

NSW Roads and Maritime Services

WOOLGOOLGA TO BALLINA | PACIFIC HIGHWAY UPGRADE ENVIRONMENTAL IMPACT STATEMENT

MAIN VOLUME 1A

Chapter 7 – Consultation

Chapter summary

This chapter describes the consultation process and consultation activities undertaken for the project.

RMS developed a community and stakeholder engagement plan to identify the key objectives and outcomes of consultation with the community, stakeholders and government agencies.

Consultation began in 2004, when there were four separate upgrade projects, and continued when these projects were combined to form the Woolgoolga to Ballina upgrade.

A number of channels and communication tools were used to inform and engage stakeholders. These included:

- Community update newsletters
- Displays of the concept design
- Focus groups on flooding and with Aboriginal representatives
- Community information sessions
- Letters to, and phone calls and meetings with, affected property owners
- Meetings with business and industry representatives
- Meetings with individual community members
- Letters to, and workshops and meetings with, government agencies
- Free call phone number and project email
- Collaborative online mapping tool
- Advertisements in local news media.

All issues and comments raised during the consultation process by the community, government agencies and interest groups were recorded into a stakeholder database and have informed key investigations and the ongoing design of the project.

The most frequent issue raised by the community related to maintaining access to individual properties and businesses. Comments about access to and from interchanges were also regularly received.

Other issues raised by stakeholders related to flora and fauna, noise, impacts on land use, socio-economic impacts, visual quality, water quality, flooding, heritage, and air quality.

Should the project receive planning approval, consultation would continue throughout detailed design and, subsequently, construction of the project.



Coolgardie Road to Ballina bypass

Richmond River to Coolgardie Road

Broadwater National Park to Richmond River

Trustums Hill to Broadwater National Park

Devils Pulpit upgrade to Trustums Hill

Devils Pulpit upgrade

Iluka Road to Devils Pulpit upgrade

Maclean to Iluka Road

Tyndale to Maclean

Glenugie upgrade to Tyndale

Halfway Creek to Glenugie upgrade

Woolgoolga to Halfway Creek

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7. Consultation

This chapter describes the consultation process and consultation activities that were, and will continue to be, undertaken for the project. It also presents a summary of issues raised by community and government stakeholders and where they have been addressed in this report. The chapter focuses on consultation activities undertaken during the environmental assessment process and in the preparation of this EIS. The discussion addresses the Director General's environmental assessment requirements, which are provided below.

Director General's requirements	Where addressed
<p>Roads and Maritime Services should undertake an appropriate and justified level of consultation with relevant parties during the preparation of the EIS, including but not limited to:</p> <ul style="list-style-type: none"> Local, State and Commonwealth government authorities, including the: <ul style="list-style-type: none"> Department of Primary Industries (Agriculture, Forests, Fisheries Minerals and Crown Land divisions) Heritage Council of NSW Marine Parks Authority NSW Maritime Services NSW Office of Water Office of Environment and Heritage Transport for NSW, and Ballina, Clarence Valley, Coffs Harbour and Richmond Valley councils; Specialist interest groups, including Local Aboriginal Councils, Aboriginal stakeholders and industry/growers associations, mining and petroleum title-holders; Utilities and service providers, including Rous Water; and The public, including community groups and adjoining and affected landowners. <p>The EIS must describe the consultation process, document consultation undertaken and identify the issues raised (including where these have been addressed in the EIS).</p>	<p>Section 7.1.1 Section 7.1.2 Section 7.2 Section 7.3.1 Section 7.3.2</p>
Supplementary Director General's requirements	Where addressed
<p>A description of any consultation undertaken during the assessment, including:</p> <p>A. Any consultation about the action, including:</p> <ol style="list-style-type: none"> any consultation that has already taken place; proposed consultation about relevant impacts of the action; and if there has been consultation about the proposed action – any documented response to, or result of, the consultation. <p>B. Identification of affected parties, including a statement mentioning any communities that may be affected and describing their views.</p>	<p>Section 7.1.2 Section 7.2 Section 7.3 Section 7.3.1 Section 7.3.2 Section 7.4</p>

7.1 Consultation objectives and strategy

RMS developed a community and stakeholder engagement plan to identify the key objectives and outcomes of consultation with the community, stakeholders and government agencies. These consultation objectives have guided all communication and consultation with stakeholders for this EIS, and would continue to apply to all stages of the project to ensure the continued implementation of adequate and appropriate consultation with stakeholders. The consultation objectives are to:

- Provide a planned, strategic and consistent approach to community and stakeholder consultation for the project
- Understand and build upon the previous consultation work undertaken
- Keep the community informed during the concept design, preparation of the EIS, and construction stages of the project
- Allow the community to make informed responses to the EIS
- Undertake ongoing and timely communication with government agencies and provide adequate opportunity for input
- Liaise with the community and affected property owners about any field investigations and surveys required, as well as other potential impacts.

7.1.1 Consultation process

Consultation prior to environmental impact statement

Consultation began in 2004, when there were four separate upgrade projects, and continued when these were combined to form the Woolgoolga to Ballina project. The aim of consultation during each planning phase of the project is outlined in Figure 7-1.

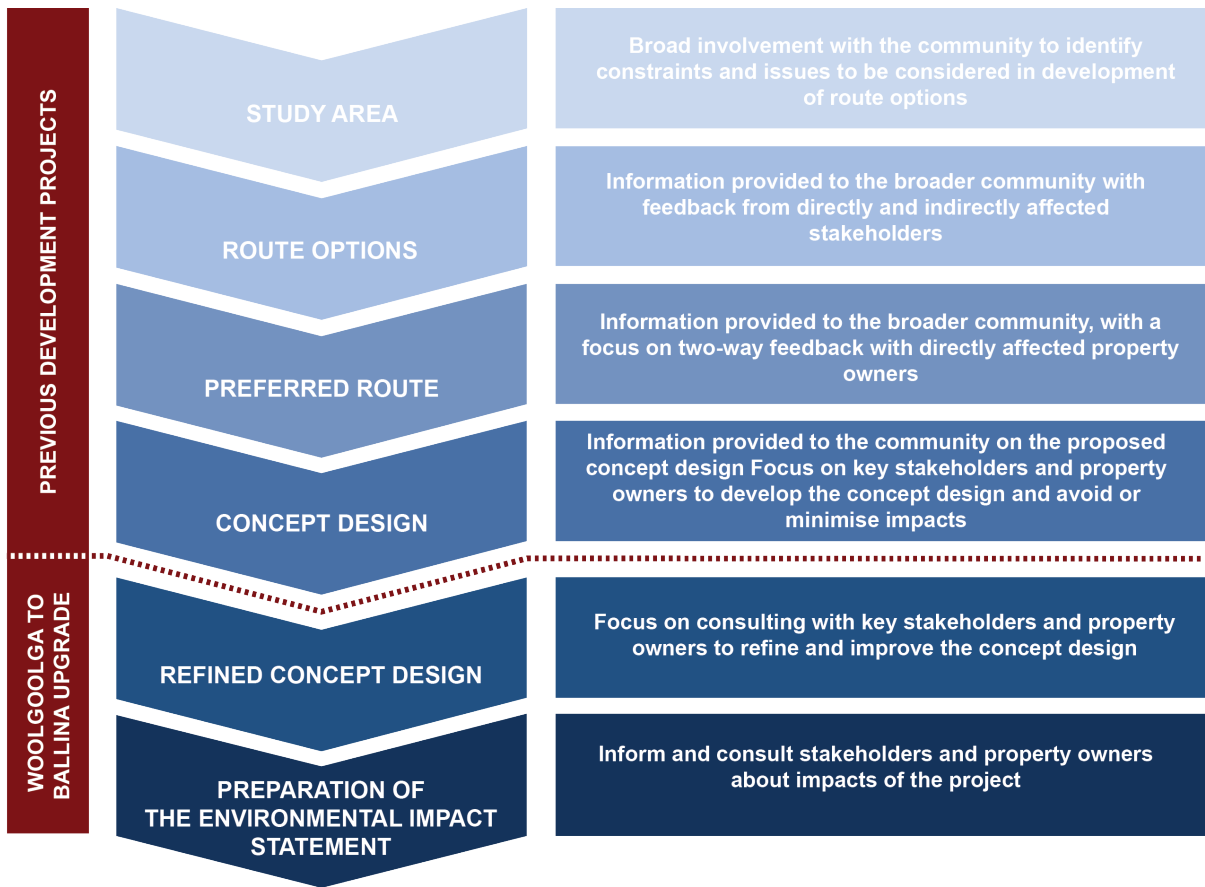


Figure 7-1: Aim of consultation during each planning phase

Comments and submissions received during the preferred route and concept design stages (as relevant) for each of the separate upgrade projects are presented in the following sections.

A summary of the consultation activities undertaken during the previous development projects is shown in Figure 7-2.

PREVIOUS PROJECT DEVELOPMENT SECTION		Woolgoogla to Wells Crossing	Wells Crossing to Illuka Road	Illuka Road to Woodburn	Woodburn to Ballina
PROJECT DEVELOPMENT PHASES	Route options	Community updates Community information session Value mangagement workshop Static and staffed display of route options	Community updates Harwood community meeting Value management workshop Static and staffed display of route options	Community updates Community information session Static and staffed display of route options	Community updates Community information sessions Static and staffed display of route options
	Preferred route	Community updates Community information session Consultation on Barcongee Way and Luthers Road Static and staffed display of preferred route	Community updates Static and staffed display of preferred route	The selection of a preferred route was not undertaken for this section as the upgrade was focussed on the existing highway corridor.	Community updates Community information session Static and staffed display of preferred route
	Concept design	Community updates Static and staffed display of concept design	Community updates Consultation on alternative route between Tyndale and Maclean Static and staffed display of concept design	Community updates Community information session Static and staffed display of concept design	Community updates Static and staffed display of concept design

Generic process followed for all projects

Advertisement of consultation activities and event in local press.

Special interest groups meetings conducted, including Community Liaison Groups; Aboriginal Focus Groups; Ecology Focus Groups; Hydrology and Flooding Focus Groups; Business Focus Groups, Marine Focus Group; and Sugar Industry Focus Groups.

Meetings and workshops with affected land owners, interest groups, local councils, and State agencies.

Community contact management systems established including Freecall 1800 numbers, dedicated email addresses and stakeholder databases.

Project web page established.

Figure 7-2 Consultation activities undertaken during previous development project

Woolgoolga to Wells Crossing

The preferred route report for the Woolgoolga to Wells Crossing section was on public display between August and October 2006. The concept design report was on public display between April and May 2008. Table 7-1 presents a summary of the community and stakeholder issues raised in response to the display of the preferred route report. No comments were received from the display of the concept design report.

