
School Infrastructure NSW

Community Communication Strategy

Multi-Trades and Digital Technology Hub at TAFE Meadowbank

Contents

Document Purpose	3
1. Context.....	5
2. Community Engagement Objectives	6
3. Key Messages.....	7
4. Project Governance.....	11
5. Stakeholders	12
6. Engagement Approach.....	15
7. Engagement Delivery Timeline.....	20
8. Protocols	22
Appendix A – Changing the way we communicate – community engagement alternative methods	27

Document Purpose

This Community Communication Strategy (CCS) has been developed to:

- Successfully consider and manage stakeholder and community expectations as integral to the successful delivery of the project.
- Outline interfaces with other disciplines, including safety, construction, design and environment, to ensure all activities are co-ordinated and drive best practice project outcomes.
- Inform affected stakeholders, such as the local community or road users about construction activities.
- Provide a delivery strategy which enables the open and proactive management of issues and communications.
- Highlight supporting procedures and tools to enable the team to deliver this plan effectively.
- Provide support for the broader communications objectives of School Infrastructure NSW (SINSW), including the promotion of the project and its benefits.

This Community Consultation Strategy (CCS) will be implemented through the design and construction phase of the project, and for 12 months following construction completion.

Plan review

The CCS will be revised regularly to address any changes in the project management process, comments and feedback by relevant stakeholders, and any changes identified as a result of continuous improvement undertakings. This will be done in close consultation with the SINSW Senior Project Director, appointed Project Management Company and/or Contractor and SINSW Community Engagement Manager.

Approval

The CCS is reviewed and approved by the SINSW Senior Project Director, in close consultation with TAFE NSW, with final endorsement from the SINSW Community Engagement Senior Manager before being submitted to the Planning Secretary for approval.

Table 1: List of SSD requirements and where they are addressed

State Significant Developments B10	The Community Communications Strategy addresses this in section
Identify people to be consulted during the design and construction phase	<ul style="list-style-type: none"> ▪ Section 4 ▪ Section 5
Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development	<ul style="list-style-type: none"> ▪ Section 6 ▪ Section 7 ▪ Section 8
Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development	<ul style="list-style-type: none"> ▪ Section 4
Set out procedures and mechanisms:	
<ul style="list-style-type: none"> ▪ Through which the community can discuss or provide feedback to the Applicant; 	<ul style="list-style-type: none"> ▪ Section 4 ▪ Section 6 ▪ Section 8
<ul style="list-style-type: none"> ▪ Through which the Applicant will respond to enquiries or feedback from the community; and 	<ul style="list-style-type: none"> ▪ Section 8
<ul style="list-style-type: none"> ▪ To resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation 	<ul style="list-style-type: none"> ▪ Section 8

State Significant Developments B10	The Community Communications Strategy addresses this in section
Include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, and heritage.	Section 3

1. Context

The NSW Government is investing \$154 million to transform TAFE NSW Meadowbank into a technology-focussed campus which will sit alongside new public school and high school facilities in the Meadowbank Education and Employment Precinct.

The transformed TAFE NSW Meadowbank will feature:

- new Multi-Trades and Digital Technology Hub, to provide a unique industry innovation and collaboration space, transforming training delivery to be more digitally interactive and industry-focussed
- improved campus access to the railway station.

The new facilities will:

- cater for the needs of students at all stages of their lives
- address the changing nature of the workforce by offering practical training experiences that support employability
- include modern, flexible and future-proofed learning spaces
- provide increased opportunities for industry partnerships and collaboration onsite
- improve student experience and amenity.

The Meadowbank Education and Employment Precinct will reimagine learning and connection. With education at its heart, the wider Precinct will connect students to training and employment opportunities with local industry and the surrounding community. The Precinct will have improved accessibility with upgraded pedestrian and cycleway routes to help access the stations, schools and TAFE.

The Multi-Trades and Digital Technology Hub at TAFE Meadowbank is classified as a State Significant Development. The project was assessed by the Department of Planning, Industry and Environment (DPIE) and consent was provided on 7 September 2020.

DPIE's web page on the project is here: <https://www.planningportal.nsw.gov.au/major-projects/project/14386>

2. Community Engagement Objectives

SINSW's mission is to provide education infrastructure solutions by working collaboratively with all our stakeholders to create learning environments across NSW that serve our future needs and make us all proud.

This CCS has been developed to achieve the following community engagement objectives:

- Promote the benefits of the project
- Build key community stakeholder relationships and maintain goodwill with impacted communities
- Manage community expectations and build trust by delivering on our commitments
- Provide timely information to impacted stakeholders, TAFE and broader communities
- Address and correct misinformation in the public domain
- Reduce the risk of project delays caused by negative third party intervention
- Leave a positive legacy in each community.

3. Key Messages

Through each phase of the project, the key messages and means of engagement will be regularly reviewed, refined and updated. Information that is currently in the public domain is outlined below.

3.1. High level messaging

The NSW Government is investing \$154 million to transform TAFE NSW Meadowbank into a technology-focussed campus.

The transformed TAFE NSW Meadowbank will feature:

- new Multi-Trades and Digital Technology Hub, to provide a unique industry innovation and collaboration space, transforming training delivery to be more digitally interactive and industry-focussed
- improved campus access to the railway station.

3.2. Project messaging

3.2.1. Project status

A project is underway to transform TAFE NSW Meadowbank into a technology-focussed campus. TAFE NSW Meadowbank will sit alongside new public school and high school facilities in the Meadowbank Education and Employment Precinct.

The Meadowbank Education and Employment Precinct will reimagine learning and connection. With education at its heart, the wider Precinct will connect students to training and employment opportunities with local industry and the surrounding community. The Precinct will have improved accessibility with upgraded pedestrian and cycleway routes to help access the stations, schools and TAFE.

