



Community Information Plan

Googong Township Integrated Water Cycle Project – Stage I

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Report Number: 15009
Version / Date: V 4.1 / July 2015

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Document Status

Version	Purpose of Document	Orig	Review	Review Date
V 2-0	Revision and update of original document	Jessica Wallwork	Rob Salisbury	22 January 2014
V 2-1	Updated with Matthew Lau comments	Jessica Wallwork	Matthew Lau	29 September 2014
V 3.0	Updated with Matthew Lau comments	Jessica Wallwork	Matthew Lau	21 October 2014
V 4.0	Updated with new program dates, plan	Elise Vale	Katherine Hurley	28 January 2015
V 4.1	Minor updates following external audit	Katharine Bond	Katherine Hurley	13 July 2015
V 5.0	Updated with QCC comments for handover	Jessica Wallwork	Rob Salisbury	6 April 2016

Approval for Issue

Name	Signature	Date
Rob Salisbury		6 April 2016

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I.0 Introduction

I.1 Project overview

The Googong Township is a planned new township to be developed by Googong Township Proprietary Limited (GTPL), a partnership between Canberra Investment Corporation (CIC) and Mirvac. The Googong Township will be located in the Canberra region, around eight kilometres south of Queanbeyan in NSW. It will be home to about 18,000 people and will be developed over the next 20-25 years

The Googong Township Integrated Water Cycle (IWC) Project will deliver a water cycle system, providing essential water, wastewater and water recycling services. It also incorporates water sensitive urban design to manage water quality and collect stormwater to irrigate key streetscapes, ovals and parklands throughout Googong. The IWC will reduce the consumption of potable water in the community by around 60% and recycle the township's water for non-potable use.

The IWC will be delivered concurrently with the development of the Googong Township and has been designed to meet best practice water conservation outcomes required by the NSW Government. The Googong Township IWC Project is being constructed and operated in stages to ensure the infrastructure is correctly sized to meet the incremental level of demand.

Stage 1 of the IWC Project comprises new infrastructure to deliver potable drinking water to the township, treat wastewater and utilise recycled water for re-use in the township and for environmental discharge. It will be delivered in sub stages by different contractors. These stages are as follows: Stage A Network (water and sewer services), Stage AB Water Recycling Plant (WRP) and Stage B Network (upgrade of water and sewer services to meet predicted population growth). Networks are further subdivided into East and West, with East covering works in ICON Water controlled lands within Palerang Council Local Government Area, and West covering works within the Queanbeyan City Council Local Government Area.

This Community Information Plan (CIP) provides overarching procedures for communication and engagement with the local community and key stakeholders on construction and operation of the IWC Project.

I.2 Project staging

The following table provides an overview of the stages and timeframes.

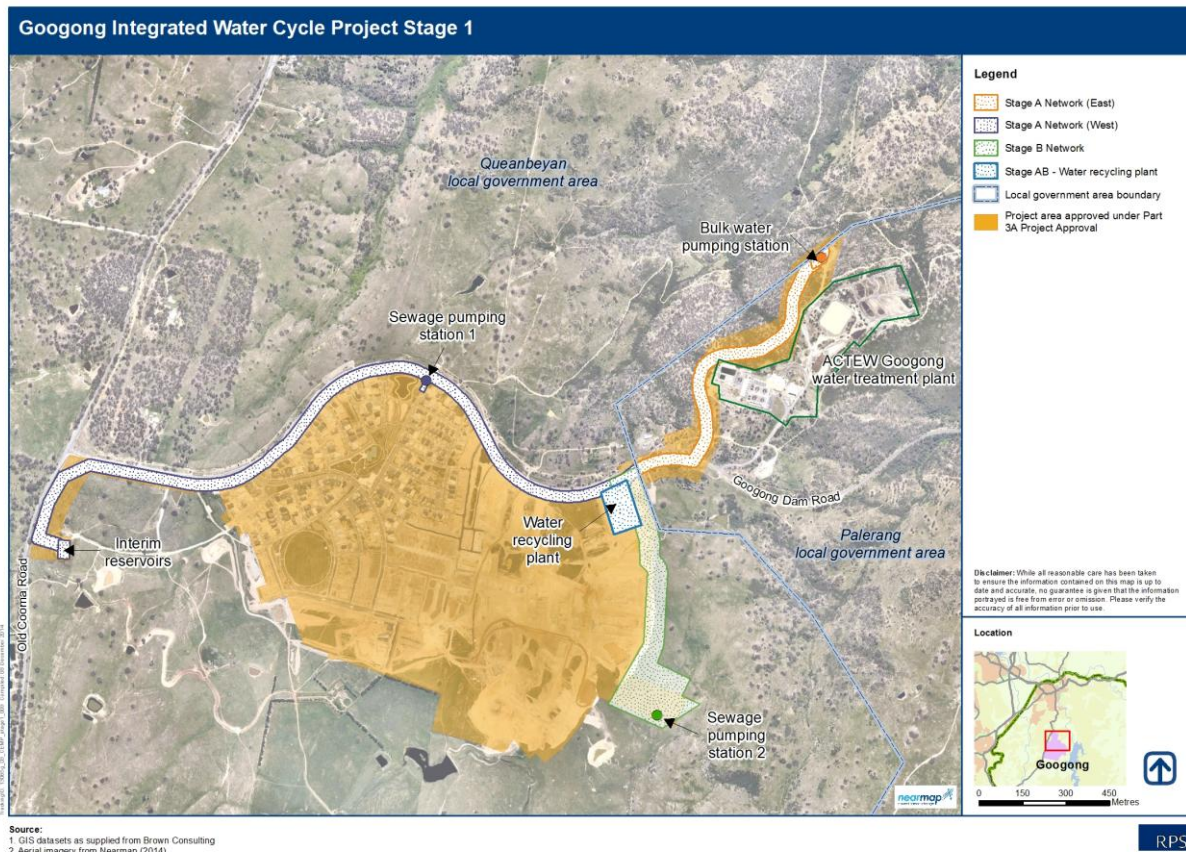
Table 1 IWC Project Stage 1 – construction and operation staging

