

## OLD NORTHERN ROAD QUARRY COMMUNITY RELATIONS PLAN

Dixon Sand Pty Ltd

**FINAL**

April 2020





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Dixon Sand Pty Ltd

Prepared by  
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on behalf of  
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# 1.0 Introduction

## 1.1 Background

Dixon Sand Pty Ltd (Dixon Sand) operates the Old Northern Road Quarry (the Quarry), a sand extraction and processing operation, located on Old Northern Road, Maroota in New South Wales (NSW) (refer to **Figure 1.1**). The Quarry has been in operation since the early 1980s with Dixon Sand operating the Quarry since 1992. The site covers approximately 58.4 hectares (ha) and includes Lot 29 DP752025, Lot 196 DP752025, Lot 1 DP547255 and Lot 2 DP547255 (refer to **Figure 1.2**). The Quarry is located in the small rural community of Maroota which supports a number of other sand extraction operations. The Quarry is a major supplier of mortar sands to the Sydney metropolitan market.

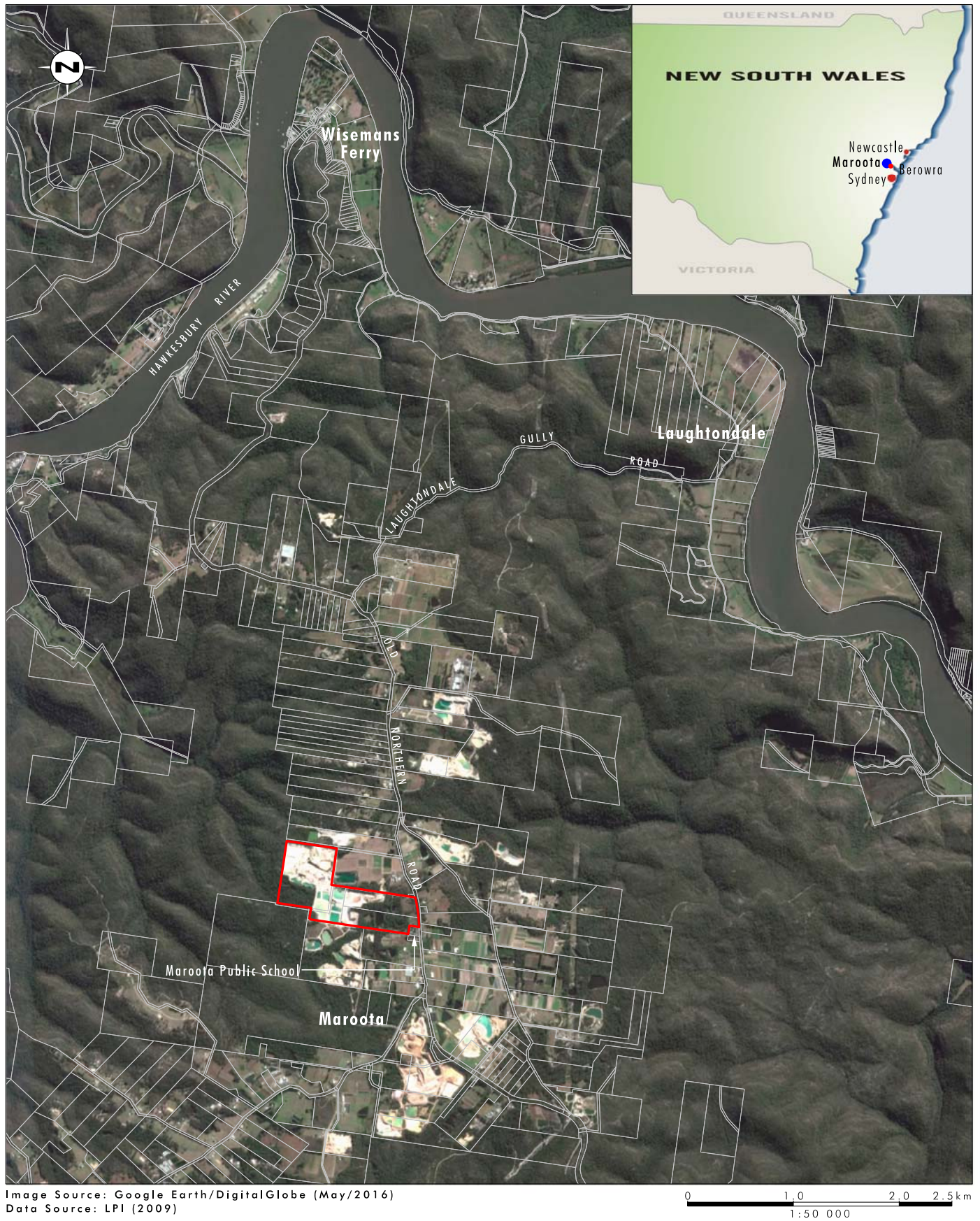
The Quarry operates in accordance with Development Consent (DA) 250-09-01 issued by the Land and Environment Court in 2004. DA 250-09-01 has been subsequently modified on five (5) occasions, most recently in 2017 under Section 75W of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