TAFE NSW Meadowbank at the Meadowbank Education and Employment Precinct is classified as a State Significant Development. The project was assessed by the Department of Planning, Industry and Environment (DPIE) and development consent was approved 25 August 2020.

3.2.2. Project benefits

A project is underway to transform TAFE NSW Meadowbank into a technology-focussed campus. TAFE NSW Meadowbank will sit alongside new public school and high school facilities in the Meadowbank Education and Employment Precinct.

The new facilities will:

- cater for the needs of students at all stages of their lives
- address the changing nature of the workforce by offering practical training experiences that support employability
- include modern, flexible and future-proofed learning spaces
- provide increased opportunities for industry partnerships and collaboration onsite
- improve student experience and amenity.

3.2.3. High-quality learning environment

The new Multi-Trades and Digital Technology Hub will provide diverse opportunities in multi-trades and digital training, and is a valuable contribution to the social and cultural development of Meadowbank and trades training for the future.

More than just a building, this Hub will provide opportunities and access to employment, education, social interaction and cultural experiences.

3.2.4. Environmental benefits

The new Multi-Trades and Digital Technology Hub will be built in accordance with current sustainability principles. TAFE NSW and School Infrastructure NSW is committed to environmentally conscious construction and maintenance practices.

3.3. Construction phase

3.3.1. Traffic management

The construction contractor has developed a Traffic Management Plan to ensure that vehicle movements are managed with minimal disruption to the local community. All construction vehicles (excluding worker vehicles) are to be contained wholly within the site, except if located in an approved on-street work zone, and vehicles must enter the site or an approved on-street work zone before stopping.

3.3.2. Safety

School Infrastructure NSW is committed to ensuring that work is completed safely and efficiently and with minimal impact to the local community. Prior to construction starting, any hazardous material is required to be removed from the site. This work will be carried out in accordance with regulatory requirements including the provisions of SafeWork NSW.

3.3.3. Noise, vibration and dust

Any activity that could exceed approved construction noise management levels will be managed in strict accordance with the Protection of the Environment Operations Act 1997.

Mitigation measures will be in place to manage noise and dust levels, including hoarding to minimise the effects of noise and dust and hosing down as required to ensure the safety of the school and local community.

Construction works, including the delivery of materials to and from the site, will take place between 7:00am and 6:00pm Mondays to Fridays and between 8:00am and 1:00pm on Saturdays. No night work is scheduled for this project and no work will occur on Sundays or public holidays.

Provided noise levels do not exceed the existing background noise level plus 5 dB, works may also be undertaken between 6:00pm and 7:00pm, Mondays to Fridays and between 1:00pm and 4:00pm on Saturdays.

Rock breaking, rock hammering, sheet piling, pile driving and similar activities will only be carried out between the following hours:

- a) 9:00am to 12:00pm, Monday to Friday;
- b) 2:00pm to 5:00pm Monday to Friday; and
- c) 9:00am to 12:00pm, Saturday.

Activities may be undertaken outside of these hours if required:

- a) by the Police or a public authority for the delivery of vehicles, plant or materials; or
- b) in an emergency to avoid the loss of life, damage to property or to prevent environmental harm; or
- c) where the works are inaudible at the nearest sensitive receivers; or
- d) where a variation is approved in advance in writing by the Planning Secretary or his nominee if appropriate justification is provided for the works.

Notification of such activities will be given to affected residents before undertaking the activities or as soon as is practical afterwards.

3.3.4. Flora and fauna

School Infrastructure NSW is committed to ensuring construction work has a minimal impact upon flora and fauna.

School Infrastructure NSW will comply with all Development Consent Conditions relating to the protection of flora and fauna, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures to be taken for the protection and management of flora and fauna, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

An Environmental Control Plan will be prepared and used in induction of all workers prior to their commencement on site. This will include details of the location of environmentally sensitive areas including threatened species, critical habitat, and vegetation and trees to be protected.

Trees will not be trimmed or removed without appropriate statutory approval. A qualified and experienced arborist will complete all vegetation removal and trimming.

All trees on site that are not approved for removal will be protected in accordance with AS 4970-2009 – Protection of Trees on Development Sites.

3.3.5. Soil and water

School Infrastructure NSW is committed to the appropriate management of soil and water on the construction site.

School Infrastructure NSW will comply with all Development Consent Conditions relating to soil and water management, and will comply with all relevant mitigation measures listed in the Environmental Impact Statement (EIS).

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail measures for the management of soil and water, will be prepared in

accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

A suitably qualified and experienced consultant will prepare a Construction Soil and Water Management Sub-Plan (CSWMSP) in consultation with Council, which will form part of the CEMP. The CSWMSP will:

- describe erosion and sediment control measures to be implemented during construction
- provide a plan of how construction works will be managed in wet-weather events
- detail flows from the site to surrounding area
- describe the measures to be taken to manage stormwater and flood flows for small and large sized events.

Erosion and sediment controls will be installed and maintained in accordance with the “Blue Book” – Managing Urban Stormwater: Soils and Construction (4th edition). These controls will be implemented prior to the commencement of any other site disturbance works.

A rainwater harvesting system will be installed onsite and used on-site during construction. Approval will be obtained prior to the discharge of onsite stormwater to Council’s stormwater drainage system or street gutter.

Only approved soil and fill types will be used onsite. Accurate records will be kept on the volume and type of fill used onsite.

3.3.6. Contamination

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The CEMP will detail contamination management measures, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

Contaminated fill material has been identified on the project site. This material will be removed and the site will be remediated in accordance with:

- the conditions of a Development Consent issued by the City of Ryde Council;
- the Remedial Action Plan for the site, which has been prepared by a qualified hygienist;
- the Site Audit Statement and accompanying report prepared by an EPA accredited independent auditor;
- State Environmental Planning Policy No. 55 – Remediation of Land;
- any relevant guidelines published by the NSW Environment Protection Authority; and
- any council policy or development control plan relating to the remediation of land.