Stage	Description	Construction start date	Operations date
Stage A – Network	West: Construction of an interim water supply that includes potable and recycled water interim reservoirs, sewage pumping station (SPS1), connecting pipelines together with the connection to the subdivision reticulation network.	Jan 2013	August 2014
	East: Construction of bulk water pumping station and connecting pipeline to service the interim reservoirs.	April 2013	August 2014
Stage AB – WRP	Construction of Stage AB WRP to treat sewage and produce recycled water for use in the township.	Sept 2014	Early 2016
Stage B – Network	Construction of second part of the sewage network including a second pumping station and connecting pipeline.	Nov 2014	Mid 2015

1.3 Location

The Googong Township is located near the Googong Dam on Old Cooma Road in New South Wales, 8km south of Queanbeyan CBD. As shown in Figure 1 below, the development of the IWC Project is within the Queanbeyan local government area and on ICON Water lands within Palerang local government area. The layout of each of the stages of the IWC Project are also outlined below.

Figure 1 Stage 1 of the Googong Township IWC Project



1.4 Conditions of approval

1.4.1 Environmental Planning and Assessment Act 1979

The IWC Project was assessed under (the now repealed) Part 3A of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act). On 24 November 2011, a Concept Approval for the ultimate development (Stage 1 and Stage 2) and a Project Approval for Stage 1 of the Googong Township IWC Project were granted by the NSW Planning Assessment Commission, under delegation from the Minister for Planning and Infrastructure. The IWC Project was assessed independently of the development of the Googong Township (approved under Part 4 of the EP&A Act) and other associated infrastructure. The Googong Township development has separate approval conditions.

The approval of the IWC Project is subject to a number of Conditions of Approval (CoA). The CoA relevant to the CIP are listed Table 2. A cross reference is also included to indicate where the condition is addressed in this Plan or other management documents. CoA A1, also states that the Proponent shall carry out the project generally in accordance with the EA, Statement of Commitments (SoC). The Statement of Commitments relevant to this CIP are outlined in Table 3.

Table 2 Conditions of approval relevant to community information, consultation and involvement