Table 7-1: Summary of issues raised for Woolgoolga to Wells Crossing

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred route				
Biodiversity	Concern about fragmentation of habitat of threatened flora and fauna species	Community	The project design has sought to reduce this impact. Fauna crossings would be provided where required and practicable.	Chapter 10
Soil and water	Impacts on the Solitary Island Marine Reserve and adjacent wetlands during construction	Community	Measures are described in this report that would be undertaken during construction to ensure works are undertaken in accordance with strict environmental guidelines to protect water quality.	Chapter 9
Resources	Impacts on access to potentially affected pits, such as Taylor's Pit	Community	Project design has sought to maintain local access throughout the project. Taylor's Pit would be accessible from the local service road.	Chapter 16
Socio-economic	Impacts on access for logging and export of gravel, east-west across corridor	Community	The project design includes local access over the highway allowing for heavy vehicle passage east-west across the corridor. In addition height requirements for vehicles that are required to pass under the highway are considered in urban bridge design.	Chapter 14 and 17
Socio-economic	Impacts on livestock movements and vehicular access to properties on the western side of the route	Community	An underpass would be linked with an access road, running parallel to the highway on the western side. Livestock movements between and within private properties would be maintained where practicable.	Chapter 14 and 17
Land use	Impacts on the treatment process at Corindi Sewage Treatment Works	Coffs Harbour City Council	Discussions have been held with Coffs Harbour City Council regarding impacts on irrigation at Corindi Sewage Treatment Works.	Chapter 16
Project design	Impacts of the preferred route and recommendation that other routes be considered	Community	The preferred route was developed after extensive investigations and stakeholder consultation. It is considered the best alignment on balance of all factors considered.	Chapter 4

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Project design	Impacts on watercourses, some of which feed waterholes used for irrigation	Community	The project design seeks to maintain existing flows within watercourses.	Chapter 8 and 9
Noise	Impacts of construction and operational noise on private properties	Community	A detailed assessment of impacts has been undertaken and is included in this EIS.	Chapter 15
Water quality	Impacts on water quality from increased contaminated runoff from the upgraded highway	Community	Measures are described in this EIS that would be undertaken during construction to ensure works are undertaken in accordance with strict environmental guidelines with protection of water quality a key focus. Water quality ponds would be part of these measures to capture any contaminated runoff from the road.	Chapter 9
Air quality	Impacts of increased diesel emissions on health of residents adjacent to the preferred route	Community	An assessment of impacts on air quality has been undertaken and is included in this EIS.	Chapter 19
Visual amenity	Impacts of the upgraded highway on visual amenity	Community	A detailed assessment of impacts on visual amenity has been undertaken and is included in this EIS.	Chapter 11

Wells Crossing to Iluka Road

The preferred route report for the Wells Crossing to Iluka Road section was on public display between September and November 2006. The concept design report was on public display between January and March 2009. Table 7-2 presents a summary of the community and stakeholder issues raised in response to the display of these documents.

Table 7-2: Summary of issues raised for Wells Crossing to Iluka Road

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred route				
Land use	Impacts on the cane industry, including impacts on areas of prime cane production near the Clarence River and Shark Creek, and consequent impacts on the economic viability of the industry and the Harwood Mill	Community	Extensive investigation and consultation have been undertaken regarding impacts on prime agricultural land, particularly prime cane producing land. The alignment from Tyndale to Maclean that avoids the highest quality cane land was chosen as the preferred route.	Chapter 16
Socio-economic	Impacts on large areas of prime agricultural land and the consequent impacts on the cattle industry and viability of individual properties	Community	Extensive investigation and consultation have been undertaken regarding impacts on prime agricultural land and have been identified in this EIS.	Chapters 16 and 17
Socio-economic	Impacts on amenity (in particular noise) and value of properties	Community	Detailed assessment has been undertaken regarding the impact of the project on amenity of land surrounding the project.	Chapters 11, 15, 16 and 17
Land use	Impacts on important farmland of the Mid North Coast, as mapped by the Department of Planning	Department of Planning	The Department of Planning's Mid North Coast Farmland mapping (2007) was used to select the preferred route. An assessment of impacts on farmland is included in this EIS.	Chapters 16
Flooding	Concern about increased intensity of flood flows, increased level of flooding and potential for increase in duration of localised flooding, with consequent impacts on cane production	Community	The concept design provides sufficient bridges and culverts to minimise changes to existing flood patterns. Further assessment on hydrology is included in this EIS.	Chapter 8

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Biodiversity	Concern about loss of sensitive vegetation, including threatened ecological communities, as well as further fragmentation of native vegetation Impacts on flora and fauna corridors during construction and operation	Community	Careful consideration was given to avoiding impacts on flora and fauna, particularly endangered ecological communities and threatened species during development of the concept design. Further assessment on ecology is included in this EIS.	Chapter 10
Biodiversity	Impacts on the movements of the endangered coastal emu population, particularly during construction	Community	Specialists were engaged during the concept design to advise on the effect of the preferred route on the coastal emu. Further assessment on ecology, specifically the coastal emu population, is included in this EIS.	Chapter 10
Biodiversity	Impacts on SEPP 14 coastal wetlands	Community	Project design sought to avoid SEPP 14 wetlands located at Maclean. Assessment of impacts on wetlands is included in this EIS.	Chapter 10
Biodiversity	Concern that the preliminary assessment of impacts on threatened species, populations and habitats was not sufficiently detailed	Community	Field investigations and assessment of impacts on threatened species, populations and habitats were undertaken at an appropriate scale.	Chapter 4 and 10
Biodiversity	Impacts on existing movement corridors of threatened fauna species	Community	The project design has sought to reduce the impact on fauna movement. Fauna crossings would be provided where required and practicable.	Chapter 10
Aboriginal heritage	Impacts on areas of significance to the Aboriginal community	Community	Extensive consultation has been undertaken with members of the Aboriginal community to identify sites of significance.	Chapter 12
Air quality	Concern about increased air pollution as a result of vehicular exhaust during operation	Community	An assessment of impacts on air quality has been undertaken and is included in this EIS.	Chapter 19
Noise	Impacts of noise generated during construction and operation	Community	An assessment of construction and operation noise impacts has been undertaken and is included in this EIS.	Chapter 15

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Concept design				
Biodiversity	Impacts on flora and fauna and the adequacy of mitigation measures, including removal of vegetation and impacts on the endangered coastal emu population, threatened ecological communities, SEPP 14 coastal wetlands and threatened species	National Parks Association, Climate Change Australia	Impacts on flora and fauna were a key consideration during the project design, and management measures have been considered where practicable to minimise impacts. These measures are included in this EIS.	Chapter 10
Water quality	Concern about the risk of water pollution associated with constructing a highway that crosses a number of waterways, tributaries and floodplains, and is close to SEPP 14 coastal wetlands	Environment Protection Authority, Clarence Environment Centre, Community	Measures are described in this EIS that would be undertaken during construction to ensure works are undertaken in accordance with strict environmental guidelines to protect water quality.	Chapter 9
Alternatives and options considered	Preference for alternative route options and consideration of a new inland route between Grafton and Tyagarah/Ewingsdale	Clarence Environment Centre	An inland route between Grafton and Tyagarah/Ewingsdale would not be a viable alternative as the cost would be higher, the Pacific Highway requires upgrading, and it would not take traffic off the highway. A significant portion of the preferred route would involve upgrading the highway alignment.	Chapter 4
Project design	Concern about safety, including safety at interchanges, the effects of increased travelling distances between interchanges, and the impacts of increased traffic	Community	Safety is a key consideration for the upgrade of the Pacific Highway. A class 'M' upgrade would limit access to the highway to specific interchange locations. While this would increase travel times for some motorists, it would also improve road safety.	Chapter 5
Traffic and transport	Concern about traffic speed associated with the operation of the Harwood Bridge	Community	Harwood Bridge would be retained as part of the local road network as an inter-connecting road between two half-interchanges proposed at Yamba Road and Watts Lane. It is likely that the speed limit over the bridge would be reduced from the current 80 km/h, but this would be determined at detailed design stage.	Chapter 14

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Socio-economic	Impacts on access and property severance	Community	The project corridor has been aligned along the property boundaries to minimise the amount of land required from each property and the number of landowners affected. The project design aims to reduce impacts on access to and between properties.	Chapter 17
Operational noise	Concern about noise emitted from Harwood Bridge when crossed by trucks	Community	The construction of a bridge at Harwood would reduce substantially the number of trucks using the existing Harwood Bridge, thereby reducing noise. Operational noise impacts from the new bridge across the Clarence River is included in this EIS.	Chapter 15
Flooding	Impacts on flooding and drainage, in particular the impact of extreme floods on the numerous bridges and culverts in the floodplain area and the potential for climate change to adversely affect highway flood immunity	Clarence Environment Centre, Environment Protection Authority	A flooding and hydrology assessment (which also looked at the effects of climate change) has been undertaken as part of this EIS, with the concept design providing sufficient bridges and culverts to minimise changes to existing flood patterns. The climate change assessment considered the need to obtain an average of 1 in 20-year flood immunity over the 100-year life of some project elements (eg the road embankment and bridges). The detailed design stage would further consider flood forces on bridges associated with extreme flood events and results will be used in the design of the bridge structures.	Chapter 8
Operational noise	Noise impacts on rural residences and on a place of worship	Community (including St Mary's Roman Catholic Church)	An assessment on noise impacts on land uses has been undertaken and is included in this EIS and have been identified in this EIS.	Chapter 15
Land use	Concern about loss of prime agricultural land	Community	Extensive investigation and consultation has been undertaken regarding impacts on prime agricultural land.	Chapter 16
Socio-economic	Concern that the uncertainty and lengthy development process for the project is having impacts on the health of residents and affected property owners	Community	It is acknowledged that the planning for the project has been a lengthy process; however, all impacts must be considered, which takes time.	Chapter 17
Socio-economic	Impacts on cane land and associated economic implications for individual farms and the industry as a whole	Department of Primary Industries (now I&I NSW), Community	The project aims to minimise impacts on individual cane farmers and the viability of the cane industry in the Clarence Valley.	Chapter 16 and 17

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Socio-economic	Impacts on grazing land and economic implications for individual properties and the grazing industry	Clarence Environment Centre	The project aims to minimise impacts on individual graziers and the viability of the grazing industry.	Chapter 16 and 17
Socio-economic	Impacts on the local economy	Clarence Environment Centre, National Parks Association	Input from business owners in Clarence Valley indicates that the proximity and ease of access to and from the Pacific Highway are important to the viability of local businesses. The economic impacts on the local economy are addressed in this EIS.	Chapter 17
Native Title	Impacts on potential Native Title claims along the proposed route	Environment Protection Authority	Native Title claims were considered as part of the cultural heritage investigations. A search of the federal and State Native Title found that there are no Native Title holders for the project corridor, but there are a number of Native Title claimants; they have been notified of the project and consulted as part of the Aboriginal cultural heritage assessment.	Chapter 12
Visual amenity	Impacts on the landscape and rural residential properties	Community	Detailed assessment of impacts has been undertaken in accordance with relevant guidelines. This has included grouped and isolated rural residential properties.	Chapter 11

Tyndale to Maclean alternative alignment

In April 2009, the Minister for Roads requested the then RTA to investigate the feasibility of an alternative option that would avoid high value cane land along the South Arm of the Clarence River between Tyndale and Maclean, and the sensitive areas to the east. A discussion paper was prepared to present the outcomes of the investigations undertaken for the Tyndale to Maclean alternative alignment (RTA, 2010) in comparison to the preferred route that had been announced in September 2006. The discussion paper was publicly released and community comment invited between 25 October 2010 and 26 November 2010. Table 7-3 presents a summary of the community issues raised in response to the discussion paper.

