

Community Communications Plan – Hunters Hill remediation – Offsite disposal

25 August 2021

1. Purpose

This document outlines the approach to facilitating communication between Property NSW, now part of the Department of Planning, Industry and Environment's Property & Development NSW division, Hunters Hill Council and the community throughout the remediation of five contaminated properties, three government-owned and two privately owned, in Nelson Parade, Hunters Hill.

2. Context

Property & Development NSW (PDNSW) owns three residential properties: 7,9 and 11 Nelson Parade, Hunters Hill and two lots located on the Parramatta river foreshore (Lot 1 in DP544937 and Lot 1 in DP641068 – the foreshore land).

From the late 1800s to the early 1900s, a carbolic acid plant operated on the foreshore land, resulting in elevated concentrations of coal tar waste material and heavy metals, such as arsenic, lead and poly aromatic hydrocarbons (PAHs), in the foreshore soil. Between 1911 and 1915, a radium processing plant was located at the site which processed ore from Radium Hill, South Australia. Material from this process was placed around the site.

PDNSW has been granted approval to remediate the properties and dispose of radiologically active material at a licensed facility in Idaho USA.

The material will be excavated and safely transported to a licensed holding yard for a short period before it is shipped to the USA for disposal at a licensed landfill site.

This disposal method has the support of the community and Hunters Hill Council.

As part of the conditions of approval for the project, PDNSW is required to prepare a community communications strategy to outline its approach to informing the council, Nelson Parade residents, and the broader community, throughout the remediation project.

3. Objectives

This community consultation plan set outs communication processes and activities including:

- (a) Reporting results from weekly monitoring activities;
- (b) Complaints management procedures;
- (c) Stakeholder Communication – informing and updating key community groups, interested parties and relevant regulatory authorities on the progress of the project;

(d) Contact arrangements for a central contact person coordinating and responding to stakeholder inquiries.

4. Responsibility for community liaison

Property & Development NSW will be responsible for community liaison during the remediation project.

Property & Development NSW's responsibilities will include:

- Providing stakeholders and the local community with email, website, and a phone contact number for project-related queries.
- Recording and responding to queries associated with the remediation project.
- Providing proactive communications to stakeholders at regular intervals.
- Publishing dust monitoring results to the project web page on a weekly basis
- Publishing remediation plans, reports and other project information on the project web page.
- Notifying impacted stakeholders in advance of changes to traffic conditions
- Site signage.
- Managing and recording project-related complaints.

Contact details for queries will be displayed on signage and included in collateral used for community communications. A community response line will be provided to receive, report, and respond to any community concerns during the project.

5. Stakeholder Communication

The Project Manager will ensure stakeholders are kept informed or are consulted (where necessary) of the commencement date of the project and any traffic impacts that may occur. Communications used will be those considered most suitable to reaching each stakeholder group and mindful of timeliness.

Information provided will include the location of proposed works, impact on traffic and road, hours and duration of works, impact and mitigations and will reference contact details of responsible personnel for inquiries and feedback.

Collateral may include but is not limited to letters, fact sheets, e-mails, advertisements, VMS, phone calls, website, meetings/ briefings (face to face activities are COVID permitting).

Feedback, complaints, and inquiries can be made via phone, email or online and will be responded to by the project team in a timely manner.

6. Community contact protocols

Stakeholders can contact Property & Development NSW via:

1. Phone 9273 3618 (William Tai – Project Manager)



2. Property & Development NSW community feedback inbox:
community_property@property.nsw.gov.au
3. Website <https://www.dpie.nsw.gov.au/housing-and-property/divisions/property-and-development-nsw/environmental-service-group/hunters-hill>

These contacts will be displayed on all community communications collateral.