

PEOPLE WHO BUILD

COMMUNITY CONSULTATION AND INVOLVEMENT PLAN

PROJECT

**TAFE NSW INSTITUTE OF APPLIED
TECHNOLOGY FOR CONSTRUCTION**

PROJECT NO

3547

REVISION NO

001

COMMUNITY CONSULTATION AND INVOLVEMENT PLAN



VERSION CONTROL

Rev. No.	Issue Date	Approved By	Position	Details
R1	01/12/21	Pierce Brennan	Project Manager	Draft 1

ADCO PROJECT PERSONNEL CONSULTATION AND SIGN OFF

We, the undersigned, confirm that we have been consulted on the contents of this document, read and understood the contents of this document, and agree to implement the requirements of this Plan on this project site

Name	Position	Signature	Date
Dean Israel	Construction Manager		
Peter Regan	Design Manager		
Andrew Roman	Services Manager		
Pierce Brennan	Project Manager		
Jed Nicholl	Contract Administrator		
Paul Gower	Site Manager		
Kieran Hill	Project Engineer		
Donald Geale	Site Foreman		
Mark Zabica	Cadet		
Harrison Crouch	Cadet		
George Awad	Project Engineer		
Russell Eccles	EHS Advisor		
Michael Brombal	EHS Advsiior		

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INTRODUCTION

PURPOSE

ADCO Constructions (ADCO) implements a Community Consultation and Involvement Plan on all projects. The level of engagement across projects will vary depending on the Client's and Communities' eagerness for such involvement. This Management Plan provides information on how community involvement and participation can be promoted to support effective communications between the project and the key stakeholders whilst providing a framework which will enable ADCO to successfully manage communications and stakeholder engagement during construction of the project.

MANAGEMENT SYSTEM AND DOCUMENTATION

System documents referenced in this Plan or any associated Plan can be sourced by accessing the ADCO Constructions Intranet (ADCO personnel only). Additional information can be obtained from the Project Manager.

ADCO PERSONNEL SIGN OFF

ADCO project personnel will be inducted into the requirements of this Plan by the Project Manager. Evidence of induction and discussion will be recorded within section *ADCO Project Personnel Consultation and Sign-off*.

INFORMATION SUPPLY TO SUBCONTRACTORS

This Plan and any associated Plan or Risk Register (including any future revisions) will be supplied to subcontractors for review through the Aconex portal or another approved format.

PLAN REVIEW

This document will be reviewed on a periodic basis (not exceeding six-monthly), to ensure its compliance to legislative and operational requirements of the Project. Review and updates to this plan will initiate a change to the plan revision number and be recorded in the "Version Control" section of the document. Superseded Plans will be marked as such and will be located within the Management Plan Folder located in the Site Office.

SITE FILING

A hard copy of this Plan and any associated Plan or Risk Register (including any future revisions) will be held on site.

PLAN ARCHIVING

Copies of this and superseded Project Management Plans and associated Risk Registers will also be maintained (archived) by ADCO for a period of at least 24 months following an update completion.

