



Australian Government

**BUILDING OUR FUTURE**



Earthwork between Glenugie and Maclean

# Woolgoolga to Ballina Pacific Highway upgrade

## Project update – Glenugie to Ballina

May 2018

The Australian and NSW governments are jointly funding the Woolgoolga to Ballina Pacific Highway upgrade. Roads and Maritime Services' Pacific Highway Project Office, Pacific Complete and contractor partners are working together to deliver the project.

### **In this update**

- Have your say: Directional signage
- What is operational noise?
- It takes people to build roads
- Planning your journey safely
- Why we work outside of normal construction hours

## Have your say – Directional signage

The project team is seeking feedback from the community and stakeholders on the draft directional signage plan for Glenugie to Ballina.

The plan provides information about where we are proposing to install directional signs (big green, brown and blue ones with white writing) along the highway and also shows which towns will appear on the signs.

We are seeking feedback until **Friday 15 June 2018**. The plan will be available to view and download from **Thursday 31 May** at [rms.nsw.gov.au/w2b](https://rms.nsw.gov.au/w2b).

The plan will be available to view at:

- Pacific Highway Project Office, 21 Prince Street, Grafton
- Clarence Valley Council, 50 River Street, Maclean
- Wardell Post Office, Shop 4, 40 Richmond Street, Wardell
- Richmond Valley Council, Woodburn Street (corner School Lane), Evans Head
- Ballina Shire Council, 40 Cherry Street, Ballina.

## Information sessions

### Wednesday 6 June

10am to noon

**Grafton  
Community Centre**  
59 Duke Street, Grafton

2pm to 4pm

**Maclean Civic Hall**  
48 River Street, Maclean

### Thursday 7 June

10am to noon

**Wardell Hall**  
49 Richmond Street,  
Wardell

2pm to 4pm

**Woodburn Visitor  
Information Centre,**  
River Street, Woodburn

In developing the plan, the project team has consulted with:

- Local councils
- Representatives from local businesses and community groups
- The Tourist Attraction Signposting Assessment Committee (TASAC).

## Next steps

All feedback received will be considered in finalising the plan and will be included in a consultation report, which will be made available to view on the project website.

We will continue to work with the community and stakeholders about directional signage for the Woolgoolga to Ballina Pacific Highway upgrade.



## What is operational noise?

When the Pacific Highway is upgraded between Woolgoolga to Ballina there will be traffic noise coming from the vehicles using it. This is what we call operational noise.

When the upgrade opens in 2020, about 10,000 vehicles are expected to drive along the Pacific Highway between Woolgoolga and Ballina each day.

### How do we know what the noise level will be?

Roads and Maritime Services manages operational noise on all state roads. It uses the same methodology and guidelines for management and mitigation across NSW.

The road noise policy for NSW states what traffic noise levels at houses should be following the upgrade. We have provided a diagram to help explain this approach.

When developing and delivering major road upgrades, the project team takes a number of steps at specific points throughout this process to understand predicted operational noise levels and then ultimately the actual noise level.

Modelling is carried out for the Environmental Impact Statement, which was completed in 2012 for this project. Then further modelling is carried out at detailed design which allows the project team to refine the data based on the final design and location of the upgrade.

We have prepared a draft Operational Noise Review which is awaiting approval from the Department of Planning and Environment.

When the upgrade opens, the project team does noise monitoring along the corridor which then provides detailed information about the actual noise levels. Measurements do not need to be carried out at every property to confirm the information is correct.

Once the upgrade has been opened for 12 months at full speed, the project team will publish a final operational noise report which will confirm noise and mitigation treatment levels.

