) in which people are likely to experience the social impacts of a project. The Social Locality for the purposes of the SIMP have been defined as the local government areas of Junee Shire Council, Wagga Wagga City Council, Lockhart Shire Council, Greater Hume Shire Council, Albury City Council and Wodonga Shire Council.
SSI	State Significant Infrastructure

## 1. Introduction

This Social Impact Management Plan (SIMP) Report has been prepared to address the requirements of the Minister's Condition of Approval (CoA) E114(e) and to demonstrate how compliance with this condition has been achieved.

In accordance with CoA E114(e), the project is required to publicly report quarterly. Each quarterly report will include information relating to:

- Progress in meeting the targets outlined in Table 12 of the approved SIMP.
- Community engagement activities undertaken.
- Complaints received and managed; and
- Any adaptive management measures implemented in response to emerging issues or stakeholder feedback.

Quarterly reporting will be published on the project website and shared with members of the Community Consultative Committee (CCC).

During the construction phase, Martinus is responsible for collecting and providing relevant information to Inland Rail, which in turn is responsible for publishing the reports.

Table 1 below summarises the specific requirements of CoA E114(e) and identifies where each has been addressed within this report.

**TABLE 1 COA E114(E) COMPLIANCE**

Requirement	How addressed
The project will publicly report on a quarterly basis and will include information relating to:	
Progress in meeting the targets outlined in Table 12	Section 2
Community engagement activities undertaken;	Section 3
Complaints received;	Section 4
Any adaptive management measure implemented.	Section 5
Quarterly reporting to be published on the project website and shared at CCC meetings.	

## 2. Progress In Meeting the Targets

### 2.1 Introduction

This Social Impact Management Plan (SIMP) Report has been prepared by Martinus, on behalf of Inland Rail Pty Ltd (IRPL), in accordance with Condition of Approval (CoA) E114(e) and the requirements of the approved Albury to Illabo (A2I) Social Impact Management Plan (SIMP).

This report provides a consolidated overview of performance and activities for the reporting period of January to March 2026.

This report demonstrates compliance with the relevant Conditions of Approval and the SIA Guideline for State Significant Projects (Department of Planning, Housing and Infrastructure, 2021). It outlines the project's progress in meeting the social performance targets defined in the approved SIMP, including:

- Progress in meeting social impact management targets and mitigation measures.
- Community and stakeholder engagement activities undertaken.
- Complaints received and managed in accordance with CoA E134A–E134E; and
- Adaptive management measures implemented in response to emerging social impacts or stakeholder feedback.

This report reflects the project's commitment to transparent and proactive management of social impacts across the defined social locality, comprising the local government areas of Junee Shire Council, Wagga Wagga City Council, Lockhart Shire Council, Greater Hume Shire Council, Albury City Council and Wodonga Council.

### 2.2 Project Progress – Albury to Illabo (A2I)

The Albury to Illabo (A2I) section continued to progress in line with the construction program during the January to March 2026 reporting period, with major milestones achieved during the February/March rail possession. Key works included the successful demolition and removal of the Edmondson Street Bridge in Wagga Wagga, installation of driver change platforms in Junee, and replacement of stanchions on the Murray River Bridge. These activities represent critical steps in enabling the future operation of double-stacked freight trains along the Inland Rail corridor.

In Wagga Wagga, the transition from trial closure to full removal of the Edmondson Street Bridge marked a significant achievement for the project. The trial closure undertaken in late 2025 validated traffic management measures, detour arrangements, and stakeholder communication strategies. Insights gained during this period informed refinements to mitigation measures and supported stakeholder and agency endorsement to proceed with demolition during the February 2026 possession. The works were delivered safely and in accordance with approved construction and environmental management plans.

In Junee, the installation of driver change platforms progressed as planned, providing a long-term operational benefit to the network by enabling safe and efficient crew changes outside of the main station precinct. This initiative supports future freight demand and reduces operational impacts on the Kemp Street level crossing, improving connectivity for the local community during ongoing bridge reconstruction works.

Community and stakeholder engagement remained a key focus throughout the reporting period. Targeted engagement activities were undertaken to support construction impacts, including ongoing liaison with local councils, emergency services, schools, transport operators, and directly affected residents. Engagement approaches continued to prioritise face-to-face interaction, clear communication of impacts, and responsiveness to community feedback, particularly in relation to traffic changes, out of hours works, and access arrangements.

Partnerships with First Nations organisations, local schools, and regional community groups were maintained, alongside participation in local events and initiatives. These activities continue to support strong community relationships and contribute to positive social outcomes across the alignment.

The project also continued to demonstrate its commitment to local and regional economic participation. To date, the project has engaged 1,261 workers, supported 120 local businesses, and partnered with 8 First Nations businesses, contributing more than \$6.02 million in local business spend. This ongoing investment reflects the project's focus on delivering sustainable economic benefits to the communities in which it operates.

## 2.3 Case Studies

### 2.3.1 Case Study: Driver Change Platforms Improving Connectivity During Kemp Street Bridge Rebuild

During this reporting period, Inland Rail and Martinus delivered a key piece of enabling infrastructure in Junee by installing new driver change platforms. While modest in scale, this initiative has delivered immediate, tangible benefits to the local community and provided a long-term operational legacy for the rail network.

#### Responding to a known community impact

Environmental assessments for the Albury to Illabo section identified that extended level crossing closures, particularly at the Olympic Highway, were often driven by train crew changeovers and shunting movements. These activities, historically undertaken near the station, contributed to prolonged wait times for road users and reduced connectivity across the town.

The installation of the new platforms, including the southern platform, has enabled these crew changes to occur away from the station precinct. This has reduced the duration of level crossing closures, improving traffic flow and maintaining more reliable east–west connectivity during the reconstruction of the Kemp Street Bridge.

#### Delivering immediate community benefit

Since installation, the platforms have:

- Reduced wait times at the level crossing by enabling more efficient train movements
- Improved traffic flow and connectivity for local residents, businesses and emergency services
- Minimised disruption during a period of significant construction activity associated with the bridge rebuild

This outcome reflects a practical, place-based solution that directly responds to a known community concern.

#### Future-proofing the network

Beyond the current works, the platforms provide enduring operational benefits. They enable safe, efficient crew changes for northbound services and support future freight demand, including double-stacked train operations. By relocating these activities to a purpose-built, compliant location, the project has:

- Reduced congestion and safety risks on the existing platform line
- Improved overall network operability
- Established infrastructure that will continue to benefit both operators and the community well beyond project completion

The platforms were formally approved under ARTC's Review of Environmental Factors and have been shaped through ongoing consultation with Junee Shire Council, Transport for NSW, rail operators and the community.

#### Designed with community and safety in mind

The selected site utilises an existing ARTC access point, resulting in negligible traffic impacts, with typically only one vehicle accessing the site at any given time. The design incorporates:

- Solar-powered lighting compliant with Australian Standards, with no spill to neighbouring properties
- Short crew change durations (approximately 10–15 minutes), supported by operational controls to limit train dwell times near residences
- Consideration of environmental and amenity factors, with ongoing noise monitoring to be undertaken post-commissioning

## A positive legacy outcome

The driver changes platforms demonstrate how targeted infrastructure can deliver both immediate and long-term social value. By reducing level crossing wait times during a critical construction phase and supporting future network efficiency, the project has enhanced community connectivity while leaving a lasting, positive legacy for Junee.

### 2.3.1 Community, Land and Property Group Support Program

Inland Rail has recently introduced the Community, Land and Property Group Support Program as a proactive wellbeing initiative for individuals and families directly impacted by construction activities. The program provides confidential access to qualified counselling professionals, offering support for personal, family and emotional pressures that can arise alongside major infrastructure delivery. This initiative forms part of Inland Rail's broader approach to managing social impacts and supporting community wellbeing throughout the life of the project.

The program is being shared through Inland Rail's stakeholder engagement teams as part of tailored, relationship-based engagement with affected communities. Early feedback indicates a positive response from community members, reflecting both the relevance of the support offered and the value placed on timely, practical assistance. The program reinforces Inland Rail's commitment to responsible project delivery by addressing social impacts early and fostering trust and resilience within the communities through which Inland Rail travels.

**Table 12: Monitoring and Reporting Framework** of the approved *Social Impact Management Plan (SIMP)* outlines the monitoring indicators and targets established to manage and track the mitigations and impacts in accordance with the *SIA Guideline for State Significant Projects* (DPE, 2021).

This Social Impact Management Plan Report provides an update on progress against those targets. The results are presented in Table 3 – Progress in Meeting the Targets, which mirrors the SIMP's structure. This report captures the current implementation status of each mitigation measure and target, providing a transparent account of how the project continues to manage its social impacts in compliance with Condition of Approval E114(e).