CoA No.	Condition requirements	Document reference
A14	<p>Prior to the commencement of construction, the Proponent shall prepare and implement a Community Information Plan which sets out the community communication and consultation processes to be implemented during construction and operation on the project. The Plan shall be prepared in consultation with Queanbeyan City Council and to the satisfaction of the Director-General, and include but not be limited to:</p> <ul style="list-style-type: none"> (a) procedures to inform the local community of planned investigations and construction activities, including blasting works (if any); (b) procedures to inform the relevant community of construction traffic routes and any potential disruptions to traffic flows and amenity impacts; (c) procedures to consult with local landowners with regard to construction traffic to ensure the safety of livestock and to limit disruption to livestock movements (d) procedures to inform the community where work outside the construction hours specified in condition C7, in particular noisy activities, has been approved; (e) procedures to inform and consult with affected landowners to rehabilitate impacted land; (f) procedures to inform the community of operational activities, including results of monitoring undertaken in accordance with conditions D7 to D9; and (g) procedures to inform the community of their rights, including those relevant to the management of visual and noise amenity and the process for lodgement of complaints, as identified under this Approval. 	<p>Section 5.1 Table 6 – Communication tools and procedures Appendix A (consultation with QCC)</p>
A15	<p>Prior to the commencement of construction, the Proponent shall ensure that the following are available for community complaints for the life of each project related to the subject concept plan approval (including construction and operation) or as otherwise agreed by the Director-General:</p> <ul style="list-style-type: none"> (a) a 24-hour telephone number on which complaints about construction and operational activities at the site may be registered (b) a postal address to which written complaints may be sent; and (c) an email address to which electronic complaints may be transmitted. <p>The telephone number, postal address and email address shall be advertised in a newspaper circulating in the area of the project on at least one occasion, prior to the commencement of construction; and at six-monthly intervals during construction and for a period of two years following commencement of operation of the project. These details shall also be provided on the Proponent's internet site required by condition 3.2 of the associated Concept Plan Approval. The telephone number, the postal address and the email address shall be displayed on a sign near the entrance to the construction site(s), in a position that is clearly visible to the public.</p>	<p>Section 5.1 Table 6 – Communication tools and procedures</p>
A16	<p>The proponent shall record details of all complaints received through the means listed in condition A15 of this approval in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:</p> <ul style="list-style-type: none"> (a) the date and time of the complaint; (b) the means by which the complaint was made (telephone, mail or email) (c) any personal details of the complainant that were provided, or if no details were provided, a note to that effect; (d) the nature of the complaint; (e) any action(s) taken by the Proponent in relation to the complaint, including timeframes for implementing the action; and (f) if no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken. <p>The Complaints Register shall be made available for inspection by the Director-General upon request.</p>	<p>Section 5.1 Table 6 – Communication tools and procedures</p>

CoA No.	Condition requirements	Document reference
A17	The Proponent shall provide an initial response to any complaints made in relation to the project during construction or operation within 48 hours of the complaint being made. The response and any subsequent action taken shall be recorded in accordance with condition A16. Any subsequent detailed response or action is to be provided within two weeks, or as otherwise agreed by the complainant/Director-General.	Section 5.1 Table 3 – Communication tools and procedures Section 5.2 Complaints management procedure

Table 3 Statement of commitments relevant to Community and stakeholder consultation

Objective	Ref. No.	Commitment	Timing	Document reference
Ensure all affected stakeholders are kept informed of the construction schedule	CS2	During construction, affected communities will be informed prior to the start of any works in their area and will be notified at regular intervals throughout the construction process according to a project-specific community engagement and stakeholder management plan.	Construction	This plan.

1.4.2 Environment Protection and Biodiversity Conservation Act 1999

The Googong Township Project was also referred to the Department of Sustainability Environment Water Populations and Communities (DSEWPaC, now Department of the Environment) under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) due to potential impacts on matters of national environmental significance, including migratory species, threatened species and communities. The Googong Township Project (including water cycle infrastructure) was declared a controlled action under the EPBC Act, and approved on 19 May 2011, subject to conditions.

Some of the Conditions of Approvals (CoA) include:

- Preparation, approval and implementation of a Pink-tailed Worm-lizard Protection and Management Plan
- Preparation, approval and implementation of a Googong Foreshores Interface Management Strategy.
- Establishment of a committee that will oversee the implementation of the Googong Foreshores Interface Management Strategy.
- Fence and sign Hoary Sunray (*Leucochrysum albicans var. tricolour*) habitat as 'no go areas' during construction.
- Publish a report annually addressing the compliance with each of the CoA.

1.5 Certification and approval

This CIP must be approved by the Director-General of the Department of Planning and Infrastructure (DP&I) prior to the commencement of construction.

The Director-General's nominee approved the CIP on 21 September 2012.

2.0 Key stakeholders

2.1 External stakeholders

There are a number of external stakeholders that are likely to have an interest in or influence on the IWC Project. The following table outlines who the key stakeholders are and provides a summary of their interest in the project.