Project phase	Assessment	Timing
Concept design	Predicted noise impacts are modelled as part of the Environment Impact Statement.	2012
Detailed design	Predicted noise impacts are modelled on the detailed design. The findings are outlined in the Operational Noise Review.	2018
Operation	Noise impacts are measured based on actual traffic and noise levels from operational traffic.	2021

### Predicting future noise

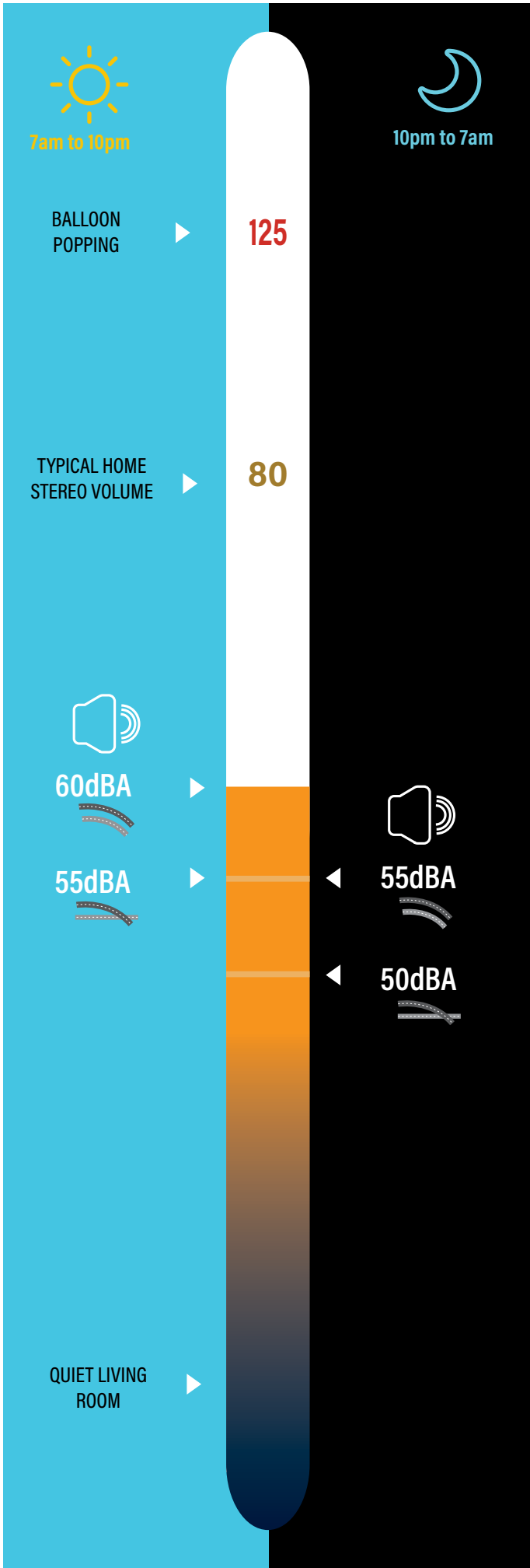
As part of our assessment, a computer noise model has been developed to predict the expected traffic noise impacts from the upgrade.

The noise model takes into account:

- Traffic speeds and projected volumes
- Proportion of light and heavy vehicles
- Height and location of vehicles (tyre, engine and truck exhaust noise)
- A three-dimensional road design
- Type of road surface.



New service road at Broadwater



## Managing impacts

As a first priority, we seek to reduce road traffic noise at the source through measures including road design and pavement and noise barriers. Where target noise levels cannot be achieved through at-source measures, we then look to implement at-house noise treatments.

### At-house noise treatment




For the Woolgoolga to Ballina upgrade, the Operational Noise Review identifies more than 300 residential properties which are eligible for at-house noise treatment.

The project team works directly with landowners, who have properties eligible for at-house noise treatment, to finalise measures which can be implemented at their property. Treatment levels and physical changes at houses will vary depending on a number of factors including the predicted noise.

The project team will deliver this program in stages and will contact eligible property owners to confirm the next steps.

### Post-construction noise review

Within one year of the upgrade being completed and operating at full speed, we will carry out an assessment to compare actual noise against the predicted levels. If noise levels are found to be greater than expected, consultation would be carried out with affected receivers and additional reasonable and feasible mitigation measures may be applied.