## 2.4 Workforce Management

The project continues to prioritise local workforce participation, including First Nations participation. To date, the project has achieved progress on the following workforce participation indicators:

Total A2I workforce at end of March 2026 is 1083 workers. Social locality workers are 149. Represents 11.8% of the overall workforce.

- Indigenous people (10.5%)
- Women (7.9%)
- Under 25 years of age (12.4%)
- Apprenticeship / traineeship positions (1.3%).

Workforce conduct remains positive, with no avoidable complaints. Wellbeing programs include corporate gym memberships (uptake of 58%), mentoring, and mental health support through Assure and Mates in Construction. An agreement with Wagga Wagga Medical Centre ensures medical access for non-resident workers. Collaboration with councils and the Inland Rail Skills Academy continues to strengthen local recruitment, skills development, and planning for community and volunteer initiatives

**TABLE 2 PROGRESS TOWARDS WORKFORCE MANAGEMENT TARGETS**

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
Workforce Management	Construction	Amount as a cumulative total, number of residents employed from the social locality at end of project	20% of the Workforce are residents in the social locality. The percentage of the workforce in each LGA is greater than zero.	<b>Data:</b> Workforce participation data <b>Source:</b> Construction employment register Employment enquiry log.	Monthly during construction	<u>Current Quarter (March 2026)</u> 11.8% of the Workforce are residents in the social locality.  <u>Previous Quarter (December 2025)</u> 9.8% of the Workforce are residents in the social locality  The percentage of the workforce in each LGA is greater than zero
Workforce Management	Construction	Number of Indigenous people, women, under 25s employed and apprentices at end of project	20% of total cumulative workforce should comprise of: <ul style="list-style-type: none"> <li>• Local residents</li> <li>• Indigenous people</li> <li>• Women</li> <li>• Under 25 years of age</li> <li>• Apprenticeship / traineeship positions</li> </ul>	<b>Data:</b> Workforce participation data <b>Source:</b> Construction employment register Employment enquiry log	Monthly during construction	<u>Current Quarter (March 2026)</u> A total of 37.4% of the projects cumulative workforce comprises of workers who are: <ul style="list-style-type: none"> <li>• Local residents</li> <li>• Indigenous people</li> <li>• Women</li> <li>• Under 25 years of age</li> </ul> Apprenticeship / traineeship positions  <u>Previous Quarter (December 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						<p>A total of 40% of the projects cumulative workforce comprises of workers who are:</p> <ul style="list-style-type: none"> <li>Local residents</li> <li>Indigenous people</li> <li>Women</li> <li>Under 25 years of age</li> <li>Apprenticeship / traineeship positions</li> </ul>
Workforce Management	Pre-construction	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> <li>Employment information sessions are conducted in the social locality at schools and career expos and result in job applications for the project.</li> <li>Proactive promotion of project opportunities through community groups, schools and colleges within the social locality.</li> </ul>	<p><b>Data:</b> Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log.</p> <p><b>Source:</b> Event attendance records, feedback surveys, communication records, Martinus Rail HR records</p>	Quarterly	<p><u>2024 events - pre construction</u></p> <ul style="list-style-type: none"> <li>Clontarf Employment Expo - July 2024 - Attended with Martinus Rail</li> <li>Wagga Wagga Try a Trade Event - August 2024- Attended with Martinus</li> <li>Inland Rail Workforce Development Event – Albury &amp; Wagga Wagga – April 2024</li> </ul> <p><u>2025 events - Construction</u></p> <ul style="list-style-type: none"> <li>Meet Martinus – Wagga Wagga April 2025</li> <li>Meet Martinus – Albury May 2025</li> <li>Try a Trade – Wagga Wagga August 2025</li> <li>Koori Careers Fair – Albury – November 2025</li> </ul> <p><u>2026 events – Construction</u> NIL to date</p>
Workforce Management	Construction	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> <li>Minimum of 4 employment information sessions are conducted in the social locality at schools and career expos and result in job applications for the project.</li> <li>Proactive promotion of project opportunities through community groups, schools and</li> </ul>	<p><b>Data:</b> Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log.</p> <p><b>Source:</b> Event</p>	As new roles are released throughout construction. Quarterly during construction.	<p><u>Current Quarter (March 2026)</u> Both Martinus Rail and Inland Rail supported the following Career Expos:</p> <ul style="list-style-type: none"> <li>Nil for the quarter</li> </ul> <p><u>Previous Quarter (December 2025)</u></p> <ul style="list-style-type: none"> <li>Koori Services Expo – Albury November 2025</li> <li>Rail Readiness pre-employment program – Wagga Wagga – November 2025</li> <li>Rail Readiness First Nations pre-employment program – Wagga Wagga – November 2025</li> </ul>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
			colleges within the social locality.	attendance records, feedback surveys, communication records, Martinus Rail HR records		<u>2025 events - construction period</u> Both Martinus Rail and Inland Rail supported the following Career Expos: <ul style="list-style-type: none"> <li>• REIP Try a Trade Expo Wagga Wagga - August 2025. 582 students attended the expo.</li> <li>• Clontarf Foundation Career Expo - Wagga Wagga - July 2025.</li> <li>• Koori Services Expo – Albury November 2025</li> <li>• Rail Readiness pre-employment program – Wagga Wagga – November 2025</li> <li>• Rail Readiness First Nations pre-employment program – Wagga Wagga – November 2025</li> </ul>
Workforce Management	Operation	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> <li>• Proactive promotion of project opportunities through community groups, schools and colleges within the social locality.</li> <li>• Target to be confirmed 12 months prior to operation with consideration for relevant ARTC strategies.</li> </ul>	<b>Data:</b> Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log. <b>Source:</b> Event attendance records, feedback surveys, communication records, Martinus Rail HR records	Biannually	NA - Operations commitment
Workforce Management	Pre-construction and construction	Number of residents who have completed Inland Rail Skills Academy courses in	• At least 100 residents from the social locality completed Inland Rail Skills Academy	<b>Data:</b> Employment enquiry log, Construction employment register.	Quarterly during pre-construction Monthly	<u>Current Quarter (March 2026)</u> Nil for the quarter  <u>Previous Quarter (December 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
		the social locality at end of project.	courses. • Inland Rail Skills Academy graduates can be successful in applying and receiving work on the project.	<b>Source:</b> Martinus Rail HR records and subcontractor training records, IR Skills Academy Database	during construction	Training completed by IRSA (Total students to date = 241), comprising 6 different competencies/qualifications. Training conducted in Wagga Wagga and Albury.
Workforce Management	Pre-construction and construction	Number of residents who have completed training delivered by Principal contractor in the social locality at end of project	6% of the workforce from social locality will participate in training and skills development programs	<b>Data:</b> Workforce participation data <b>Source:</b> Martinus Rail HR records and subcontractor training records	Quarterly during pre-construction Monthly during construction	<u>Current Quarter (March 2026)</u> Social locality workforce participating in training and skilling program is 6.9%  <u>Previous Quarter (December 2025)</u> Social Locality workforce participating in training and skilling programs is 8.7%.
Workforce Management	Construction	Number of complaints from community members regarding non- resident workforce behaviour.	0 avoidable community complaints attributed to workforce behaviour / conduct	<b>Data:</b> Number of complaints <b>Source:</b> Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u> 6 Complaints lodged as a result of workforce behaviour/conduct. All avoidable. All Closed. All complaints resolved within 24 hours.  <u>Previous Quarter (December 2025)</u> 3 complaints lodged attributable to Workforce behaviour/conduct. All avoidable. All Closed. All complaints resolved within 24 hours.
Workforce Management	Construction	Number and duration of volunteer activities undertaken by Workforce	At least 50% of the non-FIFO office-based workforce register interest to participate in a volunteering activity every year.	<b>Data:</b> Number of volunteering activities registered per employee, per year. <b>Source:</b> Martinus Rail HR records.	To be monitored quarterly during construction.	<u>Current Quarter (March 2026)</u> Nil for the quarter  <u>Previous Quarter (December 2025)</u> During the reporting period Martinus staff volunteered labour at annual regional events/show assisting with setup and equipment such as water truck and marquees
Workforce Management	Construction	Number of complaints from local businesses and councils about staff shortages	0 avoidable community complaints attributed to local workforce constraints caused by the project	<b>Data:</b> Number of complaints <b>Source: Complaints register</b>	Monthly during construction	<u>Current Quarter (March 2026)</u> 0 complaints from local businesses or councils about staffing shortages  <u>Previous Quarter (December 2025)</u> 0 complaints from local businesses or councils about staffing shortages

## 2.5 Local Business and Industry Content

The project aims to focus on local and First Nation procurement, along with initiatives to provide support to local businesses and engaging with key contractors.

To date the project has achieved progress on the following Industry participation indicators (based of procurement spend):

- Local procurement within the social locality – 15.2%
- First Nations procurement – 1.51%
- First Nations procurement within the social locality – 0.43%.