Table 4 External stakeholders

Stakeholder	Interest in the project
Political	
Local Member for Monaro	<ul style="list-style-type: none"> Progress of the project Management of community feedback and complaints
State Government departments and statutory bodies	
NSW Department of Planning and Infrastructure NSW Environment Protection Authority NSW Office of Environment and Heritage NSW Office of Water	<ul style="list-style-type: none"> Progress of the project Management of community feedback and complaints Communication of construction and operational impacts of the project (e.g. noise, vibration, visual amenity, traffic) Water quality monitoring process and outcomes
NSW Health	<ul style="list-style-type: none"> Provision of educational information on the use and handling of recycled water
Local councils	
QCC	<ul style="list-style-type: none"> Progress of the project Management of community feedback and complaints Communication of construction and operational impacts of the project (e.g. noise, vibration, visual amenity, traffic) Development and approval of educational information on the use and handling of recycled water Water quality monitoring process and outcomes
Palerang Shire Council	<ul style="list-style-type: none"> Progress of the project in particular any work or approval required for work near the Bulk Water Pumping Station
Affected regional utility providers	
ICON Water	<ul style="list-style-type: none"> Management of enquiry and complaints Relationship with the local community Water quality monitoring results
Indigenous groups	
Buru Ngunawal Aboriginal Corporation King Brown's Tribal Group Little Gudgenby River Tribal Council Yukembruk Merung Ngarigo Ngambri Local Aboriginal Land Council (LALC) Yurwang Gundana Consultancy Cultural Heritage Services Konanggo Consultancy Ngarigu Currawong Clan	<ul style="list-style-type: none"> Management of previously identified heritage sites in accordance to Heritage Management Plans Management of heritage artefacts identified during construction of the IWC Project

Stakeholder	Interest in the project
Environmental groups	
Molonglo Catchment Group Upper Murrumbidgee Catchment Coordinating Committee (UMCCC) Queanbeyan Landcare Inc	<ul style="list-style-type: none">▪ Management of flora and fauna in accordance with construction and operation environmental management plans and other protected species management plans.▪ Water quality monitoring plans and results.

Stakeholder	Interest in the project
Local community	
New Googong township residents – neighbourhood 1A property agents Wickerslack Lane Residents Association Jerrabomberra Residents Association Fernleigh Park Estate Community Group Googong Residents Group Private landowners on Googong Dam Road and Old Cooma Road) Googong Ranger (Territory and Municipal Services) Bush on Boundary Group	<ul style="list-style-type: none"> ▪ Management of and information on construction and operation impacts of the IWC on local residents including traffic, vibration, visual amenity, flora and fauna. ▪ Water quality monitoring results and the protection of water access. ▪ Management of Googong Foreshores Interface Management Plan and EPBC listed species – Pink-tailed Worm-lizard and Hoary Sunray.
Business	
Queanbeyan Business Council Bungendore Chamber of Commerce and Industry	<ul style="list-style-type: none"> ▪ Management of and information on construction and operation impacts of the IWC on local businesses including traffic, vibration, visual amenity, flora and fauna
Media	
Queanbeyan Age Canberra Times Queanbeyan Chronicle ABC radio WIN TV Other regional media outlets	<ul style="list-style-type: none"> ▪ Project progress ▪ Management of complaints

2.2 Internal stakeholders

The table below outlines the IWC project team (GTPL and contractors) roles and responsibilities with regards to this CIP.

Table 5 Internal stakeholders

Role	Interest and responsibilities
GTPL Assistant Project Director IWC	<ul style="list-style-type: none"> ▪ Oversight of the management of the IWC Project and its regulatory approvals ▪ Maintaining the reputation of the Googong Township and IWC Project ▪ Approval and oversight of communication plans and materials for the IWC Project
GTPL Development Manager EPBC	<ul style="list-style-type: none"> ▪ Oversees the compliance of the IWC Project with EPBC conditions of approval
IWC Communications Manager	<ul style="list-style-type: none"> ▪ Monitor and respond to complaints and enquiries from the IWC Project feedback mechanisms (1800, mail and email address) ▪ Ensure that the website is updated to reflect the latest construction and operations plan ▪ Co-ordination and management of the response to community complaints within CoA timeframes (refer to Complaints Management Procedure) ▪ Support for education materials on the IWC Project ▪ Maintains and updates the IWC Project Consultation Management System (CMS)
Technical Consultants (various)	<ul style="list-style-type: none"> ▪ Provide advice and support on technical aspects of procurement, design, construction and operation of the IWC Project as well as water quality monitoring and modelling advice
Construction Managers (multiple depending on the stage of	<ul style="list-style-type: none"> ▪ Ensure all works comply with relevant environmental regulatory and IWC project requirements as outlined in relevant Construction Environmental