DA 250-09-01 permits the extraction and processing of up to 495,000 tonnes of quarry products per annum, including the processing of extractive material sourced from the Haerses Road Sand Quarry. The consent permits quarrying operations to be carried out on site until 24 May 2042, with continued receipt and processing of material from Haerses Road Sand Quarry permitted until 14 February 2046.

## 1.2 Purpose and Scope

The purpose of this Community Relations Plan (CRP) is to describe the community relations management strategies, procedures, controls and monitoring programs to be implemented for the management of potential traffic impacts arising from the operation of Old Northern Road Quarry.

This CRP addresses the relevant requirements of the Development Consent. The Development Consent conditions relevant to this plan are provided in **Section 2.0**, including a checklist of where each condition has been addressed within this document.



### Legend

Old Northern Road Quarry

FIGURE 1.1  
Locality Plan





### Legend

- ▬ Approved Old Northern Road Quarry
- ▬ Approved Extraction Limits
- ▬ Limit of Maroota Tertiary Sands Groundwater Source
- Residence

FIGURE 1.2

Old Northern Road Quarry



## 2.0 Regulatory Requirements

### 2.1 Development Consent

The CRP has been prepared in accordance with the conditions of DA250-09-01. **Table 2.1** below outlines the relevant Conditions of Consent and where they have been addressed within the CRP.

**Table 2.1** Community Relations Related Development Consent Conditions

Condition	Description	Section/s Addressed
<b>Community Consultative Committee</b>		
<b>8</b>	<p>The Applicant must establish and operate a Community Consultative Committee (CCC) for the development to the satisfaction of the Secretary. The CCC must be established by 10 October 2018 and operated in general accordance with the Department's <i>Community Consultative Committee Guidelines, November 2016</i> (or later version)</p> <p><i>Notes:</i></p> <ul style="list-style-type: none"> <li><i>The CCC is an advisory committee. The Department and other relevant agencies are responsible for ensure that the Applicant complies with this consent.</i></li> <li><i>In accordance with the guidelines, the CCC should comprise an independent chair and appropriate representation from the Applicant, Council and the local community.</i></li> <li><i>The CCC established and operated prior to the approval of Modification 5 must continue to be operated in accordance with the procedures required by the consent prior to the approval of Modification 5 until such time as the CCC required by this condition is established.</i></li> </ul>	Section 3
<b>Environmental Management Strategy</b>		
<b>1(f)</b>	<p>Include a Community Relations Plan, developed in consultation with Council, and the Maroota Public School, which includes:</p> <ul style="list-style-type: none"> <li>Identification of stakeholders potentially affected by the development</li> <li>Detailed strategies to ensure open communication between the Applicant, the community and Maroota Public School</li> <li>Detailed strategies to monitor and evaluate social impacts of the development on the local community and Maroota Public School</li> <li>Measure to improve community relations including: <ul style="list-style-type: none"> <li>Quarry open days and education sessions to promote better understanding of quarry operations in the wider community</li> <li>Participation in community activities; and</li> <li>Strategies involving in-kind exchanges of expertise and resources for activities such as bush regeneration, Landcare, Streamwatch, and other community-based environmental programs</li> </ul> </li> </ul>	Whole document

## 3.0 Communication

### 3.1 Community Consultative Committee

Dixon Sand has established and operates a CCC for the development. The CCC is comprised of an independent chairperson, representatives of the Quarry, Hills Shire Council, Maroota Public School and the local community. The CCC meets on a six-monthly basis. The CCC is required to operate in general accordance with the Department's *Community Consultative Committee Guidelines, November 2016* (or later version).