Engagement through Meet the Contractor events, collaboration with the Industry Capability Network, Indigenous Business Network, and local Elders groups, has improved regional supplier participation. Inland Rail’s Business Capability Workshops have provided support to local businesses to obtain contracts on the project.

**TABLE 3 PROGRESS TOWARDS LOCAL BUSINESS AND INDUSTRY PARTICIPATION TARGETS**

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
Local Business and Industry Participation	Pre-construction and construction	Amount spent as a cumulative total, and number of businesses engaged during the delivery of the proposal from different LGAs in the social locality by end of project	<ul style="list-style-type: none"> <li>• 20% of contractor spend is with businesses from the social locality across minimum 15 business.</li> <li>• 5% of contractor spend is with Indigenous businesses, including 1.5% with Indigenous businesses from the social locality.</li> <li>• The percentage of construction contractor spend in each LGA is greater than zero.</li> </ul>	<p><b>Data:</b> Principal contractor procurement data</p> <p><b>Source:</b> Project Financial Reports</p>	Monthly	<p><u>Current Quarter (March 2026)</u></p> <ul style="list-style-type: none"> <li>• Contractor spend within the social locality is 15.2%, representing 120 businesses.</li> <li>• Contractor spend with First Nations businesses is 1.51%</li> <li>• Contractor spend with First Nations businesses within the social locality is 0.43%</li> <li>• Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA.</li> </ul> <p><u>Previous Quarter (December 2025)</u></p> <ul style="list-style-type: none"> <li>• Contractor spend within the social locality is 32.7%, representing 90 businesses.</li> <li>• Contractor spend with First Nations businesses is 2.78%</li> </ul>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						<ul style="list-style-type: none"> <li>Contractor spend with First Nations businesses within the social locality is 0.52%</li> <li>Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA.</li> </ul>
Local Business and Industry Participation	Pre-construction and construction	Delivery of business capability initiatives and activities for local and Indigenous businesses.	<ul style="list-style-type: none"> <li>Delivery of Business Capacity Building Program</li> <li>Delivery of 'Meet the Contractor' events</li> <li>Over 50% of participants involved in business capability initiatives and activities report it being of value.</li> </ul>	<p><b>Data:</b> Principal contractor procurement data, post-event/program participant feedback</p> <p><b>Source:</b> Project Financial Reports, IR Skills Academy Database, feedback surveys, communications records</p>	Quarterly	<p><u>Current Quarter (March 2026)</u> Nil this quarter</p> <p><u>Previous Quarter (December 2025)</u> Business engagement/capability workshops delivered:</p> <ul style="list-style-type: none"> <li>14 Business Capability Workshops conducted between 2023 and 2025. All workshops conducted within the social locality (Wagga Wagga, Junee and Albury).</li> <li>154 individual businesses have attended the workshops. Workshop content included: Being visible and compliant; Being prepared to tender, Being prepared for contract management and delivery; and Meeting buyer requirements . Some key highlights : 99% of suppliers reported learning some or a lot of new information at each workshop 94% of participants detailed that they would recommend the Program to other businesses 99% agreed that the Meet the Buyer sessions were valuable</li> <li>Meet the Contractor events: - Meet the Contractor event - Wagga</li> </ul>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						Wagga - March 2025 - 80 businesses participated - Meet the Contractor event - Wagga Wagga - July 2022 - 89 businesses participated - Meet the Contractor event - Albury - July 2022 - 77 businesses participated
Local Business and Industry Participation	Construction	Resources and support provided to successfully access and engage in supply chain opportunities	<ul style="list-style-type: none"> <li>Minimum of 4 supplier information session to be conducted in Wagga Wagga and Albury.</li> <li>Proactive promotion of project opportunities through industry associations within the social locality.</li> <li>Over 50% of participants receiving support report it being of value.</li> </ul>	<p><b>Data:</b> Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used.</p> <p><b>Source:</b> Event attendance records, feedback surveys, communication records.</p>	<ul style="list-style-type: none"> <li>As new tenders are released throughout construction.</li> <li>Quarterly during construction.</li> </ul>	<p><u>Current Quarter (March 2026)</u> Nil this quarter</p> <p><u>Previous Quarter (December 2025)</u> Meet the Contractor sessions provided local businesses with a project update along with future procurement opportunities:</p> <p>Meet Martinus event - Albury - May 2025 - 80 businesses attended                      Meet Martinus event - Wagga Wagga - April 2025 - 44 businesses attended                      Meet the Contractor event - Wagga Wagga - July 2022 - 89 businesses participated                      Meet the Contractor event - Albury - July 2022 - 77 businesses participated</p> <p>Project opportunities advertised through ICN Gateway, Business NSW, Local chambers of commerce and local councils.</p> <p>Respite Offer program - Introduction of a “Why Leave Town” voucher, designed to encourage residents impacted by the project to shop locally. The initiative supported affected residents while also</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						<p>enabling local businesses to register for the program and access associated benefits, reinforcing a collaborative, place-based approach to impact mitigation and local economic support.</p> <p>No formal survey data from project information sessions, however all feedback received from attendees were positive with comments on the value of the information and ability to develop relationships with the contractor.</p>
Local Business and Industry Participation	Operation	Resources and support provided to successfully access and engage in supply chain opportunities	Proactive promotion of project opportunities through industry associations within the social locality, with consideration to ARTC ESG Strategy.	<p><b>Data:</b> Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used.</p> <p><b>Source:</b> Event attendance records, feedback surveys, communication records.</p>	Quarterly	NA - Operations commitment
Local Business and Industry Participation	Pre-construction and construction	Attendance rates at Inland Rail Skills Academy capacity building sessions, by end of project	<ul style="list-style-type: none"> <li>At least 50 businesses from the social locality and five indigenous businesses attend Inland Rail Skills Academy capacity building sessions during pre-construction and construction.</li> </ul>	<p><b>Data:</b> Total attendance count, sessions details and breakdown of attendees</p> <p><b>Source:</b> IR Skills Academy Database</p>	Quarterly during pre-construction/ Construction	<p><u>Current Quarter (March 2026)</u> Nil this quarter</p> <p><u>Previous Quarter (December 2025)</u> 154 businesses within the social locality participated in Inland Rail's Business Capability program - Pathways to Opportunities. These workshops were held during the pre-construction and construction phases.</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
			<ul style="list-style-type: none"> <li>• Technical support provided to assist navigating the online application portal.</li> </ul>			In addition to the workshops, ICN Gateways provided support to social locality businesses with technical support as part of the Meet the Contractor series of events.
Local Business and Industry Participation	Operations	Number of local businesses who use Inland Rail to transport their products/materials	<i>To be confirmed 12 months prior to operation</i>	<p><b>Data:</b> Number of businesses that have utilised Inland Rail for transporting their products or materials over a specified period.</p> <p><b>Source:</b> To be confirmed prior to operation.</p>	Biannually	NA - Operations commitment

## 2.6 Housing and Accommodation

Workforce sourcing and accommodation management have minimised local housing impacts. Three accommodation agreements have been secured in Wagga Wagga and three in Albury. Approximately 70% of non-resident workers are in rentals or caravan parks, and 30% in hotels or motels. Vacancy rates remain stable, including during peak tourism periods.

A Memorandum of Understanding with a local provider ensures priority access to motel-style accommodation, supported by monthly monitoring of occupancy and availability. Workforce peaks are scheduled outside tourism seasons, and coordination with councils, accommodation providers, and Regional NSW continues to track and manage local housing trends