Role	Interest and responsibilities
construction)	<p>Management Plan (CEMP)</p> <ul style="list-style-type: none"> ▪ Plan construction works in a manner that avoids or minimises impact on the surrounding community ▪ Ensure that timely notification is provided to the local community on planned investigations, constructions activities (particularly noisy or out of hours work) ▪ Ensure that complaints are investigated and responded to within the timeframe and process outlined in the Complaints Management Procedure ▪ Ensure all complaints and enquiries are recorded in the IWC Project CMS (achieved through monthly reporting process) ▪ Ensure that the construction workforce understands their requirements with relation to engaging with the local community, key stakeholders and the media
Operation Managers (interim GTPL sub contractors, ICON Water and QCC)	<ul style="list-style-type: none"> ▪ Ensure operations comply with relevant environmental regulatory and IWC project requirements as outlined in relevant Operation Environmental Management Plan (OEMP) ▪ Ensure that timely notification is provided to the local community on operational activities (particularly noisy or out of hours work) ▪ Ensure that complaints are investigated and responded to within the timeframe and process outlined in the Complaints Management Procedure ▪ Ensure all complaints and enquiries are recorded in the IWC Project CMS ▪ Ensure that the construction workforce understands their requirements with relation to engaging with the local community, key stakeholders and the media
GTPL media advisor	<ul style="list-style-type: none"> ▪ Responsible for all contact with the media regarding the IWC Project
QCC communications and media team	<ul style="list-style-type: none"> ▪ Liaison with this team on communication and media requests related to the construction and operation of the IWC
GTPL community facilitator	<ul style="list-style-type: none"> ▪ Management of any enquiries or complaints relevant to the development of the Googong Township

3.0 Issue and impact identification

Detailed examination of issues relating to the construction and operation of the IWC Project will be conducted throughout the delivery of Stage 1. These issues, including mitigation measures, will be outlined in various construction and operation environmental management plans related to relevant stages (i.e. WRP, Network A, Network B) and will be used to identify when communication and engagement is required on particular stages.

The table on the following page, provides a ‘snapshot’ on what some of the potential construction and operation impacts and who the affected stakeholder/s might be, including how concerned they may be with the issue. Potential issues could include (but are not limited to):

- noise and vibration impacts from the construction or operation of the IWC Project
- flora and fauna removal/relocation or disturbance of key habitat areas
- traffic and property access issues due to increased truck and vehicle movements
- water quality impacts on Queanbeyan River due to construction activities or operation of the WRP
- visual amenity of the final Googong Township and IWC Project on the local landscape.

Table 6 Stakeholder groups issue identification

Issue	Political	Council	Interest groups	Residential	Business	Media
Noise and Vibration	■	■	■	■	■	
Flora and Fauna	■	■	■	■		■
Traffic and access	■	■		■	■	
Water quality	■	■	■	■	■	■
Visual amenity	■	■	■	■	■	■

Key

- High
- Medium
- Low

4.0 Key messages

The following key messages have been developed to guide all communications about the project with local community and key stakeholders. Key messages should be used in all project communication and should be adapted to meet specific construction and operation stages.

Other key messages will be developed as required to meet particular stages of work or operation activities that are likely to have an impact on the local community.

4.1.1 Googong Township

- Googong is a new township that is located just 30 minutes from the centre of Canberra
- Googong covers 780 hectares of former grazing land and will be developed over the next 20 – 25 years.
- It will eventually be home to around 18,000 people.
- The Googong township incorporates best practice environmental and sustainability processes, including water reuse to delivery water savings.
- More than 23 per cent of the site is dedicated to open spaces, including parklands and playing fields.

4.1.2 IWC Project

- The IWC Project – as part of the township construction – will be delivered in multiple stages.
- Approval has been granted for Stage 1 of the Project that comprises Stage A Network (water and sewer services), Stage AB Water Recycling Plant (WRP) and Stage B Network.
- Each stage is linked to population growth covering works within the Queanbeyan City Council and Palerang Local Government Areas.
- The IWC project will deliver potable and recycled water and sewage services to the township.
- The Integrated Water Cycle (IWC) project is an innovative response to a complex problem of managing scarce water resources within a dry landscape.
- The IWC is a great example of how water can be supplied to an area with increasing population, without placing undue stress on the existing scarce water resources.
- Water consumption will be reduced by approximately 60 per cent and more than half the town's wastewater will be recycled.
- Googong will be so water efficient, its 18,000 residents will use less water than just 6,500 residents in an average Australian community.
- An irrigation strategy will be implemented to use stormwater and recycled water in Googong's gardens and parks.
- The IWC project will improve runoff quality into the Queanbeyan River through stormwater retention, rainwater use and Water Sensitive Urban Design.
- It will also create a township with a water efficiency culture.

4.1.3 Stage A – Network

- Works commenced construction in January 2013; and finished in August 2014. Interim operation of the Stage A network commenced in February 2014, prior to the completion of construction, and will run until Stage A is fully operational in late 2015, following the commissioning of the WRP.
- Stage A works include:

- » Interim reservoirs for recycled and potable water.
- » Pumping stations for sewage and water.
- » Mains pipework – including water and recycled water mains.
- » Connections to the stormwater management system.
- Stage A Network was split across two sub stages – East and West – covering works within the Queanbeyan City Council and Palerang Local Government Areas.

