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SOCIAL IMPACT MANAGEMENT PLAN REPORT – OCTOBER - DECEMBER 2025



A2I | Albury to Illabo

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TABLE OF CONTENTS

1. INTRODUCTION	6
2. PROGRESS IN MEETING THE TARGETS	7
2.1 Introduction.....	7
2.2 Project Progress – Albury to Illabo (A2I).....	7
2.3 Case Studies	7
2.3.1 Case Study: Stakeholder Engagement and Communications for the Edmondson Street Bridge Trial Closure	7
2.3.2 Inland Rail Skills Academy Rail Readiness Training – First Nations.....	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	37
3. COMMUNITY ENGAGEMENT ACTIVITIES	42
4. COMPLAINTS RECEIVED	44
5. ADAPTIVE MANAGEMENT MEASURES	51

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.....	37
Table 7 Complaints register summary	45

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"> • Inland Rail – Albury to Illabo Environmental Impact Statement (ARTC, August 2022); • Albury to Illabo Response to Submissions (ARTC, November 2023); • Albury to Illabo Preferred Infrastructure Report (ARTC, November 2023); • Albury to Illabo Preferred Infrastructure Report Response to Submissions (ARTC, February 2024); • Inland Rail – Albury to Illabo (SSI-10055) Response to request for additional information – Air Quality Assessment (letter dated 1 May 2024); • Part 1 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024); • Part 2 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024); • Albury to Illabo Kemp Street Bridge Enhancement Site Modification (Inland Rail, June 2025); • Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025); • Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).
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"> Albury to Illabo Kemp Street Bridge Enhancement Site Modification (June 2025); Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025); Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).
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 on a quarterly basis. 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 October to December 2025.

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 section continued to advance through 2025. Major milestones were achieved during the December track possession, with the successful removal of the Culcairn pedestrian footbridge and the Albury Station pedestrian footbridge. In Wagga Wagga, the trial closure of the Edmondson Street Bridge was successfully completed, and stakeholder endorsement was secured to proceed with demolition of the bridge in January 2026. Works also commenced at the Mothers Bridge in Wagga Wagga, including removal of the span over the road and installation of a temporary footbridge to maintain continued pedestrian access.

Design completion now exceeds 90 per cent across all precincts, with construction activity underway between Junee and Illabo. Environmental management remains on track.

Community engagement continues across the alignment, including council briefings and community information sessions. Inland Rail and Martinus maintain active partnerships with First Nations organisations, local schools, and regional events and local shows. To date, the project has engaged 1216 workers, 90 local businesses, and 4 First Nations businesses, contributing more than \$5.5 million in local business spend, demonstrating the project's commitment to local participation and sustainable regional benefits.

2.3 Case Studies

2.3.1 Case Study: Stakeholder Engagement and Communications for the Edmondson Street Bridge Trial Closure

The temporary closure of the Edmondson Street Bridge in Wagga Wagga marked a critical milestone for the Albury to Illabo (A2I) section of Inland Rail, providing an opportunity to test traffic mitigation measures ahead of the full 18-month closure required for bridge reconstruction to accommodate double-stacked freight trains. Given the bridge's importance to local connectivity, the project team implemented a comprehensive and multi-layered stakeholder engagement and communications program to inform, consult and collaborate with the community, local government, emergency services and key service providers.

From mid-2025, Inland Rail and delivery partner Martinus worked closely with Wagga Wagga City Council, Transport for NSW and the Department of Planning, Housing and Infrastructure to finalise traffic mitigation strategies and secure regulatory and local government support for a trial closure. This early engagement focused on understanding potential

network impacts, refining mitigation measures and addressing local transport issues. Council consideration of traffic plans and approvals formed a central part of the pre-closure process, ensuring local priorities and operational constraints were embedded into the final arrangements.

Public communications commenced well ahead of the scheduled trial closure on 22 November 2025. Media releases outlined the purpose of the trial and detailed the staged implementation of mitigation measures, including temporary roundabouts, lane changes, parking adjustments, the installation of Klemfix barriers, new signage for altered turning movements, and real-time monitoring cameras across the city. These communications clearly articulated that the trial was designed to test mitigation measures and assess network performance before the commencement of the longer-term closure.

Recognising the diversity of stakeholders affected by the closure, the engagement program extended across multiple audiences. Targeted engagement was undertaken with the school community, including parents, teachers, administrators and students, to manage changes to pedestrian access and significant alterations to the extensive bus network. Extensive liaison with bus operators ensured revised routes and timetables were communicated early and consistently. Neighbours directly adjacent to project activities, as well as residents and businesses affected by parking changes, turning restrictions and new traffic controls, were engaged through direct communications and localised notifications. Other key stakeholder groups included local businesses and the Chamber of Commerce, major operational facilities such as Wagga Base Hospital and the Murrumbidgee Local Health District, and emergency services, whose operational requirements were integrated into traffic and access planning.

A coordinated calendar of community drop-in information sessions was delivered across Wagga Wagga in November and December 2025, providing residents with direct access to project representatives. These sessions allowed community members to ask questions, raise concerns and provide feedback on the proposed changes. Attendance across the sessions totalled more than 285 participants, demonstrating strong community interest and engagement:

These face-to-face engagements were reinforced by extensive in-market communications from mid-October through to the commencement of the trial. A suite of social media campaigns promoted pop-up sessions, the trial closure, traffic changes, mitigation locations via Google Maps, traffic animations, camera installations, bus timetable changes and trial start and finish dates. Across ten campaigns, content reached 106,955 accounts, exceeding Wagga Wagga's population of approximately 70,000—was viewed 353,830 times and generated 14,324 engagements. Almost 2,000 users visited the Wagga Wagga landing page for further information.

Traditional media and broadcast channels were also leveraged, including at least 11 print advertisements in the Wagga Wagga Daily Advertiser and four weeks of live radio reads on two local stations. Digital assets supported behavioural change and trip planning, with Google Maps mitigation locations recording more than 37,000 views, a traffic changes animation exceeding 1,000 views, a project explainer video ('Why does it take so long to build a bridge 101') receiving more than 500 views, and an Edmondson Street Bridge visualisation viewed more than 3,000 times. Localised communications were embedded into school newsletters to ensure families were informed about bus timetable changes and pedestrian and traffic impacts.