TABLE 4 PROGRESS TOWARDS HOUSING AND ACCOMMODATION TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
Housing and Accommodation	Pre-construction and construction	Number of agreements or arrangements made with local accommodation providers and stakeholders (such as councils and tourist operators) to manage housing pressures	Establish at least 5 formal agreements with local accommodation providers and hold quarterly meetings with relevant stakeholders to discuss and assess cumulative pressures throughout the project duration.	<p><b>Data:</b> Total number of formal agreements, records of quarterly meetings with relevant stakeholders, documentation of discussions and outcomes from those meetings.</p> <p><b>Source:</b> Engagement records, local rental data from SQM Research</p>	Quarterly	<p><u>Current Quarter (March 2026)</u>                      No change from previous quarter</p> <p><u>Previous Quarter (December 2025)</u>                      Martinus Rail have established partnerships with three locally owned accommodation providers (Wagga Wagga and Albury) to ensure stable, reliable housing for the construction workforce and to retain economic benefits within the region.</p> <p>Regular engagement with local councils and accommodation providers is undertaken to review conditions and confirm that no housing impacts have occurred.</p> <p>Where impacts are identified such as the Wagga Wagga Show, further consultation is initiated with councils and providers to agree on appropriate mitigation measures (e.g. re-allocation, schedule adjustment, or expansion of available accommodation).</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
Housing and Accommodation	Construction	Percentage of workers sourced from the social locality	<ul style="list-style-type: none"> <li>• 20% of the Workforce are residents in the social locality.</li> <li>• The percentage of the workforce in each LGA is greater than zero.</li> </ul>	<b>Data:</b> Workforce participation including number of workers, number of workers who are resident from the social locality and breakdown of workforce by LGA. <b>Source:</b> Construction employment register	Quarterly	<u>Current Quarter (March 2026)</u> 11.8% of the Workforce are residents in the social locality.  The percentage of the workforce in each LGA is greater than zero.  <u>Previous Quarter (December 2025)</u> 9.8% of the Workforce are residents in the social locality. The percentage of the workforce in each LGA is greater than zero.
Housing and Accommodation	Construction	Percentage of non-residential workers accommodated in a variety of solutions (rented apartments, hotels, motels, etc.) versus the total number of non-residential workers.	At least 60% of non-residential workers are accommodated in a mix of solutions (e.g., 30% in rented accommodations and 30% in hotels/motels) to diversify accommodation types and minimise local market impact.	<b>Data:</b> Total number of non-residential workers, breakdown of accommodation types used by contractors, proportion of non-residential workers in each accommodation category. <b>Source:</b> Accommodation usage reports from contractors, engagement records with local accommodation providers, monitor rental listings.	Quarterly	<u>Current Quarter (March 2026)</u> No change from previous quarter.  <u>Previous Quarter (December 2025)</u> To date, housing impacts remain low, with vacancy rates stable across key locations. Approximately 72% of non-resident workers are in rentals or caravan parks, and 28% in hotels or motels.
Housing and Accommodation	Construction	Short term accommodation vacancy rates remain consistent throughout the delivery program.	No complaints from temporary accommodation providers or tourism bodies relating to vacancy shortfalls due to the project	<b>Data:</b> Vacancy rates for short-term accommodation, number of complaints received from temporary accommodation	Monthly during construction	<u>Current Quarter (March 2026)</u> 0 event-related complaints have been received.  <u>Previous Quarter (December 2025)</u> 0 event-related complaints have been received.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
			during major tourist event	providers and tourism bodies regarding vacancy issues. <b>Source:</b> Engagement and complaints records, meetings and feedback from tourism bodies and local councils.		

## 2.7 Community Health and Wellbeing

The project prioritises community health and wellbeing through targeted engagement and proactive mitigation. Partnerships with local councils, health providers (Murrumbidgee Local Health District) and community organisations (LALCs, Multicultural Council of Wagga Wagga and Regional Disability Advocacy Services) have identified and supported vulnerable populations, with notifications and engagement undertaken in line with the CSEMP.

Accessibility measures, including community shuttle services and clear communication during temporary closures, support residents with mobility needs. Regular engagement with schools ensures safe access and delivery of construction and rail safety information.

Community input continues to inform design, particularly for pedestrian bridges, incorporating privacy, safety, and suicide prevention measures in sensitive locations. Connecting with Country principles are embedded in urban design, and Martinus supports local legacy projects and community events that enhance long-term wellbeing and local identity.

TABLE 5 PROGRESS TOWARDS COMMUNITY HEALTH AND WELLBEING TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
Community Health and Wellbeing	Construction	Number of non-compliance events during construction that could cause amenity impacts	No non-compliance events during construction that could cause amenity impacts	<b>Data:</b> Total number of non-compliance events recorded during construction and description of each and its potential impact on amenity. <b>Source:</b> Compliance monitoring reports, CEMP	Monthly during construction	<u>Current Quarter (March 2026)</u> 0 amenity related non-compliance events in the reporting period  <u>Previous Quarter (December 2025)</u> 0 amenity related non-compliance events in the reporting period