4.1.4 Stage AB WRP

- The WRP will include a number of buildings and facilities that will treat sewage and produce recycled water.
- The recycled water that will be produced by the WRP, will be reused in the township for non-potable use (e.g. toilet flushing and irrigation).
- The WRP site is situated on Googong Road near the initial neighbourhood boundary.
- GTPL has engaged JHG to deliver the WRP work.
- Construction started in September 2014 and will be completed by the end of 2015 (weather permitting).
- Once testing and commissioning is completed in mid 2016, the WRP will be owned and operated by QCC.

4.1.5 Construction related

- Construction work hours will be between 7:00am and 6:00pm, Monday to Friday, and between 8:00am and 1:00pm, Saturdays.
- Blasting may be required on occasions. If required it will only occur between the hours of 9.00 am to 5.00 pm Monday to Friday and 9.00 am to 1.00 pm on Saturdays.
- Construction work may cause some disturbance to the local community through increased traffic, vibration, noise or dust.
- GTPL's contractors will work with the local community to minimise the impact of construction wherever possible.
- Advance notice of any noisy or works outside of normal construction hours will be provided to local residents.

4.1.6 Environment key messages

- Construction and operation environmental management plans will be prepared prior to each of the project stages.
- These plans will identify any environmental issues and mitigation measures associated with the stages.
- These plans will be made available on the Googong compliance website.

4.1.7 More information

- Further information about the IWC Project is available at:
 - » website: www.compliance.googong.net
 - » phone: 1800 838 438 (24 hours)
 - » email: iwc@googong.net.

5.0 Communication tools and procedures

Given the IWC is being constructed and operated over a number of stages and by different contractors and operators, the Community Information Plan for Stage 1 of the Project is designed to:

- provide procedures for how and when to inform the local community on construction and operational impacts of the IWC project
- clearly identify roles and responsibilities for GTPL and the contractors and operators with regards to informing the community
- ensure consistent messaging on the project is used across GTPL and the construction teams Stage 1 of the IWC project
- outline project feedback mechanisms to ensure that issues are identified and mitigated early.

A range of tools will be required to inform and engage the local community and key stakeholders on issues such as, but not limited to:

- planned investigations and construction activities, including blasting works (if any)
- construction traffic routes and any potential disruptions to traffic flows, amenity impacts or disruption to livestock movements
- work outside the construction hours, in particular noisy activities
- measures to rehabilitate affected land
- water quality monitoring and results (surface and ground water)
- management of visual and noise amenity
- the process for lodgement of complaints.

The tools and procedures outlined in the next section of the plan are designed to be adapted depending on the stage and the specific scope of works and should be used in conjunction with construction and operation environmental management plans and programs. The table outlines:

- tool and purpose
- audience
- minimum information requirements
- proposed timing for the tool/s
- responsibility for implementation (NB in some instance this can be delegated to another IWC Project team member as required and dependant on the task)
- relevant condition of approval.

5.1 Communications tools and procedures

Table 7 Communications tools and procedures

Tool	Purpose	Stakeholder	Information requirements	Timing	Responsibility	Conditions of approval
Newspaper advertising	To provide information and project updates on the construction and operation of the IWC Project as well as any potential impacts or changes.	Wider community and key stakeholders	<ul style="list-style-type: none"> Key IWC Project milestones met or upcoming Potential impacts and mitigation measures (if any) IWC Project’s community hotline, postal address, email address and website details 	<ul style="list-style-type: none"> Every six months during construction (January and July each year) First two years of operation Others as required to advise of key changes or significant traffic impacts. 	GTPL Communications Manager GTPL Assistant Project Director IWC	A 14 a and b
IWC Project updates	To provide information and project updates on the construction and operation of the IWC Project as well as any potential impacts or changes.	Local community	<ul style="list-style-type: none"> Key IWC Project milestones met or upcoming Potential impacts and mitigation measures (if any) Construction/operation hours IWC Project’s community hotline, postal address, email address and website details 	<ul style="list-style-type: none"> Every six months during construction (January and July each year) First two years of operation Others as required to advise of key changes or significant traffic impacts. 	GTPL Communications Manager GTPL Assistant Project Director IWC	A 14 a and b
Construction notifications	To provide information on planned investigations, construction or operational activities and potential mitigation measures (if any) including: <ul style="list-style-type: none"> potential disruptions to traffic flows noise or vibration vegetation clearing or fauna disturbances work outside of normal construction hours. 	Affected local community	<ul style="list-style-type: none"> Location and purpose of the work, operational activities or investigations Potential impacts and mitigation measures (if any) Work hours and expectations if work is outside normal construction hours IWC Project’s community hotline, postal address, email address and website details 	<ul style="list-style-type: none"> 48 hours to seven days will be provided for out of hours work or noisy works Two weeks notice will be provided for blasting activities. 	Construction or operation managers depending on project stage	A 14a, b, c and d