Table 7-3: Summary of issues raised for Tyndale to Maclean alternative alignment

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred route				
Alternatives and options considered	Local access road between Clyde Essex Drive and Causley Lane not necessary and that an extension southwards of Sheehans Lane to join Shark Creek could be considered.	Community	Local access for residents on the east side of the highway is required. The design review considered an extension of Sheehans Lane but found that the geometry and condition of this lane was not suitable. The access road has been extended to McIntyres Lane which also has provision, should the need arise for a future over bridge to be provided over the highway at this location.	Chapter 14
	Suggested a modification to the proposed alternative route.	Community	The Tyndale to Maclean alternative alignment decision report (August 2011) concluded that the selected route best meets the project objectives, whilst balancing the various functional, social and environmental considerations.	Chapter 4
Consultation	Ongoing lobbying from cane growers is taking priority.	Community	The RTA's assessment was based on a balanced consideration of environmental, social and technical factors. Whilst impacts on cane land were considered it was not weighted more highly than other considerations.	Chapter 4
	Concerns about increased noise to the residents of Gulmarrad west were not acknowledged.	Community	All stakeholders were provided with an equivalent response period and comments were accepted from various stakeholders after the comment period closed on 26 November 2010.	Chapter 15
	Gulmarrad west residents given a relatively short response period compared to the cane farmers.	Community	All stakeholders were provided with an equivalent response period and comments were accepted from various stakeholders after the comment period closed on 26 November 2010.	Chapter 7
	Information written in the discussion paper is not correct.	Community	The information in the discussion paper is based on a thorough review of available information, some field investigations and various discussions with stakeholders.	Chapter 7

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
	Concerns about the adequacy of the consultation process.	Community	Consultation included a community update, newsletters mailed to over 1,800 stakeholders on the Wells Crossing to Iluka Road project database, media releases, staffed and static displays, and telephone calls to all affected landowners, landowner and stakeholder meetings, web-based information, a free call project telephone number and a project email address.	Chapter 7
Project design	Access to small strips of land created by the alternative alignment would be difficult.	Community	Residual lots have been minimised through the design refinement and property acquisition process. The alternative access to residual lots has been provided as part of the concept design along the eastern access road from Maclean interchange (subject to confirmation of McIntyres Lane arrangement).	Chapter 4 Chapter 16
	Preference for the alternative route compared to the preferred route but proposed some refinement by moving the alignment to minimise creation of residuals lots.	Community		
Biodiversity	There would be impacts on endangered ecological communities.	Community	Ecological studies detailing the impact on threatened and vulnerable bird species were undertaken at the time of the comparative assessment of the alignment options. There would be small impacts to endangered ecological communities with the alternative route. This is compared to equal or greater impacts to endangered ecological communities with the previous option. Further studies have been undertaken during the preparation of the environmental assessment and are included in this EIS.	Chapter 10
	The alternative route would impact on endangered species in the area especially emus, large birds and amphibians.	Community	Ecological studies detailing the impact on threatened and vulnerable bird species were undertaken at the time of the comparative assessment of the alignment options. Further studies have been undertaken during the preparation of the environmental assessment and are included in this EIS.	Chapter 10
	The alternative route would impact on large populations of emu, wallaby and kangaroo at Shark Creek as well as domestic animals.	Community		
	It would be difficult to control the emu population movements across the highway and there would be a lack of options to prevent road kill.	Community	It is proposed to fence the boundary of the alignment within the Shark Creek area to prevent passage of emu and other large fauna across the highway, so that animals do not get struck by vehicles and do not get trapped between the corridor between the new and the old highway.	Chapter 10
Flooding	The natural pathway for drainage discharge would be affected	Community	A flooding and hydrology assessment has been undertaken and is included in this EIS. This assesses specifically the floodplain	Chapter 8

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
	The proposed designs would impact on the natural pathway of Shark Creek and the rate of flood dissipation during heavy rains and flooding.	Community	areas between Tyndale and Maclean. The concept design provides sufficient bridges and culverts to minimise changes to existing flood patterns.	
	Whilst it is true that flooding in the area is predominantly caused when the Clarence River breaks its banks and inundates the Shark Creek basin, Shark Creek has previously caused flooding when low pressure dumped significant rainfall in the headwaters of Shark Creek.	Community		
	The discussion paper does not provide sufficient detail with regard to the location of the drainage.	Community	The design provided in the discussion document was a strategic concept design and did not provide specific detail around drainage. A flooding and hydrology assessment has been undertaken and is included in this EIS.	Chapter 8
	Flood levels would increase and sugar cane would be under flood longer therefore increasing damage. Noted that Shark Creek banks have been caving in.	Community	The concept design provides sufficient bridges and culverts to minimise changes to existing flood patterns. Further assessment on hydrology is included in this EIS.	Chapter 8
Land use	The fertility of the floodplain soil for cane farming must take priority.	Community	Extensive investigation and consultation have been undertaken regarding impacts on prime agricultural land, particularly prime cane producing land. The alignment from Tyndale to Maclean that avoids the highest quality cane land was chosen as the preferred route.	Chapter 16
	It would be beneficial to reduce the constant wear and tear of the soft fragile river banks by directing traffic away from these areas.	Community	The alternative alignment would take the route away from the south arm of the Clarence River, thereby reducing this risk.	Chapter 4
	The alternative route would take the most significant and most productive portion of the property and limit future development options.	Community	Both options would have a number of impacts on land use and property. These were considered as part of the comparative assessment and selection of a preferred option between Tyndale and Maclean. As outlined previously, ultimately it was concluded that the selected route addressed the project objectives, whilst balancing the various functional, social and environmental considerations.	Chapter 16
	The project would affect property structures that are valuable to farming operations.	Community		Chapter 17
	Residential properties would devalue in the future.	Community		
	Farming operations would be affected rendering the farmland valueless.	Community		

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
	Present and future dwellings would be affected visually and acoustically.	Community	the identification of appropriate mitigation and management strategies.	
	Land devaluation and loss of rent would occur during construction.	Community		
	The farmland would be reduced to a cattle farm.	Community		
	The highway would go directly through existing sheds and cattle yards causing further devaluation.	Community		
Noise	The alternative alignment would increase traffic noise for residents of Gulmarrad.	Community	Although some areas would be subject to increased traffic noise levels, the majority of areas would have decreased noise levels. Noise mitigation measures have been considered and described in the EIS and would be considered as part of the detailed design.	Chapter 15
	Opposed to the alternative route due to high degree of noise pollution.	Community		
	Opposed to the alternative route due to roar of traffic.	Community		
	The alternative route would create a significant increase in noise levels and this would affect the rural setting and the quietness of the location.	Community		
	The increased noise and air pollution would impact on dwellings and hence future value of residences.	Community	Although some areas would be subject to increased traffic noise levels, the majority of areas would have decreased noise levels. Noise mitigation measures have been considered and described in the EIS and would be considered as part of the detailed design.	Chapter 15
	Increased road noise would affect 200-300 people living in western Gulmarrad.	Community		
	The significant noise increase from the highway would be difficult to mitigate. Noise impacts would be particularly significant during construction process.	Community	An air quality assessment has been undertaken as part of this EIS and has found that air quality impacts would be minimal.	
	Increased noise levels would become a major problem and would further upset sleeping patterns.	Community		

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
	Suggested that trees be planted to assist with noise abatement.	Community	A range of mitigation and management strategies have been considered in the EIS, to assist with noise abatement. The project includes the development of an urban design and landscaping strategy that identifies tree planting along the project.	Chapter 11
Socio-economic	The project would have significant impacts on simple and peaceful way of life.	Community	Detailed assessment of noise impacts has been undertaken in accordance with relevant guidelines. This has included grouped and isolated rural residential properties. The preferred route between Tyndale to Maclean is located about 500 metres from the western boundary of Gulmarrad, and would not directly restrict further expansion. The upgrade would facilitate improved access to Gulmarrad. It is acknowledged that the residents in the south-west of Gulmarrad could experience elevated noise from the highway occasionally. This would be mitigated/ managed in accordance with relevant noise guidelines. Consideration of impact to community values has been assessed in the EIS and Working paper - Socio-economic.	Chapter 15
	The capability for urban expansion in Gulmarrad would be compromised.	Community		Chapter 17
	Peaceful country lifestyle and wildlife abundance would be affected.	Community		
	Alternative highway would upset peaceful life and affect livelihood.	Community		
Traffic and transport	Utility services and access for transport machineries and stock to farm holdings will be severed.	Community	Impacts on local properties and utility services are addressed in this EIS. The concept design has considered local property access and has maintained convenient access to properties to enable their continued function as farms. Where this has not been possible the property acquisition process would take the issue of severance on the property into account as part of the compensation.	Chapter 14
Project support	Expressed support for the alternative route.	Community	Comments are noted.	Chapter 4
	Expressed support for the alternative route because the original would reduce usability of the property. Compensation from RTA is not enough to replace the property adequately.	Community		

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Other	The alternative route is not feasible and more costly as it would require more fill. Concerned that this would extend time until project is finished.	Community	The feasibility of the alternative alignment has formed a key part of the investigations associated with the upgrade of this section of the highway. These investigations have confirmed the feasibility of the proposed alignment. Strategic costs estimates have confirmed that the alternative alignment is in fact less costly than the September 2006 alignment.	Chapter 4

Iluka Road to Woodburn

The concept design report for the Iluka Road to Woodburn section was on public display between March and April 2006. The preferred concept design was on public display between July and August 2008. Table 7-4 presents a summary of the issues raised by the community and other stakeholders. These were documented in the concept design submissions report and provided the basis for modifications to the preferred concept design.

Table 7-4: Summary of issues raised for Iluka Road to Woodburn

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred route				
Historical (non-Aboriginal) heritage	Impacts on heritage value of the New Italy area, particularly as a result of visual impacts	Community	The potential visual impacts, signage and access to New Italy area were considered, along with safety and design requirements. Further assessment of the heritage impacts on the New Italy area is included in this EIS.	Chapter 11
Traffic and transport	Impacts on local property access	Community	Impacts on local properties are addressed in this EIS. The concept design is for a class 'M' standard four-lane divided highway, with limited direct access on and off the highway. Access points would be maintained as near as possible to existing access.	Chapter 5 and 14
Traffic and transport	Impacts on access to Bundjalung National Park via The Gap Road	Community	In both the class 'A' and class 'M' upgrades, access to Bundjalung National park via The Gap Road would be from Tuckombil Road only, which would connect directly to the Woodburn interchange for access to Woodburn and the upgrade.	Chapter 5 and 14
Traffic and transport	Impacts on access and parking in the New Italy area	Community	With a class 'A' upgrade, access to the New Italy Museum Complex would be maintained via a seagull intersection at Swan Bay New Italy Road. With a class 'M' upgrade, access would only be available via a parallel service road accessed from the upgrade at the Woodburn and Iluka Road interchanges.	Chapter 5 and 14
Socio-economic	Concern about reduced property value as a result of property acquisitions	Community	Property acquisitions would be carried out in accordance with the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> (NSW) and relevant RMS guidelines.	Chapter 16

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Flooding	Flooding impacts on private property as a result of increased impervious surface area, particularly at Mororo Bridge where ponding is an existing issue	Community	A flooding and hydrology assessment has been undertaken and is included in this EIS. The concept design provides sufficient bridges and culverts to minimise changes to existing flood patterns.	Chapter 8
Biodiversity	Impacts on threatened and vulnerable bird species including the White-bellied Sea-eagle (<i>Haliaeetus leucogaster</i>) and the Square-tailed Kite (<i>Lophoictinia isura</i>)	Community	Ecological studies detailing the impact on threatened and vulnerable bird species have been undertaken and are included in this EIS.	Chapter 10
Biodiversity	Impact on the threatened fish species, Oxleyan Pygmy Perch (<i>Nannoperca oxleyana</i>)	Department of Primary Industries	A detailed assessment of threatened fish species has been undertaken and is included in this EIS.	Chapter 10
Biodiversity	Impacts of vegetation removal and consequent impact on flora and fauna habitat	Community	Impacts on flora and fauna were a key consideration during the project design. Management measures have been considered where practicable to minimise impacts.	Chapter 10
Noise	Noise and exhaust impacts on surrounding residents	Community	A detailed assessment of impacts has been undertaken as part of the design and project assessment in accordance with relevant guidelines.	Chapter 15
Socio-economic	Concern that amount of existing Pacific Highway transferred to Council is minimised	Richmond Valley Council	Sections of the existing highway to be transferred to Council would be kept to a minimum, but some of the existing road would need to be transferred from RMS to Council.	Chapter 5 and 17
Socio-economic	Impacts on access to cane lands and the economic implications for harvesting cane	Community	Access to and within cane farms would be maintained where practicable. Impacts on cane harvesting operations are considered in this EIS.	Chapter 16