The independent auditor has confirmed that the proposed remediation measures will make the site safe.

The CEMP will include protocols for the management of unexpected contamination discovered during the course of construction works.

3.3.7. Visual impact and amenity

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to maintain amenity, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The CEMP will include provisions for the management of outdoor lighting. The installation and operation of outdoor lighting will comply with both AS 4282-2019 – Control of the Obtrusive Effects of Outdoor Lighting and AS 1158.3.1-2005 – Lighting for Roads and Public Spaces – Part 3.1: Pedestrian Area (Category P) Lighting.

Visual amenity impacts will be limited during construction via the installation of appropriate site fencing and adherence to site housekeeping procedures.

3.3.8. Heritage

Prior to construction, a Construction Environmental Management Plan (CEMP) will be prepared to govern the completion of all construction works. The plan will detail measures to protect heritage matters, will be prepared in accordance with relevant guidelines and performance indicators, and will be prepared to the satisfaction of the Department of Planning, Industry and Environment (DPIE).

The CEMP will include unexpected finds protocols for objects of Aboriginal and non-Aboriginal heritage.

In the event that surface disturbance identifies a new Aboriginal object, all works will halt in the immediate area to prevent any further impacts to the object(s) and consultation will occur with a suitably qualified archaeologist, registered Aboriginal representatives and DPIE to determine an appropriate management strategy.

If any unexpected archaeological relics are uncovered during the work, then all works will cease immediately in that area and the Heritage NSW contacted and consultation will occur with DPIE to determine an appropriate management strategy.

3.3.9. Disruptive works

Construction work for the Multi-Trades and Digital Technology Hub is underway. The following activities are planned for the upcoming weeks (*works will be outlined*). You can contact us directly using the details below to discuss any aspect of this work.

3.3.10. Get involved

We are committed to working together with TAFE NSW and other stakeholders to deliver the best possible learning facilities for students. Your feedback is important to us. For more information about the project contact us via the details below.

- Email: meadowbankprecinct@tafensw.edu.au
- Website: www.tafensw.edu.au/meadowbankeducation-precinct
- Phone: 1800 752 142

For more information about the construction works contact us via the details below.

- Email: schoolinfrastructure@det.nsw.edu.au
- Website: schoolinfrastructure.nsw.gov.au
- Phone: 1300 482 651

3.4. Handover phase

3.4.1. Traffic and access

Construction work for the Multi-Trades and Digital Technology Hub has been completed. We are now in a position to confirm access provisions for the new Multi-Trades and Digital Technology Hub.

3.5. Official TAFE opening

Construction of the Multi-Trades and Digital Technology Hub was completed today, delivering new education facilities for the local community.

Thank you for your patience during construction and we are thrilled to deliver this project for the local community.

4. Project Governance

4.1. Technical Reference Group

The Department's engagement process strives to engage with key stakeholders from the TAFE community. As part of this process, a Technical Reference Group (TRG) is established early in the project with nominated representatives from the TAFE community to ensure input from, and consultation with, impacted stakeholders.

The TRG provides key information from an operational, educational, change and logistics perspective into the planning, through the design and construction phases of the project.

The TRG will receive project briefings and key progress updates on project progress to support its responsibilities in assisting to communicate updates to TAFE staff, students and stakeholders in the wider local community.

The Technical Reference Group will be conducted as two separate groups during the development and delivery of all projects:

(a) Technical Reference Group – Planning

A nominated group will participate in workshops which will inform the Functional Design Brief. These workshops are chaired by the SINSW Senior Project Director (or delegate) and may be facilitated by an Education Consultant. This activity will inform the development of the building design.

(b) Technical Reference Group – Delivery

The purpose of the group is to seek input and inform design processes and provide operational requirements and information to help minimise the impact of the project on TAFE operations. These workshops are chaired by the Senior Project Director (or delegate) and may be facilitated by the appointed architectural consultant, as required. The TRG will provide key information from an operational and logistics perspective to assist project delivery.

Specifically to communications and engagement related matters, the TRG will also:

- Provide a forum for discussion and exchange of information relating to the planning and delivery of the project
- Identify local issues and concerns to assist the project team with the development of mitigation strategies – to manage and minimise construction and environmental impacts to the TAFE community and local residents
- Provide feedback to the communications and community engagement team on key messages and communications and engagement strategies
- Provide advice on TAFE engagement activities
- Assist to disseminate communications to the TAFE community and other stakeholders.

As per all department led delivery projects, the TRG acts as a consultative forum and not a decision-making forum for the planning and delivery of this school infrastructure.

5. Stakeholders

The stakeholder list below summarises who will be consulted during the design and construction phase via ongoing face to face meetings, communications collateral and digital engagement methods.