Minutes of the CCC meetings are published on the Dixon Sand website and provided to Council and the Secretary within 14 days of each meeting.

### 3.2 Communication with Stakeholders

This CRP describes the methods by which the Quarry will manage community relations and communication with key community stakeholders during the operation of the quarry. In accordance with Condition 1(f) Schedule 5 of the Development Consent, a CRP is to be developed in consultation with Council, the CCC and Maroota Public School.

Dixon Sand distributed the draft CRP to Council, the CCC and Maroota Public School on the 12 February 2018. The comments received back from Council, the CCC and Maroota Public School are summarised in **Table 3.1** and provided in full in **Appendix 1**.

**Table 3.1 Community Stakeholder Comments**

Stakeholder	Comment	Section/s Addressed
Maroota Public School	No comment received	NA
The Hills Shire Council (Council)	No objection.	NA
Community Consultative Committee (CCC)	Correspondence received from the Maroota Public School representative of the CCC advised they had no issue with the draft CRP.	NA

#### 3.2.1 Community Stakeholders

The key community and stakeholder groups are:

- The Hills Shire Council (THSC)
- OEH (NIPNR and NPWS), Department of Education, Hawkesbury Nepean Catchment Authority (NOW)
- Maroota Public School
- farmers and local extractive industries
- employees, lenders, suppliers and customers of Dixon Sand

- local environmental groups
- local residents and Aboriginal groups
- land owner of Lot 2 (M/M/F Taouk), and
- land owner of Lots 29 and 196 (Manaldo Pty Ltd).

The Chairperson is responsible for recording and distribution of the meeting minutes of each CCC meeting.

The Environmental Officer (or delegate) is responsible for convening liaison meetings, newspaper articles, assisting with community activities, maintaining complaints register and reporting.

### 3.2.2 Communication Methods

The primary communication methods utilised by the Quarry include:

- CCC meetings held twice per year (refer to **Section 3.1**).
- An annual meeting with representatives of Maroota Public School to gain feedback on the effectiveness of traffic management procedures and general environmental performance of the Quarry.
- Website reporting - The Dixon Sand website is maintained to provide the wider community with access to the Development Consent, EPLs, monitoring results, environmental management plans and monitoring programs, audit reports, Annual Review reports, community complaints register and any other information in relation to the operation that may be of interest to the community. It is the responsibility of the Environmental Officer (or delegate) to maintain the website.
- A telephone complaints line is available to the community during operating hours of the Quarry. The telephone complaint number is advertised on the site gate and on the Dixon Sand website.
- Annual community open days are held to explain operations and receive feedback. Open days are advertised in local newspapers and on the Dixon Sand website.
- Regular informal liaison with neighbouring property owners/occupants.
- Provision of support and assistance for local community initiatives such as:
  - the Maroota Public School Annual Muster festival
  - Supplying resources to local schools, after school care facilities and dressages
  - local Landcare and bush regeneration groups

### 3.2.3 Monitoring and Evaluation of Community Impacts

Dixon Sand will implement the following processes to monitor and evaluate the social impacts of the Quarry on the local community and Maroota Public School:

- Maintaining a Complaints Register
- Regularly consulting with adjoining property owners to coordinate maintenance of fences, weed control etc. and record any correspondence in the Community/Stakeholder Liaison Register

- Conduct regular attitudinal surveys for teachers, parents and students of Maroota Public School at intervals as reviewed by the CCC.

### **3.3 Review and Improvement**

Monitoring and review of the outcomes of consultation with stakeholders and the performance and implementation of this Community Relations Plan will be undertaken by the Environmental Officer on an ongoing basis and as part of the Annual Review. This review will include consideration of any additional reasonable measures that may be implemented to mitigate any identified social impacts of the Quarry.