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred concept design				
Socio-economic	Impacts on property access	Community	Information on property access was given to the community during meetings with individual property owners.	Chapter 14 and 17
Project design	Impacts on access to the New Italy Driver Reviver area	Community	Meetings were held with the New Italy Driver Reviver group, which addressed impacts on access to the New Italy Driver Reviver area.	Chapter 14 and 17
Project design	Concern that school bus facilities are not provided in the design	Community	School buses would operate on the upgraded highway. Bus stop facilities are included in the preferred concept design and will be further developed in consultation with the community and stakeholders during detailed design.	Chapter 5
Historical (non-Aboriginal) heritage	Impacts on the heritage value of the New Italy area	Community	Further assessment on heritage impacts on the New Italy area is included in this EIS.	Chapter 13
Biodiversity	Impacts on threatened flora species	Environment Protection Authority	Impacts on flora have been further assessed for this EIS.	Chapter 10
Biodiversity	Need to provide suitably sized fauna passages for macropods and other species	Environment Protection Authority	The location and dimensions of fauna passages have been further assessed for this EIS.	Chapter 10
Aboriginal heritage	Impacts on Aboriginal cultural heritage values	Environment Protection Authority	Impacts on Aboriginal cultural heritage have been further assessed for this EIS.	Chapter 12
Operational noise	Potential noise impacts from U-turn bays, intersections and vehicle rest areas, particularly on residential dwellings	Environment Protection Authority	Impacts on operational noise have been further assessed for this EIS.	Chapter 15
Soil and water	Impacts on water quality from soil erosion, sedimentation and disturbance of acid sulphate soils	Environment Protection Authority	Impacts on water quality have been further assessed for this EIS.	Chapter 9
Soil and water	Impacts on the Richmond River Floodplain and associated water quality, including fish kill impacts	Environment Protection Authority	Impacts on water quality have been further assessed for this EIS.	Chapter 9

Woodburn to Ballina

The preferred route report for the Woodburn to Ballina section was on public display between November 2005 and January 2006 and the concept design report was on public display between March and May 2008. A summary of the issues raised in response to the display of these documents is outlined in Table 7-5.

Table 7-5: Summary of issues raised for Woodburn to Ballina

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Preferred route				
Flooding	Location of the preferred route on the Richmond River floodplain and the potential for local flooding outside the floodplain	Richmond River County Council	<p>A flood and hydrology assessment has been undertaken as part of this EIS and has assessed existing flooding conditions and potential flooding impacts as a result of the project.</p> <p>In the floodplain, the level of the roadway would be raised to provide flood immunity against the 1 in 20-year flood, with viaducts and culverts to convey floodwaters under the road to minimise the impact on flooding behaviour.</p> <p>The flood modelling commissioned by Richmond Valley Council was used to assess the impacts of the proposed upgrade in order to provide consistency with Council's floodplain management.</p>	Chapter 8
Biodiversity	Impacts on ecological values along the preferred route and the level of detail afforded to the ecological assessment	Community	Ecological studies have been undertaken over a number of seasons and the results are included in this EIS. It was not feasible to undertake detailed ecological assessments at the preferred route stage, however were considered sufficient by RMS for the purposes of identifying the preferred route.	Chapter 4 and 10
Biodiversity	Impacts on the endangered coastal emu population	Department of Environment and Conservation (now Environment Protection Authority NSW)	Potential impacts on the emu population, and appropriate mitigation measures to minimise these impacts, are included in this EIS.	Chapter 10
Biodiversity	Potential for increased stormwater runoff to enter adjacent wetlands	Community	Water quality basins would be constructed to capture road runoff where practicable before being discharged beyond the highway.	Chapter 9

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Historical (non-Aboriginal) heritage	Impact on heritage items, particularly houses and farms	Community	Heritage items and values were considered as part of the route selection process. The concept design aimed to minimise the impact on these areas and further investigation took place to identify mitigation measures. Impacts on heritage items were considered as part of this EIS.	Chapter 13
Aboriginal heritage	Potential impact on significant scarred trees and burial sites as well as general impacts on areas with a high potential to contain items of Aboriginal significance	Department of Environment and Conservation (now Environment Protection Authority NSW) Community	A mitigation strategy has been prepared in consultation with Aboriginal stakeholders and the Aboriginal Heritage Unit of the NSW Office of Environment and Heritage. The strategy is addressed in detail in this EIS.	Chapter 12
Land use	Loss of productive agricultural land and reduction in property values	Community	The preferred route would affect various landholdings, including cane farms, plant nurseries and grazing properties. However, the preferred route would provide a balanced response to all the social, environmental, engineering and economic constraints.	Chapter 16
Socio-economic	Impact on tourist facilities and businesses along the Pacific Highway	Community	There are businesses on the highway that are reliant on passing trade, which could be impacted by a loss of trade. Appropriate signage would be provided to help direct highway users to services and facilities located away from the new road.	Chapter 17
Air quality	Impacts on air quality and concern about global warming	Community	In this rural area, it is unlikely that air pollutants associated with the upgrade of the highway would have a noticeable impact on community health or will not be outside national air quality goals. The impacts on air quality, and the generation of greenhouse gas emissions, have been assessed and are included in this EIS.	Chapter 19
Socio-economic	Impacts on the health of local residents, particularly from construction dust affecting the quality of tank water	Community	Dust deposition has been considered and included in the air quality impacts assessment in this EIS. Measures to manage the emission of dust would be implemented during construction of the project.	Chapter 17 and 19
Noise	Impacts of noise during construction and operation	Community	Although some areas would be subject to increased traffic noise levels, most areas would have decreased noise levels. Noise mitigation measures would be considered as part of the concept design.	Chapter 15

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Visual amenity	Impacts on visual amenity and on panoramic rural views	Community	A detailed assessment of impacts has been undertaken in accordance with relevant guidelines.	Chapter 11
Project design	Impacts on transport, particularly road safety and driver behaviour	Community	One of the main objectives of the project is to improve road safety on the highway, with the concept design prepared in accordance with relevant safety guidelines. To improve road safety, highway interchanges would be grade separated, with merge lengths designed for 110 km/h speeds. The revised concept design includes roundabouts at the interchanges to further improve connections and road safety.	Chapter 5
Concept design				
Traffic and transport	Increased traffic volumes on local roads adjoining the upgraded highway	Community	The inclusion of a service road provides an alternative route for local road users not confident about using the motorway. Forecast traffic volumes have been assessed and are included in this EIS.	Chapter 14
Traffic and transport	Concern about lack of access to the Woodburn interchange from the north, which is likely to have a detrimental impact on residents of Casino Road, Lismore Road and Evans Head Road	Community Richmond Valley Council	North-facing ramps at the Woodburn interchange were added to the revised concept design in February 2012 in response to community feedback.	Chapter 5
Traffic and transport	Concern that Woodburn residents would be forced to travel along the former Pacific Highway, which would have a lower speed limit and be less safe.	Community Richmond Valley Council	North-facing ramps at the Woodburn interchange were added to the revised concept design in February 2012 in response to community feedback.	Chapter 5
Traffic and transport	Concern that realignment of Thurgates Lane, Hillside Lane and Lumleys Lane could form a dangerous junction at the Wardell Road overpass	Community	The intersection at Wardell Road has been designed with appropriate visibility and road safety considerations. Alignment and geometry standards would be further considered in detailed design, and would be in accordance with relevant safety standards.	Chapter 14
Traffic and transport	Interchange designs would increase travel time and fuel use	Community	Some interchange designs would change access routes and require longer journeys for some travellers. However, these interchange arrangements have been made to improve the safe movement of traffic. Further discussion of local access and interchange arrangements is included in this EIS.	Chapter 5 and 14

Issue category	Issues raised	Stakeholder	How issue has been addressed	Further information
Project design	Concern that vehicular access for local residents across Emigrant Creek is not included in the concept design	Community	Concept design includes bridge access across Emigrant Creek between Pimlico and Smiths Drive.	Chapter 14
Operational noise	Increased traffic noise, particularly between Wardell and Coolgardie and at Meridian Drive	Community	Impacts on noise have been further assessed for this EIS.	Chapter 15
Consultation	Concern that the project has not fully taken into account community input and submissions	Community	Community members and stakeholders were given a number of opportunities to provide feedback on the project. Comments received by the project team were considered during all planning stages, and consultation continues. The process and consultation outcomes are summarised in this EIS.	Chapter 7
Biodiversity	Impacts on the fauna corridor between the Wardell Heath and the Blackwall Range, which links to Uralba Nature Reserve	Community	Impacts on fauna corridors have been further assessed for this EIS.	Chapter 10
Biodiversity	Impacts on fauna, particularly existing roadside koala habitat	Community	Impacts on fauna habitat have been further assessed for this EIS.	Chapter 10
Socio-economic	Concern that amount of existing Pacific Highway transferred to Council is minimised	Richmond Valley Council	Sections of the old highway to be transferred to Council would be kept to a minimum, but some transfer of assets from RMS to Council would be required. Some of the existing highway would be used in construction of the upgrade.	Chapter 17
Land use	Concern about further acquisition of flood-free land by the project	Community	No areas that are currently flood free would be inundated as a result of the project and there would be no increase in hazard levels.	Chapter 8 and 16
Traffic and transport	Future north-facing access to the highway at either Woodburn–Evans Head Road, or a full interchange at the southern end of the Woodburn section	Richmond Valley Council	North-facing ramps at the Woodburn interchange were added to the revised concept design in February 2012 in response to community feedback.	Chapter 5
Traffic and transport	Will the regional road network still include the old Pacific Highway?	Richmond Valley Council	This issue is outside the project scope. RMS will discuss this issue with Richmond Valley Council.	-

Consultation during EIS

Consultation with stakeholders and the community recommenced for the Woolgoolga to Ballina upgrade in August 2011.

The aim of the consultation was to develop a collaborative relationship with landholders, members of local communities and other stakeholders, as well as to ensure all necessary government agencies and departments were informed and were able to provide input to the project.

The focus was to provide a two-way flow of information between the project team and key stakeholders, government agencies and the community. This included providing information, identifying issues and facilitating discussions with:

- Individual landowners: This focused on the need for property adjustment and acquisition
- Community members: This focused on concerns about particular issues including environmental assessment and approval processes
- Government agencies: This focused on the detailed design process and environmental assessment.

The consultation process was guided by the RMS document, Draft Community Involvement and Communications: A Resource Manual for Staff (RTA, 2010) and the Guideline for Major Project Community Consultation (DoP, 2007).

In line with the Director-General's environmental assessment requirements, an appropriate and justified level of consultation has taken place using a range of consultation and communication tools in order to meet the consultation objectives.

A wide range of activities and tools have been provided for the community and stakeholders to obtain information about the project and to provide their input and feedback, including:

- Activities that provide information: providing accurate and timely information about the status of the project and key environmental and planning issues associated with the project
- Activities that provide information and allow opportunity for input and feedback: providing suitable opportunities for the community to provide input/feedback into the ongoing development of the project, including input into potential environmental issues and the identification of preferred potential environmental management measures to address those issues
- Direct engagement: providing opportunities for directly and indirectly affected landowners and other relevant parties to meet privately with the project team to discuss their specific concerns.

The consultation process aimed to ensure:

- Individuals and organisations likely to have an interest in the project had enough opportunity to express their views
- Information regarding the nature of the project was accurately and widely distributed
- Community and stakeholder feedback was encouraged and recorded
- Consultation with community and stakeholders was inclusive of all relevant community groups.