Table 2: Stakeholders

Stakeholders	Interest and involvement
<p>Local Members of Parliament:</p> <ul style="list-style-type: none"> ▪ Federal - Member for Bennelong, Mr John Alexander OAM, MP ▪ State - Member for Ryde, The Hon. Victor Michael Dominello, MP 	<ul style="list-style-type: none"> ▪ Meeting the economic, social and environmental objectives of state and federal governments ▪ Delivering increased TAFE capacity on time ▪ Delivering infrastructure which meets expectations ▪ Addressing local issues such as traffic, congestion and public transport solutions
<p>Government agencies and peak bodies:</p> <ul style="list-style-type: none"> ▪ Transport for NSW ▪ Roads and Maritime Services NSW ▪ Fire and Rescue NSW ▪ NSW Department of Education ▪ NSW Department of Planning and Environment ▪ NSW Environmental Protection Authority ▪ NSW Rural Fire Service ▪ Sydney Water ▪ NSW Heritage Council ▪ NSW Office of Environment and Heritage ▪ NSW Department of Premier and Cabinet 	<ul style="list-style-type: none"> ▪ Traffic and congestion on the local road system ▪ Adequate public transport options and access ▪ Ensuring new infrastructure meets standard requirements for safety and fire evacuation ▪ Ensuring the development is compliant ▪ Ensuring the development does not impact heritage items ▪ Easing overcrowding in TAFE
<p>Cultural and heritage interest</p> <ul style="list-style-type: none"> ▪ Aboriginal Educational Consultative Group ▪ Local heritage groups 	<ul style="list-style-type: none"> ▪ Discovery of cultural and heritage artefacts during construction
<p>Local Council – City of Ryde Council</p> <ul style="list-style-type: none"> ▪ Councillors ▪ Bureaucrats ▪ Mayor ▪ General Manager 	<ul style="list-style-type: none"> ▪ Schedule for construction and opening of TAFE ▪ Plans for enrolled students during construction of the new TAFE ▪ Impacts to the local community including noise, congestion and traffic ▪ Shared use of community spaces ▪ Providing amenities to meet increase population density
<p>TAFE communities</p> <ul style="list-style-type: none"> ▪ Managing Director ▪ Teachers ▪ Staff 	<ul style="list-style-type: none"> ▪ Existing TAFE capacity during construction of the new TAFE ▪ Facilities provided at the new TAFE ▪ Quality of infrastructure and resources upon project completion

Stakeholders	Interest and involvement
<ul style="list-style-type: none"> ▪ Students 	<ul style="list-style-type: none"> ▪ How to access the new TAFE once completed ▪ Transition of students to the new facilities
<p>Local community</p>	<ul style="list-style-type: none"> ▪ Noise, dust and other environmental impacts during construction ▪ Increased traffic, truck movements and congestion on nearby streets ▪ Local traffic and pedestrian safety ▪ Changed traffic conditions after construction of new facilities ▪ Shared use of TAFE facilities and amenities
<p>Adjoining affected landowners and businesses</p> <ul style="list-style-type: none"> ▪ Wire Mesh Industries Pty Ltd ▪ Creative by Design ▪ Zen Imports ▪ Design Cosmetics ▪ Packing Co. ▪ Umart online ▪ West Ryde Mechanical Services ▪ Central Districts Smash Repairs ▪ Rolls and Go ▪ Jimmy Stuart ▪ West Ryde Trophies and Awards ▪ Douglas Partners ▪ Razco Pools ▪ Formula Chemicals ▪ Bluey's Ute World ▪ Rent A Space Self Storage, West Ryde ▪ Draftex Corporation ▪ Rozelle Bakery ▪ Kablan Moward and Sons ▪ McCarty and Norris Smash Repairs ▪ JSC Technologies Pty ▪ Brookers Brake Service ▪ Ryde Lee Motors ▪ Hyundai Motor Repairs ▪ JR Automotive ▪ Reece Plumbing Services ▪ Col's Body Shop 	<ul style="list-style-type: none"> ▪ Noise, dust and other environmental impacts during construction ▪ Increased traffic, truck movements and parking on nearby streets ▪ Local traffic and pedestrian safety ▪ Changed traffic conditions ▪ Shared use of TAFE facilities and amenities ▪ Impacts of the new TAFE on the surrounding community including roads and facilities during construction

Stakeholders	Interest and involvement
<ul style="list-style-type: none">▪ Moby Fridge Hire▪ Ryde Lee's Motors▪ Kumou Tyres▪ Basha Autohaus	

6. Engagement Approach

From 30 March 2020, the way we communicate has temporarily changed, please refer to Appendix A for a detailed up to date list of changed communication methods and tools. This particularly refers to face to face communication channels such as door knocks, information booths/sessions, face to face meetings and briefings.

The key consideration in delivering successful outcomes for this project is to make it as easy as possible for anyone with an interest to find out what is going on. In practice, the communications approach across all levels of engagement will involve:

- Using uncomplicated language
- Taking an energetic approach to engagement
- Encouraging and educating whenever necessary
- Engaging broadly including with individuals and groups that fall into harder to reach categories
- Providing a range of opportunities and methods for engagement
- Being transparent
- Explaining the objectives and outcomes of planning and engagement processes.

In addition to engagement with Government Departments and Agencies and Council, two distinct streams of engagement will continue for the project as follows:

- TAFE community about the upgrade, and
- Broader local community.

This allows:

- TAFE-centric involvement from TAFE communities (including students, teachers, admin staff) unencumbered by broader community issues, and
- Broad community involvement unencumbered by TAFE community wants and needs. Broad community stakeholders include local residents, neighbours and local action groups.

6.1. General community input

Members of the general public impacted by the construction phase are able to enquire and complain about environmental impacts via the following channels:

- Information booths and information sessions held at the TAFE or local community meeting place, and advertised at least 7 days before in local newspapers, on our website and via letterbox drops
- 1300 and 1800 number that is published on all communications material, including project site signage
- School Infrastructure NSW email address that is published on all communications material, including project site signage

Refer to Section 8.5 of this document for detail on our enquiries and complaints process.

A number of tools and techniques will be used to keep stakeholders and the local community involved as summarised in table 3 below.

