



Coffs Harbour bypass

Transport for NSW

Fact Sheet

Being a good neighbour | September 2023

The Australian and NSW governments are funding the \$2.2 billion, 14-kilometre Coffs Harbour bypass project. The bypass will boost the regional economy and improve connectivity, road transport efficiency and safety for all local and interstate motorists.

A key part of our responsibility during construction of the Coffs Harbour bypass project is to ensure, where possible, we minimise disruptions to the community.

The project's *Construction and Environmental Management Plan (CEMP)* and *Community Communication Strategy* guide our approach to monitoring and managing short-term construction impacts such as noise, dust and air quality and how we work within the Coffs Harbour community to be a good neighbour. Beyond compliance and managing impacts, being a good neighbour means we are committed to building a positive and considerate

relationship with the Coffs Harbour community, and leaving a longer term tangible legacy after the project is complete. The project approaches its daily construction activities with respect for people, including businesses, property owners, and residents, the environment and built structures and community assets.

We are also creating long-term outcomes for Coffs Harbour community by upskilling workers, employing local people and contracting local businesses, who also potentially employ more people because of the bypass construction work.



Our project team are committed to being good neighbours on site

What are good neighbour practices?

As part of our approach to being a good neighbour, we adhere to the Minister's Conditions of Approval (MCoA) for the project, legislative requirements and operating licences, implement measures and prioritise the safety of the community, road users and our workforce.



Engagement

We are committed to providing the community with frequent updates on the status of the project and our construction work and responding to complaints. This includes:

- Regular pop-up sessions across Coffs Harbour with our community information van to keep people informed of our activities and to answer questions about the project
- Notifying our close neighbours in advance of noisy work at least five days before the scheduled start date of the work
- Communicating project timelines and staging
- Having a dedicated community engagement team for the project
- Providing frequent updates on our construction activities on the project website, through social media and directly to our project subscribers
- Being responsive to neighbours' complaints and enquiries
- Working collaboratively with emergency services, City of Coffs Harbour and other key stakeholders.



Site management

During construction, impacts to neighbours can be avoided through proactive site management. This includes:

- Safe and responsible management of noise, dust, and water on site
- Keeping the site area clean by frequently removing rubbish and maintaining temporary bathroom facilities
- Inducting our workforce on appropriate behaviours and considering our neighbours
- Ensuring site signage is clearly visible and in good condition
- Restoring the work area to its original condition or better, after work is completed.



Access

During construction, impacts to neighbours can be avoided through maintaining safe access for road users and community. This includes:

- Not restricting access to driveways, or if this is not possible, making plans with property owners in advance
- Maintaining safe access around the project work site for pedestrians and road users
- Changing road conditions and/or access to provide safer arrangements for pedestrians and road users.



Project team supervising earthwork activities near North Boambee Road



Approvals and licences

During construction we must adhere to the MCoA, legislative requirements and operating licences. Some of these include:

- Requirements we must meet for our planning approval under the *NSW Environmental Planning and Protection Act* and the *Australian Environmental Protection and Biodiversity Act*
- Environmental protection licences (EPL) under the *NSW Protection of the Environment Operations Act* for road construction and/or for the operation of ancillary facilities
- Consent under section 138 of the *NSW Roads Act* for any work or activities in the public reserve or in public roadway.



Managing impacts

Some of the ways we consider neighbours during construction includes:

- Monitoring our activities and impacts to ensure compliance
- Maintaining plant and machinery and turning it off when not in use
- Locating noisy equipment and directing lights and away from neighbours, wherever possible
- Using water carts and suppressants to manage dust
- Putting in environmental controls
- Fencing off sensitive environmental areas that we are protecting
- Placing barriers and reducing speed limits for the safety of community, road users and our workforce.



Work hours

- Working within our approved construction hours of 7am to 6pm, Monday to Friday and 8am to 1pm Saturdays, whenever possible
- Notifying and engaging with the community if work needs to be done outside of these hours.



Commitments

- Regularly providing up-to-date information to the community in different ways including van pop-up sessions, face-to-face meetings, phone calls, website, social media, notifications and newsletters and electronically distributed updates
- Having dedicated points of contact available for enquiries, complaints and feedback for the project
- Working with neighbours to consider ways to reduce the impact of our work
- Delivering on commitments made, or adequately communicating and explaining any changes to the community.



Contact us

If you have any enquiries and complaints, please contact the project team on 1800 550 621 or community@chbteam.com.au



Translation and interpreting service

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 550 621