

## FREQUENTLY ASKED QUESTIONS NOVEMBER 2019

# Great Western Highway Upgrade Program

**Public consultation** 



Great Western Highway at Mount Victoria

### How can I have my say?

We are inviting feedback from the community, customers and stakeholders about the strategic corridor upgrade proposed between Katoomba and Mount Victoria and the corridor reserved in 2013 between Mount Victoria and Lithgow. Your feedback is important and it will be used to help inform our future plans for upgrading the Great Western Highway.

There are several ways you can become involved including visiting an information session, commenting on the interactive map on the website, or by contacting the team through phone call, email, or post.

Feedback closes at 5pm on Monday 16 December 2019.

## What are your communication objectives?

We will provide clear information about the project and use different tools and techniques to explain the project to our communities, customers and stakeholders.

Building relationships with the community and stakeholders across the life-cycle of this program will be a key objective.

Above all, we want to hear your feedback. it will help to shape the design of the upgrade program.

## How will we communicate to stakeholders and the community?

We will provide clear, consistent, and timely information to communities, stakeholders, and customers. We will build and maintain relationships with key stakeholders throughout all phases. We will raise awareness of the program and its benefits throughout all phases including planning and construction.

#### What information will I be able to see?

- You will be able to access an online interactive map of the corridor
- You will have frequently asked questions that outline the strategic options and impacts and benefits
- You can access a collaborative map where you can pin your comments at specific points along the corridor
- You can attend a community information session to meet the team and find out more about the program
- You can view static display information at libraries and council chambers
- A dedicated email, project phone number, and multiple ways to provide feedback.



Great Western Highway at Medlow Bath

#### How else do I get involved?

If you are unable to make an information session but would like to speak to a member of the team, please contact us to discuss or arrange another time that is suitable for you.

If you would like to join our mailing list and receive information directly about the progress of this program, then please call, email or submit a feedback form.

You can also make a comment through our feedback form that you can post or submit online.

## Will this be the only opportunity to have my say?

Our journey with stakeholders and the community on this program has just begun. We value the area's natural environment, heritage, and local communities. We will build and maintain relationships with key stakeholders throughout all phases of the program and continue to speak to community members. We will organise regular formal and informal opportunities for the community and stakeholders to speak to the team. Please subscribe to updates if you would like to be kept informed.

## Will the program scope change because of public consultation?

The NSW Government is investing \$2.5 billion to begin the planning and delivery of the Great Western Highway Upgrade between Katoomba and Lithgow. Public feedback is an important part of any road project within NSW and we aim to seek and listen to feedback from local communities and other stakeholders. This feedback will be an important consideration in shaping the program as it progresses.

## What happens next and how will you use my feedback?

At the end of this consultation period, the team will produce a consultation summary report that includes responses to feedback. Information gathered will be considered in decision making as the program progresses. Further public consultation beyond this time is being planned.

The next step will be to review comments, carry out further investigations, and continue to consult with the community as the options are refined.



Great Western Highway looking towards Hassans Walls

#### Information sessions

We are presenting the Great Western Highway Upgrade Program for your feedback. You can comment online, contact the team, or attend an information session. No formal presentation will be given, so please feel free to drop in at any time.

- Katoomba Street entrance (outside) to Katoomba Village Shopping Centre, 79 Katoomba Street Katoomba Tuesday 26 November 2019 - 11am to 2pm
- Katoomba-Leura Community Centre, 81-83 Katoomba Street Katoomba Tuesday 26 November and 3 December 2019 -5pm to 7pm
- Hydro Majestic (Delmont Room 2) **Great Western Highway Medlow Bath** Monday 9 December - 5pm to 7pm
- **Blackheath Area Neighbourhood Centre** (Bates Hall), corner Gardiner Crescent and Great Western Highway Blackheath Wednesday 27 November and 4 December 2019 -5pm to 7pm
- Mount Vic Flicks, 2A Harley Avenue Mount Victoria Tuesday 10 December 2019 - 5pm to 7pm
- Hartley Hall, 2 Mid Hartley Road Hartley Wednesday 11 December - 5pm to 7pm
- Lithgow Valley Plaza, Corner Lithgow and **Bent Streets Lithgow** Monday 25 November 2019 - 11am to 2pm
- Hoskins Memorial Church Hall, 43 Bridge Street Lithgow Monday 25 November and 2 December 2019 -5pm to 7pm

Unstaffed displays will also be available during normal business hours in the following locations.

- **Katoomba Library** 30 Park Street, Katoomba
- Lithgow Library and Learning Centre 157 Main Street, Lithgow
- **Oberon Library** corner of Dart and Fleming Streets, Oberon
- **Bathurst Regional Council** 158 Russell Street, Bathurst
- **Orange City Library** 147 Byng Street, Orange

Feedback closes at 5pm on Monday 16 December 2019.

#### **Next steps**



### How can I comment on the program or talk to the project team?

We have established a dedicated email address, phone number, collaboration map where you can pin your comments, and feedback form that you can post to the project or submit online:



1800 953 777



gwhd@rms.nsw.gov.au



rms.work/greatwesternhighway



PO Box 2332, Orange NSW 2800



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 953 777.



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