For reference, project high level milestones during the delivery phase include:

- Site establishment/early works
- Commencement of main works construction
- Project completion
- Official opening

Table 3: School Infrastructure NSW Communications Tools

Communications Tool	Description of Activity	Frequency
1399 and 1800 community information line	<p>The free call 1300 482 651 and 1800 752 142 number is published on all communication materials and is manned by SINSW and TAFE respectively.</p> <p>All enquiries that are received are referred to the appointed C&E Manager and/or Senior Project Director as required and logged in our CRM.</p> <p>Once resolved, a summary of the conversation is updated in the CRM.</p>	Throughout the life of the project and accessible for 12 months post completion
Advertising (print)	Advertising in local newspapers is undertaken with at least 7 days' notice of significant construction activities, major disruptions and opportunities to meet the project team or find out more at a face to face event.	As required for project milestones or periods of disruption
Call centre scripts	High level, project overview information provided to external organisations who may receive telephone calls enquiring about the project, most notably stakeholder councils.	Throughout the project when specific events occur or issues are raised by stakeholders
Community contact cards	<p>These are business card size with the SINSW contact information.</p> <p>The project team/ contractors are instructed to hand out contact cards to stakeholders and community members enquiring about the project. Cards are offered to TAFE administration offices as appropriate.</p> <p>Directs all enquiries, comments and complaints through to our 1300 number and School Infrastructure NSW email address.</p>	Throughout the life of the project and available 12 months post completion
CRM database	<p>All projects are created in SINSW's Customer Relationship Management system – Darzin - at project inception.</p> <p>Interactions, decisions and feedback from stakeholders are captured, and monthly reports generated.</p> <p>Any enquiries and complaints are to be raised in the CRM and immediately notified to the Senior Project Director, Project Director and Community Engagement Manager.</p>	Throughout the life of the project and updated for 12 months post completion
Display boards	A0 size full colour information boards to use at info sessions or to be permanently displayed in appropriate places (TAFE admin office for example).	As required
Door knocks	<p>Provide timely notification to nearby residents of upcoming construction works, changes to pedestrian movements, temporary bus stops, expected impacts and proposed mitigation.</p> <p>Provide written information of construction activity and contact details.</p>	As required prior to periods of construction impacts

Communications Tool	Description of Activity	Frequency
Face-to-face meetings/briefings	Activities include meeting, briefings and “walking the site” to engage directly with key stakeholders, directly impacted residents and business owners and the wider community.	As required
FAQs	Set of internally approved answers provided in response to frequently asked questions. Used as part of relevant stakeholder and community communication tools. These are updated as required, and included on the website if appropriate.	Throughout the life of the project
Information booths	<p>Information booths are held locally and staffed by a project team member to answer any questions, concerns or complaints on the project.</p> <p>Info booths are scheduled from the early stages of project delivery through to project completion.</p> <p>Information booths are to be held at TAFE NSW Meadowbank Campus for students and staff as well as for the broader community.</p> <p>Information booths are held at school locations at times that suit students, staff and the broader community, with frequency to be aligned with project milestones and as required.</p> <p>Collateral to be provided include community contact cards, latest project notification or update, with internal FAQs prepared.</p> <p>All liaison to be summarised and loaded in the CRM.</p> <p>Notice of at least 7 days to be provided.</p>	At project milestones and as required
Information sessions (drop in)	<p>Information sessions are a bigger event than an info booth, held at a key milestone or contentious period. More information on the project is available on display boards/ screens and an information pack handout – including project scope, planning approvals, any impacts on the TAFE community or residents, project timeline, FAQs.</p> <p>Members from the project and communications team will be available to answer questions about the project.</p> <p>All liaison summarised and loaded on the CRM.</p> <p>These sessions may be held in conjunction with NSW TAFE and the Greater Sydney Commission to inform the public about the broader plans for the Meadowbank Education and Employment Precinct and the future of the area.</p>	As required
Information pack	<p>A 4 page A4 colour, fold out flyer that can include:</p> <ul style="list-style-type: none"> ▪ Project scope ▪ Project update ▪ FAQs ▪ Contact information ▪ Project timeline 	As required

Communications Tool	Description of Activity	Frequency
	To be distributed at info sessions or at other bigger events/ milestones in hard copy and also made available electronically.	
Media releases/events	<p>Media releases are distributed upon media milestones. They promote major project milestones and activities and generate broader community awareness.</p> <p>Media milestones:</p> <ul style="list-style-type: none"> • Project announcement • Site announcement (where relevant) • Design team appointed • Business case approved • Concept design completed (with images available) • SEARs lodged • EIS lodged • DA/SSDA lodged • Development application approved • Construction contract tendered • Construction contract award • Early works/Demolition starting (where relevant) • Main construction commencement • SOD turning • Delivery stage opening (if delivery is in stages) • Handover/Official opening • Site visit/inspection at any time following sod turn, including concrete pours, topping out, level reveals 	At media milestones
Newsletters	<p>Available in hard copy and electronic format. A quarterly newsletter providing updated information on project scope, benefits, construction progress, achievement of project milestones and other project related issues of interest.</p> <p>Similar to an info pack in content, but used as a regular high level update for the community.</p>	As required, related to high level project milestones
Notifications	<p>A4, single or double sided, printed in colour that can include FAQs if required</p> <p>Notifications are distributed under varying templates with different headings to suit different purposes:</p> <ul style="list-style-type: none"> ▪ Works notification are used to communicate specific information/ impacts about a project to a more targeted section of the community. ▪ Project update is used when communicating milestones and higher level information to the wider community i.e. project announcement, concept design/DA lodgement, construction award, completion. Always includes the project summary, information booths/ sessions if scheduled, progress summary and contact info. 	<p>As required according to the construction program.</p> <p>Distributed via letterbox drop to local residents and via the TAFE community at least 5-7 days prior to construction activities or other milestones throughout the life of the project. Specific timings indicated in table 5 – Section 8.</p>
Photography, time-lapse photography and videography	Captures progress of construction works and chronicles particular construction activities. Images to be used in notifications, newsletters and report, on the website and	Project completion (actual photography and video of completed project)