	The NSW Environment Protection Authority's Road Noise Policy 2011 target noise levels for the project, as at 1 metre from the building facade
	Upgrades of existing roads (includes duplication)
	New freeways or main roads (includes bypass)

## It takes people to build a road

The Woolgoolga to Ballina project team rolled out two great initiatives to support local employment on the upgrade.

There are 2900 people now working on the highway upgrade. This is expected to grow to about 3500 in peak next year.

Three rounds of Jobs Roadshows have been held across northern NSW. These provided job seekers with direct contact to the contractors building the project.

The Work Ready program provided induction and safety training for people interested in working on the upgrade.

Additionally the project team worked closely with TAFE NSW to provide Work Ready training to its Civil Certification III graduates.

### How did we do?



More than **950 people** attended the job roadshows



More than **700 people** have completed the Work Ready program



More than **8000 people** have received induction safety training



Currently almost **9% Aboriginal participation** on the project

## Meet Brian



Inducted in 2017 through the Work Ready program, Brian is a northern NSW local who is now truck driving for the project at Glenugie.

### How did the Work Ready program prepare you for your new role?

It gave me a good insight into the safety requirements of the job.

### What does a normal day on site look like for you?

I drive a truck between sites and quarries, picking up soil from one location and transporting it to where it needs to go.

### What skills have you developed since working on the project?

Before gaining employment on the project, I didn't know how to drive a truck and dog, so it's been a big learning curve. I've also learnt to identify different types of soil and how to communicate on the radio with all site-based workers.

### What's the best part about your job?

Just seeing how everything comes together and changes all the time.

### What's your advice to other people seeking employment on the upgrade?

Stick with it and be persistent – it's a fantastic opportunity for local people.

With the project at peak employment, our Job Roadshows and Work Ready program are closing. Thank you to everyone who participated.



## Managing traffic and safety

As the project team continues to build the upgrade, there is a need to change traffic conditions along the Pacific Highway to ensure the safety of workers and motorists.

Changes will include reduced speed limits, concrete barriers being installed between moving traffic and work sites, traffic control, night work, removal of overtaking lanes and rest areas and switches onto travel lanes and turning.

For safety, it is vital that motorists reduce their speed when travelling through work zones. The reduced speed limits in these areas are enforceable even if you can't see work being carried out on the site.

### Why we do this?

- **Reduced speed limits** because the road environment has changed. This can include narrowed shoulders, changes in the lane configuration and entering and exiting traffic.
- **Barriers** are used to separate moving traffic from construction zones where people are working.
- **Acceleration and deceleration lanes** provide safer turning movements into and out of project sites. This helps maintain travel times as the trucks move into the other lanes when going slower.
- **Traffic controllers** provide immediate measures to manage motorists where there are ongoing changes in road conditions.
- **Signage** provides early warnings and updates on changed speed limits and traffic conditions.

Some traffic management measures will be in place until we finish building the upgrade while others will change daily because we are doing different work.

We understand our traffic management can sometimes be frustrating, but safety for motorists and workers is a priority.

### Oversize and over mass deliveries

The project team needs to move more than 8500 large concrete pieces from precast yards in Macksville, Coffs Harbour and Brisbane to site. We are about 15 percent of the way through the delivery of the largest pieces.