During the trial closure, live traffic monitoring through a Temporary Traffic Monitoring Centre enabled representatives from Inland Rail, Martinus, council, Transport for NSW and emergency services to assess network performance in real time and adjust as required. Public reminders encouraged community members to plan and provide feedback via the community hotline, ensuring stakeholder sentiment and emerging issues were captured and addressed promptly.

Following the successful two-week trial, Wagga Wagga City Council resolved in December 2025 to endorse the continuation of the closure for approximately 18 months. This decision was informed by evidence of effective mitigation, observed traffic performance, stakeholder feedback and demonstrated community adaptation to the new traffic conditions. The outcome reflected a collaborative assessment process and the value of early, transparent and sustained engagement.

The Edmondson Street Bridge trial closure demonstrates Inland Rail's commitment to proactive, transparent communication and robust collaboration with local stakeholders. By combining early regulatory engagement, targeted stakeholder liaison, extensive public communications and real-time operational monitoring, the project team was able to manage social and transport impacts while building community understanding and support for a major piece of enabling infrastructure.

2.3.2 Inland Rail Skills Academy Rail Readiness Training – First Nations

In November and December 2025, Inland Rail Skills Academy partnered with local supply chain organisations to deliver two Rail Readiness training programs in Wagga Wagga, aimed at creating employment pathways for First Nations community members. A total of 23 participants took part in the initiative, which provided essential industry knowledge including safety requirements, fatigue management, and financial literacy, alongside practical training such as the Safely Access the Rail Corridor (SARC) course. These sessions were designed to prepare candidates for real job opportunities on Inland Rail projects and build a strong local talent pool for future roles.

The program concluded with 'speed date' interviews, giving participants direct access to hiring managers from Tier 1 subcontractors. This hands-on approach not only equipped attendees with the skills needed for rail construction roles but also strengthened relationships between Inland Rail and local communities. By focusing on practical outcomes and collaboration, the training supports Inland Rail's commitment to social performance and workforce diversity, ensuring First Nations candidates are ready to step into meaningful employment opportunities.

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 structure from the SIMP. 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 November 2025 is 996 workers. Social locality workers are 98. Represents 9.8% of the overall workforce.
- Indigenous people (10.2%)
- Women (8.8%)
- Under 25 years of age (12.8%)
- Apprenticeship / traineeship positions (1.3%).

Workforce conduct remains positive, with no avoidable complaints. Wellbeing programs include corporate gym memberships (uptake of 57%), 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 DEC 2025
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.	Data: Workforce participation data Source: Construction employment register Employment enquiry log.	Monthly during construction	<u>Current Quarter (December 2025)</u> 9.8% of the Workforce are residents in the social locality. <u>Previous Quarter (September 2025)</u> 9.4% 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"> • Local residents • Indigenous people • Women • Under 25 years of age • Apprenticeship / traineeship positions 	Data: Workforce participation data Source: Construction employment register Employment enquiry log	Monthly during construction	<u>Current Quarter (December 2025)</u> A total of 40% of the projects cumulative workforce comprises of workers who are: <ul style="list-style-type: none"> • Local residents • Indigenous people • Women • Under 25 years of age Apprenticeship / traineeship positions <u>Previous Quarter (September 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>A total of 38% of the projects cumulative workforce comprises of workers who are:</p> <ul style="list-style-type: none"> Local residents Indigenous people Women Under 25 years of age Apprenticeship / traineeship positions
Workforce Management	Pre-construction	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> Employment information sessions are conducted in the social locality at schools and career expos and result in job applications for the project. Proactive promotion of project opportunities through community groups, schools and colleges within the social locality. 	<p>Data: Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log.</p> <p>Source: Event attendance records, feedback surveys, communication records, Martinus Rail HR records</p>	Quarterly	<p><u>2024 events - pre construction</u> Clontarf Employment Expo - July 2024 - Attended with Martinus Rail</p> <p>Wagga Wagga Try a Trade Event - August 2024- Attended with Martinus</p> <p>Inland Rail Workforce Development Event – Albury & Wagga Wagga – April 2024</p> <p>2025 events</p> <ul style="list-style-type: none"> Meet Martinus – Wagga Wagga April 2025 Meet Martinus – Albury May 2025 Try a Trade – Wagga Wagga August 2025 Koori Careers Fair – Albury – November 2025
Workforce Management	Construction	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> 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. Proactive promotion of project opportunities through community groups, schools and 	<p>Data: Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log.</p> <p>Source: Event</p>	As new roles are released throughout construction. Quarterly during construction.	<p><u>Current Quarter (December 2025)</u></p> <ul style="list-style-type: none"> Koori Services Expo – Albury November 2025 <p><u>Previous Quarter (September 2025)</u></p> <p><u>2025 events - construction period</u> Both Martinus Rail and Inland Rail supported the following Career Expos: - REIP Try a Trade Expo Wagga Wagga - August 2025. 582 students attended the expo. - Clontarf Foundation Career Expo - Wagga Wagga - July 2025.</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			colleges within the social locality.	attendance records, feedback surveys, communication records, Martinus Rail HR records		
Workforce Management	Operation	Resources and support provided to successfully access and engage in local employment opportunities	<ul style="list-style-type: none"> Proactive promotion of project opportunities through community groups, schools and colleges within the social locality. Target to be confirmed 12 months prior to operation with consideration for relevant ARTC strategies. 	<p>Data: Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log.</p> <p>Source: Event attendance records, feedback surveys, communication records, Martinus Rail HR records</p>	Biannually	NA - Operations commitment
Workforce Management	Pre-construction and construction	Number of residents who have completed Inland Rail Skills Academy courses in the social locality at end of project.	<ul style="list-style-type: none"> At least 100 residents from the social locality completed Inland Rail Skills Academy courses. Inland Rail Skills Academy graduates can be successful in applying and receiving work on the project. 	<p>Data: Employment enquiry log, Construction employment register.</p> <p>Source: Martinus Rail HR records and subcontractor training records, IR Skills Academy Database</p>	Quarterly during pre-construction Monthly during construction	<p><u>Current Quarter (December 2025)</u> An additional 19 local participants took part in training during the quarter.</p> <p><u>Previous Quarter (September 2025)</u> Training completed by IRSA (Total students to date = 222), comprising 6 different competencies/qualifications. Training conducted in Wagga Wagga and Albury.</p>
Workforce Management	Pre-construction	Number of residents who have completed	6% of the workforce from social locality will	Data: Workforce participation data	Quarterly during pre-	<u>Current Quarter (December 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
	and construction	training delivered by Principal contractor in the social locality at end of project	participate in training and skills development programs	Source: Martinus Rail HR records and subcontractor training records	construction Monthly during construction	Social locality workforce participating in training and skilling program is 8.7% <u>Previous Quarter (September 2025)</u> Social Locality workforce participating in training and skilling programs is 8.6%.
Workforce Management	Construction	Number of complaints from community members regarding non- resident workforce behaviour.	0 avoidable community complaints attributed to workforce behaviour / conduct	Data: Number of complaints Source: Complaints register	Monthly during construction	<u>Current Quarter (December 2025)</u> 3 Complaints lodged as a result of workforce behaviour/conduct. All avoidable. All Closed. All complaints resolved within 24 hours. <u>Previous Quarter (September 2025)</u> 4 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.	Data: Number of volunteering activities registered per employee, per year. Source: Martinus Rail HR records.	To be monitored quarterly during construction.	<u>Current 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 <u>Previous Quarter (September 2025)</u> During the reporting period, the workforce participated in one volunteer initiative supporting the launch of the Vinnies Van in Wagga Wagga. Future volunteer opportunities are planned every second month, aligned with workforce availability and project rosters.
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	Data: Number of complaints Source: Complaints register	Monthly during construction	<u>Current Quarter (December 2025)</u> 0 complaints from local businesses or councils about staffing shortages <u>Previous Quarter (September 2025)</u>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						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 – 32.7%
- First Nations procurement – 2.78%
- First Nations procurement within the social locality – 0.52%.