In accordance with Condition 5 of Schedule 5, Dixon Sand will review, and if necessary revise, the Community Relations Plan to the satisfaction of the Secretary, within three (3) months of the submission of:

- incident report under Condition 10;
- annual review under Condition 12;
- independent Environmental Audit report under Condition 14; and
- any modifications to this consent.

Dixon Sand will review the Community Relations Plan to the satisfaction of the Secretary. Dixon Sand will notify the Department in writing of any such review being undertaken. Where this review leads to revisions to the document, then within six (6) weeks of the review the revised document will be submitted for the approval of the Secretary.

The review of the plan will be undertaken by the Dixon Sand Environment Officer in consultation with the Quarry Manager.



## 4.0 Improvement Strategies

Dixon Sands will work collaboratively with the local community and stakeholders on improving community and stakeholder relations. Some of the strategies that are implemented include:

- Liaison with Maroota Public School annually to discuss effectiveness of traffic management procedures and general environmental performance of the Quarry
- Discussion at CCC meetings regarding community feedback received as part of community complaints, liaison with Maroota Public School and general community liaison, including discussion of potential improvement strategies relating to community and stakeholder relations
- Prompt investigation and response to community complaints, as described in **Section 5.0**
- Annual Reviews are made available for inspection by the public, with copies available on-site and on the website
- Assistance with Maroota Public School initiatives such as the Annual Muster festival
- Co-operation with local Landcare and bush regeneration groups and provision of revegetation information.

## 5.0 Complaints Management

Dixon Sand operates a telephone complaints line during its operating hours for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant associated with the Quarry.

The telephone complaint line is (02) 4566 8348.

Dixon Sand will notify the public of the complaints line telephone number and the fact that it is a complaints line so that the community knows how to make a complaint. The telephone number will be advertised on the site gate and on the Dixon Sand website.

Dixon Sand maintains a register of all complaints received by the community and publishes this register on its website. The register includes details of the following:

- the date and time of the complaint
- the method by which the complaint was made
- any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect. Complainants personal details are not included on the register published on the Dixon Sand's website
- the nature of the complaint
- the action taken in relation to the complaint, including any follow-up contact with the complainant
- if no action was taken, the reasons why no action was taken.

All complaints received by the quarry will be directed in the first instance to the Environmental Officer, or, in the event that the Environmental Officer is unavailable, the Quarry Manager. Following a complaint, appropriate action will be taken within two working days to determine the cause of the complaint and identify appropriate actions to remediate the complaint source.

All complaints will be investigated and an appropriate response provided to the complainant. The investigation may include the following:

- A review of any available monitoring data relevant to the time of the complaint.
- A review of the activities and/or equipment being carried out or operated at the time of the complaint.
- A review of whether activities outside the normal 'day-to-day' operations were being carried out on site at the time of the complaint.
- A review of whether any activities or extraordinary events/conditions in the locality may have contributed to the complaint.
- Recommendation of any actions that may be carried out to resolve the complaint and/or minimise the likelihood of further complaints.

## 6.0 Dispute Resolution

In the event of a disagreement between the quarry and a member of the community, the Dixon Sand Quarry Manager will undertake the necessary liaison and communication to reach a resolution, which will involve an offer for a one-on-one meeting with the community member to discuss the issue. Where relevant, negotiations will be initiated in accordance with the applicable development consent conditions.

### 6.1 Independent Review

In accordance with Condition 2 Schedule 4 of DA250-09-01, if a landowner considers the development to be exceeding the relevant criteria in Schedule 3, they may ask the Secretary in writing for an independent review of the impacts of the development on their land.

If the Secretary is satisfied that an independent review is warranted, within three (3) months, or as otherwise agreed by the Secretary and the landowner, of the Secretary's decision, Dixon Sand will:

- Commission a suitably qualified, experienced and independent person, whose appointment has been approved by the Secretary, to:
  - Consult with the landowner to determine his/her concerns
  - Conduct monitoring to determine whether the development is complying with the relevant criteria in Schedule 3; and
  - If the development is not complying with these criteria, then identify measures that could be implemented to ensure compliance with the relevant criteria; and
- Give the Secretary and landowner a copy of the independent review; and
- Comply with any written requests made by the Secretary to implement any findings of the review.







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