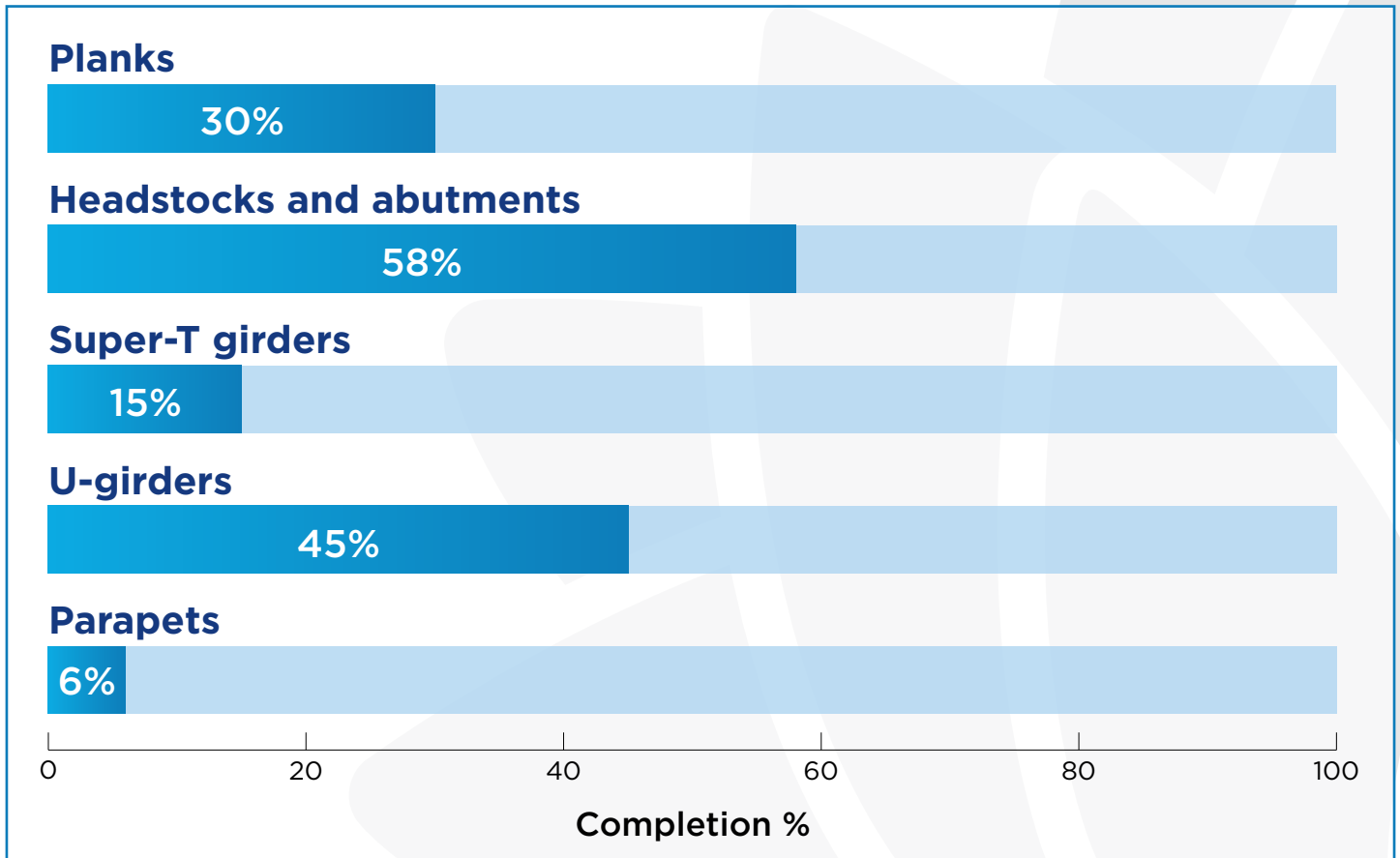
### Delivery update

Being delayed by a slow moving oversize truck can be frustrating so we encourage you to use PAC - Plan, Awareness, Caution.

Motorists can see where the trucks are on the Pacific Highway and local roads using our PAC real time delivery map at [rms.nsw.gov.au/w2b](https://rms.nsw.gov.au/w2b).

For the latest traffic updates call 132 701, visit [livetraffic.com](https://www.livetraffic.com) or download the Live Traffic NSW App.

We apologise for any inconvenience and appreciate your patience during this important work.



## Working outside of normal construction hours

Typically, work on the Woolgoolga to Ballina upgrade is carried out during the project's approved construction hours. These are:



**7am–6pm Monday–Friday**

**8am–5pm Saturdays**

In areas where residents live more than 200 metres from the work area, extended work hours are allowed from 6am to 7am and 6pm to 7pm between Monday and Friday.

