

Bonville Upgrade Project Community Interest Group

Charter of Operation

The charter will be the framework for the operation of the Community Interest Group (CIG) for the duration of the detailed design and construction phase of the Project.

All members of the CIG, as well as the Environmental Management Representative (EMR), representatives from the RTA, Abigroup, Coffs Harbour City and Bellingen Shire Councils and any special representatives who attend the meetings, will be expected to adhere to the Charter.

Role and function of the Community Interest Group

The Community Interest Group meetings are one of the primary interface and information exchange mechanisms between the Project team, the local community and special interest groups.

The CIG will provide a forum for discussion of project issues, although the CIG is not empowered with a decision making role and consensus or voting is not required.

The Project team will seek advice from the CIG on issues arising from the detailed design and construction of the Bonville Upgrade project. Issues and suggestions raised will be discussed and considered by Abigroup and the RTA.

The CIG members will be expected to liaise with their organisations and people they represent, to ensure dissemination of information and general feedback to their groups, and to provide comment, input and feedback for discussion at meetings.

The CIG 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.

Behaviour

As a member of the CIG, there are certain responsibilities and expectations associated with attendance at meetings. All members will be expected to:

- treat members with respect and courtesy
- respect others' opinions
- listen to all other points of view
- make points succinctly
- take all relevant information into consideration
- act with honesty, in good faith and reasonably
- refrain from conduct that may cause offence or embarrassment
- treat matters being considered by the interest group with discretion, and
- undertake not to discuss interest group business with, or provide materials to, the media without the agreement of the Abigroup Community & Communications Manager (CCM).

Serious or ongoing breaches of conduct may lead to a review of an individual's membership of the CIG.

Members Responsibilities

All CIG members are responsible for seeking and accurately representing the views of the community they represent concerning the detailed design and construction phase of the project.

Individuals must not use confidential information gained by being a member of the CIG for private or commercial benefit of themselves or any other people.

Project Team (Abigroup / RTA) responsibilities

All CIG comments and recommendations will be actioned and/or responded to in a timely manner to facilitate the progress of the Project.

Project Team members will deal with the CIG in an open, fair and transparent manner.

Technical information will be provided in everyday language and every effort will be made to ensure accuracy is not compromised in the process.

Where information of a more technical nature, such as noise treatment or landscape design, needs to be presented to the CIG, relevant experts will be invited to make presentations at the meetings. This may include representatives from relevant Government Agencies or Project Team members.

Abigroup will distribute information to CIG members covering the technical presentations. Abigroup will not be responsible for distributing material on behalf of individual members.

Scope of the CIG and issues to be discussed

Discussions during meetings will focus on issues associated with the detailed design, construction and implementation of the project. Issues may include, but are not limited to:

- vehicle and pedestrian requirements
- construction stage traffic diversions
- noise control measures
- air and water quality management
- landscaping requirements
- issues relevant to the impacts of the Project on the community during the detailed design and construction phase, including timing of operations
- pre and post-construction activities.

CIG Meeting Facilitator

The CCM or his delegate will facilitate meetings. An alternative Facilitator may be appointed for a particular meeting.

The role of the Facilitator is to:

- facilitate the meetings in an orderly manner
- review and endorse notes of CIG meetings prior to distribution
- be contactable by interest group members at reasonable times to discuss agenda items
- be available to meet with CIG members by appointment.

Meeting frequency and length

CIG meetings will be held on a monthly basis and may reduce in frequency following discussions with the CIG and RTA.

Meetings are expected to commence at 6.00pm and run for a maximum of two hours. If there is a need for an additional meeting, it would be scheduled at the convenience of the majority of the CIG and the Project Team.

CIG Attendance

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

If a CIG member is unable to attend, and they request a delegate attend in their place, one week's written notice is to be provided to the CCM, for consideration.

Membership of the CIG

CIG membership will include:

- community, business and special interest group representatives
- residential area representatives
- the project Environmental Management Representative
- Coffs Harbour City and Bellingen Shire Council representatives
- RTA representatives
- Abigroup Project Team representatives

Resignations or terminations

Members may resign from CIG by providing a letter of resignation to the CCM.

To facilitate continuity and to ensure the best use of time, if a member is absent for three meetings, the CCM will call them to discuss their continuing participation. Where a member is absent for three or more CIG meetings with no reasonable explanation they will no longer be a recognised member of the CIG. 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/or substantial breaches of the Meeting Charter in the opinion of the CCM
- becoming an employee of the Project Team
- becoming a significant provider of goods or services to the project.

Closed meetings

Prior arrangements must be made with the CCM for the attendance of non-CIG members.

Media

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

Agenda

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

Meeting notes

Meeting notes, focusing on key issues and actions, will be prepared by the Abigroup CCM, or his delegate, and reviewed for technical correctness by relevant Abigroup and RTA attendees. Comments from CIG members can be noted however, generally, individual names will not be attributed to a comment. 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 after the meeting. Proposed extensive edits must be presented to the CCM in writing. The CCM will undertake the final review and sign off.

Meeting notes are a public document and 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.

Complaints handling procedure

Construction work complaints, should on the whole, be made at the time of the complaint occurring, via the toll-free Community Contact Line (1800 725 321) or by email to bonville@abigroup.com.au. CIG and general community members will be encouraged to call the line for immediate attention to the matter, rather than raise a specific local issue during the meetings.