Communications Tool	Description of Activity	Frequency
	<p>Social Media channels, at information sessions and in presentations.</p> <p>Once the project is complete, SINSW will organise photography of external and internal spaces to be used for a range of communications purposes.</p>	Prior to project completion - artist impressions, flythrough, site plans and construction progress images are used
Presentations	Details project information for presentations to stakeholder and community groups.	As required
Priority correspondence	Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to the Premier, Minister, SINSW and other key stakeholders. SINSW is responsible for drafting responses as requested within the required timeframes.	As required
Technical Reference Group	SINSW facilitated Technical Reference Group sessions providing information on the design solution, construction activities, project timeframes, key issues and communication and engagement strategies.	<p>Meets every month or as required</p> <p>More information on the TRG is detailed in Section 4</p>
Project signage	<p>A0 sized, durable aluminium signage has been installed at the Meadowbank Education Precinct TAFE site.</p> <p>Provides high level information including project scope, project image and SINSW contact information.</p> <p>Fixed to external fencing/ entrances etc. that are visible and is updated if any damage occurs.</p>	Throughout the life of the project and installed for 12 months post completion
Site visits	Demonstrate project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.	As required
School Infrastructure NSW email address	Provide stakeholders and the community an email address linking direct to the Community Engagement team. Email address (meadowbankprecinct@tafensw.edu.au) is published on all communications materials.	Throughout the life of the project
Project website	A dedicated project page for the Multi-Trades and Digital Technology Hub at TAFE Meadowbank is located on the TAFE website - https://www.tafensw.edu.au/meadowbankprecinct	Updated at least monthly and is live for at least 12 months post completion of the project

7. Engagement Delivery Timeline

From 30 March 2020, the way we communicate has temporarily changed, please refer to Appendix A for more details on changed methods and tools. The table below outlines both traditional and alternative methods to be used in line with the changes.

The following engagement delivery timeline maps tailored communications tools and activities by key milestone.

Table 4: Engagement timeline

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Indicative timing / implementation
Lodgement of Environmental Impact Statement as part of SSD	All	Media release Website update Notification Info session with display boards and info pack	October 2019
Planning approval	All	Media release Website update Notification	August 2020
Site establishment	TAFE communities Local community	Notification Website update	August 2020
Main Construction works, including but not limited to: <ul style="list-style-type: none"> Remediation Works commenced Key impact periods – noise, dust, traffic, vibration 	Local community TAFE communities	<p>Planned:</p> Advertising of events and high impact periods Door knocks to directly impacted residents Info booth/s or info sessions Website updates Notifications tailored to school communities and residents regarding construction Project updates Newsletters FAQs Contact cards Media releases SINSW hotline and email address <p>Alternative methods where applicable:</p>	Late 2020 – Late 2022 (at key construction events as required, as per our notification process in Table 5)

Project Phase / milestone	Target Audiences	Proposed communication tools / activities / purpose as per Table 3	Indicative timing / implementation
		<ul style="list-style-type: none"> No doorknock – letterbox drop Digital information booth (if required) with information boards and pack online 	
Project completion and welcome to new TAFE	TAFE communities Local community	Photography Videography Website update Welcome pack (school community) Thank you pack (residents) Media release	TBC
Opening	Local Council Local MP's/ Government TAFE community	Official opening ceremony Media release	TBC
Post-opening	All	Website remains live – updated 1300 phone and email still active, and CRM still maintained for complaints and enquiries.	TBC

8. Protocols

8.1. Media engagement

SINSW in partnership with TAFE NSW will jointly manage all media relations activities, and are responsible for:

- Responding to all media enquiries and instigating all proactive media contact.
- Media interviews and delegation to SINSW and TAFE NSW media spokespeople who are authorised to speak to the media on behalf of the project
- Informing the relevant Ministers' Offices and SINSW and TAFE NSW project team members and communications representatives of all media relations activities in advance and providing the opportunity to participate in events where possible.

8.2. Site visits

SINSW in partnership with TAFE NSW organises and hosts guided project site tours and media briefings as required by the Ministers' Offices. The Project Team will ensure the required visitor site inductions are undertaken and that all required Personal Protective Equipment (PPE) is worn.

For media site visits and events, SINSW creates, or contributes to, the production of an event pack. This will include an event brief, media release, speaking notes and Q&As.

8.3. Social, online and digital media

SINSW in partnership with TAFE NSW initiates and maintains all social and online media channels. These channels can include Facebook, Twitter, LinkedIn and the website. The SINSW Online Content Team and equivalent TAFE NSW team upload to the SINSW and TAFE NSW website.

8.4. Notification process

Notifications (titled works notifications or project updates as per Table 3) are SINSW's prescribed notification requirement and are the primary mechanism to inform the community and key stakeholders about the impact of construction on the local area. Notifications provide advance warning of activities and planned disruptions, as per the notice periods in Table 5 below, allowing stakeholders and community members to plan for the impacts and make alternative arrangements where required. Notifications are distributed in person via door knocks, via letterbox drop, via TAFE and electronically via email.

The C&E Manager advises the project team of the relevant notification requirements and timeframes to be met. The team obtains the information necessary to meet these timeframes by:

- Having oversight of the project delivery program
- Visiting site as required
- Attending and participating in construction meetings, planning meetings, and Risk and Opportunity workshops.