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 DEC 2025
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"> • 20% of contractor spend is with businesses from the social locality across minimum 15 business. • 5% of contractor spend is with Indigenous businesses, including 1.5% with Indigenous businesses from the social locality. • The percentage of construction 	Data: Principal contractor procurement data Source: Project Financial Reports	Monthly	<u>Current Quarter (December 2025)</u> Contractor spend within the social locality is 32.7%, representing 90 businesses. Contractor spend with First Nations businesses is 2.78% Contractor spend with First Nations businesses within the social locality is 0.52% Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			contractor spend in each LGA is greater than zero.			<p><u>Previous Quarter (September 2025)</u> Contractor spend within the social locality is 6.1%, representing 77 businesses.</p> <p>Contractor spend with First Nations businesses is 0.31%</p> <p>Contractor spend with First Nations businesses within the social locality is 0.31%</p> <p>Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA.</p>
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"> • Delivery of Business Capacity Building Program • Delivery of 'Meet the Contractor' events • Over 50% of participants involved in business capability initiatives and activities report it being of value. 	<p>Data: Principal contractor procurement data, post-event/program participant feedback</p> <p>Source: Project Financial Reports, IR Skills Academy Database, feedback surveys, communications records</p>	Quarterly	<p><u>Current Quarter (December 2025)</u> Business engagement/capability workshops delivered: 1 Business Capability workshop conducted within the social locality. 6 local businesses attended the workshop.</p> <p><u>Previous Quarter (September 2025)</u> Business engagement/capability workshops delivered: 13 Business Capability Workshops conducted between 2023 and 2025. All workshops conducted within the social locality (Wagga Wagga, Junee and Albury). 148 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</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						workshop 94% of participants detailed that they would recommend the Program to other businesses 99% agreed that the Meet the Buyer sessions were valuable Meet the Contractor events: - Meet the Contractor event - Wagga 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"> Minimum of 4 supplier information session to be conducted in Wagga Wagga and Albury. Proactive promotion of project opportunities through industry associations within the social locality. Over 50% of participants receiving support report it being of value. 	<p>Data: Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used.</p> <p>Source: Event attendance records, feedback surveys, communication records.</p>	<ul style="list-style-type: none"> As new tenders are released throughout construction. Quarterly during construction. 	<p><u>Current Quarter (December 2025)</u> Engagement this quarter focused on creating tangible opportunities for local businesses, in partnership with the Wagga Wagga Chamber of Commerce. This included facilitating local business participation in the Respite Offer program through the 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 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. This same model has been applied across Albury and Junee with local variations as applicable.</p> <p><u>Previous Quarter (September 2025)</u></p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>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>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>Data: Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used.</p> <p>Source: Event attendance records, feedback surveys,</p>	Quarterly	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				communication records.		
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"> 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. Technical support provided to assist navigating the online application portal. 	Data: Total attendance count, sessions details and breakdown of attendees Source: IR Skills Academy Database	Quarterly during pre-construction/ Construction	<p><u>Current Quarter (December 2025)</u> 6 businesses within the social locality attended a Business Capability workshop during the quarter. A total of 154 businesses attending workshops since the project commencement.</p> <p><u>Previous Quarter (September 2025)</u> 148 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> <p>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.</p>
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>	Data: Number of businesses that have utilised Inland Rail for transporting their products or materials over a specified period. Source: To be confirmed prior to operation.	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 DEC 2025
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.	Data: Total number of formal agreements, records of quarterly meetings with relevant stakeholders, documentation of discussions and outcomes from those meetings. Source: Engagement records, local rental data from SQM Research	Quarterly	<p><u>Current Quarter (December 2025)</u> No change from previous quarter</p> <p><u>Previous Quarter (September 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. 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>
Housing and Accommodation	Construction	Percentage of workers sourced from the social locality	• 20% of the Workforce are residents in the social	Data: Workforce participation including number of workers,	Quarterly	<p><u>Current Quarter (December 2025)</u> 9.8% of the Workforce are residents in the social locality</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			locality. • The percentage of the workforce in each LGA is greater than zero.	number of workers who are resident from the social locality and breakdown of workforce by LGA. Source: Construction employment register		The percentage of the workforce in each LGA is greater than zero. <u>Previous Quarter (September 2025)</u> 9.4% 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.	Data: Total number of non-residential workers, breakdown of accommodation types used by contractors, proportion of non-residential workers in each accommodation category. Source: Accommodation usage reports from contractors, engagement records with local accommodation providers, monitor rental listings.	Quarterly	<u>Current Quarter (December 2025)</u> No change from previous quarter. <u>Previous Quarter (September 2025)</u> To date, housing impacts remain low, with vacancy rates stable across key locations. Approximately 70% of non-resident workers are in rentals or caravan parks, and 30% 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 during major tourist event	Data: Vacancy rates for short-term accommodation, number of complaints received from temporary accommodation providers and tourism bodies regarding vacancy issues.	Monthly during construction	<u>Current Quarter (December 2025)</u> No event-related complaints have been received. <u>Previous Quarter (September 2025)</u> No event-related complaints have been received.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				Source: 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	Data: Total number of non-compliance events recorded during construction and description of each and its potential impact on amenity. Source: Compliance monitoring reports, CEMP documentation, complaints register	Monthly during construction	<u>Current Quarter (December 2025)</u> No amenity related non-compliance events in the reporting period <u>Previous Quarter (September 2025)</u> No 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
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	Data: Total number of complaints, response time for each complaint and resolution status of each complaint. Source: Complaints register	Monthly during construction	<p><u>Current 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> <p><u>Previous Quarter (September 2025)</u> During this reporting period, 20 complaints were received. All complaints were resolved and closed within required timeframes. No mediations were required. Most matters were resolved through direct communication and prompt on-site response actions.</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	Data: Total area of disturbed land that requires revegetation, area of disturbed land that has been successfully revegetated and dates of completion for revegetation activities. Source: Revegetation monitoring reports, environmental management plans, site inspection records and photographs to	<ul style="list-style-type: none"> Weekly during the revegetation period (to ensure timely tracking of progress). Monthly reports thereafter, summarising the success of revegetation efforts and any challenges faced. 	<p><u>Current Quarter (December 2025)</u> N/A in this reporting period</p> <p><u>Previous Quarter (September 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
				document 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>Source: 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>Source: 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 (December 2025)</u> None to report in this period</p> <p><u>Previous Quarter (September 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>Source: 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
				Source: 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	Data: Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative Source: Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	<u>Current Quarter (December 2025)</u> <ul style="list-style-type: none"> Participation at the Waluwin Festival – Albury November 2025 Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project. <u>Previous Quarter (September 2025)</u> <ul style="list-style-type: none"> Cultural Awareness tours - Albury and Wagga – April 2025 Significant smoking of bridges before commencement – February 2025 Elders guest speaking at toolbox talk – June 2025 Wagga Wagga NAIDOC Ball attendance – July 2025
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.	Data: Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				Source: 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.	Data: Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative Source: Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	<u>Current Quarter (December 2025)</u> <ul style="list-style-type: none"> Participation at the Waluwin Festival – Albury November 2025 Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project. <u>Previous Quarter (September 2025)</u> <ul style="list-style-type: none"> Cultural Awareness tours - Albury and Wagga – April 2025 Significant smoking of bridges before commencement – February 2025 Elders guest speaking at toolbox talk – June 2025 Wagga Wagga NAIDOC Ball attendance – July 2025
Community Health and Wellbeing	Operations	Number of initiatives implemented to enhance connection to Country for those people living and working in the social locality.	With consideration to ARTC Reconciliation Action Plan commitments. Target to be confirmed 12 months prior to operation.	Data: Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				<p>Source: Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.</p>		
Community Health and Wellbeing	Construction	Number of non-resident workforce accessing to local health service providers	<ul style="list-style-type: none"> 60% of health providers within social locality surveyed to understand provision of services and availability of services to new patients. Non-resident workforce does not have an impact on services access for locals. 	<p>Data: Number of non-resident workforce members accessing local health services, survey responses from health providers regarding service provision and capacity to accept new patients.</p> <p>Source: Health service provider surveys and feedback forms, data collected from local health service providers (clinics, hospitals) about the number of non-resident patients.</p>	Quarterly	<p><u>Current Quarter (December 2025)</u> No data available for the quarter.</p> <p><u>Previous Quarter (September 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.</p>
Community Health and Wellbeing	Construction	Implementation of wellness programs that promote preventive care and mental health support for the workforce	100% of workforce are engaged in at least one wellness initiative implemented by the contractor during	<p>Data: Number of wellness initiatives offered, participation rates of the workforce in each initiative and feedback from participants on the</p>	Quarterly social delivery reports	<p><u>Current Quarter (December 2025)</u></p> <ul style="list-style-type: none"> Martinus wellbeing program 39 participated in Wagga half marathon festival – November 2025 Rail safety month – October 2025 <p><u>Previous Quarter (September 2025)</u></p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			each construction year.	initiatives' effectiveness and areas for improvement Source: Attendance records for each wellness initiative, surveys or feedback forms completed by participants, contractor reports summarising engagement levels and wellness program outcomes		<ul style="list-style-type: none"> 50 Anytime fitness memberships across Forbes, Wagga Wagga and Albury gyms. Participation in RUOK (any) day events/ toolbox held at construction sites in Albury, Wagga Wagga, Junee and Forbes
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)	Data: Number of community grants awarded, amount of funding allocated for each grant, description of each funded initiative and its intended health and wellbeing outcomes. Source: ARTC social investment records, reporting from grant recipients on project implementation and outcomes.	Quarterly	<p><u>Current Quarter (December 2025)</u> Inland Rail Community Grants program supported 6 community initiatives during the quarter, providing \$21,100 in grant funding. Within the social locality, the total Community Grants approved are 102 projects worth \$355,100.</p> <p><u>Previous Quarter (September 2025)</u> Inland Rail Community Grants program has provided funding for 96 projects within the social locality, worth \$334,000.</p>
Community Health and Wellbeing	Construction	Number of community safety initiatives delivered or supported	<ul style="list-style-type: none"> At least two rail safety events annually during construction 50% of community 	Data: Total number of community safety initiatives or events organised, attendance numbers	Quarterly	<p><u>Current Quarter (December 2025)</u> During the reporting period, the project delivered and supported multiple community safety initiatives:</p> <ul style="list-style-type: none"> Rail safety month – October 2025