### Out of hours work

There are technical reasons that require us to work outside normal construction hours. These may include:

- **Safety** – making it safer for motorists and workers when we are building over roads and waterways
- **Weather** – wind changes and rain affect when building can be done and work across rivers can be affected by tides
- **Quality** – completing work earlier or later in the day when it is cooler produces better quality, particularly concrete
- **Traffic** – building roads means temporary closures so by working at night, delays are minimised and journey times of less motorists are affected
- **Emergency maintenance and unplanned events** – at times, we may need to do emergency maintenance for safety or respond to unplanned events including machinery breakdowns, weather and crashes.

The project's approval conditions allow specific work to be done out of normal construction hours. These are:

1. **Concrete paving (road surface)** – Hot weather adversely affects the quality of concrete as it sets therefore paving in the early evening and into the night is often required due to cooler temperatures
2. **Concrete saw cutting** – The hydration of concrete is what determines when it should be saw cut, so this guides when we need to do this work
3. **Concrete plant operation** – Because of point 1, concrete plants may need to operate up to 24 hours to provide material for out of hours' pours.

For work that is needed for technical reasons or does not measure above five decibels at any residential properties, the project team is only required to notify the community.

### Extended work hours

Sometimes the project team will want to do work outside of normal construction hours for reasons that are not technical or emergency maintenance and unplanned events.

For example, the project team working longer hours weekdays can increase productivity and shorten the time it takes to complete work. We call this a 'want' proposal for out of hours work.

### When do we need to seek feedback?

If the project team needs to carry out work for technical or emergency reasons, we will notify the community and stakeholders who are likely to be impacted.

If the project team is doing a 'want' proposal, then we will seek your agreement and feedback. We will consider feedback and the level of community agreement before deciding if we proceed with 'want' out of hours work.

### Planning out of hours activities

There are steps we follow when planning any out of hours work.

<b>Step 1</b>	Identify and plan the proposed out of hours activities, including the duration and what measures can be used to reduce impacts to nearby residents.
<b>Step 2</b>	A construction noise assessment is carried out to understand the potential impacts. If the impact is less than five decibels or required for technical reasons we move to Step 5.
<b>Step 3</b>	If the work is not needed for technical reasons, feedback is sought from affected local residents on the proposal.
<b>Step 4</b>	We assess community feedback and consider if additional mitigation measure are required before submitting an application for approval. At this time, the project team may decide not to proceed with the application based on community feedback or other factors.
<b>Step 5</b>	An application, including information about impacts and mitigation measures, is submitted to Environmental Protection Authority for approval.
<b>Step 6</b>	Notify the local community in advance of work starting.

### Keeping you informed

Before any out of hours work starts, local residents will be notified in advance via a notification or letter. Additionally, you can ask the project team to send you an email or SMS text to give you 24 hours' notice of work actually being carried out.

For more information about the project's out of hours working requirements, view the Construction Noise and Vibration Management Plan at [rms.nsw.gov.au/w2b](https://rms.nsw.gov.au/w2b).

# Plan

Plan your journey.

# Awareness

Access project information.

# Caution

Consider the safety of all road users and road workers.

For more information, visit [rms.nsw.gov.au/w2b](http://rms.nsw.gov.au/w2b)

WOOLGOOLGA  
TO BALLINA  
UPGRADE



**pac**  
*Get home safely*

## Stay in touch


Want to receive SMS or email updates about activities in your area? To register, contact us on 1800 778 900 (dial 1) or email [W2B@pacificcomplete.com.au](mailto:W2B@pacificcomplete.com.au).



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 199 009.

## Contact us

Have a question or just want to chat to someone about the project? Contact us any time:

 1800 778 900 (toll free)

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 [www.rms.nsw.gov.au/w2b](http://www.rms.nsw.gov.au/w2b)

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