

8.0 Stakeholder Consultation

8.1 INTRODUCTION

The original application for a TSF in association with an intermodal terminal and an industrial subdivision, previously known as the Hexham Redevelopment Project, was submitted to the Department of Planning (now DP&I) late in 2007. Further detail of the project background is addressed within Section 2.3.

Stakeholder/community consultation was conducted with key community groups and local residents and businesses in 2008. Since that time the project has been substantially reduced in size, with the TSF as the only aspect of the original project that will be put forward for assessment with the industrial subdivision and intermodal facility no longer being part of the project. This results in a much smaller project footprint. As such the feedback received at that time remains relevant. It is not anticipated that the views expressed at the time would have significantly changed during the intervening period.

Follow-up liaison has been undertaken in 2011 and 2012 with residents in the immediate vicinity of the site, local elected representatives, key industry representatives and government agencies. A Stakeholder Engagement Plan has been prepared by QR National detailing the consultation process. An information session will be held during the public exhibition coinciding with the EA Public Exhibition. This information session will provide the opportunity for the community to discuss with QR National representatives the most up to date details of the project. It will also provide the channel for additional feedback about the project to be provided. Consultation will continue with adjoining landowners, local businesses and relevant stakeholders as the project progresses.

8.2 STAKEHOLDERS

The Stakeholder Engagement Plan outlines QR National's approach and implementation plan for consultation with stakeholders and communities regarding the proposed Hexham TSF. This will ensure that all of the relevant environmental, social and economic issues raised by stakeholders and the community are considered and addressed by the project team within the EA process.

Stakeholder and community members/groups consulted to date as part of the EA process include:

- Community Groups
 - Beresfield Community Forum,
 - Hunter Bird Observers,
 - The Green Corridor Coalition,
 - The local community; and
 - Aboriginal Community Representatives;

- Adjoining Landholders;
- State Members for Wallsend and Cessnock;
- Minister for The Hunter;
- Industry
 - HVCCC,
 - Hunter Business Chamber;
- Government Agencies
 - NCC, ARTC, DP&I, OEH, NSW Office of Water, NSW Department of Primary Industries (Fisheries), Transport for NSW, RMS, SEWPAC, Railcorp, CMA, Hunter Development Corporation.
- Utility Providers
 - Ausgrid, Jemena, Telstra, Optus, Visionstream, HWC.

The Stakeholder Engagement Plan outlines how QR National and its advisors will research and identify community and other stakeholder groups to ensure all relevant individuals and groups are consulted with at the appropriate phases of the project.

8.3 CONSULTATION TO DATE

Information sessions provided an opportunity for direct consultation with 3 identified community groups:

- Beresfield Community Forum;
- Hunter Bird Observers; and
- The Green Corridor Coalition.

These sessions provided project information to the groups and allowed for their feedback and responses to be recorded. For further details refer to the Socio Economic Impact Assessment within Appendix D of this EA.

A further information session was conducted with members of the Hunter Business Chamber, who were supportive of the project and the regional contributions it would make.

An information letter was sent to 121 surrounding residents and businesses located locally within the Hexham area. The letter provided community members with project information and invited them to respond with comments and feedback. Currently community feedback is still being received and will be monitored as part of QR National's ongoing community consultation strategy.

As a consequence of the initial community consultation, QR National was invited to attend a meeting of the Beresfield Community Forum which was accepted. QR National representatives gave a presentation and answered questions from the group of 37 residents, which included the then NCC Mayor, John Tait.

Further to the consultation with the local community and community groups, the Project Team has engaged in regular consultation with State Government Departments and Local Authorities.

8.4 ONGOING CONSULTATION TOOLS

Consultation tools have been established and maintained to ensure to ensure that project information is continuously being collected, exchanged and distributed. The ongoing consultation tools are described below.

Briefings

During the construction and operation of the project, briefings may be held to provide information on the project, and to seek input to the project. Relevant project team members and QR National management would attend to answer questions.

Newsletters

Periodically throughout the project, newsletters may be prepared that would contain information about:

- Project progress;
- Upcoming works;
- Possible impacts to adjoining landholders;
- Mitigation measures to be used; and
- Contact details for complaints and questions.

The newsletters would be delivered to the residences of properties in the vicinity of the project, and other stakeholders as deemed appropriate.

Telephone Info Line / Email

The QR National Community Information Line - 1800 033 881 (toll-free) and email community@qrnational.com.au will be used for any enquiries or complaints relating to the project.

A record of the complaint or enquiry would be incorporated into the Project Issues Register to ensure that the matter is dealt with and closed off.