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			attendees at the events find it informative and valuable.	and feedback or evaluations from participants on the effectiveness of the initiatives. Source: ARTC event logs, feedback surveys.		<ul style="list-style-type: none"> Pedestrian safety to support Mothers Bridge Closure - October and November 2025 End of year safety messages – traffic safety (schools) – return of construction activity December 2025 <p><u>Previous Quarter (September 2025)</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>
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	Data: Number of partnerships established with local mental health services, details of the programs initiated and participation rates. Source: ARTC	Quarterly	<p><u>Current Quarter (December 2025)</u> No update for this quarter.</p> <p><u>Previous Quarter (September 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</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
				partnerships records, attendance and participation records from mental health initiatives		health support.
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	Data: Total number of notifications sent number of residents within 1km of each enhancement site. Source: engagement records	Quarterly	<p><u>Current Quarter (December 2025)</u> 30 Works notifications were distributed during the period October to December 2025. All works notifications can be viewed here Albury, Junee, Wagga Wagga, to Illabo Works Notices - Inland Rail</p> <p><u>Previous Quarter (September 2025)</u> During the reporting period, a total of 52 works notifications were distributed to residents within 1 km of enhancement sites. Notifications are distributed based on the level of potential impact to ensure meaningful communication while minimising consultation fatigue among community members. In line with best practice engagement, distribution areas are defined by proximity and level of likely impact — immediate or adjacent residents (shared fence line), near neighbours within 250 m, local residents within 500 m, and the broader community within 1 km.</p> <p>In addition to direct letterbox notifications, the project also utilises email updates, local media, website and social media posts, Variable Message Signs (VMS), and on-site signage to ensure broad and timely awareness of upcoming works. This tiered and targeted approach supports effective engagement and ensures that residents most affected by construction are prioritised in communications.</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
Community Health and Wellbeing	Construction	Meetings held with Emergency Services – represented by the Regional Emergency Management Officer	<ul style="list-style-type: none"> At least one meeting per month during construction Reports of major access issues impacting emergency services are resolved within 24 hours. 	<p>Data: Number of meetings scheduled and held with emergency services, attendance records from each meeting and topics discussed and outcomes from meetings.</p> <p>Source: Meeting minutes and agendas, attendance logs, follow-up correspondence summarising discussions</p>	Quarterly	<p><u>Current 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.</p> <p><u>Previous Quarter (September 2025)</u> During the reporting period, the project team attended six Local Emergency Management Committee (LEMC) meetings, consistent with the committee’s quarterly meeting schedule. Reporting on emergency services access is not applicable for this quarter, as works impacting emergency routes have not yet commenced.</p> <p>Emergency services have, however, been actively engaged in consultation for the planned closure of the Edmondson Street Bridge, including the development of traffic management and detour arrangements. They will also participate in monitoring and feedback activities during the upcoming two-week bridge closure trial to assess response times and access conditions.</p> <p>Detailed outcomes and any identified access issues will be reported in the next quarterly report, once monitoring data becomes available.</p>
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	<p>Data: Total number of complaints received regarding delays, time taken to respond to each</p>	Monthly during construction	<p><u>Current 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</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			satisfactory level for the complainant	complaint and resolution status of each complaint. Source: Complaints register		reduce any impact to emergency response during the traffic trial and since the Edmondson Street bridge closure. <u>Previous Quarter (September 2025)</u> 0 complaints to date regarding delays to emergency services
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	Data: 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 (December 2025)</u> 0 complaints to date regarding mobility or parking issues <u>Previous Quarter (September 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 and support initiatives during the project.	Achieve engagement with at least 80% of local schools within the project area, ensuring they are informed and supported throughout the construction period	Data: List of local schools within the project area, number of schools engaged in discussions and topics covered during discussions and any follow-up actions Source: Engagement records	Quarterly to assess engagement progress and inform future outreach efforts	<u>Current 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. <u>Previous Quarter (September 2025)</u> 100% of schools in the impacted area have been supported through continual updates on construction schedules and works notifications. Local schools within the social locality have been supported by Inland Rail through our STEM education program. Inland Rail STEM partner, University of Newcastle, have delivered 25 STEM science shows to schools. In addition, the University of Newcastle has delivered science/STEM challenge days to 42