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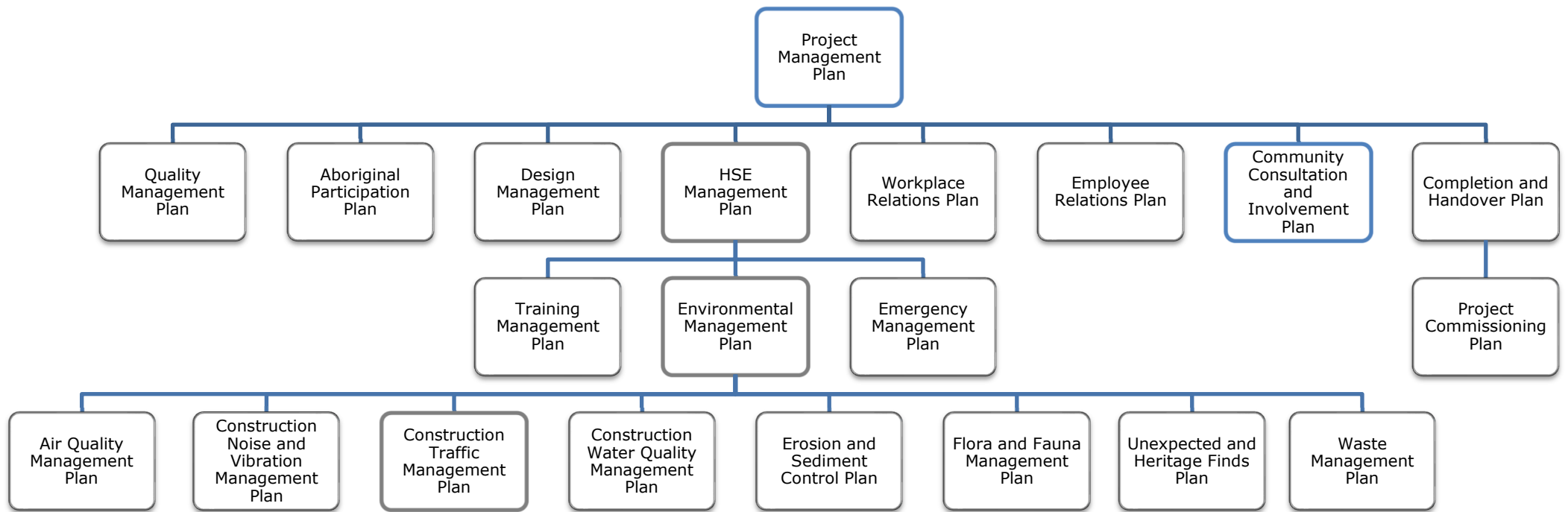
OVERVIEW

ADCO Constructions (ADCO) implements an integrated safety and environmental management system on all projects, which are known as The ADCO Way. Our HSE (Health, Safety and Environment) Management System, documents the manner in which construction-related activities are required to be completed on ADCO project sites.

ADCO has established this Community Consultation and Involvement Plan as a part of its Integrated Management System.

Below is the hierarchal link outlining the Community Consultation and Involvement Plan with reference to ADCO's overarching Project Management Plan (PMP). These plans are available on [The ADCO Way](#)

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PRINCIPAL CONTRACTORS DETAILS

Name	State Address	ABN
ADCO Constructions Pty Ltd	Address 7-9 West St	46 001 044 391
	Suburb North Sydney	
	State NSW	
	Phone 02 8437 5000	

PROJECT INFORMATION

Project Description	The TAFE NSW IATC will comprise a 3 level construction (lower ground, Upper ground & level 1) with internal workshops, café, learning areas, amenities, storage in the lower ground, Amenities, industry engagement and staff kitchen in the upper ground and level 1.
	The development includes an additional carpark and provides services for a projected 3500 student enrolment, encompassing various construction disciplines.
	The project is on an existing field of the NSW TAFE Nepean campus, adjacent to the WSU Werrington South Campus.
Project Address	12-44 O'Connell St, Kingswood 2747
Working Hours	7am – 6pm Monday to Friday inclusive
	8am – 1pm Saturdays
	No work may be carried out on Sundays or Public Holidays
24-hour Project Contacts	Project Manager – Pierce Brennan 0419 422 566
	Site Manager – Paul Gower 0413 425 089

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OBJECTIVES AND TARGETS

- / Implement transparent and timely community engagement plans, and coordinate communications with relevant authorities.
- / Inform the local community about the project and construction activities that will be taking place, and potential impacts.
- / Provide opportunities for the local community to ask questions and to voice concerns with respect to the construction activities underway.
- / Demonstrate that all concerns and issues raised are taken into consideration during planning and construction.
- / Promote understanding of project activities and minimise uncertainty by using consistent, clear messages across all communications.
- / Provide opportunities for community involvement and interaction to promote awareness and understanding of the project.
- / Represent our Client's best interests at all times.