Details of the activities undertaken prior to the preparation of the EIS are provided in Section 7.2.

Community values

Key communities that may be impacted by the project include those in the following towns and villages:

- Corindi Beach
- Red Rock
- Grafton
- Tucabia
- Ulmarra
- Tyndale
- Maclean
- Gulmarrad
- Townsend
- Harwood
- Woodburn
- Broadwater
- Wardell.

Community values are factors that are considered to be important to quality of life and wellbeing. They include tangible (physical) elements such as parks, buildings, and landscapes, and intangible (social) elements such as sense of belonging and community diversity. Social infrastructure such as churches, schools, public places and community centres are also highly valued in local communities, as are demographic characteristics and local features.

Community values within the project area have been identified through consultation with local residents during the previous phases of project development and during preparation of this environmental assessment. Additional information on community values has also been obtained through a review of social policies and strategies relevant to the study area.

The community values identified through consultation were common throughout the study area, and placed a strong emphasis on:

- The quality of the natural environment and landscapes and protection of the environment from degradation
- The region's rural character and built and natural heritage, with these identified as key contributors to lifestyle and local amenity
- The importance of rural industries, such as agriculture, forestry, and fishing, as well as regional tourism
- The need for good access to regional centres
- The need for safe, healthy and vibrant communities.

Communities that may be affected by the project are detailed in Chapter 17 (Social and economic) together with more details of the values of those in the communities that have been expressed during the development of the project.

7.1.2 Identification of stakeholders

RMS identified a range of stakeholders for the project. These include federal and State government agencies; utility providers; and community stakeholders including schools, businesses, churches, information centres, community centres, social and industry groups, landowners and residents potentially affected by the project.

Table 7-6 lists the stakeholder groups consulted during preparation of this EIS. It includes individuals and groups identified during the consultation for the previous upgrade projects.

Table 7-6: Summary of stakeholder groups consulted

Stakeholder group	Stakeholder group	Stakeholder group	Stakeholder group
Community	Government agencies	Local government agencies	Utility owners
Property owners and tenants	Commonwealth Department of Sustainability, Environment, Water, Population and Communities	Coffs Harbour City Council	Rous Water
Local residents and businesses	NSW Department of Planning and Infrastructure	Clarence Valley Council	Essential Energy
Aboriginal communities and stakeholders including Native Title claimants	NSW Environment Protection Authority	Richmond Valley Council	Telstra
Flood focus groups	Office of Environment and Heritage (including Heritage Branch?)	Richmond River County Council	Origin Energy
Transport operators	NSW Office of Water	Ballina Shire Council	
Recreation, environment and social groups	Department of Trade and Investment NSW	Lismore City Council	
Fishing co-ops	NSW Trade and Investment (Resources and Energy Division)		
Bicycle users	Livestock Health and Pest Authority		
Local historical societies	Transport for NSW		
Industry co-ops and growers' associations	NSW Rural Fire Service		
Schools	NSW Fire and Rescue		
Local chambers of commerce	NSW Ambulance		
Tourism operators	NSW Police		
Churches and religious groups	NSW State Emergency Service		
Trucking groups	NSW Marine Parks Authority		

7.2 Key consultation activities

A number of channels and communication tools were used to inform and engage stakeholders. These included:

- 'Community update' newsletters
- Displays of the concept design
- Focus groups on flooding
- Focus groups with Aboriginal representatives
- Community information sessions
- Letters to, and phone calls and meetings with, affected property owners
- Meetings with business and industry representatives
- Meetings with individual community members
- Letters to, and workshops and meetings with, government agencies
- Free call phone number and project email
- Collaborative online mapping tool
- Advertisements in local news media.

Consultation activities undertaken to date are listed in Table 7-7. Further information on these activities is provided below.

Table 7-7: Consultation activities undertaken to date

Activity	2011							2012						
	A	S	O	N	D	J	F	M	A	M	J	J	A	S
'Community update' newsletters			•					•						•
Displays of the concept design			•	•				•						
Flood focus groups				•				•					•	
Aboriginal focus groups			•		•			•			•			
Community information sessions								•						
Consultation with affected property owners	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Consultation with business and industry	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Meetings with individual community members	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Consultation with government agencies			•	•	•	•	•	•	•	•	•	•	•	•
Free call phone number and project email	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Collaborative online mapping tool		•	•	•										
Media releases			•					•						
Advertisements in local news media			•											

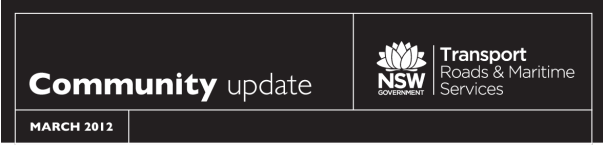
‘Community update’ newsletters

Newsletters were sent to the community and stakeholders in February 2011, October 2011, March 2012 and September 2012.

The newsletter distributed in February 2011 was sent to more than 1300 stakeholders including owners of all impacted properties, adjacent properties and properties within 500 metres of the alignment. The newsletter introduced the current project and its relationship to the previous upgrade projects, and detailed the environmental assessment process.

The newsletter distributed in October 2011 was sent to more than 1450 stakeholders. It outlined the revised concept design and detailed the locations of the static and staffed displays.

The newsletter distributed in March 2012 was sent to more than 1450 stakeholders. It provided information on the revised interchange designs at Tyndale and Woodburn, and promoted the location, time and date of the community information sessions.



Upgrading the Pacific Highway Woolgoolga to Ballina

The Woolgoolga to Ballina project would upgrade about 155 kilometres of highway to dual carriageway. The project starts approximately six kilometres north of Woolgoolga (north of Coffs Harbour) and finishes approximately six kilometres south of Ballina.

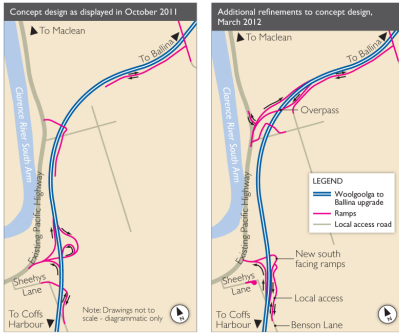
Roads and Maritime Services (RMS) is continuing with the upgrade of the Pacific Highway from Woolgoolga to Ballina. RMS has formed an alliance with Sinclair Knight Merz and Aurecon, to prepare a concept design and environmental impact statement (EIS).

The refined concept design for the 155km project was displayed in October 2011 for community comment. The submissions received during the display period have been reviewed and where possible incorporated into the design of the Woolgoolga to Ballina upgrade.

This flyer describes proposed refinements that have been made since the display of the refined concept design display in October 2011. The project team are seeking further input from the community on these key changes prior to finalising the EIS. Further refinements may occur during the preparation of the EIS, which will be on display for community comment later this year.

Proposed interchange at Tyndale

- The concept design has been refined to improve both function and safety for traffic to and from Grafton.
- The northbound on ramps have been relocated 1.2 km north to provide improved access and a safer connection to the upgraded highway.
- Northbound and southbound access from the upgraded highway to the village of Tyndale will be maintained.



Community information sessions

Project staff will be available to discuss the project and any proposed changes to the design during the following community information sessions:

- Woodburn**, 19 March 2012, 4pm – 8pm
Woodburn Memorial Hall, River Road, Woodburn
A presentation will start at 6pm.
- Tyndale**, 22 March 2012, 4pm – 8pm
Plantation Motel, Pacific Highway, Tyndale
A presentation will start at 6pm.

Community information sessions are also planned to provide community members with an update on the project at:

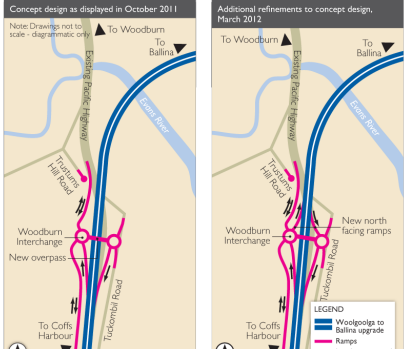
- Harwood**, 20 March 2012, 4pm – 8pm
Harwood Hall, River Street, Harwood
A presentation will start at 6pm.
- Gulmarrad**, 21 March 2012, 4pm – 8pm
Gulmarrad Public School, Brooms Head Road, Maclean
A presentation will start at 6pm.

Should you not be able to make the formal presentation, please feel free to drop in at any time during the session to speak with one of the project team.

Further refinements

Proposed interchange at Woodburn

- The concept design has been refined to include northbound and southbound on/off ramps. This will provide full access north and south at Woodburn Interchange.
- The north facing ramps provide a direct connection from Coraki-Woodburn Road (main road and B-double route) to the upgrade in all directions.
- No additional land will be acquired as these new ramps are inside the existing foot print of the road upgrade.



What happens next?

An environmental impact statement is being undertaken to assess potential impacts and will be displayed for community comment later this year. The project will then be considered for project approval.

For more information:
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 T Project information line 1800 778 900 (toll free)
 F (02) 9928 2502 | E w2balliance@globalink.com

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 RMS Pacific Highway Office,
 21 Prince Street, Grafton NSW 2460
 T (02) 6640 1000 | F (02) 6640 1001

More information is available at www.rms.nsw.gov.au/pacific

Figure 7-3: March 2012 community update

KEY TERM – Focus group

A focus group is a form of qualitative research in which a group of people are asked about their perceptions, opinions, beliefs, and attitudes towards a proposal.

The newsletter distributed in September 2012 was sent to more than 5700 stakeholders. It provided an overview of the project, information on the process and the progress of the EIS.

Each newsletter included contact details for further enquiries and explained the next steps in the planning process. Each newsletter was available for download from the RMS website.

Displays of the concept design

The refined concept design was displayed from 5 October to 4 November 2011 at the following 11 locations between Woolgoolga and Ballina:

- Woolgoolga Library
- RMS Pacific Highway Office
- Tucabia Village Store
- Tyndale Plantation Motel
- Maclean Civic Hall
- Yamba Community Hall
- New Italy Museum Complex
- Woodburn Bowling Club
- Evans Head Motor Inn
- Broadwater Sunrise Caravan Park
- RMS Ballina Motor Registry.

Staffed displays were also held in October 2011. At these displays, representatives from the project team were on hand to discuss the revised concept design with interested members of the community. Staffed displays were held at the following locations and times:

- Yarrawarra Aboriginal Centre, Corindi: 19 October, 1–7pm
- Grafton Community Centre, Grafton: 20 October, 1–7pm
- Woodburn Memorial Hall, Woodburn: 21 October, 1–7pm
- Civic Hall, Maclean: 22 October, 9am – 1pm.



Photo 1: Concept design display, Grafton Community Hall, 20 March 2011

Media advertisements publicising the staffed displays were published in The Northern Star (Lismore), Ballina Shire Advocate, Northern Rivers Echo, The Clarence Valley Review, The Daily Examiner (Grafton), and The Coffs Coast Advocate. A media release detailing the locations and times of the displays was also distributed to local media in the first week of October 2011.

Flood focus groups

During the staffed displays in October 2011, a large number of community members stated that flooding is a major concern.

As a result of this feedback, RMS established flood focus groups for the Richmond and Clarence river floodplains. The aim of these groups was to create a forum for discussion and exchange of information on flooding events between the project team and the community.

Each meeting was delivered at two locations to address issues across both major catchments: Wardell for the Richmond River and Harwood for the Clarence River. Community members have raised a range of concerns through this forum to date. These issues and the response is provided in Table 7-10.

The Clarence group had 31 members and the Richmond group had 28 members. The groups met in November 2011, February 2012 and August 2012.