Table 5: Notifications periods

Works activity	Minimum community notification period
Notification to communities following major incident	Same day
Emergency works/unforeseen events	Same day
Contamination management and notification	Within 48 hours
Notification of upcoming works (minimum disruption)	5 – 7 days
Invitation/notification of community event (e.g. info booth)	5 – 7 days
Notifications regarding traffic changes, parking impacts, road closures, major detours, pedestrian route changes and other impacts as needed	10 – 14 days

Works activity	Minimum community notification period
Notifications regarding operational changes for the TAFE community (drop-off points, entry and exit points)	10 - 14 days
Major impacts to the TAFE community e.g. relocation to temporary facilities	6 months

8.5. Enquiries and complaints management

SINSW manages enquiries (*called interactions in our CRM, Darzin*), and complaints in a timely and responsive manner.

Prior to project delivery, a complaint could be related to lack of community consultation, design of the project, lack of project progress, etc.

During project delivery, a complaint is defined as in regards to construction impacts – *such as* – safety, dust, noise, traffic, congestion, loss of parking, contamination, loss of amenity, hours of work, property damage, property access, service disruption, conduct or behaviour of construction workers, other environmental impacts, unplanned or uncommunicated disruption to the school.

If a phone call, email or face- to- face complaint is received during construction, they must be logged in our CRM, actively managed, closed out and resolved by SINSW within 24-48 hours.

As per our planning approval conditions, a complaints register is updated monthly and is publicly available on the project website on the TAFE website.

If the complainant is not satisfied with SINSW response, and they approach SINSW for rectification, the process will involve a secondary review of their complaint as per the outlined process.

Complaints will be escalated when:

- An activity generates three complaints within a 24-hour period (separate complainants).
- Any construction site receives three different complaints within a 24-hour period.
- A single complainant reports three or more complaints within a three day period.
- A complainant threatens to escalate their issue to the media or government representative.
- The complaint was avoidable
- The complaint relates to a compliance matter.

Complaints will be first escalated to the Senior Manager, Community and Engagement or Director of Communications for SINSW as the designated complaints handling management representatives for our projects. Further escalation will be made to the Executive Director, Office of the Chief Executive to mediate if required.

If a complaint still cannot be resolved by SINSW to the satisfaction of the complainant, we will advise them to contact the NSW Ombudsman - <https://www.ombo.nsw.gov.au/complaints>.

The below table summarises timeframes for responding to enquiries and complaints, through each correspondence method:

Table 6: Complaint and enquiry response time

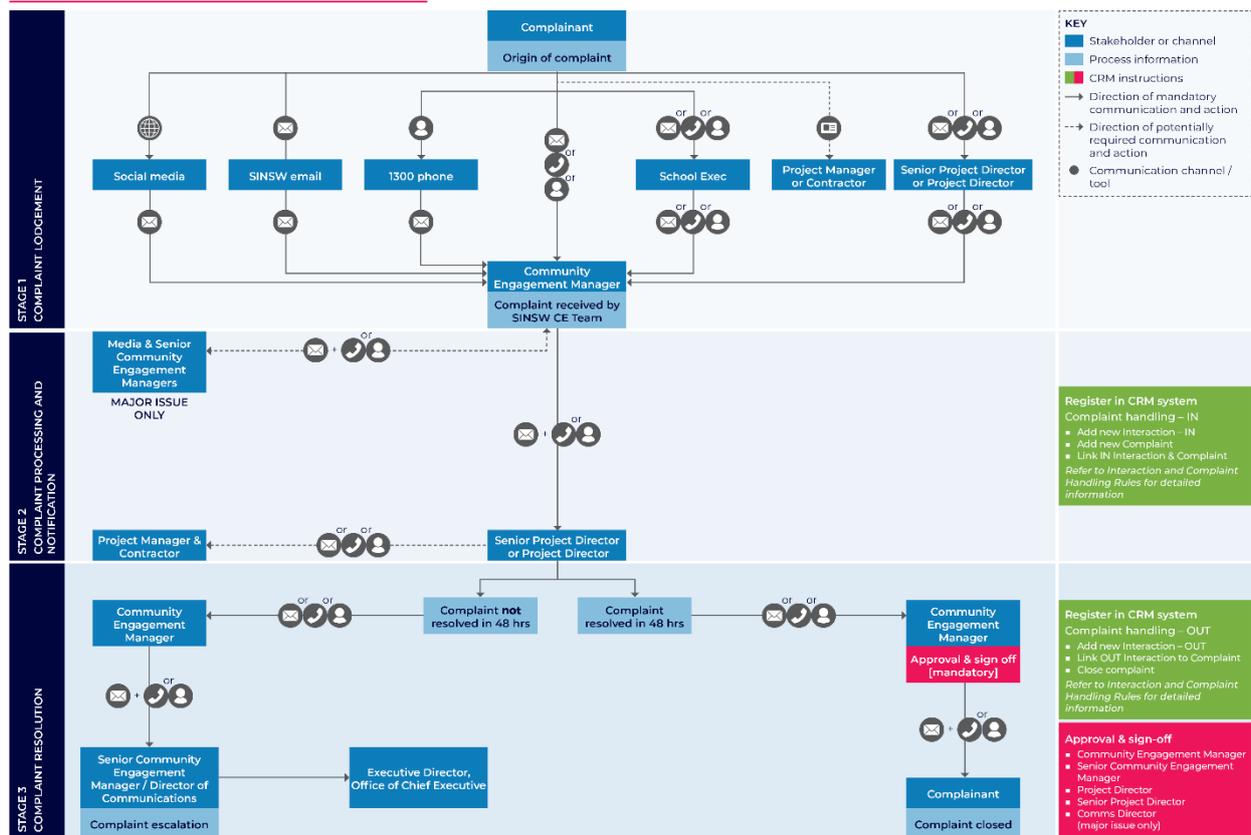
Complaint	Acknowledgement times	Response times
Phone call during business hours	At time of call – and agree with caller estimated timeframe for resolution.	Complaint to be closed out within 48 hours. If not possible, continue contact, escalate as required and resolve within 7 business days.
Phone call after hours*	Within two (2) hours of receiving message upon returning to office.	Following acknowledgement, complaint to be closed out within 48 hours. If not possible, continue contact, escalate as required and resolve within 7 business days.