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>schools within the social locality. These education events are designed to promote science/engineering as future subjects and future career options.</p> <p>This partnership has seen:</p> <ul style="list-style-type: none"> • 25 Science, Maths and Real Technology (SMART) workshops involving 25 primary schools and 4,576 students from the social locality • 5 Science and Engineering Challenges Events involving 42 schools and 1,278 students from the social locality
Community Health and Wellbeing	Construction	Complaints about access, mobility or parking issues at key transport infrastructure	<ul style="list-style-type: none"> • 80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant. • 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 	<p>Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint.</p> <p>Source: Complaints register</p>	Monthly during construction	<p><u>Current Quarter (December 2025)</u> 6 complaints to date parking and pedestrian thoroughfare (Mothers footbridge) issues, responded within 24 hours.</p> <p><u>Previous Quarter (September 2025)</u> 0 complaints to date regarding mobility or parking issues</p> <p>All site workers are educated about designated parking zones and where parking is not acceptable.</p>
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"> • Establish agreed engagement plan with key local organisations and/or representative bodies within the first six months of the project 	<p>Data: Number of households visited or contacted within 1 km of enhancement sites, number of vulnerable individuals identified through the engagement process,</p>	Quarterly	<p><u>Current 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</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			<ul style="list-style-type: none"> • Key local organisations and/or representatives report effectiveness of engagement plan within 12 months of its implementation 	<p>documentation of the engagement plan and actions taken, feedback from key local organisations and/or representative bodies.</p> <p>Source: Engagement records, including those local organisation or representative bodies with knowledge and insights as to respectfully identifying potentially vulnerable residents.</p>		<p>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.</p> <p><u>Previous Quarter (September 2025)</u> Targeted engagement activities have been undertaken across the project area to identify and support vulnerable individuals and groups potentially affected by construction impacts. In Junee, the project team worked closely with Junee Community Transport to establish an arrangement enabling vulnerable persons to access out-of-hours taxi vouchers as an alternative transport option, maintaining essential connectivity during construction.</p> <p>In Wagga Wagga, engagement with Wagga Base Hospital ensured information regarding the closure of Edmondson Street Bridge was communicated to patients, visitors, and staff, supporting awareness of changes to access routes. The project also consulted with regional disability advocacy services in Albury and Wagga Wagga during the launch of new bridge visualisations, addressing accessibility concerns raised by wheelchair and mobility device users during both construction and</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>future bridge operation.</p> <p>Further, the project engaged with the Wagga Multicultural Centre to understand the needs of culturally and linguistically diverse (CALD) community members and incorporated this feedback into traffic management planning, including the development of clear, multilingual signage and visual aids to improve wayfinding and accessibility.</p> <p>Engagement has been undertaken with 35 schools across the project footprint to understand transport needs and ensure continuity of safe access for students. Specific consultation with South Wagga Public School resulted in privacy considerations being incorporated into the design of the pedestrian footbridge at Edmondson Street Bridge, ensuring the safety and dignity of children are protected.</p> <p>Overall, the project is on track to meet the target for establishing and maintaining an effective engagement plan with key local organisations and representative bodies. Feedback from participating organisations to date indicates engagement processes have been responsive, inclusive, and effective in addressing identified community needs.</p>
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	Data: Number of vulnerable residents identified and supported and documentation of the types of support	Quarterly during construction	<p><u>Current 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.</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			resolved to a satisfactory level.	provided (e.g., mental health services, financial assistance, etc.). Source: Engagement records and reports or feedback from local organisations involved in providing support.		<p>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> <p><u>Previous Quarter (September 2025)</u> Support for vulnerable residents in Junee has been provided through the out-of-hours taxi voucher program delivered in partnership with Junee Community Transport. This initiative ensures continued access to essential services during construction and has been effective in maintaining wellbeing and connectivity. All identified wellbeing concerns have been addressed to a satisfactory level.</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	Data: Death by suicide is considered in the design. Source: Detailed Design	Quarterly during design phase	<p><u>Current Quarter (December 2025)</u> No further update for the quarter</p> <p><u>Previous Quarter (September 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 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>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<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.	<p>Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint.</p> <p>Source: Complaints register</p>	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	NA - Operations commitment
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"> • At least two sponsorships annually to enhance social cohesion in Junee • Duration to be confirmed 12 months prior to operation. • At least one sponsorship annually to promote social cohesion in 	<p>Data: Total number of sponsorships and activities implemented, details of each sponsorship (e.g., nature of the initiative, location, duration).</p> <p>Source: ARTC social investment records and community feedback</p>	Quarterly	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
			Wagga Wagga and Greater Hume, and Lockhart. • Duration to be confirmed 12 months prior to operation.	or surveys regarding the impact of the sponsorships		
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	Data: 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 (December 2025)</u> 0 complaints to date regarding accessing community events <u>Previous Quarter (September 2025)</u> 0 complaints to date regarding accessing community events