Tool	Purpose	Stakeholder	Information requirements	Timing	Responsibility	Conditions of approval
Doorknocks	To ensure that local residents understand the impacts of a particular construction activity and its impacts.	Affected local community Key stakeholders	To be conducted prior to a construction activity occurring where the activity is out of hours, particularly noisy or emergency works. It should be accompanied by a notification that can be left behind and that includes details identified above. IWC Project team member door knocking should carry identification on them. Preferably two IWC Project people should be in attendance.	As required	Construction or operation managers depending on project stage	A 14
Fact sheets	To provide additional information where required to support construction notifications or inform/educate the local community and key stakeholders about key aspects project (e.g. water quality monitoring)	Affected local community Key stakeholders	Factsheets will be produced on an as need basis, based on feedback from the local community or due to the complexity of the construction or operation activities.	As required	GTPL Communications Manager GTPL Assistant Project Director IWC	A 14
Site signage	To identify a construction site as part of the IWC Project and relevant contact details	Affected local community Key stakeholders Motorists	<ul style="list-style-type: none"> ▪ Project name and stage ▪ Contractors name ▪ Community hotline number and email address 	Signage should be erected at least seven days prior to construction starting	Construction Managers in liaison with GTPL	A 15
Traffic signage	To communicate changed traffic arrangements to motorists as a result of the IWC Project. This will take the form of Variable Message Signs (VMS).	Affected local community Key stakeholders Motorists	<ul style="list-style-type: none"> ▪ Project name ▪ Traffic impact ▪ Dates when traffic impact is expected ▪ Community hotline number 	48 hours to seven days prior to the traffic impact occurring	Construction or operation managers depending on project stage	A 14

Tool	Purpose	Stakeholder	Information requirements	Timing	Responsibility	Conditions of approval
Meetings with individuals or groups	To engage, where appropriate, regarding: <ul style="list-style-type: none"> construction impacts (noise, visual, air or water quality, traffic, property access) rehabilitation of impacted land livestock movement requirements access to properties for investigations, service relocations or monitoring (water or blasting). 	Local affected community/land owner	<ul style="list-style-type: none"> Purpose and location of construction/operation activities Potential impacts of the project and mitigation strategies (if any) Where to get further information (if required) <p>Preferably two IWC Project people should be in attendance.</p>	As required depending on issue and construction/operation timeframe	GTPL and Contactors (as required)	A 14 c, e and g
Public displays	To inform of any key changes to the IWC Project.	Local affected community Key stakeholders	<ul style="list-style-type: none"> Purpose of change Potential impacts and mitigation strategies (if any) Who is affected by the change (if anyone) Where to get further information <p>Public displays should be accompanied by supporting materials as required (i.e. factsheets, brochures, reports).</p>	As required	GTPL Communications Manager GTPL Assistant Project Director IWC	A 16

Tool	Purpose	Stakeholder	Information requirements	Timing	Responsibility	Conditions of approval
IWC feedback mechanisms (community information line, email and postal address)	To provide 24-hour access and multiple ways to contact the IWC to either lodge complaints or enquiries about the IWC Project	Local affected stakeholders Wider community Key stakeholders	Key messages on: <ul style="list-style-type: none"> relevant stages, construction or operation activities expectations with regards to complaints/enquiry resolution escalation process (if required) All communications materials (notifications, newsletters, website, etc) will provide the community hotline number, postal address and email address.	<ul style="list-style-type: none"> Established prior to construction Community hotline – monitored 24 hours during construction and operation 	GTPL Communications Manager GTPL Assistant Project Director IWC	A 15 and A 17
Website	To provide information on the IWC Project including information on environmental approvals, monitoring and management.	Local affected stakeholders Wider community Key stakeholders	<ul style="list-style-type: none"> Project statutory and technical documentation for the approved IWC Project Environmental Management Plans Contact details for further information. 	<ul style="list-style-type: none"> Established prior to construction Reviewed and updated as required (at least every six months or prior to a new stage beginning) 	GTPL Communications Manager GTPL Assistant Project Director IWC	A 14 and EPBC CoA
Enquiry / complaints register	To track enquiries and complaints and time taken to respond	Government departments Key stakeholders IWC Project team	<ul style="list-style-type: none"> Date and time of enquiry/complaint/compliment Stakeholder contact details Stakeholder's preferred method of response The nature of the enquiry/complaint/compliment Record of team members taking the enquiry/complaint/compliment Record of the team members involved in resolving the enquiry/complaint/compliment Action taken to resolve the enquiry/complaint/compliment. 	<ul style="list-style-type: none"> Established prior to construction Updated within 24 hours of correspondence with stakeholder / community member 	GTPL Communications Manager Construction / operation Manager Wider IWC Project team	A 16

5.2 Complaints Management Procedure

The Complaints Management Procedure is a framework to manage and record community complaints and enquiries in a consistent and effective manner.