Complaint	Acknowledgement times	Response times
Email during business hours	At time of email (automatic response)	Complaint to be closed out within 48 hours. If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Email outside of business hours	At time of email (automatic response)	Complaint to be closed out within 48 hours (once return to business hours). If not possible, continue contact, escalate internally as required and resolve within 7 business days.
Interaction/ Enquiry		
Phone call during business hours	At time of call – and agree with caller estimated timeframe for response.	Interaction to be logged and closed out within 7 business days.
Phone call after hours	Within two (2) hours of receiving message upon returning to office.	Interaction to be logged and closed out within 7 business days.
Email during business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.
Email outside of business hours	At time of email (automatic response)	Interaction to be logged and closed out within 7 business days.
Letter	N/A	Interaction to be logged and closed out within 10 business days following receipt.

The below diagram outlines our internal process for managing complaints.

Figure 3 - Internal Complaints Process

COMPLAINTS MANAGEMENT PROCESS FLOW CHART



8.5.1. Disputes involving compensation and rectification

School Infrastructure NSW is committed to working with TAFE NSW and the broader community to address concerns as they arise. Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Depending upon the results of the investigation, School Infrastructure NSW may seek legal advice before proceeding.

8.6. Incident management

An incident is an occurrence or set of circumstances that causes or threatens to cause material harm and which may or may not be or cause a non-compliance. Material harm is harm that:

- (a) involves actual or potential harm to the health or safety of human beings or to the environment that is not trivial; or
- (b) results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

8.6.1. Roles and responsibilities following an incident

In the event of an incident, once emergency services are contacted, the incident must be immediately reported to the SINSW Senior Project Director who will inform:

- SINSW Executive Director
- SINSW C&E Manager
- SINSW Senior Manager, C&E
- SINSW Communications Director

SINSW Communications Director will:

- Lead and manage all communications with the Minister's office in the event of an incident, with assistance as required

- Direct all communications with media to the SINSW Media Manager in the first instance for management
- Notify all other key project stakeholders of an incident.

The TAFE and local community will be notified within 24 hours in the event of an incident, as per our notification timelines in Table 5.

The SINSW Senior Project Director will issue a written incident notification to Department of Planning, Industry and Environment (DPIE) (compliance@planning.nsw.gov.au) and Local Council immediately following the incident to set out the location and nature of the incident.

This must be followed within seven days following the incident of a written notification to the Department of Planning, Industry and Environment (compliance@planning.nsw.gov.au) that:

- identifies the development and application number;
- provides details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident);
- identifies how the incident was detected;
- identifies when SINSW became aware of the incident;
- identify any actual or potential non-compliance with conditions of consent;
- describes what immediate steps were taken in relation to the incident;
- identifies further action(s) that will be taken in relation to the incident; and
- provides the contact information for further communication regarding the incident (the Senior Project Director).

Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, SINSW will provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below:

- a summary of the incident;
- outcomes of an incident investigation, including identification of the cause of the incident;
- details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and
- details of any communication with other stakeholders regarding the incident.

8.7. Reporting process

Throughout the project, data will be recorded on participation levels both face to face and online, a record of engagement tools and activities carried out in addition to queries received and feedback against emerging themes.

Stakeholder and community sentiment will be evaluated throughout to ensure effectiveness of the engagement strategy and to inform future activities.

Reporting will include but not be limited to:

- Stakeholder engagement reporting – numbers of forums, participation levels and a summary of the outcomes
- Community sentiment reporting – outputs of all community engagement activities, including numbers in attendance at events, participation levels and feedback received against broad themes
- Online activity – through the project website and via social media
- Media monitoring – as part of the proactive media campaign
- Engagement risk register - to be updated regularly.

Appendix A – Changing the way we communicate – community engagement alternative methods

Below are proposed alternatives to our standard mandatory requirements for community engagement effective as of 30 March 2020. These alternatives are proposed to ensure we continue to comply with SSD and DA conditions and that our communities can remain informed about our projects while adhering to social distancing requirements and NSW Health advice.

Our engagement principles for this period should continue to ensure our communications are:

- Simple
- Streamlined
- Accessible.

Summary of mandatory requirements and alternatives:

Items in **bold** have alternate delivery options.

SSD CONDITION	ALTERNATIVE
1300 community information line	No change
Advertising (print)	Promote online info session / generic single advert
Call centre scripts	No change
Community contact cards	Contractors to hand out as required
CRM database	No change
Display boards	Digital version
Door knocks	No door knocks, use letterbox drop*
Face-to-face meetings/briefings	Phone call or teleconferencing
FAQs	No change
Information booths	No info booths: issue project update instead Digital version
Information sessions (drop in)	Digital version
Information pack	Digital version
Media releases/events	No change to media releases, no events to be held
Notifications	Distributed to TAFE community via email Distributed to near neighbours via letterbox drop*

SSD CONDITION	ALTERNATIVE
Photography, time-lapse photography and videography	Source photography if health advice permits Use images and time-lapse from similar projects if unable to photograph site
Presentations	Digital version for PRGs/stakeholder meetings
Priority correspondence (RML)	No change
Project Reference Group	Skype meetings / teleconferencing
Project signage	No change if production and installation still possible; A4 print out delivered
Site visits	Site visits via phone/video/photography
School Infrastructure NSW email	No change
School Infrastructure NSW website	No change (may publish updates more frequently)
Welcome pack/ thank you pack	Welcome pack: Do not issue until school resumes Thank you pack: Issued when project is entirely complete

*alternative may change depending on distributor operations