Media

Advertising in the local media, including possible radio interviews for QR National will be co-ordinated by QR National's External Relations and Communications team in accordance with the corporate principle.

One-on-One Meetings

Upon request, or on an as needs basis, meetings may be held with individuals, businesses, or agencies to discuss the project and how any issues will be addressed.

8.5 SUMMARY OF ISSUES RAISED BY STAKEHOLDERS

QR National and ARTC have cooperated on both projects. Joint stakeholder presentation and briefings have been held with the following:

- DP&I;
- OEH;
- Department of Sustainability Environment Water Population and Communities;
- Transport for NSW;
- NCC;
- RMS;
- HWC; and
- Brancourts.

QR National and ARTC also hold fortnightly coordination meetings where key issues affecting both projects are discussed and addressed. Issues such as site access, drainage and run off, and property access are addressed in this forum.

A summary of issues raised is identified within Table 9 below.

Table 9: Summary of Issues raised by Stakeholders During Consultation

Timing	Stakeholder	Comment/Issues Raised	Where addressed in EA
Ongoing	DP&I (Sydney and Hunter Office)	<ul style="list-style-type: none"> EA to include section on cumulative impacts of both projects re: Aboriginal archaeology 	Section 9.12
May 2012 Ongoing	OEH	<ul style="list-style-type: none"> Biodiversity offset strategy - potential conservation options 	Section 9.2.4 and Appendix F
Dec 2011	SEWPAC	<ul style="list-style-type: none"> EPBC referral – requirements of process 	Section 7.4 and Appendix U
May 2012 Ongoing	NCC	<ul style="list-style-type: none"> Access to site from Woodlands Close Council road access across proposed site access (ongoing consultation) Richmond Vale rail trail bike track Public road and private road ownership for site access 	Section 9.6
May 2012	Department of Trade and Investment, Regional Infrastructure & Services	<ul style="list-style-type: none"> Meeting to present project and discuss key issues Future development of the Fassifern to Hexham Rail Link 	Sections 7.2.3 and 9.6
May 2012 Jan 2012 Oct 2012 Ongoing	Transport for NSW	<ul style="list-style-type: none"> Meeting to present project and discuss key issues and future development of Fassifern to Hexham Rail link. 	Sections 7.2.3 and 9.6
May 2012 Ongoing	RMS	<ul style="list-style-type: none"> Access to site from New England Highway 	Section 9.6
Ongoing	ARTC	<ul style="list-style-type: none"> Continuing consultation via fortnightly coordination meetings – key issues: <ul style="list-style-type: none"> Site access Cumulative impacts Drainage Design 	Sections 2.7 and 9.6 Section 9.19
Ongoing	HWC	<ul style="list-style-type: none"> Access to site Crossing & protection of Hunter Water assets Allowance for new pipeline to Beresfield 	Section 9.11.2
April 2012 Nov 2012 Community info day - ongoing	Community	<ul style="list-style-type: none"> Cumulative Impacts of QR National and ARTC Projects <ul style="list-style-type: none"> Air quality - (dust) during construction Traffic and transport – increased numbers during construction Noise during construction and operation Flooding/drainage Property access (location of access road) 	Section 9.19 Section 9.15 Section 9.6 Section 9.14 Section 9.3 Section 9.6
September 2012	Department of Primary Industries (Fisheries)	<ul style="list-style-type: none"> Not restricting flows in Purgatory Creek 	Section 9.4
May 2012 Ongoing	Brancourts	<ul style="list-style-type: none"> Protection of assets Property access 	Section 3.8 Section 9.6
October 2012	CMA	<ul style="list-style-type: none"> Water quality Stormwater - potential impacts and changes in flow to direction & quality of run off 	Section 9.4

Further issues will emerge from a broader range of stakeholders and will be tracked and addressed through reporting and complaints management processes. All complaints and enquiries will be managed in accordance with QR National's Complaints and Enquiries Management Protocol with a Record of Interaction Log completed to record all complaints and enquiries.

8.6 CONCLUSION

QR National has consulted with key stakeholders about the project over a period of time. In that time the project has been reduced significantly in size from the original proposal. Issues that have been raised have been considered in the design of the project. The technical studies have also addressed issues raised. Extensive interaction with ARTC has resulted in the coordination and integration of strategies (e.g. Site access, drainage) to address cumulative issues in a coordinated manner.

QR National will hold an information session during the EA exhibition. The information session will be publicised in the local print media and provide an additional opportunity for further consultation.

Mitigation measures have been identified and will be incorporated in the CEMP prior to construction commencing. QR National will continue to liaise with neighbours as per the Stakeholder Engagement Plan and continue to discuss the project with the community and consider any issues raised as the project progresses.