2.8 Community and Stakeholder Engagement

During the reporting period to 30 September 2025, 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 19 of 20 complaints responded to and resolved within 24 hours. 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 DEC 2025
Community and Stakeholder Engagement	Construction	Number of complaints received during the construction program, and whether those	80% of complaints are responded to within 24 hours and resolved to a	Data: Total number of complaints received, time taken to respond to each complaint and	Monthly during construction	<u>Current Quarter (December 2025)</u> 48 total complaints resolved within 24 hours

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
		complaints followed the Inland Rail complaints handling procedure	satisfactory level for the complainant	resolution status of each complaint. Source: Complaints register		<u>Previous Quarter (September 2025)</u> 20 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	Data: Number of stakeholder engagement activities conducted, attendance records and feedback from participants. Source: Engagement records and attendance logs.	Quarterly during construction	<u>Current 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 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. 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

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>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> <p><u>Previous Quarter (September 2025)</u> Stakeholder engagement for the reporting period has been extensive and exceeds the target. Regular and structured engagement activities have ensured consistent participation from more than 50% of key stakeholder groups across the project area.</p> <p>Monthly monitoring meetings have been 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 quarterly briefings with Local Emergency Management Committees (LEMCs). Targeted monthly engagement has also continued with highly impacted stakeholders such as South Wagga Public School, Kildare Catholic College, ErinEarth, and the Wagga Wagga Multicultural Centre to discuss project progress, mitigation measures, and local access considerations.</p> <p>In addition to formal meetings, regular pop-up community information sessions have been delivered in Junee, Wagga Wagga, and Albury, complemented by</p>

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
						<p>the team's presence at key regional community events including the Illabo, Junee, Wagga Wagga, Culcairn, Henty, Lockhart, and The Rock shows. These activities have provided informal but highly effective opportunities for face-to-face engagement, feedback collection, and awareness-raising about construction activities.</p> <p>Overall, the target has been met and exceeded, with high levels of participation recorded across all stakeholder categories and positive feedback on accessibility and responsiveness of the engagement approach.</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	Data: Number of landowners contacted. Source: Engagement records	Monthly during construction	<p><u>Current Quarter (December 2025)</u> 100% Achieved</p> <p><u>Previous Quarter (September 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	Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. Source: Complaints register	Monthly during construction	<p><u>Current Quarter (December 2025)</u> 0 complaints received related to property damage or land access agreement compliance.</p> <p><u>Previous Quarter (September 2025)</u> 20 complaints received, 19 responded and resolved within 24 hours.</p>
Community and Stakeholder Engagement	Operations	Number of complaints from landowners/adjacent properties about not meeting land access	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each	As per relevant ARTC operational procedure(s). To be confirmed	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 31 DEC 2025
		agreements or property damage		complaint. Source: Complaints register	12 months prior to operation.	
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.	Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. Source: Complaints register	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	Data: Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. Source: Complaints register.	Quarterly	<u>Current Quarter (December 2025)</u> 48 Complaints were received, responded to within 24 hours. <u>Previous Quarter (September 2025)</u> 20 complaints received, responded and resolved within 24 hours.

3. COMMUNITY ENGAGEMENT ACTIVITIES

This section summarises the community engagement activities undertaken in relation to social issues during the reporting period October – December 2025 for the Inland Rail – Albury to Illabo (A2I) Project. 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 745 engagement records were logged in Consultation Manager during the October–December 2025 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 had the potential to affect access, amenity, traffic conditions, or business operations.

Engagement Volume and Channels

Engagement in relation to social issues was undertaken through a wide variety 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:

- **418 outbound emails** and **92 inbound emails**, supporting consistent two-way communication.
- **98 phone calls** (70 inbound and 28 outbound).
- **32 work notifications** and **15 outbound SMS messages**.
- **31 meetings** with councils, emergency services, schools, and community groups.
- **17 public information sessions**, supporting broader community awareness of upcoming works.
- **14 face-to-face contacts** and **11 door knocks**, enabling direct engagement with residents and businesses.
- **4 outbound letters** and **3 information hand-outs**.
- **2 Community Consultative Committee meetings** and **2 web page enquiries**.