Enquiries and complaints will be taken 24 hours a day, seven days a week throughout the construction and operation of the project (first two years).

The community can make an enquiry or complaint by telephone, post, email or face to face. Details of how to contact the project team has been and will continue to be available:

- in local newspapers (advertised every six months during construction and for at least the next two years of operation)
- on the project website
- on site signage
- on all communication materials.

The responsibility for managing complaints during construction will be GTPL. Once the IWC infrastructure is operational, complaints will be managed by QCC and will be in accordance with their Complaints Handling Policy.

5.3 Media enquiries

GTPL is responsible for maintaining relationships with and contact from the media during construction of the IWC. If a project team member is contacted by a media organisation the enquiry should be immediately referred to GTPL media advisor.

5.4 Once the IWC infrastructure is operational, media enquires will be managed by QCC. Continuous improvement

To ensure that the IWC Project team continues to maintain and improve on their engagement approach with key stakeholders and the community this plan will be reviewed and updated (as required) every six months. In reviewing these plans the following information will be taken into account:

- IWC Project team feedback on the plans/procedures including useability and relevance to the project
- Wider Googong Township project team feedback on engagement tools and procedures or lessons learnt from the construction of the township
- Feedback from community and key stakeholders captured through relevant IWC project records management systems or informally through the IWC Project team
- Any formal feedback through community and stakeholder surveys (if applicable).

The IWC Communications Manager will be responsible for the review and update of this plan during construction. Once the IWC infrastructure is operational, QCC will be responsible for this plan.

Appendix A

Evidence of consultation with
Queanbeyan City Council

manidis roberts Pty Ltd
abn 42 003 550 972

level 9, 17 York Street, Sydney NSW 2000
gpo box 91, Sydney NSW 2001

t 02 9248 9800 f 02 9248 9810
www.manidisroberts.com.au

Mr Phil Hansen
Group Manager, City Infrastructure
Queanbeyan City Council
PO Box 90
Queanbeyan NSW 2620

29 June 2012

Our reference: 11122

Dear Phil,

**Googong Township water cycle project
Stage 1A - Network management plans**

As outlined in our letter dated 22 June 2012, the Minister's conditions of approval for the Part 3A approved Googong township water cycle project require that the following plans are developed in consultation with the Queanbeyan City Council (QCC):

- Construction environmental management plan.
- Flora and fauna management plan.
- Traffic management protocol.
- Noise and vibration management plan.
- Community information plan.

The draft construction environmental management plan and draft flora and fauna management plan were provided on 22 June 2012. The noise and vibration management plan and community information plan were provided on 27 June 2012. Attached please find the remaining plan - the traffic management protocol.

GTPL are seeking comments from QCC on the structure and content of the plan, to allow early identification of potential issues and facilitate the review of final draft documents.

It would be appreciated if QCC can provide comments within one week of receipt of this letter. We have also attached a document transmittal notice, which requests that you sign and return the form to acknowledge receipt of all relevant documents.

Comments can be provided by email, post or over the phone, and should be directed to:

Jesse Death

Senior executive – environment

Manidis Roberts

GPO Box 91

Sydney NSW 2001

(02) 9248 9800

jdeath@manidisroberts.com.au

Should you have any questions please do not hesitate to contact me on (02) 9248 9800.

Yours faithfully,

Manidis Roberts

A handwritten signature in black ink, appearing to be 'Jesse Death', with a horizontal line drawn through it.

Jesse Death

Senior executive - environment

9 August 2012

Jesse Death
Senior Executive - Environment
Manidis Roberts Pty Ltd
GPO Box 91
SYDNEY NSW 2001



Dear Jesse

**RE: Googong Township water cycle project – Stage 1A – Network
Management Plans**

Reference is made to your letter of 29 June 2012 (Your Ref: 11122) enclosing Network Management Plans for Stage 1A of the subject development and seeking Council's comments thereon.

Please be advised that Council has reviewed the documentation and considers it suitable to meet the requirements of the conditions of the Part 3A approval for the project issued by the Minister of Planning on 24 November 2011 (MP 08_0236).

Yours sincerely,



Keith Davies
Senior Engineer - Development
City Infrastructure
(02) 6285 6120