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				documentation, complaints register		
Community Health and Wellbeing	Construction	Number of complaints around noise, vibration, dust and traffic from sensitive receivers	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints, response time for each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	Monthly during construction	<p><u>Current Quarter (March 2026)</u> 16 complaints regarding noise, dust and vibration. All responded within 24 hours. 11 closed, 5 remain open as rectification works continue.</p> <p><u>Previous Quarter (December 2025)</u> During this reporting period 48 complaints were received. 31 were specific to the Edmondson Bridge traffic trial closure, an extensive campaign including 17 VMS boards with the 1800 number were placed in prominent locations seeking road user complaint and feedback on implemented traffic mitigations. All complaints were closed within the required timeframes.</p>
Community Health and Wellbeing	Construction	Percentage of disturbed areas that have been revegetated within a specified timeframe after construction activities are complete	100% of identified vulnerable areas to be revegetated within two weeks of construction completion in those areas	<b>Data:</b> Total area of disturbed land that requires revegetation, area of disturbed land that has been successfully revegetated and dates of completion for revegetation activities. <b>Source:</b> Revegetation monitoring reports, environmental management plans, site inspection records, and photographs	<ul style="list-style-type: none"> <li>Weekly during the revegetation period (to ensure timely tracking of progress).</li> <li>Monthly reports, thereafter, summarising the success of revegetation efforts and any challenges faced.</li> </ul>	<p><u>Current Quarter (March 2026)</u> N/A in this reporting period</p> <p><u>Previous Quarter (December 2025)</u> N/A in this reporting period</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				documenting revegetation progress.		
Community Health and Wellbeing	Construction	Support projects within the social locality that enhance aesthetic values	A minimum of two financial support initiatives or partnerships with projects, events or entities (e.g. schools) that enhance aesthetics within the local community (i.e. providing labour to build a community garden), during each year of construction	<p><b>Source:</b> Number of financial support initiatives or partnerships established, description of each including objectives and outcomes and documentation of funding amounts allocated to each project.</p> <p><b>Source:</b> Financial records and expenditure reports, partnership agreements and progress reports from supported projects, detailing activities and impacts on local aesthetics</p>	Quarterly social delivery reports	<p><u>Current Quarter (March 2026)</u> None to report in this period</p> <p><u>Previous Quarter (December 2025)</u> None to report in this period</p>
Community Health and Wellbeing	Operations	Support projects within the social locality that enhance aesthetic values	With consideration of ARTC ESG Strategy, target to be confirmed 12 months prior to operation.	<p><b>Source:</b> Number of financial support initiatives or partnerships established, description of each including objectives and outcomes and documentation of funding amounts allocated to each project.</p>	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				<b>Source:</b> Financial records and expenditure reports, partnership agreements and progress reports from supported projects, detailing activities and impacts on local aesthetics		
Community Health and Wellbeing	Construction	Number of initiatives that build appreciation for Indigenous history and culture in the workforce	At least two initiatives to enhance workforce appreciation per year, during construction, as determined in consultation with local Indigenous leaders	<b>Data:</b> Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative <b>Source:</b> Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	<p><u>Current Quarter (March 2026)</u></p> <ul style="list-style-type: none"> <li>Nil to report in this quarter</li> </ul> <p><u>Previous Quarter (December 2025) 2025 activities/initiatives</u></p> <ul style="list-style-type: none"> <li>Cultural Awareness tours - Albury and Wagga – April 2025</li> <li>Significant smoking of bridges before commencement – February 2025</li> <li>Elders guest speaking at toolbox talk – June 2025</li> <li>Wagga Wagga NAIDOC Ball attendance – July 2025</li> <li>Participation at the Waluwin Festival – Albury November 2025</li> <li>Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project.</li> </ul>
Community Health and Wellbeing	Operations	Number of initiatives that build appreciation for Indigenous history and culture in the workforce	With consideration to ARTC Reconciliation Action Plan commitments. Target to be confirmed 12 months prior to operation.	<b>Data:</b> Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				in each initiative <b>Source:</b> Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.		
Community Health and Wellbeing	Construction	Number of initiatives implemented to enhance connection to Country for those people living and working in the social locality.	At least two initiatives to enhance connection to Country per year, during construction, for example cultural immersion tours and participation in significant Indigenous events.	<b>Data:</b> Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative <b>Source:</b> Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	<p><u>Current Quarter (March 2026)</u></p> <ul style="list-style-type: none"> <li>Nil to report in this quarter</li> </ul> <p><u>Previous Quarter (December 2025) 2025 activities/initiatives</u></p> <ul style="list-style-type: none"> <li>Cultural Awareness tours - Albury and Wagga – April 2025</li> <li>Significant smoking of bridges before commencement – February 2025</li> <li>Elders guest speaking at toolbox talk – June 2025</li> <li>Wagga Wagga NAIDOC Ball attendance – July 2025</li> <li>Participation at the Waluwin Festival – Albury November 2025</li> <li>Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project.</li> </ul>
Community Health and Wellbeing	Operations	Number of initiatives implemented to enhance connection to Country for those people living and	With consideration to ARTC Reconciliation Action Plan commitments. Target to be	<b>Data:</b> Number of initiatives, description of each initiative, including objectives, activities, and participant feedback,	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
		working in the social locality.	confirmed 12 months prior to operation.	participation rates of workforce members in each initiative <b>Source:</b> Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.		
Community Health and Wellbeing	Construction	Number of non-resident workforce accessing to local health service providers	<ul style="list-style-type: none"> <li>60% of health providers within social locality surveyed to understand provision of services and availability of services to new patients.</li> <li>non-resident workforce does not have an impact on services access for locals.</li> </ul>	<b>Data:</b> Number of non-resident workforce members accessing local health services, survey responses from health providers regarding service provision and capacity to accept new patients. <b>Source:</b> Health service provider surveys and feedback forms, data collected from local health service providers (clinics, hospitals) about the number of non-resident patients.	Quarterly	<u>Current Quarter (March 2026)</u> No data available for the quarter.  <u>Previous Quarter (December 2025)</u> Based on MPH and NSW Health/BHI sources reviewed this quarter; insufficient evidence exists to link A21's non-resident workforce to reduced emergency department access for locals. Emergency department activity remains high across the Murrumbidgee Local Health District, consistent with statewide trends; however, no dataset currently isolates presentations by non-resident workers. The project will commence provider surveying (target ≥60% coverage) and seek MLHD utilisation breakdowns to confirm no adverse impact on local service access.
Community Health and Wellbeing	Construction	Implementation of wellness programs that promote preventive care and	100% of workforce are engaged in at least one wellness initiative	<b>Data:</b> Number of wellness initiatives offered, participation rates of the workforce	Quarterly social delivery reports	<u>Current Quarter (March 2026)</u> <ul style="list-style-type: none"> <li>No data for the quarter</li> </ul> <u>Previous Quarter (December 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
		mental health support for the workforce	implemented by the contractor during each construction year.	in each initiative and feedback from participants on the initiatives' effectiveness and areas for improvement <b>Source:</b> Attendance records for each wellness initiative, surveys or feedback forms completed by participants, contractor reports summarising engagement levels and wellness program outcomes		<u>2025 activities/initiatives</u> <ul style="list-style-type: none"> <li>• Martinus wellbeing program</li> <li>• 39 participated in Wagga half marathon festival – November 2025</li> <li>• Rail safety month – October 2025</li> </ul>
Community Health and Wellbeing	Construction	Number of community grants delivered to assist with enhancing health and wellbeing outcomes in the social locality	Implementation of Inland Rail Community Grants Program. Four rounds annually (Feb-April, May-July, Aug-Oct, Nov-Jan)	<b>Data:</b> Number of community grants awarded, amount of funding allocated for each grant, description of each funded initiative and its intended health and wellbeing outcomes. <b>Source:</b> ARTC social investment records, reporting from grant recipients on project implementation and outcomes.	Quarterly	<u>Current Quarter (March 2026)</u> Inland Rail Community Grants program supported 10 community initiatives during the quarter, providing \$28,000 in grant funding.  Within the social locality, the total Community Grants approved are 107 projects worth \$372,000.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
Community Health and Wellbeing	Construction	Number of community safety initiatives delivered or supported	<ul style="list-style-type: none"> <li>At least two rail safety events annually during construction</li> <li>50% of community attendees at the events find it informative and valuable.</li> </ul>	<p><b>Data:</b> Total number of community safety initiatives or events organised, attendance numbers and feedback or evaluations from participants on the effectiveness of the initiatives.</p> <p><b>Source:</b> ARTC event logs, feedback surveys.</p>	Quarterly	<p><u>Current Quarter (March 2026)</u> During the reporting period, the project delivered and supported multiple community safety initiatives including the installation of “footprints” to encourage and engage the children of South Wagga Public School in road safety.</p> <p><u>Previous Quarter (December 2025) 2025 activities/initiatives</u> During the reporting period, the project delivered and supported multiple community safety initiatives focused on rail safety awareness across the social locality. Rail safety education sessions were introduced at Junee Public School and Junee High School as part of the awareness campaign for the Kemp Street Bridge closure, reaching a large number of students and staff.</p> <p>Rail safety messaging also featured prominently at regional community events, including the Illabo Show, Wagga Wagga Show, The Rock Show, Lockhart Spirit of the Outback Festival, Henty Machinery Field Days, and Culcairn Show, ensuring broad community engagement across the project footprint.</p> <p>Pedestrian safety to support Mothers Bridge Closure - October and November 2025</p> <p>End of year safety messages – traffic safety (schools) – return of construction activity December 2025</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
Community Health and Wellbeing	Construction	Successful partnerships established between local mental health services and Inland Rail	At least one partnership is established during construction. e.g. Murrumbidgee Primary Health Network	<p><b>Data:</b> Number of partnerships established with local mental health services, details of the programs initiated and participation rates.</p> <p><b>Source:</b> ARTC partnerships records, attendance and participation records from mental health initiatives</p>	Quarterly	<p><u>Current Quarter (March)</u> No update for this quarter.</p> <p><u>Previous Quarter (December 2025)</u> Inland Rail has had a partnership with the Murrumbidgee PHN since 2022 to support mental health clinical provision, but to also access data identifying trends in mental health support.</p>
Community Health and Wellbeing	Construction	Number of works notifications sent out to residents within 1km of distance of each enhancement site	90% of residents located within 1km to enhancement site was notified	<p><b>Data:</b> Total number of notifications sent number of residents within 1km of each enhancement site.</p> <p><b>Source:</b> engagement records</p>	Quarterly	<p><u>Current Quarter (March 2026)</u></p> <p>9 Work notifications were distributed during the period January to March 2026. All works notifications can be viewed here: <a href="#">Albury, Junee, Wagga Wagga, to Illabo Works Notices - Inland Rail</a></p> <p><u>Previous Quarter (December 2025)</u></p> <p>30 Works notifications were distributed during the period October to December 2025. All works notifications can be viewed here: <a href="#">Albury, Junee, Wagga Wagga, to Illabo Works Notices - Inland Rail</a></p>
Community Health and Wellbeing	Construction	Meetings held with Emergency Services – represented by the Regional Emergency Management Officer	<ul style="list-style-type: none"> <li>At least one meeting per month during construction</li> <li>Reports of major access issues impacting</li> </ul>	<p><b>Data:</b> Number of meetings scheduled and held with emergency services, attendance records from each meeting</p>	Quarterly	<p><u>Current Quarter (March 2026)</u></p> <p>Meetings and engagements with Albury/Greater Hume emergency services held in February to understand the ongoing impacts of construction if any.</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			emergency services are resolved within 24 hours.	and topics discussed and outcomes from meetings. <b>Source:</b> Meeting minutes and agendas, attendance logs, follow-up correspondence summarising discussions		<u>Previous Quarter (December 2025)</u>  During the reporting period the focus for engagement with emergency services was on the trial closure of Edmondson Street Bridge. Engagement with this stakeholder was delivered by Inland Rail and included more than three meetings with the LEMC and LRC.
Community Health and Wellbeing	Construction	Number of complaints about delays to emergency services	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received regarding delays, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u>  0 complaints to date regarding delays to emergency services.  <u>Previous Quarter (December 2025)</u> 0 complaints to date regarding delays to emergency services. Emergency services were briefed twice weekly during the traffic trial and provided traffic mitigation maps to reduce any impact to emergency response during the traffic trial and since the Edmondson Street bridge closure.
Community Health and Wellbeing	Construction	Number of complaints about mobility or parking issues at schools during construction	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u> 0 complaints to date regarding mobility or parking issues  <u>Previous Quarter (December 2025)</u> 0 complaints to date regarding mobility or parking issues
Community Health and Wellbeing	Construction	Percentage of local schools engaged in discussions about construction timelines	Achieve engagement with at least 80% of local schools within the	<b>Data:</b> List of local schools within the project area, number of schools engaged	Quarterly to assess engagement progress and	<u>Current Quarter (March 2026)</u> During the reporting period, engagement continued with local schools along the alignment, particularly in Albury, Culcairn,