These engagement activities totalled **745 individual contact events**, reflecting an ongoing and proactive effort to provide clear and 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 (708 records; 95%)**, reflecting routine information sharing and project updates. A total of **22 interactions (3%)** were recorded as **negative**, typically relating to traffic impacts, construction timing, access changes, and noise. **15 interactions (2%)** were recorded as **positive**, reflecting appreciation for early notice, responsiveness, and mitigation support (e.g., alternative access arrangements or targeted communication).

The high proportion of neutral sentiment indicates that communication measures were effective in maintaining community confidence and addressing issues promptly before they escalated into formal complaints.

Key Themes and Issues

Engagement 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:

- **Traffic impacts & management** – 283 occurrences
- **Consultation process** – 224 occurrences
- **Project / works timing** – 216 occurrences
- **Other construction impacts** – 198 occurrences
- **Notifications** – 148 occurrences
- **Access changes** – 102 occurrences
- **Project progress or status updates** – 56 occurrences
- **Noise** – 44 occurrences
- **Property access** – 40 occurrences
- **Environmental planning approvals** – 33 occurrences
- **Sponsorships and donations** – 31 occurrences
- **Construction noise** – 29 occurrences
- **Design-related impacts** – 29 occurrences
- **Vibration** – 28 occurrences

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

Summary

Over the October–December 2025 reporting period, the project team maintained a strong and consistent presence in the community, supported by a structured program of email communication, 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 a maturing construction phase, with communications primarily focused on traffic impacts, access changes, construction timing, and consultation processes, particularly in the Wagga Wagga and Junee precincts.

4. COMPLAINTS RECEIVED

This section provides a summary of all complaints received in relation to social issues associated with the Albury to Illabo (A2I) section of Inland Rail during the reporting period (October 2025 – December 2025). 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, social media, 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 type (e.g. noise, dust, access, traffic, worker behaviour, or property impacts).

During the reporting period, a total of 61 complaints and enquiries were recorded, with the majority relating to traffic conditions and mitigation measures associated with the Edmondson Street Bridge trial closure in Wagga Wagga. All complaints were acknowledged and managed in accordance with required timeframes, with no mediations required. All matters were closed during the reporting period, and no open complaints remain outstanding. Most issues were resolved through direct communication, real-time traffic management responses via the Temporary Traffic Monitoring Centre (TTMC), and prompt on-site investigations.

Key Trends and Themes

Analysis of complaints received during the reporting period indicates that:

- Traffic management and access impacts associated with the Edmondson Street Bridge trial closure (including congestion, detours, light phasing, signage and turning restrictions) represented the largest category of complaints and enquiries.
- Pedestrian safety and access arrangements, particularly in proximity to South Wagga Public School and Mothers Bridge, generated several complaints and feedback items.
- Worker behaviour and conduct issues were raised on a small number of occasions.
- Localised dust impacts were reported at the Edmondson Street site.
- Parking changes and signage modifications prompted a small number of complaints from residents and businesses.

Corrective Actions and Continuous Improvement

Corrective actions included on-site investigations, adjustments to traffic signage and VMS board locations, additional pedestrian safety measures, dust suppression controls, toolbox talks and workforce briefings, liaison with councils and Transport for NSW, and real-time monitoring and response through the TTMC. Feedback from complaints informed refinements to traffic mitigations, communications materials and community notifications. Lessons learned during the Edmondson Street Bridge trial closure have been incorporated into ongoing engagement practices, mitigation planning and continuous improvement initiatives.

Overall, complaints for the reporting period were managed effectively, with timely responses and resolution outcomes supporting community adaptation to major traffic changes and construction impacts.