DELIVERABLE, STRATEGY & TOOLS

STRUCTURED COMMUNICATION METHODS

The following is a list of the standard communication methods that ADCO propose to implement on the project;

Deliverable	Strategy	Tools
Client Media Updates	<ul style="list-style-type: none">- ADCO propose that the content for the Clients project publication be extracted from the Contractors Monthly Report which is submitted monthly. If the Client required any bespoke content, then ADCO will provide accordingly.	
Letterbox Drops	<ul style="list-style-type: none">- ADCO will consult with the community via letterbox drops on key construction activities that may impact the community. It is anticipated that the following events will require formal consultation;<ul style="list-style-type: none">> Project Award> Establishment of Compound / Site Access> Commencement of Remediation / Demolition> 50% Complete Milestone> 90% Complete Milestone	Community Contact Planning Calendar – Refer to Planning Calendar – Appendix B
Site Signage	<ul style="list-style-type: none">- Around the perimeter of the Project ADCO site signage will be clearly visible to the public. On this signage there will be clear direction to the following methods of contacting the project team;<ul style="list-style-type: none">> Directional Signage to the Site Office	Generic ADCO Site Signage – Appendix C

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	<ul style="list-style-type: none"> > Phone Numbers of the Site Manager and Project Manager > After hours emergency contact phone number: 1800 232 628 	
Stakeholder Communication	<ul style="list-style-type: none"> - ADCO propose to establish a weekly communication forum between the University Stakeholders and the ADCO Site Manager / Project Manager. This will be a two-way communication forum facilitating; <ul style="list-style-type: none"> > ADCOs weekly plan to be coordinated with the universities activities to ensure minimal disruption > Feedback from the school, parents and school bodies to ADCO 	Generic ADCO Site Signage - Refer to Appendix C

POTENTIAL OPPORTUNITIES

The following is a list of the potential communication opportunities that ADCO have successfully implemented on other similar projects with great results. ADCO welcome the opportunity to review this list and any other ideas that the Client may have for community engagement;

Deliverable	Strategy	Examples
Dedicated Project Web Site	<p>ADCO have the capability and experience in developing bespoke multimedia online displays specific for the project. These web sites can be used to;</p> <ul style="list-style-type: none"> > Articulate the benefits of the project > Create a platform for sharing updates > Present visualisations of the finished project > Allow for feedback to be submitted 	The following link is an example of a project specific web site that was developed by ADCO for a current project – link
Augmented Reality, Photo & App	Through the ADCO Augmented Reality App and using project 3D model collateral along with 360-degree photos from the project site, we can develop a platform that is either publicly available or password controlled which communicated visual information to the intended audience.	The following link is to the ADCO App where examples of AR, VR and 360 Photos can be viewed from previous projects – link
In-Class Speaking Opportunities	ADCO's construction activities are carried out by seasoned industry professionals who are eager to share and provide advice to students in relevant fields of study.	ADCO has partnered with Bond University and Curtin University in the past to provide support, career insight and practical experience for students on campus.
On-Site Student and	As above, ADCO's professionals can take students studying construction, project management,	We have taking students and interested community members

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Community Visits	engineering or other related courses on safe and supervised walking tours of the site, to provide a practical example of application of their field of study.	on site tours to provide valuable learning experiences and bolster community familiarity and trust in the project.
Social & Cultural Participation	ADCO's people are diverse — as a result we share an interest in numerous cultural events and opportunities happening on campus. This is an effective way to involve all students, staff and university stakeholders and build trust in the project.	We have proactively organised and been involved in social, industry and cultural events including Aboriginal participation, funding of various scholarships, sponsorship of university sports teams and individuals and investment and mentorship in women in construction.
Client Information Hoardings	Hoardings can provide instant, on-location information about a project, particularly effective in areas of high foot traffic and high interest.	In previous community projects ADCO has utilised hoardings that are visually appealing and provide up-to-date, clear information.

COMMUNICATION MANAGEMENT AND APPROVAL

ADCO will not release any information about the project to the media and acknowledges that any use of social media must be pre-approved by the Client and must be developed in accordance with and relevant Client communication standards.

Any approaches by the media, including industry magazines or publications will immediately be directed to the Client.

ADCO will not release any promotional material referencing the project (written or digital) without prior approval from the Client. ADCO recognise that the Client has discretion to approve or withhold approval of the promotional material.

ADCO recognises that if a project specific professional video is produced then the video objectives, format and content must be agreed with the Client prior to starting the video production. ADCO recognises that any award submissions must be agreed with the Client prior to starting the submission.

Education on dealing with the media will be included in all site inductions to ensure all personnel on the project are aware of this requirement.