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
		and support initiatives during the project.	project area, ensuring they are informed and supported throughout the construction period	in discussions and topics covered during discussions and any follow-up actions <b>Source:</b> Engagement records	inform future outreach efforts	Wagga Wagga, Junee and Illabo, where significant works were undertaken. The school were informed of the works happening in the area and any potential impacts.  <u>Previous Quarter (December 2025)</u> During the reporting period extensive engagement was undertaken with more than 35 local school in Wagga Wagga as part of the Edmondson Street Bridge trial closure and the changes to school bus routes and timetables.
Community Health and Wellbeing	Construction	Complaints about access, mobility or parking issues at key transport infrastructure	<ul style="list-style-type: none"> <li>80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant.</li> <li>100% of site office workers are educated on the need to only park in designated parking spots and active transport and public transport use are encouraged</li> </ul>	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u> 6 complaints to date regarding parking, access and driveway impacts. All complaints were closed within 2 hours.  <u>Previous Quarter (December 2025)</u> 6 complaints to date parking and pedestrian thoroughfare (Mothers footbridge) issues, responded within 24 hours.  All site workers are educated about designated parking zones and where parking is not acceptable.
Community Health and Wellbeing	Pre-construction and construction	Targeted engagement with local organisations and representative bodies to identify and support vulnerable populations within the project area	<ul style="list-style-type: none"> <li>Establish agreed engagement plan with key local organisations and/or representative bodies within the first six months of the project</li> <li>Key local</li> </ul>	<b>Data:</b> Number of households visited or contacted within 1 km of enhancement sites, number of vulnerable individuals identified through the engagement process, documentation of the	Quarterly	<u>Current Quarter (March 2026)</u> Engagement continued during the reporting period with the vulnerable populations identified in the previous quarter and distribution of respite in form of shop local gift vouchers or alternate accommodation during period of high noise intensive works. Engagement also continued with emergency services focused on understanding potential

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			organisations and/or representatives report effectiveness of engagement plan within 12 months of its implementation	engagement plan and actions taken, feedback from key local organisations and/or representative bodies. <b>Source:</b> Engagement records, including those local organisation or representative bodies with knowledge and insights as to respectfully identifying potentially vulnerable residents.		impacts to access and emergency response times, and ensuring agencies were aware of the control and mitigations in place to facilitate access at road or level crossing closures.  <u>Previous Quarter (December 2025)</u> Engagement continued during the reporting period with the vulnerable populations identified in the previous quarter. This included targeted engagement with nearby schools and emergency services in relation to the trial closure of the Edmondson Street Bridge. Engagement with schools focused on student safety, school pick-up and drop-off movements, and the communication of temporary traffic and access arrangements during peak school periods. Engagement with emergency services focused on understanding potential impacts to access and emergency response times, and ensuring agencies were aware of the trial arrangements and alternative routes. Feedback received through this engagement informed ongoing communication, monitoring and the refinement of mitigation measures implemented during the trial period.
Community Health and Wellbeing	Pre-construction/ construction	Number of vulnerable residents who received additional support reports having improved their wellbeing	100% of vulnerable residents' requests to manage wellbeing issues due to construction activities are resolved to a satisfactory level.	<b>Data:</b> Number of vulnerable residents identified and supported, and documentation of the types of support provided (e.g., mental health	Quarterly during construction	<u>Current Quarter (March 2026)</u> Engagement with vulnerable populations identified in the previous quarter continued throughout the reporting period. In June, the focus remained on the provision and optimisation of alternative transport options to maintain community connectivity. In Wagga Wagga, the partnership with the local

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				<p>services, financial assistance, etc.).</p> <p><b>Source:</b> Engagement records and reports or feedback from local organisations involved in providing support.</p>		<p>Chamber of Commerce was expanded, enabling additional businesses to participate in the “Buy Local” program. This increased the range of participating providers available to eligible stakeholders accessing respite and alternative accommodation vouchers, including essential services such as greengrocers, helping to alleviate broader cost-of-living pressures across the community. In Wagga Wagga this program is estimated to have contributed \$10,000 to the small business community as part of the February possession.</p> <p><u>Previous Quarter (December 2025)</u> Engagement continued during the reporting period with the vulnerable populations identified in the previous quarter. Landowners were supported by Inland Rail programs to maintain positive mental health. The Murrumbidgee PHN partnership provides access to local mental health services, along with a partnership between Inland Rail and Converge International. This partnership provides a full range of Employee Assistance program programs to the landowner.</p>
Community Health and Wellbeing	Construction	Death by suicide is considered in the design.	The impact of death by suicide is considered in the design of the new pedestrian bridges	<p><b>Data:</b> Death by suicide is considered in the design.</p> <p><b>Source:</b> Detailed Design</p>	Quarterly during design phase	<p><u>Current Quarter (March 2026)</u> No further update for the quarter</p> <p><u>Previous Quarter (December 2025)</u>  Community consultation identified several pedestrian and road bridges associated with past incidents of death by suicide. These insights have been integrated into the design review process to ensure safety and prevention considerations are embedded in</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>the detailed design phase.</p> <p>Death by suicide has been considered in the detailed design. Specifically considering the climbing risks and screening requirements. Smoking ceremonies were held at all bridge locations by local elders prior to site establishment and construction in acknowledgement of cultural sensitivities associated with mental health and death by suicide.</p> <p>Death by suicide has been considered in the detailed design. Specifically considering the climbing risks and screening requirements. The 2025 event marked the final year of the Winter Solstice suicide prevention gathering in Albury. While this significant community event has now concluded, our ongoing focus will be on supporting mental health and wellbeing within our workforce and subcontractor teams.</p> <p>During construction, all efforts will be made to maintain access to key support facilities and services, with appropriate communication and coordination undertaken to minimise disruption.</p>
Community Health and Wellbeing	Operations	Number of complaints about delays to movement during operation	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
Community Health and Wellbeing	Operations	Number of activities/sponsorships developed by Inland Rail with the community to promote social cohesion and / or enhance a sense of place.	<ul style="list-style-type: none"> <li>• At least two sponsorships annually to enhance social cohesion in Junee</li> <li>• Duration to be confirmed 12 months prior to operation.</li> <li>• At least one sponsorship annually to promote social cohesion in Wagga Wagga and Greater Hume, and Lockhart.</li> <li>• Duration to be confirmed 12 months prior to operation.</li> </ul>	<b>Data:</b> Total number of sponsorships and activities implemented, details of each sponsorship (e.g., nature of the initiative, location, duration). <b>Source:</b> ARTC social investment records and community feedback or surveys regarding the impact of the sponsorships	Quarterly	NA - Operations commitment
Community Health and Wellbeing	Construction	Number of complaints about difficulty to access key community events from local residents, visitors, and businesses	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. Source: Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u> 0 complaints to date regarding accessing community events  <u>Previous Quarter (December 2025)</u> 0 complaints to date regarding accessing community events

## 2.8 Community and Stakeholder Engagement

During the reporting period to 31 March 2026, the project maintained a structured and consistent approach to community and stakeholder engagement across all construction areas. Engagement activities focused on timely information sharing, responsiveness to community concerns, and maintaining strong relationships with key stakeholder groups.

Complaints were managed in line with the Inland Rail Complaints Handling Procedure, with 35 complaints responded to and resolved within 24 hours and a further 2 responded and resolved within 48 hours. Of these complaints 5 remain open as the rectification activities as part of the complaint are ongoing. Regular engagement was maintained through

monthly and quarterly meetings with councils, emergency services, and highly impacted stakeholders, supported by pop-up information sessions and attendance at regional community events. All landowners with Land Access Agreements received direct communication through the Public Liaison Officer.

Performance against all engagement indicators continues to meet or exceed targets, with feedback showing stakeholders remain informed and supported throughout construction.

TABLE 6 PROGRESS TOWARDS COMMUNITY AND STAKEHOLDER ENGAGEMENT TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
Community and Stakeholder Engagement	Construction	Number of complaints received during the construction program, and whether those complaints followed the Inland Rail complaints handling procedure	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	Monthly during construction	<u>Current Quarter (March 2026)</u> 35 out of 37 total complaints were resolved within 24 hours. Two complaints were resolved within 48 hours.  <u>Previous Quarter (December 2025)</u> 48 complaints received, responded and resolved within 24 hours
Community and Stakeholder Engagement	Construction	Number of stakeholder engagement activities conducted	Conduct at least two stakeholder engagement activities per year, with participation from at least 50% of key stakeholder groups	<b>Data:</b> Number of stakeholder engagement activities conducted attendance records and feedback from participants. <b>Source:</b> Engagement records and attendance logs.	Quarterly during construction	<u>Current Quarter (March 2026)</u> Stakeholder engagement for the January to March 2026 reporting period remained extensive and continued to exceed the project's engagement targets, with a strong focus on supporting the full closure and demolition of the Edmondson Street Bridge in Wagga Wagga during the February 2026 possession. Building on the successful trial closure in late 2025, engagement during this period was highly targeted and operationally focused, ensuring stakeholders were informed, prepared and supported through the transition to full closure and demolition works. Consistent participation from more than 50% of key stakeholder groups across the project area was maintained. Engagement activities were aligned to the demands of a high-impact construction period, with a strong emphasis on direct stakeholder