- Meetings held during 2011 and 2012 include:
- Meeting 1 – Overview and update of community concerns and issues and aim of meetings (November 2011)
- Meeting 2 – Feedback on the independent assessment and addressing any issues (February 2012)
- Meeting 3 – Presentation of responses to independent assessment and other matters raised in meetings 1 and 2 (August 2012).

A further meeting is scheduled to occur during the display of the EIS, where the findings of the hydrology assessment would be discussed.

Aboriginal focus groups and stakeholders

Consultation was undertaken with the Aboriginal focus groups established for each of the previous upgrade projects. A number of Aboriginal focus group meetings were held for each of these projects (37 meetings in total for the project) since 2010. Members from the following Aboriginal groups were invited to attend these meetings:

- Bandjalang Local Aboriginal Land Council
- Bandjalang Native Title Group
- Bandjalang Native Title Claimants
- Birrigan Gargle Local Aboriginal Land Council
- Bogal Local Aboriginal Land Council
- Burabi Aboriginal Corporation
- Burra:way Wa:jad Traditional Owners Group
- Coffs Harbour and District Local Aboriginal Land Council
- Garlambirla Guuyu-girwaa Corporation
- Grafton-Ngerrie Local Aboriginal Land Council
- Gubba Gunya Aboriginal Corporation
- Jali Local Aboriginal Land Council
- Ngulingah Local Aboriginal Land Council
- Numbahjing Title Claimants
- Tweed, Byron and Ballina Community Transport Inc
- Yaegl Local Aboriginal Land Council
- Yaegl Native Title Claimants Group
- Yarrawarra Aboriginal Corporation (incorporating the Garby Elders Group).

The Aboriginal community has also been involved in field investigations for the project and in reviewing the cultural heritage assessment report. Further consultation requirements and processes relating to Aboriginal stakeholders are provided in Section 12.1 together with the outcomes of the consultation.

Community information sessions

Information sessions were held in March 2012 to provide the community with information on the project and to explain specific design elements. These sessions gave residents and interested stakeholders the opportunity to meet the project team and to raise specific issues or questions.

Community information sessions (and the number of attendees) were as follows:

- Woodburn Memorial Hall (29 people attended)
- Harwood Hall (37 people attended)
- Gulmarrad Public School (28 people attended)
- Plantation Motel Tyndale (29 people attended).



Photo 2: Harwood Bridge community information session, Harwood Hall, 20 March 2012

These sessions were promoted among the local community through the distribution of flyers, letters to residents and advertisements in local newspapers.

RMS hosted a live webcast about the Pacific Highway Upgrade on Tuesday 29 November 2011. The one hour session enabled community questions to be quickly asked and answered via the internet. Community questions included the bypass of Grafton, the project completion date, route selection, and access roads.

Consultation with affected property owners

Consultation with affected property owners has involved:

- Letters to more than 200 directly affected property owners in February 2012, which included maps and information explaining the property acquisition process
- Meetings between RMS property representatives and owners to discuss property acquisitions. More than 85 individual meetings with directly affected property owners were held during the preparation of the EIS to discuss particular areas of concern and property acquisition
- Letters to all owners of proposed ancillary sites outlining the purpose of the sites and gauging their interest in the use of their land as an ancillary site
- Follow up phone calls in August and September 2012 to more than 80 property owners whose properties had been identified as potential ancillary sites. The project team discussed with each resident the possibility of using their land as an ancillary site during the preconstruction and construction of the project
- Individual meetings in September 2012 with three property owners to discuss the specific details of what would be required at ancillary sites. (Secondary calls and follow-up meetings had been requested by six owners of proposed ancillary sites during earlier consultation).

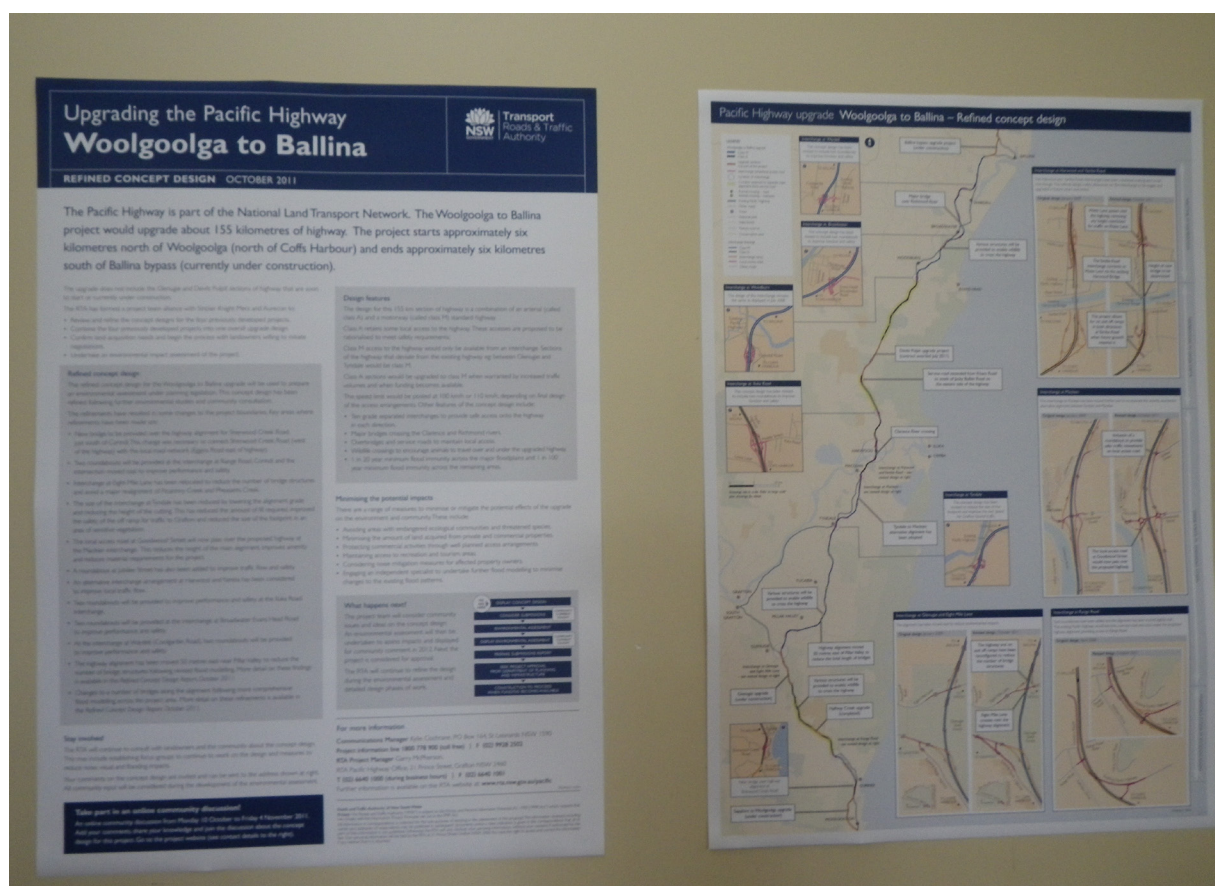


Photo 3: Display panels for the refined concept design, Yarrowarra Aboriginal Centre, 19 October 2011

Consultation with businesses and industry

Consultation with businesses and industry has involved:

- Meetings with business and industry groups to discuss the potential impacts of the project on the business community in the region. Meetings were held with chambers of commerce, industry associations, tourist information centres, tourism operators, Broadwater and Harwood sugar mill operators, cane-grower cooperatives and industry groups, bus operators, trucking companies, farmers and local businesses
- Follow-up meetings, where necessary, to clarify issues and provide additional information as the project progressed
- Letters to five mining and petroleum title-holders in June 2012. The letters provided information on the project and gave title-holders the opportunity to identify any conflicts between their intended operations, construction of the upgrade and long-term highway use.

Meetings with individual community members

Some individual community members who had requested more information were consulted in meetings and by phone during the preparation of the refined concept design and EIS. In addition, meetings were held with representatives of schools, community centres, church groups, environmental groups, bicycle groups, fishing cooperatives, local historical societies and recreational groups. A total of 135 meetings were held.

Consultation with government agencies

Relevant government departments were consulted during the preparation of the EIS to identify key issues and concerns. Engagement involved phone discussions, letters, project workshops and meetings.

Further information on consultation with government agencies is presented in Section 7.3.1.

Free call phone number and project email

A free call (1800) project number was established in 2011 and has been maintained to allow community input. The line was answered during business hours (8am–5pm weekdays), and a mailbox was activated outside business hours that enabled callers to leave a message to be returned the next business day. A project email (w2balliance@globalskm.com) enabled the public to send written communication to the project team.

Project webpage

An individual Woolgoolga to Ballina webpage was established on the RMS website in August 2010. The page allowed the community to access information and news about the project. Meeting notes, maps and community updates were available for download from the webpage.

Collaborative online mapping tool

The project webpage provided a link to a collaborative online mapping tool that enabled community members to view the revised concept design. Similar to Google Maps, the tool allowed users to search, locate and then zoom in on an aerial image that showed the design in detail. Users were able to view their business or home in relation to the route.

During the refined concept display (October–December 2011) users of the collaborative online mapping tool could submit a comment tagged to a specific location. The comments, questions and issues from these submissions have been considered as part of this EIS.

7.2.1 Planning focus meetings

The former Department of Planning (now Department of Planning and Infrastructure) convened a planning focus meeting in May 2010, which was attended by representatives from:

- The former NSW Department of Environment, Climate Change and Water (now NSW Environment Protection Authority)
- Clarence Valley Council
- Richmond Valley Council
- The former NSW Department of Industry and Investment (now NSW Department of Trade and Investment).

Due to the repeal of Part 3A of the *Environmental Planning and Assessment Act 1979* in October 2011, RMS decided to lodge a new application for the project and a second planning focus meeting was held in August 2011. This meeting was attended by representatives from:

- NSW Office of Environment and Heritage (now NSW Environment Protection Authority)
- NSW Marine Parks Authority
- The former Maritime Services (now part of RMS)
- Department of Primary Industries
- Rous Water
- Richmond Valley Council
- Clarence Valley Council
- Coffs Harbour City Council.

Issues raised during these meetings are detailed in Table 7-10.

In addition to the planning focus meetings, a large number of meetings were held with various organisations to discuss the project and get early input on potential issues of concern to understand and resolve those issues.

A working group was established with relevant agencies involving a staggered review of the technical papers and draft EIS and associated meetings to facilitate cross-agency consultation about issues and how they should be addressed. The group established for the project comprised members from the following agencies:

- Department of Sustainability, Environment, Water, Population and Communities
- NSW Department of Planning and Infrastructure
- NSW Environment Protection Authority
- NSW Department of Primary Industries (Agriculture NSW, Fisheries NSW, Forests NSW, NSW Office of Water, Catchments and Lands).

These meetings provided regular project updates, specialist presentations and discussion of emerging environmental and/or statutory issues, covering for example:

- Biodiversity issues, in particular fauna connectivity and threatened species
- Aboriginal cultural heritage
- Water quality issues, including treatment
- Noise and vibration assessments
- Project design and construction.

Table 7-8 provides a summary of which organisations and agencies were consulted, and how and when they were consulted, during the preparation of the EIS.