MANAGING COMPLAINTS AND RESPONSIBILITY

The purpose of this section is to outline the procedure for managing complaints during the construction of the project. Complaints may include interaction with a community member or stakeholder who expresses

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dissatisfaction with the project, policies, staff members or subcontractors' actions, or proposed actions, during the project.

Complaints will generally be categorised in one of two ways for reporting:

- Unavoidable complaints – relating to the design, purpose, timing or planning of the project that are out of the control of ADCO.
- Avoidable complaint – relating to impacts from the construction or behaviour of the project and team.

UNAVOIDABLE COMPLAINTS

If an unavoidable complaint is received, the complaint details will be registered on the ADCO Community Contact Database and the Client will be notified.

AVOIDABLE COMPLAINTS

If an avoidable complaint is received, the following is the typical process for managing the event;

- Complaint received via in person, telephone or via email
- Project Manager reviews detail and seeks further information via a phone call to the complainant if required
- Project Manager notifies Project Superintendent Sam Gibson and TAFE NSW Project Director Cameron Lang.
- Project Manager agrees remediation plan and implements
- Project Manager formally closes out the issue with the complainant
- The complaint details are registered on the ADCO Community Contact Database
- The CCD register will be included in the Contractor Monthly Report
- If deemed significant, the issue will be discussed at the next Client Meeting.

RESPONDING TO COMPLAINTS

The ADCO Project Manager will have responsibility for receiving and responding to complaints. The Project Manager is suitably experienced and qualified to handle complaints and will be able to establish the nature of the complaint and the needs of the complainant.

To ensure equity in complaint handling;

- All complainants will be treated with respect and fairness
- All complaints will be considered on their merits
- The substance of a complaint dictates the level of resources dedicated to it, not a complainant's demands or behaviour

The Project Manager and their team will work to expeditiously address and resolve all complaints and claims directed against the project. ADCO will work with TAFE NSW with regards to any specific protocols or project sensitivities regarding project responses to complaints.

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APPENDIX A – GENERIC ADCO SITE SIGNAGE DESIGN

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SAN CLINIC PARKWAY

PROJECT DETAILS

ADDRESS: BRISBANE AIRPORT, BRISBANE
 VISIT DATE: 01 DEC 2021
 VISITOR NAME: JOHN SURNAME
 VISITOR PHONE: 012 345 678
 VISITOR EMAIL: JOHN.SURNAME@EXAMPLE.COM
 SERVICE PROVIDER NAME: JOHN ADON, L. MAREN, CRAFTINGS, BELLA PULSON

☐ Service Provider
Provider Name

☐ Service Provider
Provider Name

☐ Service Provider
Provider Name

☐ Service Provider
Provider Name

ADCO SITE OFFICE

ALL VISITORS MUST REPORT TO THE SITE OFFICE

SITE PERSONNEL MUST BE INDUCTED BEFORE STARTING ON SITE



GATE 2

ADCO SITE OFFICE

ALL VISITORS MUST REPORT TO THE SITE OFFICE

SITE PERSONNEL MUST BE INDUCTED BEFORE STARTING ON SITE





PROJECT DETAILS

ADDRESS: BRISBANE AIRPORT, BRISBANE
 VISIT DATE: 01 DEC 2021
 VISITOR NAME: JOHN SURNAME
 VISITOR PHONE: 012 345 678
 VISITOR EMAIL: JOHN.SURNAME@EXAMPLE.COM
 SERVICE PROVIDER NAME: JOHN ADON, L. MAREN, CRAFTINGS, BELLA PULSON

CONDITIONS OF ENTRY

- Visitors must report to the ADCO site office prior to entry
- Visitors must complete the site induction
- Visitors must wear appropriate PPE prior to starting work
- The following safety rules must be followed on site:
 - Excessives must be pre-arranged with the Site Manager prior to arriving on site
 - Non-Methanol Statements (NMS) must be approved by ADCO
 - No drugs or alcohol permitted on site. Workers may be subject to random drug and alcohol testing

1800 232 628

AFTER HOURS EMERGENCY CONTACT

SITE PERSONNEL MUST BE INDUCTED BEFORE STARTING ON SITE



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