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						<p>communication, real-time issue resolution and maintaining community confidence. Targeted notifications, digital updates and on-the-ground presence supported timely information sharing and responsive management of enquiries and concerns.</p> <p>These activities supported community adaptation to the permanent closure and demolition of the Edmondson Street Bridge, minimised disruption during the February possession, and reinforced confidence in the project's ability to manage complex traffic and stakeholder interfaces.</p> <p><u>Previous Quarter (December 2025)</u> Stakeholder engagement for the October to December 2025 reporting period has been extensive and exceeded the project's engagement targets, with a strong focus on supporting the Edmondson Street Bridge trial closure in Wagga Wagga. Regular and structured engagement activities ensured consistent participation from more than 50% of key stakeholder groups across the project area. Monthly monitoring meetings were held with each Local Government Area (including Wagga Wagga City Council, Junee Shire Council, Greater Hume Shire Council, Lockhart Shire Council, and Albury City Council), alongside targeted engagement also continued with highly impacted stakeholders, including South Wagga Public School, Kildare Catholic College, ErinEarth and the Wagga Wagga Multicultural Centre, with additional</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
						<p>focused liaison undertaken with schools, bus operators, emergency services, health facilities and local businesses directly affected by the Edmondson Street Bridge closure and associated traffic mitigation measures.</p> <p>In addition to formal meetings, an intensive program of pop-up community information sessions was delivered across Wagga Wagga in November and December to support communications around the Edmondson Street Bridge trial closure, complemented by extensive in-market communications, direct notifications and live traffic monitoring arrangements. These activities provided effective opportunities for face-to-face engagement, feedback collection and awareness-raising, and supported community adaptation to the trial closure.</p>
Community and Stakeholder Engagement	Construction	Proportion of landowners who received information on the proposal schedule via the landowner liaison officer	100% of landowners with Land access agreement received information via Liaison officer	<b>Data:</b> Number of landowners contacted. <b>Source:</b> Engagement records	Monthly during construction	<p><u>Current Quarter (March 2026)</u> 100% Achieved</p> <p><u>Previous Quarter (December 2025)</u> 100% Achieved. All correspondence with stakeholders including landowners provides contact information for the Public Liaison Officer.</p>
Community and Stakeholder Engagement	Construction	Number of complaints from landowners/adjacent properties about not meeting land access agreements or property damage	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint.	Monthly during construction	<p><u>Current Quarter (March 2026)</u> 2 complaints received related to property damage. All complaints resolved.</p> <p><u>Previous Quarter (December 2025)</u></p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 MAR 2026
				<b>Source:</b> Complaints register		0 complaints received related to property damage or land access agreement compliance.
Community and Stakeholder Engagement	Operations	Number of complaints from landowners/adjacent properties about not meeting land access agreements or property damage	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	NA - Operations commitment
Community and Stakeholder Engagement	Operations	Number of property residents who report to experience increased vibration and noise from increased number of trains	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source: Complaints register</b>	Align with ARTC operational monitoring requirements. To be confirmed 12 months prior to operation.	NA - Operations commitment
Community and Stakeholder Engagement	Construction	Number of complaints received during the construction program, and whether those complaints followed the IRPL complaints handling procedure	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	<b>Data:</b> Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. <b>Source:</b> Complaints register.	Quarterly	<u>Current Quarter (March 2026)</u> 37 Complaints were received, 35 responded to within 24 hours.  <u>Previous Quarter (December 2025)</u> 48 complaints received, responded and resolved within 24 hours.

### 3. Community Engagement Activities

This section summarises community engagement activities undertaken regarding social issues for the Inland Rail – Albury to Illabo (A21) Project during the January – March 2026 reporting period. Engagement was delivered in accordance with the approved Community Communications Strategy and the Social Impact Management Plan (SIMP), ensuring transparent, inclusive, and timely communication with affected communities.

A total of 565 engagement records were logged in Consultation Manager during the January – March 2026 reporting period, representing interactions with stakeholders across multiple precincts, including Wagga Wagga, Junee, Albury, and Greater Hume/Lockhart. Engagement activities focused on ensuring stakeholders were informed, supported, and involved in the planning and delivery of works, particularly where construction activities could affect access, amenity, traffic conditions, or business operations.

#### Engagement Volume and Channels

Engagement on social issues was conducted through a wide range of communication methods to ensure accessibility and responsiveness across the community. The most frequently used engagement channels during the reporting period were email (both outbound and inbound), phone calls, work notifications, meetings, and face-to-face contact.

Key statistics for the reporting period include:

- **322 outbound emails** and **88 inbound emails**, supporting consistent two-way communication.
- **59 phone calls** (27 inbound and 32 outbound).
- **9 work notifications** and **11 outbound SMS messages**.
- **16 meetings** with councils, emergency services, schools, and community groups.
- **24 face-to-face contacts** and **11 door knocks**, enabling direct engagement with residents and businesses. (excludes possession notifications, respite and alternate accommodation)

These engagement activities totalled **565 individual contact events**, reflecting an ongoing, proactive effort to provide clear, accessible information to the community throughout construction.

*(Please note – this does not relate to all engagement activities for the project. This information is limited to engagement in relation to social issues.)*

#### Stakeholder Sentiment

Most recorded engagements were **neutral (526 records; 93%)**, reflecting routine information sharing and project updates. A total of **31 interactions (5%)** were recorded as **negative**, typically relating to traffic impacts, business access changes, construction dust/air quality, and noise. **8 interactions (2%)** were recorded as **positive**, reflecting appreciation for early notice, responsiveness, and mitigation support (e.g., local gift card vouchers, social benefit or sponsorships).

The substantial proportion of neutral sentiment suggests that the communication strategies implemented were effective in sustaining community confidence and in addressing concerns promptly, thereby preventing their escalation into formal complaints.

## Key Themes and Issues

Engagement. The substantial proportion of neutral sentiment suggests that the communication strategies implemented were effective in sustaining community confidence and in addressing concerns promptly, thereby preventing their escalation into formal complaints. Records show strong community interest in construction timing, traffic management, and consultation processes. The most frequently recorded themes during the October–December 2025 reporting period were:

- **Other construction impacts** – 238 occurrences
- **Project/works timing** – 212 occurrences
- **Consultation process** – 172 occurrences
- **Notifications** – 107 occurrences
- **Traffic impacts & management** – 90 occurrences
- **Construction noise** – 72 occurrences
- **Property access** – 59 occurrences
- **Noise** – 48 occurrences
- **Project progress or status updates** – 40 occurrences
- **Sponsorships and donations** – 36 occurrences

These themes reflect the community's focus on how construction activities were staged, how traffic and access were managed, and how impacts on amenity were mitigated.

## Summary

During the January – March 2026 reporting period, the project team maintained a strong and consistent presence in the community, supported by a structured program of communications, direct engagement, and on-site liaison. Engagement activities were recorded and monitored through Consultation Manager to ensure compliance with statutory requirements, responsiveness to emerging social risks, and continuous improvement of community-facing practices. The engagement profile during this period reflects ongoing construction activity, with communications primarily focused on construction impacts, project and works timing, consultation processes, notifications, and traffic management across the Wagga Wagga, Junee, Albury, and Greater Hume precincts.

## 4. Complaints Received

This section summarises all complaints received regarding social issues associated with the Albury to Illabo (A2I) section of Inland Rail during the reporting period (January – March 2026). Complaints were managed in accordance with the project's approved Community Communication Strategy, the Inland Rail Complaints and Enquiries Procedure, and the requirements of Conditions of Approval E134A to E134E. Complaints were received through multiple channels, including the project 1800 number, email, website enquiry, face-to-face interactions, and direct escalation through Inland Rail or ARTC. Each complaint was logged in Consultation Manager with a unique identifier and categorised by issue (e.g. noise, dust, access, traffic, worker behaviour, or property impacts).

During the reporting period, 33 complaints, feedback, and enquiries were recorded, with the majority relating to construction dust and air quality, followed closely by traffic impacts and management issues. All complaints were acknowledged and managed within the required timeframes, and no mediation was required. All matters were closed during the reporting period, and no open complaints remain. Most issues were resolved through direct communication, prompt on-site investigations, and the implementation of additional mitigation measures.

### Key Trends and Themes

Analysis of complaints received during the reporting period indicates that:

- Construction dust and air quality impacts represented the largest category of complaints and enquiries.
- Traffic impacts and management issues were the second most common concern raised by stakeholders.
- Other issues, including noise, access, worker behaviour and property impacts, were reported less frequently.

