

## **Albury Wodonga Hume Freeway Project - NSW Meeting Protocol and Guidelines for Community Liaison Group (CLG)**

The following Meeting Protocol and Guidelines were provided to all CLG members for comment and as such, were accepted by consensus at the CLG meeting on 13 April 2005. All members of the CLG, as well as the Environmental Management Representative (EMR), representatives from the RTA, Abigroup, AlburyCity and any special representatives who attend the meeting, will adhere to the Meeting Protocol and Guidelines.

The purpose of the Meeting Protocol and Guidelines is to establish a framework for the operation of the CLG. The Chairperson is responsible for ensuring that Meeting Protocol and Guidelines are adhered to.

### **Role of the CLG**

The key role of the CLG is to provide advice regarding issues arising from the design and construction of the Albury Wodonga Hume Freeway project - NSW section. Issues and suggestions raised will be discussed and considered by Abigroup and the RTA. The CLG is not a decision making body and it is not a requirement that consensus be reached amongst members on issues discussed.

The CLG is a communication mechanism for discussing both localised and general issues associated with the Albury Wodonga Hume Freeway (AWHF) project - NSW section. CLG members, as community representatives, will be expected to provide comment, input and feedback for discussion at meetings.

The CLG is expected to represent a diversity of viewpoints and community concerns. Where members hold a range of perspectives on a particular issue, the differing viewpoints will be noted and taken into consideration.

The CLG will reach decisions by openly discussing and debating information. This will enable the CLG to reduce the number of options by a process of elimination and make informed decisions. Group agreement is the desired outcome, so voting will not be used as a decision-making mechanism.

### **Behaviour**

CLG members will respect other members' opinions and will accept the responsibilities that go with the role of the group and behave in accordance with the following guidelines:

- Treat members with respect and courtesy
- Enable all members to be equally heard and not speak over each other
- Listen to all other points of view
- Make points succinctly
- Take all relevant information into consideration
- Act with honesty and in good faith
- Act reasonably
- Refrain from any form of conduct that may cause a reasonable person unwarranted offence or embarrassment
- Treat matters being considered by the CLG with discretion
- Undertake not to discuss CLG matters with, or provide materials to, the media without consultation with the Chairperson

### **Responsibilities**

All members are responsible for seeking the views of the local community they represent concerning the design and construction of the AWHF project.

CLG members will not use confidential information, gained by virtue of membership, for the purposes of private benefit for himself/herself or any other person.

## **Issues to be discussed**

Discussions during meetings will focus on issues associated with the design and construction of the AWHF project - NSW section, including:

- Vehicle, pedestrian and cyclist access requirements
- Construction stage traffic diversions
- Groundwater control
- Settlement
- Noise barriers and other control measures and treatments
- Access arrangements
- Air quality, water quality and flooding
- Landscaping and urban design requirements and treatments
- Any other issues considered relevant to the impact of the design, construction and implementation of the project on the community

## **Abigroup / RTA responsibilities**

- **Response to comments and recommendations**  
CLG comments and recommendations on particular issues will be actioned in a timely manner to facilitate the progress of the AWHF project. Abigroup will provide feedback on the resolution of issues raised by CLG members.
- **Technical Presentations**  
Where information of a more technical nature, such as noise treatment or landscape design, needs to be presented to the CLG, relevant experts will be invited to present. This may include representatives from relevant Government Agencies and Abigroup Construction and Project Managers.
- **Information Dissemination**  
Abigroup will distribute information to CLG members as part of technical presentations. Abigroup will not be responsible for distributing material on behalf individual members.

## **Chairperson**

The Abigroup Community Relations Manager or delegate, will chair / facilitate meetings. An alternative Chairperson may be appointed for a particular meeting.

### **Role of the Chairperson**

- Facilitate/chair the orderly conduct of CLG meetings
- Review and endorse notes of meetings before distribution
- Be contactable by CLG members at reasonable times
- Be available to meet with CLG members by appointment

## **Meeting Frequency and Length**

Meetings of the CLG will be held approximately every four weeks on Wednesdays. The first few meetings will be held two to three weeks apart to facilitate outcomes within the necessary time frame. Meetings are expected to commence 6.00pm and run for a maximum of two hours. Should the group consider additional time for a meeting or additional meetings to be necessary, these will be scheduled at the convenience of the majority of the group and the project team.

## **Attendance**

All members of the CLG are required to attend all meetings. If a member is unable to attend, they must advise the CRM prior to the meeting.

## **Membership of CLG**

CLG membership will include community representatives selected from nominations, the Environmental Management Representative, representatives from RTA and the Abigroup Project Team, as well as AlburyCity representatives will attend each CLG meeting.

## **Resignation or Termination from CLG**

CLG members may resign from the CLG, with a letter submitted to the Abigroup CRM.

To facilitate continuity and to ensure the best use of people's time, if a member is absent for two meetings, the CRM will call them to discuss their continuing participation. Where a member is absent for three or more meetings with no reasonable explanation he/she will no longer be a recognised member of the CLG. It is the responsibility of members to 'catch up' on the content of any meetings missed.

Members may be asked to resign under the following circumstances:

- Ongoing and substantial breaches of the Meeting Protocol and Guidelines in the opinion of the Chairperson;
- Becomes an employee of the project team or a significant provider of goods or services to the project.

## **Closed meetings**

Prior arrangements must be made with the Chairperson for the attendance of non-CLG members.

## **Media**

If media comment is requested on the discussions of a CLG meeting, they should be directed to the RTA. This arrangement has not been designed to limit media comment and or individual comments or opinions on the project. It is designed to ensure that any comment from the CLG on the discussions held at a particular meeting is from a 'whole-of-CLG' perspective. Where members are approached individually, they will ensure that comments are attributed to themselves and/or their organisation only, and not to the CLG as a whole.

## **Agenda**

Meeting agendas will be prepared and forwarded to CLG members one week prior to each meeting. Additional agenda items need to be brought to the attention of the Abigroup CRM one week before the meeting.

## **Meeting notes**

Meeting notes, focusing on key issues and actions, will be prepared by the Abigroup community relations team, and reviewed for technical correctness by relevant Abigroup and RTA attendees. Comments from individual members will not generally be attributed to an individual and a verbatim record of the meeting will not be prepared. Meetings will not be taped.

An email or postal copy of the completed meeting notes will be sent to members two weeks after the meeting. A review period of one week will be given for comments from CLG members before the meeting notes are finalised. Proposed extensive edits will be presented to the CRM in writing. The Chair will undertake the final review and sign off.

Meeting notes will be made available to the wider community via the project website and at the display centre. Meeting notes will be distributed to the project team to integrate the outcomes with the design processes. The presentations and discussions of the CLG will be summarised in the relevant reports that will form part of the project.

## **Complaints Handling Procedure**

Construction work complaints, should on the whole, be made at the time of the complaint occurring, via the toll free Community Inquiry/Contact Line (1800 674 934) or by email to [albury@abigroup.com.au](mailto:albury@abigroup.com.au). The matter will be addressed through the associated procedure. CLG and community members will be encouraged to call the line rather than raise specific issues during the meetings.