Table 7-8: Consultation with agencies and utility organisations

Government agency	Date and type of consultation
Department of Sustainability, Environment, Water, Population and Communities	9 September 2011: Meeting 16 February 2011: Meeting 5 April 2012: Meeting 31 May – 1 June 2012: Workshop
Office of Environment and Heritage	14 June 2011: Meeting 22 July 2011: Meeting 12 October 2011: Meeting January 2012: Letter 16–17 February 2012: Workshop 31 May – 1 June 2012: Workshop
Department of Planning and Infrastructure	19 December 2011: Meeting 16–17 February 2012: Workshop 31 May – 1 June 2012: Workshop
NSW Office of Water	12 April 2012: Meeting
Department of Primary Industries (Agriculture, Forests, Fishing and Aquaculture, Crown lands)	January 2012: Letter (to Crown Lands) 9 March 2012: Meeting
NSW Trade and Investment – Resource and Energy Division	13 April 2012: Meeting 1 May 2012: Follow-up emails
Heritage Council of NSW	June 2012: Phone call
Marine Parks Authority	January 2012: Letter 17 April 2012: Meeting
Maritime Services	19 October 2011: Meeting January 2012: Letter
Emergency services: Rural Fire Service NSW Fire and Rescue NSW Ambulance NSW Police State Emergency Service	19 March 2012: Workshop 21 March 2012: Workshop 20 April 2012: Workshop
Ballina Shire Council	27 October 2011: Meeting January 2012: Letter 29 February 2012: Meeting
Richmond Valley Council	January 2012: Letter 21 October 2011: Meeting 1 March 2012: Meeting
Richmond River County Council	October 2011: Letter March 2012: email June 2012: email
Clarence Valley Council	20 October 2011: Meeting January 2012: Letter 1 March 2012: Meeting 16 April 2012: Meeting
Coffs Harbour City Council	19 October 2011: Meeting January 2012: Letter 2 March 2012: Meeting
Lismore City Council	29 March 2012: Meeting
Livestock Health and Pest Authority	16 April 2012: Phone call

Government agency	Date and type of consultation
Rous Water	22 February 2012: Meeting 25 September 2012: Meeting
Telstra	7 August 2012: Meeting
Essential Energy	23 May 2012: Meeting May 2012: Follow-up emails

7.3 Summary of issues raised

Issues raised during the consultation process by the community, government agencies and interest groups have been recorded and have informed key investigations and the ongoing development of the project. All issues and comments made were entered into a stakeholder database.

Table 7-9 presents a visual overview of the issues raised by each of the stakeholder groups. This is followed by a discussion of issues raised by particular stakeholder groups.

Table 7-9: Issues raised by particular stakeholder groups

Group	Traffic access and design	Flora and fauna	Noise and vibration	Land use and planning	Socio-economic	Urban design and landscaping	Water quality	Flooding and drainage	Groundwater resources	Air quality	Heritage
Impacted property owners	•	•	•	•	•	•	•	•			•
Local residents	•	•	•	•	•	•		•		•	•
Businesses and industry	•		•		•			•	•		
Community	•	•	•	•	•	•	•	•	•	•	•
Aboriginal focus groups		•									•
Flood focus groups	•				•		•	•	•		
Bus operators	•				•						
Recreational groups and clubs				•	•						
Local councils	•	•	•	•	•	•	•	•	•	•	•
Government agencies	•	•	•	•	•	•	•	•	•	•	•
Utilities					•		•		•		

7.3.1 Issues raised by government agencies and special interest groups

Federal, State and local government agencies at the planning focus meetings (refer Section 7.2.1) raised issues relating to:

- Biodiversity
- Aboriginal heritage
- Non-Aboriginal heritage
- Traffic and access
- Resource use
- Land use and socio-economic
- Hydrology and flooding
- Visual amenity
- Noise and vibration.
- Soil and water.

In addition, the Director General of the Department of Planning and Infrastructure prepared environmental assessment requirements for the project based on submissions from the respective agencies (following a request to provide their requirements). The environmental assessment considers and addresses all issues raised by government agencies, where relevant.

Key issues raised by government agencies during the refined concept design display and during meetings with RMS are provided in Table 7-10 with reference to where these issues are addressed in this EIS.



Photo 4: Woolgoolga to Ballina concept design maps, Yarrawarra Aboriginal Centre, 19 October 2011

Table 7-10: Issues raised by government agencies

Agency	Issues raised and recommended actions	Where addressed in this EIS
Agency working group		
Including: Commonwealth Department of Sustainability, Environment, Water, Population and Communities NSW Department of Planning and Infrastructure NSW Office of Environment and Heritage NSW Department of Primary Industries (Fisheries) NSW Environment Protection Authority.	Identify the location and management of ancillary sites	Section 6.3
	Provide fauna connectivity structures in the project design	Section 5.3.9
	Assess impacts on threatened species	Section 10.3
	Assess the impacts of removing tree hollows, and consider providing nest boxes	Section 10.3.3
	Consider the class of waterways and appropriateness of the crossing structures	Chapters 8, 9, 10
	Assess the impacts of vegetation clearing	Section 10.3.2
	Manage impacts on the emu population	Section 10.3
	Provide access for community and livestock during floods	Section 8.4
	Provide for cyclist safety in the project design	Section 5.3.12
	Manage the impacts of construction noise on the community	Section 15.3.1
	Assess impacts on Aboriginal cultural heritage, and consult with stakeholders	Sections 12.1.2 and 12.3
	Identify the size and location of water quality treatments	Sections 5.3.11 and 6.7
State Government		
Office of Water	Water quality basins should be above the water table and clay	Section 5.3.11 and 6.7
	Identify water quality monitoring sites	Section 9.4
	Assess and manage impacts on groundwater in major cuttings	Sections 9.3 and 9.4
	Assess and manage de-watering and disposal of water from alluvial acid sulfate soils	Section 9.3 and 9.4
	Identify sources of water for dust suppression	Section 6.4.2
Department of Primary Industries Fishing and Aquaculture	Assess impacts and management of aquatic habitats during major bridge construction; this should consider 'best practice' design and management options before the detailed design stage	Section 10.3.9 and 10.4
	Identify Oxleyan Pygmy Perch and Purple Spotted Gudgeon habitat management measures, with particular reference to temporary waterway crossings	Section 10.39 and 10.4
	Minimise barriers to fish passage	Section 10.4
	Assess impacts of black water from cane drains	Section 10.3.9

Agency	Issues raised and recommended actions	Where addressed in this EIS
Department of Primary Industries Agriculture	Consult with fishing cooperatives	Section 17.1
	Retain snags within streams and rivers	Section 10.4
	Assess impacts on mangroves	Section 10.3
	Assess potential dust impacts on blueberry farms during construction	Section 16.3.11
	Consider access for property owners to flood refuge areas in design	Section 8.4
	Consider pesticide use and its impact, including at the Berry Exchange, and on road construction workers	Section 16.3.11
	Assess impacts on travelling stock reserves	Section 16.3.12
	Assess and manage potential impact on transport access to the Berry Exchange plantation	Section 16.3
	Assess construction impacts on water quality and quantity	Section 8.3 and 9.3.1
	There is a risk of spreading soil diseases that affect blueberry plants. The correct protocols and management measures need to be applied during construction	Section 16.3.4
Department of Primary Industries Forests	Consider management of weeds, including Alligator weed, Tropical soda apple and Myrtle Rust	Section 10.4
	Reinstate fire breaks and boundary fencing at State forests following construction	Section 16.3.14
	Consider measures to avoid land management issues on adjoining State forest land (protection zones and access)	Section 16.3.14
Department of Primary Industries Catchments and Lands	Consider impacts on Wells Crossing Flora Reserve	Section 16.3.13
	Undertake a land status investigation search to identify affected Crown lands	Section 16.3
NSW Trade and Investment – Resource and Energy Division	Supply issues including cumulative impact on the sustainability of supply of extractive materials in the region, and any potential mitigation measures such as dedicated quarries or quarry production offsets.	Section 6.4 Section 16.3
	Consider the potential safety concern regarding blasting at Gittoes Quarry	Section 16.3
	Identify bulk materials haulage routes	Section 6.6
Heritage Council of NSW	No issues raised	-
Marine Parks Authority	Include sediment and erosion control measures for the project, as these are critically important to preserving the Solitary Islands Marine Park	Section 9.4.1

Agency	Issues raised and recommended actions	Where addressed in this EIS
Maritime Services	Navigational channels including bridge clearance should be considered in the assessment.	Section 14.2.14
Livestock Health and Pest Authority	Consider properties managed by the Livestock Health and Pest Authority	Sections 16.2.2 and 16.3.12
NSW emergency services (all)	Provide adequate access for emergency service vehicles	Section 5.3.20
	Consider whether a fully vegetated median is needed, as this is a concern for fire management	Section 5.3.9
Transport for NSW	No issues raised.	-
Local Government		
Coffs Harbour City Council	Urban design and gateway signposting is important for Red Rock and Corindi	Section 11.4
	Identify the location of service roads that remain the responsibility of property owners	Section 5.3.6/ 5.3.7
Clarence Valley Council	Consider flooding at the southern entrance to Maclean during design development, impact assessment and management	Section 8.4.11
	Longer working hours in areas remote from sensitive receivers is supported	Section 6.5.2
	Consider delivery, preloading of soft soils, and contracting during construction	Section 6.2.3
Richmond Valley Council	Provide an on-ramp at the Woodburn interchange for Woodburn residents to travel north	Section 5.3.4
	Consider creation of habitat for Oxleyan Pygmy Perch in drainage design	Section 10.4
	Manage the route from Woodburn to Casino in the long term as an emergency access route. Also consider incident management arrangements including pedestrian traffic through towns	Section 5.3.20
	Maintain water quality at the Rous Water aquifer supply field	Section 9.3 and Section 9.4
	Provide signage at the Woodburn interchange	Section 5.3.17
Ballina Shire Council	Prepare a remnant lands strategy to address the severance of properties, residual areas and the planning provisions in terms of building entitlements	Section 16.4
	Consider the presence of scarred trees north of the Richmond River	Section 12.3
	Identify the extent of soft soils to assist in design development and assessment	Section 6.2.3
	Construction timing; continue the upgrade progressing south from the Ballina bypass.	Section 6.1

Agency	Issues raised and recommended actions	Where addressed in this EIS
Lismore City Council	Consider access to Lismore from the south via Wyrallah Road	Chapter 5
	Provide signage at Woodburn interchange showing access to Lismore via Woodburn and Wyrallah Road	Section 5.3.17
	Consider business opportunities for commercial quarries.	Section 6.4/ Section 17.3
Utilities		
Rous Water	Assess potential impacts on the Rous Water regional water supply system due to the release of pollutants from the highway drainage system	Section 9.3.2
	Assess the impacts on utilities, and the potential environmental impacts of the relocation of services	Section 5.3.18
	Provide effective stormwater retention and treatment capacity at Woodburn Sands aquifer	Section 9.3.1 and 9.4
	Assess the ability of stormwater treatment devices to effectively treat the range of contaminants from the project	Section 9.3.2 and section 9.4
Essential Energy	Provide easements when power lines are relocated	Section 5.3.18
	Assess impacts on easements at this stage	Section 5.3.18

7.3.2 Issues raised by the community

The most frequent issue raised by the community during the preparation of this EIS related to maintaining access to individual properties and businesses. Comments about access to and from interchanges were also regularly received.

A summary of all the issues raised by the community relevant to the project are listed in Table 7-11 with reference to where these issues are addressed in the EIS.



Photo 5: View of shops located along Pacific Highway though Woodburn.