A21 | ALBURY TO ILLABO

SOCIAL IMPACT MANAGEMENT PLAN REPORT – JANUARY TO MARCH 2026

No.	Date received	Method	CM ID	Location	Nature of Complaint	Affected Parties	Summary of Issue	Initial Response / Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
1.	5/01/2026	1800 phone	Event ID: 158885	Wagga Wagga	Complaint	1	Business interruption due to traffic mitigation on Bourke Street.	Mitigations discussed	Phone Call	Closed within 2 hours	N	Closed
2.	01/15/26	Email	8595	Wagga Wagga	Complaint	1	Property access	Face-to-face consult, site toolbox talk initiated	Email	Closed within 2 hours	N	Closed
3.	01/15/26	Call	8593	Wagga Wagga	Feedback	1	Vibration experience	Face-to-face consult to install a vibration monitor on the property, site team to implement additional mitigation	Phone and face to face.	Closed within 2 hours	N	Closed
4.	01/15/26	Call - via IRPL	8596	Wagga Wagga	Complaint	1	Property access	Face-to-face consult, site toolbox talk initiated	Phone call	Closed within 2 hours	N	Closed
1.	01/23/26	Call	8598	Wagga Wagga	Complaint	3	Worker behaviour	Face-to-face consult, site toolbox talk initiated	Phone and face to face.	Closed within 2 hours	N	Closed
2.	4/02/2026	In person	8608	Wagga Wagga	Complaint	4	Dust/Air quality	Face-to-face consult, site team to implement additional mitigation	Face to face	Closed within 24 hours	N	Closed
3.	3/02/2026	Email	8609	Wagga Wagga	Feedback	2	Parking	Advised the complainant that Traffic Controllers are required to park on the street to manage any hazard and respond as appropriate.	Email	Closed within 48 hours	N	Closed
4.	4/02/2026	Call	8607	Wagga Wagga	Complaint	10	Worker behaviour	Face-to-face consult, site toolbox talk initiated and team to implement additional mitigation	Phone, Face to face, Email	Closed within 24 hours	N	Closed
5.	4/02/2026	Call	8613	Junee	Complaint	2	Dust/Air quality	Face-to-face consultation and the site team implemented additional mitigation to minimise airborne dust	Face to face	Closed within 2 hours	N	Closed
6.	5/02/2026	Email	Event ID: 159865	Yerong Creek	Enquiry	~2	Construction Noise/Out of Hours work	No action. Not related to the project or construction works. Closed internally. ARTC will close with the EPA.	Email	within 2 hours	N	Closed
7.	7/02/2026	Call	8622	Wagga Wagga	Feedback	5	Construction works	Time-stamped photos taken to record damage and remediation step undertaken	Phone	Closed within 2 hours	N	Closed
8.	7/02/2026	Call	8620	Wagga Wagga	Complaint	2	Vibration experience	Face-to-face consult, site toolbox talk initiated and works stopped.	Phone and face to face	Closed within 2 hours	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Affected Parties	Summary of Issue	Initial Response / Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
9.	9/02/2026	Call	8624	Wagga Wagga	Complaint	1	Traffic lights phasing	TTMC to investigate further.	Phone	Closed within 48 hours	N	Closed
10.	2/16/2026	Call	8626	Wagga Wagga	Complaint	1	Dust/Air quality	Face-to-face consult and environment team visit.	Phone	Closed within 2 hours	N	Closed
11.	17/02/2026	Call	8628	Wagga Wagga	Complaint	1	Worker behaviour	Face-to-face consult, site toolbox talk initiated and works stopped.	Phone and face to face	Closed within 12 hours	N	Closed
12.	18/02/2026	Call	8634	Wagga Wagga	Complaint	2	Dust/Air quality	Face-to-face consultation and the site team implemented additional mitigation to minimise airborne dust	Phone	Closed within 2 hours	N	Ongoing
13.	18/02/2026	In person	8635	Wagga Wagga	Complaint	2	Dust/Air quality	Face-to-face consultation and the site team implemented additional mitigation to minimise airborne dust	Face to face	Closed within 2 hours	N	Ongoing
14.	19/02/2026	Phone	8633	Wagga Wagga	Complaint	4	Dust/Air quality	Face-to-face consultation and the site team implemented additional mitigation to minimise airborne dust	Phone and face to face	Closed within 2 hours	N	Closed
15.	19/02/2026	Email	8629	Wagga Wagga	Complaint	1	Other construction impacts	Face-to-face consultation and the site and safety team implemented additional mitigation	Email	Attended within half an hour of the complaint being made	N	Closed
16.	25/02/2026	Email	8636	Wagga Wagga	Feedback	3	Dust/Air quality	Replied to email noting no treatment implemented yet, but feedback has been acknowledged and considered	Email	Closed within 24 hours	N	Ongoing
17.	25/02/2026	Face to Face	8638	Albury	Complaint	~2	Property access	Face-to-face consult, site toolbox talk initiated	SMS/Phone call	Closed within 2 hours	N	Closed
18.	26/02/2026	Email	8639	Wagga	Complaint	3	Construction Noise/Out of Hours work	Investigated. No peak activity recorded, levels within the threshold limits.	Email	Closed within 2 hours	N	Closed
19.	28/02/2026	Face to Face	8641	Albury	Complaint	1	Property Damage	Damaged not due to the works being undertaken by Martinus and its subcontractor. Advised the complainant of the outcome and action taken.	Face to face	Closed within 30 minutes	N	Closed
20.	28/02/2026	Face to Face	8653	June	Complaint	3	Dust/Air quality	Advised the site team to resolve and implement additional mitigation	Face to face	Closed within 2 hours	N	Closed
21.	28/02/2026	Face to Face	8654	June	Feedback	3	Access	Additional signage installed to direct pedestrians onto the approved footpath	Phone	Closed within 2 hours	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Affected Parties	Summary of Issue	Initial Response / Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
22.	28/02/2026	Face to Face	8655	Junee	Complaint	3	Dust/Air quality	Additional dust mitigation implemented	Phone	Closed within 2 hours	N	Closed
23.	1/03/2026	Face to Face	8656	Junee	Complaint	3	Dust/Air quality	Additional dust mitigation implemented	Face to face	Closed within 24hours	N	Ongoing
24.	28/02/2026	Email to IR	8657	Junee	Complaint	3	Construction Noise	Issue investigated; mitigation reviewed	Email	Closed within 24 hours	N	Closed
25.	4/03/2026	SMS	8649	Wagga	Complaint	2	Dust/Air quality	Further investigation and arranged a time for a face to face consultation	SMS and face to face	Closed within 24 hours	N	Ongoing
26.	3/04/2026	Phone	8648	Junee	Enquiry	2	Other construction impacts	Issue investigated and not related to the project	Phone	Closed within 24 hours	N	Closed
27.	5/03/2026	Email	8659	Albury	Complaint	4	Mud tracking	Issue investigated and Additional dust mitigation implemented	Email	Closed within 2 hours	N	Closed
28.	6/03/2026	Phone	8658	Wagga	Feedback	2	Other construction impacts	Issue investigated and not related to the project	Phone	Closed within 24 hours	N	Closed
29.	5/03/2026	Email	95750	Wagga	Enquiry	1	Property Impact	Review of Noise and Vibration Technical Paper, condition report completed	Email	Closed within 24 hours	N	Closed
30.	9/03/2026	Phone	8660	Wagga	Worker behaviour	4	Worker behaviour	Issue investigated and site toolbox talk initiated	Phone	Closed within 24 hours	N	Closed
31.	11/03/2026	Email	161184	Culcairn	Enquiry	1	Heritage	Letter sent outlining the project decision pathways for disposal/remediation, based on Council direction and NSW guidelines.	Email/Letter	Inland Rail timing applicable: Acknowledgement of questions within 2 hours Letter response week	N	Closed
32.	16/03/2026	Email	8664	Wagga	Complaint	2	Dust/Air quality	Issue investigated and Additional dust mitigation implemented	Phone	Closed within 24 hours	N	Closed
33.	30/03/2026	Email	8669	Wagga	Complaint	4	Traffic related issues	Monitoring Centre advised	Email	Closed within 24 hours	N	Closed

## 5. Adaptive Management Measures

The project continues to apply a structured, adaptive management approach to ensure social impacts are effectively monitored and managed throughout construction. Martinus, in collaboration with Inland Rail, regularly reviews a range of data points to assess whether management measures require reconsideration, reorientation, or redefinition.

Key review mechanisms include:

- Regular data collection and reporting: Current monitoring confirms all social impact targets remain on track, with no revisions required at this stage.
- Complaints analysis: Routine trend reviews are undertaken to identify risks and corrective actions. No emerging patterns have required adaptive measures this period.
- Incidents and non-conformances: No incidents or non-conformances relating to social impacts were recorded.
- Socio-economic monitoring: Informal tracking of regional economic and workforce indicators through industry engagement and council liaison has identified no significant changes.
- Monthly monitoring of workforce and industry participation to track key pillar outcomes, e.g., local, First Nations, etc
- Stakeholder engagement: Ongoing engagement with councils, Community Consultative Committees, and other key stakeholders continues to inform management decisions.

If monitoring detects unexpected impacts or ineffective mitigation measures, Martinus will follow the project's incident management process as outlined in the SIMP to investigate, identify corrective actions, and, if needed, update relevant management strategies in coordination with Inland Rail and stakeholders.



**MARTINUS** 

Head Office | 3B, 33-35 Belmont Street, Sutherland NSW 2232