TABLE 7 COMPLAINTS REGISTER SUMMARY

No.	Date Received	Method	CM ID	Location	Nature of Complaint	Affected Parties	Summary of Issue	Initial Response / Action	Response Channel	Resolution Timeframe	Mediation Req'd	Status
1	10/02/2025 12:05	Phone Call In	19 / 8514	Junee	Complaint	~1	Line marking arrow direction at Junee Hotel roundabout	Approval process explained; caller satisfied	Phone	Closed within 3 hours	N	Closed
2	14/10/2025 13:00	Face to Face	20 / 8520	Wagga Wagga	Complaint	~2	Dust entering Rail Heritage Museum from Edmondson St site	Additional dust mitigation implemented	Phone	Closed within 3 hours	N	Closed
3	22/10/2025 13:45	Hotline	21	Junee	Complaint	~2	Dangerous detour route via William Street	Anonymous; no contact details provided	Phone	Closed within 2 hours	N	Closed
4	29/10/2025 15:05	Hotline	22	Junee	Complaint	~2	Closure of George Street and poor road conditions	Closure reasons explained	Phone	Closed within 1 hour	N	Closed
5	03/11/2025 10:40	Email	23 / 8542	Wagga Wagga	Complaint	~2	Unsafe pedestrian thoroughfare to SWPS	Bollards, flagging, signage installed	Phone	Closed within 2 hours	N	Closed
6	05/11/2025	Email	24 / 8539	Wagga Wagga	Feedback	~2	Improvements to pedestrian access – Mothers Bridge	Additional signage and	Implementation	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 Req'd	Status
								lighting discussed				
7	07/11/2025 12:30	Hotline	25 / 8532	Wagga Wagga	Feedback	~2	Students walking under flagging onto roadway	Mitigations discussed	Implementation	Closed within 2 hours	N	Closed
8	07/11/2025 12:20	Hotline	26 / 8541	Wagga Wagga	Feedback	~2	VMS board obstructing deliveries	Board relocated	Door knock / Call	Closed within 2 hours	N	Closed
9	12/11/2025 09:44	Phone	27 / 8546	Wagga Wagga	Complaint	1	No parking sign outside residence	Signage updated; parking restored	Phone	Closed within 2 hours	N	Closed
10	12/11/2025 15:00	Phone	28 / 8547	Wagga Wagga	Complaint	1	Contractor behaviour toward bus operator	Face-to-face consult; toolbox talk initiated	Delivery Team	Closed within 2 hours	N	Closed
11	22/11/2025 14:23	Email	29 / 8557	June	Complaint	~2	Allegation of MR personnel seeking illicit substances	Safety Team investigation; response sent	Email	Closed within 2 hours	N	Closed
12	25/11/2025 09:15	Email	30 / 8558	June	Complaint	~15	Traffic detour affecting kindergarten street	Issue investigated; mitigation reviewed	Call	Ongoing	N	Closed
13	16/11/2025 15:55	Email	31 / 158192	Wagga Wagga	Enquiry	~2	VMS obstructing driveway view	Board relocated	Call	Within 24 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 Req'd	Status
14	18/11/2025 06:59	Email	32 / 158193	Wagga Wagga	Enquiry	~2	Roundabout insert safety concern	Update provided	Call	Within 2 hours	N	Closed
15	24/11/2025 10:00	1800 Number	33 / 157815	Wagga Wagga	Enquiry	~2	Adequacy of 1800 coverage	Nil required	Call	Within 2 hours	N	Closed
16	24/11/2025 09:42	1800 Number	34 / 158199	Wagga Wagga	Enquiry	~20	Traffic diverting through narrow streets	Advice provided	Call	Within 2 hours	N	Closed
17	24/11/2025 14:00	1800 Number	35 / 8555	Wagga Wagga	Complaint	~8	Speeding near Railway St/Lake Albert lights	VMS update suggested	Call	Within 2 hours	N	Closed
18	24/11/2025 14:52	1800 Number	36	Wagga Wagga	Complaint	~2	Lengthy commute times via Urana St	Attempted follow-up	Call	Within 2 hours	N	Closed
19	24/11/2025 16:56	1800 Number	37 / 8565	Wagga Wagga	Enquiry	~2	Approval level for WW route	Link sent	Call	Within 2 hours	N	Closed
20	25/11/2025 08:45	Face to Face	38 / 8564	Wagga Wagga	Complaint	~15	Trial communications unclear	Messaging update advised	Call	Within 2 hours	N	Closed
21	25/11/2025 16:50	1800 Number	39	Wagga Wagga	Enquiry	~2	Speeding concerns Sturt/Olympic	Monitoring Centre advised	Call	Within 2 hours	N	Closed
22	25/11/2025 08:54	1800 Number	40	Wagga Wagga	Enquiry	~2	Difficult right turn Charleville/Bourke	Advice shared	Call	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 Req'd	Status
23	25/11/2025 08:30	Face to Face	41	Wagga Wagga	Enquiry	~15	Roma St access blocked	Monitoring Centre advised	Call	Within 2 hours	N	Closed
24	25/11/2025 17:20	Email	42	Wagga Wagga	Enquiry	~15	Roma St queuing	Monitoring Centre advised	Call	Within 24 hours	N	Closed
25	25/11/2025 07:05	Email	43	Wagga Wagga	Enquiry	~2	Parking Bourke/Lindsay visibility	Monitoring Centre advised	Call	Within 24 hours	N	Closed
26	25/11/2025 12:24	1800 Number	44 / 158201	Wagga Wagga	Enquiry	~15	Banking over Charleville/Bourke	Monitoring Centre advised	Call	Within 2 hours	N	Closed
27	26/11/2025 08:22	1800 Number	45 / 8563	Wagga Wagga	Complaint	~15	Congestion Fox/Edward St	Monitoring Centre advised	Call	Within 2 hours	N	Closed
28	26/11/2025 08:20	1800 Number	46 / 158191	Wagga Wagga	Feedback	~15	Fallen bollard hazard	Monitoring Centre advised	Call	Within 2 hours	N	Closed
29	28/11/2025 13:54	1800 Number	47 / 8568	Wagga Wagga	Complaint	1	Travel time delays	Monitoring Centre advised	Call	Within 2 hours	N	Closed
30	01/12/2025 07:32	1800 Number	48 / 8573	Wagga Wagga	Complaint	1	Bourke St driveway access	No further action	Call	Within 2 hours	N	Closed
31	01/12/2025 08:00	1800 Number	49 / 158426	Wagga Wagga	Feedback	1	Lake Albert Rd travel times	Shared with TTMC	Call	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 Req'd	Status
32	02/12/2025 08:32	Email	50 / 158428	Wagga Wagga	Feedback	1	Edmondson Bridge duration	Video explanation sent	Email	Within 2 hours	N	Closed
33	03/12/2025 12:32	Email	51 / 158429	Wagga Wagga	Feedback	1	Roma/Brookong queuing	Shared with TTMC	Email	Within 2 hours	N	Closed
34	03/12/2025 12:35	Email	52 / 158431	Wagga Wagga	Feedback	1	Roma/Brookong queuing	Design developed	Call	Within 2 hours	N	Closed
35	03/12/2025 12:33	Email	53 / 158430	Wagga Wagga	Feedback	1	Urana St queuing	Shared with TTMC	In person	Within 2 hours	N	Closed
36	03/12/2025 12:35	1800 Number	54 / 158432	Wagga Wagga	Feedback	1	Light phasing Best/Sturt	No issue found	Email	Within 2 hours	N	Closed
37	04/12/2025 09:21	1800 Number	55 / 158433	Wagga Wagga	Feedback	1	Right turn Docker/Sturt	No mitigations	Call	Within 2 hours	N	Closed
38	04/12/2025 12:41	1800 Number	56 / 158435	Wagga Wagga	Feedback	1	Traffic Urana St	TTMC to investigate	Call	Within 2 hours	N	Closed
39	04/12/2025 10:19	1800 Number	57 / 158440	Wagga Wagga	Feedback	1	U-turns Brookong/Docker	TTMC to investigate	Call	Within 2 hours	N	Closed
40	05/12/2025 09:30	1800 Number	58 / 158442	Wagga Wagga	Feedback	1	Heath/Urana roundabout	TTMC to investigate	Call	Within 2 hours	N	Closed
41	08/12/2025 12:07	Phone	59 / 8585	Albury	Complaint	~3	Parking & worker behaviour	Remedial actions taken	Phone/SMS	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 Req'd	Status
42	16/12/2025 09:05	Face to Face	60 / 8588	Wagga Wagga	Complaint	1	Drone, rubbish, beeping trucks	Clarified; site clean-up	Face to face	Within 2 hours	N	Closed
43	18/12/2025	1800 Number	61	Wagga Wagga	Complaint		No stopping signs near business	Confirmed none installed	Call	Within 2 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 eg local, First Nations, etc
- Stakeholder engagement: Ongoing engagement with councils, Community Consultative Committees and other key stakeholders continues to inform management decisions.

Should monitoring identify unanticipated impacts or ineffective mitigation measures, Martinus will—consistent with the SIMP—investigate through the project’s incident management process, determine corrective actions, and, where necessary, revise relevant management strategies in consultation with Inland Rail and stakeholders.



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