Table 7-11: Issues raised by community

Issues raised and suggested actions	Where addressed in this EIS
Traffic and access/design	
Query: Would funds be provided to councils so they can upgrade their access points to the new highway?	Chapter 5
Query: Where are the start and finish points of each section, and what is the timing for the project sections?	Section 5.1.4 and 6.1
Comment: The cane industry would prefer to have access directly across the upgrade at McIntyres Lane, and not to have movements of cane machinery via McIntyres Lane from Brooms Head Road, Palmers.	Section 17.3.11 and 14.4
Query: Why would the service road be required from McIntyres Lane in the project design?	Section 5.36 and 14.4
Comment: An interchange is required at New Italy.	Section 5.2.7 and 17.4
Comment: Slip lanes are not long enough to enable heavy vehicles and slower cars to merge safely.	Section 5.3.4
Comment: Sheehans Lane should be upgraded to connect with Shark Creek Road.	Section 14.4.1
Comment: An on-ramp is required at the Woodburn interchange to enable Woodburn residents to travel north.	Section 5.3.4
Opinion: Access to properties and businesses needs to be managed during and post-construction.	Section 6.6 / Chapter 14.4.1
Query: What are the access arrangements with new interchange layouts?	Section 5.3.4
Comment: There is a preference for a U-turn facility at New Italy Museum.	Section 5.2.7 and 17.4
Query: What would happen to the existing pedestrian walkway at the Tyndale service centre?	Section 5.3.12
Comment: A coastal cycleway or cyclist facilities should form part of the proposal.	Section 5.3.12
Comment: Access to the industrial estate at Townsend is important as it is identified as a future employment area.	Section 5.2.4 and 14.4.1
Query: Why is a bridge not proposed at McIntyres Lane?	Section 5.36 and 14.4
Comment: There is a preference for north-facing ramps to be added to the Woodburn interchange.	Section 5.3.4
Comment: There is a preference to have trucks out of the town to improve the local amenity.	Section 17.3.7
Comment: The intersection at Evans Head Road and MacDonald Street needs to accommodate turning movements in order to access cane storage areas.	Section 5.3.4
Comment: Residual land would be reduced to less than 40 hectares, which is the minimum size for a building entitlement.	Section 16.4

Issues raised and suggested actions	Where addressed in this EIS
Flora and fauna	
Comment: Management measures are required to avoid or mitigate impacts on emus and emu habitat.	Section 10.4
Comment: Impacts to the grey-headed flying fox colony near Maclean High School should be assessed and managed.	Section 10.2.7 and 10.3.3
Comment: Locations of the fauna crossings between Somervale Road and Tyndale should be provided.	Section 5.3.9
Comment: The artificial osprey nesting pole should be relocated, or at least another pole erected for the Harwood Ospreys.	Section 10.3.3
Comment: Wildlife corridors should be considered in concept development and impact assessment.	Section 10.2.5
Comment: Potential impacts on fish habitats from disturbance of acid sulfate soils should be assessed.	Section 9.3.1/ Section 10.3.9
Comment: Fauna underpasses and other crossings should be considered.	Section 5.3.9 / Section 10.4
Comment: Impacts of clearing old growth forest on threatened species should be described.	Section 10.3
Comment: Impacts of the route on Champions Swamp, a breeding site of the threatened Brolga as well as many other wetland species, should be assessed.	Section 8.4.9 Section 10.3
Noise and vibration	
Comment: Noise impacts could be managed by using mounding, which would also provide an opportunity to dispose of unsuitable materials.	Section 6.4.1
Query: How would noise impacts be controlled around schools?	Section 15.4
Comment: Construction work could interrupt learning at schools.	Section 15.3.1
Query: How would noise assessment be undertaken for caravan parks?	Section 15.1
Comment: Management and mitigation measures for construction noise should be described.	Section 15.4
Comment: The noise increase from trucks as a result of the revised Tyndale interchange design should be considered.	Section 15.3
Comment: Construction noise impacts should be described clearly, as it is difficult to understand the impacts.	Section 15.3.1
Query: Would there be sound barriers through the village of Tyndale?	Section 15.4
Query: Would there be sound barriers along the new bridge at Harwood?	Section 15.4
Comment: Noise from trucks, particularly at night, should be identified and discussed.	Section 15.3.2
Query: Would noise barriers be installed to stop the significant increase in noise affecting residents in Sartories Road?	Section 15.4

Issues raised and suggested actions	Where addressed in this EIS
Land use and property	
Comment: Drainage channels for cane farming should be considered in design development.	Section 8.4.24
Comment: Impact on mining leases should be assessed, as a large portion of the alignment is in the Clarence Moreton Basin.	Section 16.3.16
Comment: Impact of the service road on cane land should be assessed.	Section 16.3.8 and 16.3.11
Comment: Relocation of the Visitor Information Centre should be considered.	Section 17.3.8
Comment: Management of cattle during construction should be considered.	Section 17.3.1
Socio-economic	
Comment: Business would be adversely affected and unviable in the long term under an 'M' class road, and worse off under an 'A' class road.	Section 17.3.5
Comment: Property impacts, compulsory acquisition and adequate compensation should be discussed.	Section 16.3.6 and 16.4
Comment: Loss of prime agricultural land should be assessed.	Section 17.3.4
Comment: Impact on motels and the tourist industry along the river should be assessed.	Section 17.3.9
Comment: Delivery timeframes and the impact this would have for local businesses should be discussed.	Section 17.3.5
Comment: The locations of highway service centres should be discussed.	Section 5.3.14
Comment: The impact of noise and visual impacts in reducing property values should be addressed.	Chapter 15
Query: Would there be any compensation for damage, or repair of damage, caused by the contractor during construction?	Section 14.4
Comment: Location, timing and information on signage along the upgrade should be provided.	Section 5.3.13
Urban design and landscaping	
Comment: Visual impacts from an elevated roadway in the area of Evans Head Road should be addressed.	Section 11.3.3
Comment: There would be reduced sunlight as a result of the Wardell Road overpass.	Section 11.2
Query: Can RMS confirm that the Lumley cut would be rehabilitated/regenerated with landscaping, and not remain an ongoing quarry for RMS?	Section 6.4.1
Query: Would an assessment be undertaken to compare the shadows created before and after the new Harwood Bridge is built	Section 11.4
Comment: Concrete barriers should be constructed in the median on all straight sections of the road instead of wire rope and landscaping in order to reduce accidents.	Chapter 5

Issues raised and suggested actions	Where addressed in this EIS
Water quality	
Comment: Management of runoff and landslips should be described.	Section 9.4
Comment: Potential impact on bores from polluted surface water runoff should be assessed.	Section 9.3
Groundwater resources	
Comment: Groundwater flows and potential impacts on bores should be assessed.	Section 9.3
Comment: Impacts on aquifers and the major tributary to the Chaffin swamp should be assessed.	Section 9.3
Air quality	
Comment: Generation of dust during construction should be managed.	Section 18.2.4
Heritage	
Comment: There is a burial site at the Yaegl Nature Reserve, and it is important to remain well away from the site.	Section 12.3.2
Comment: The heritage-listed well at Little Italy may be impacted as it is very close to the road boundary.	Section 13.3.3
Comment: Harwood Hall and two school buildings are heritage-listed.	Section 13.2 and 13.3.3
Query: What would happen to the heritage buildings under the Harwood Bridge? Would buildings be preserved or moved?	Section 13.4
Hydrology and flooding	
FFG Comment: Proposed bridges and culverts in section crossing Tuckombil Canal / Evans River floodplain are inadequate	Section 8.4
FFG Comment: Proposed culverts under upgrade near Lumleys Lane (drainage of catchments west to east) are inadequate	Section 8.4
FFG Comment: Proposed culverts under upgrade at Wardell interchange and Saltwater Creek / Randles Creek are inadequate	Section 8.4
FFG Comment: Flood debris blockage of culverts and blockage of wire rope safety fence will increase flood impacts	Section 8.4
FFG Comment: Have the worst case flood scenarios been assessed?	Section 8.1
FFG Comment: Concerned that there will be reduced access to stock during flood events and reduced evacuation potential	Section 8.4
FFG Comment: Has sea level rise and increased rainfall intensity due to climate change been assessed?	Section 8.5
FFG Comment: Shark Creek is getting more and more blocked and the highway will make this worse	Section 8.4
FFG Comment: Concern about how Shark Creek cane drainage network would be affected	Section 8.4
FFG Comment: Concern that the bridges across the Coldstream River floodplain are too small and impacts will be large	Section 8.4
FFG Comment: Concern that the levee at Maclean will overtop more often with the highway upgrade	Section 8.4
FFG Comment: Has all the relevant flood data been used?	Section 8.1
Query: At present, when the highway floods traffic is diverted to Summerland Way. Would this still occur with the new highway?	Section 8.4
Comment: Concerns about access to Maclean from Townsend and Gulmarrad during floods. Proposed access is via Cameron	Section 8.4

Issues raised and suggested actions	Where addressed in this EIS
Street, which floods adjacent to the Ferry Park – it is not possible to drive through this area during flooding. Currently, there is flood-free access to Maclean (ie this would change under the project).	
Query: How much space would the road take up in the swamp area and how much water would be displaced elsewhere when it floods? (This query stems from concern that water would rise, blocking Diamond Street and flooding houses.)	Section 8.4
Comment: The number of structures and openings are insufficient to manage flood events. For example, the bridge over Champions Creek is considered to be too narrow.	Section 8.4
Comment: Concern about the height of the road and that it may act as a potential levee.	Section 8.4
Comment: A 50 mm rise in floodwater levels is a major concern, particularly for Harwood/Chatsworth, Broadwater and Maclean residents.	Section 8.4
Query: Who would maintain bridges and culverts and keep them free of debris?	Section 5.3.5 and Section 5.3.8
Comment: There would be flooding impacts on agricultural land, including longer inundation times, erosion, and increased river heights upriver. Upriver changes would have impacts on the down river community.	Section 8.4
Query: Have flash flooding and worst-case scenarios been considered? What about the increase in sea levels/storm activity?	Section 8.4 and Section 8.3.3
Comment: The cutting at Lumley's Hill is very close to houses, and there is concern about potential erosion during floods.	Sections 6.4.1 and 6.7

7.4 Future consultation

7.4.1 Consultation during the EIS

The EIS will be placed on public display. During the display period, the public is able to review the EIS and send submissions to the Department of Planning and Infrastructure for consideration in its assessment of the project.

During this time, RMS will provide opportunities for the community to discuss the EIS with key members of the project team and to provide comments.

Displays will be established in a number of public locations for a minimum of 30 days.

Staffed information displays and stakeholder meetings will also be held in numerous locations along the alignment to provide an opportunity for members of the community to ask questions and to provide further information for consideration in the planning process.

The locations of these displays will be communicated to stakeholders and the community via email, letters, advertisements, media releases and the RMS website.

The EIS will also be available on the websites of RMS and Department of Planning and Infrastructure via the following links:

http://www.rta.nsw.gov.au/roadprojects/projects/pac_hwy/coffs_harbour_ballina/woolgoolga_ballina/index.html

<http://majorprojects.planning.nsw.gov.au/>

At the completion of the public display period, the Director General of the Department of Planning and Infrastructure will provide RMS with a copy of all submissions or a summary of the issues raised. Any submissions or summary of issues received by the RMS will be dealt with in accordance with the *Environmental Planning and Assessment Regulations 2000*.

All submissions made to the Department of Planning and Infrastructure during the public display period will be posted on the department's website. The privacy of submitters will be protected by removing names from submissions at the submitter's request

7.4.2 Consultation during future stages

Consultation would continue throughout the detailed design and construction phases.

The community and stakeholder engagement plan would be further developed and implemented so that it appropriately reflects the consultation requirements of the future stages of the project. Key consultation activities and tools would include:

- Notification of any works that may disturb local residents and businesses
- Notification to motorists, bus operators, trucking companies, cyclists and emergency services of changing traffic and access conditions on the highway
- A 24-hour community information and complaints telephone line and email address
- Community information sessions
- Website updates
- Newsletters
- Advertising in local and regional media.

References

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Roads and Traffic Authority of NSW (RTA) 2010, *Wells Crossing to Iluka Road: Tyndale to Maclean alternative route – discussion paper*, Roads and Traffic Authority of NSW (RTA), Sydney, Australia.

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