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## Revisions

Rev	Date	Prepared By	Reviewed By	Approved By	Remarks
0	19/01/2021	T Woods	K Neasy	K Neasy	
1	16/03/2021	T Woods	K Neasy	K Neasy	



















### 3.3. Collateral

<b>What</b>	<p>Engagement activities are supported by a series of collateral, including fact sheets and project updates. Some pieces have been produced to provide overarching information on the project, while others relate to a specific milestone or elements of the project. ax))bZEYb)) will be updated and developed as zAEOYx(ELzOYxRYEVAfM distributed via email or by letterbox drop to those properties identified within the yellow line shown on the map in Appendix A.</p> <p>All collateral will also be made available on the INSW Powerhouse Parramatta webpage at:  <a href="http://www.insw.com/projects-nsw/powerhouse-parramatta/">http://www.insw.com/projects-nsw/powerhouse-parramatta/</a></p>
<b>When</b>	As required with a minimum of quarterly project updates.
<b>Why</b>	To inform

### 3.4. Key stakeholder meetings and briefings

<b>What</b>	<p>Project briefings will continue to be provided to relevant stakeholders at key milestones. This will assist in ensuring these stakeholders are informed and consulted on the project, providing factual and up-to-date information for distribution to their networks and in media.</p> <p>The level and form of stakeholder briefing will vary to meet the needs of individual stakeholders, for example local government stakeholders will be briefed at each milestone, while other stakeholder groups may receive one-off presentations as required.</p> <p>Condition B19(c) requires the CCS to address the formation of community based forums if required that focus on key environmental issues for the development. Specific community groups are not considered necessary on the basis that:</p> <ul style="list-style-type: none"> <li>– there is an established Community Reference Group (CRG) which is proposed to continue as set out in Section 4.5 below; and</li> <li>– there are multiple conditions that require agency consultation and engagement to address technical environmental issues; agencies are considered best placed to deal with environmental issues and would operate in the community's interests.</li> </ul>
<b>When</b>	As required – dependent on stakeholder needs and feedback
<b>Why</b>	Inform, consult and resolve disputes

### 3.5. Community information centre

<b>What</b>	The Powerhouse Community Space has been established for the community to drop in and ask questions, clarify mistruths and provide feedback on the project.
<b>When</b>	The Powerhouse Community Space is open during the week. It has been open since December 2020.
<b>Why</b>	To inform, raise awareness, provide feedback

### 3.6. Good neighbour activities

<b>What</b>	Door-knocks, letterbox drops, local visual messaging signage and site signage will be used to provide specific project information to project neighbours and others who may be impacted by site works as they travel through the area. These will clearly detail upcoming works (what, who, when) and where to go for further information.
<b>When</b>	As required
<b>Why</b>	To inform and build positive relationships

## 4. Procedures for managing enquiries and feedback

This Section of the Strategy outlines the procedures and mechanisms to receive and respond to enquiries, feedback and complaints.

Infrastructure NSW maintains a nominated person who will be responsible for receiving and responding to enquiries, feedback and complaints. The following protocols and procedures will be in place during the Early Works, to effectively manage enquiries and complaints received from the community and other stakeholders. The nominated person will be supported by the Early Works contractor.

### 4.1. Contacts protocol

The nominated person will have primary responsibility for maintaining a record and actioning all project related contacts (complaints or enquiries). Input from the wider project team will also be sought to help respond to complaints and enquiries.

### 4.2. Contact points

There will be three main points of public contact:

- Direct phone number: 1800 679 121
- Email address: [powerhouse.parramatta@infrastructure.nsw.gov.au](mailto:powerhouse.parramatta@infrastructure.nsw.gov.au)
- Postal address: Powerhouse Parramatta  
PO Box R220  
Royal Exchange NSW 1225

The telephone line will operate during work hours with all calls logged and immediately forwarded to the nominated person for response and action. Outside of standard working hours, calls will be answered for actioning the next working day; or in the case of an emergency, the nominated 24 hour site contact will be contacted.

The project email address will be checked at minimum on a daily basis on weekdays.

Face to face contact is likely to occur through doorknocks and walk-arounds as required. Any queries direct to the project team while working in and around the site are to be referred on to the project information line or the nominated person.

In addition the contact details for the 24 hour site manager are:

Andrew Wall  
Project Engineer, Liberty Industrial  
M 0437 245 628  
[awall@libertyindustrial.com.au](mailto:awall@libertyindustrial.com.au)

### 4.3. Responding to and recording contacts received

Some contacts will be resolved on the spot, while others will require acknowledgement and further investigation in order to action and complete. Details of the response times for different types of contact are outlined below.

Contact type	Method	Acknowledge	Resolve	Note
Enquiry	Face to face	Acknowledge within 24 hours of receipt (Mon-Fri)	Within two working days	Enter in INSW Consultation Manager within 24 hours of receipt
	Telephone			
	Email			
	Letter			
Complaint	Face to face	Acknowledge within 2 hours of receipt	Endeavour to resolve within one working day	Advise INSW immediately upon receipt
	Telephone			
	Email			
	Letter			

### 4.4. Enquiries handling procedure

Enquiries or feedback received by the nominated person via post, the phone line or email will be answered on the spot using pre-approved key messages or responses to FAQs. If the enquiry cannot be answered using key messages, the nominated person will liaise with the project team to provide an answer. The enquiry or feedback will be logged into the Stakeholder Consultation database.

### 4.5. Complaints handling procedure

Complaints may include any interaction with a community member of stakeholder who expresses dissatisfaction with the project, policies, contractor's services, staff members, actions or proposed actions during the project.

Complaints received by the nominated person via post, the phone line or email will be referred directly to the project team and simultaneously logged with Infrastructure NSW and entered into the Stakeholder Consultation database.

The project team is to advise the nominated person as soon as practicable after investigation as to the nature and cause of the complaint to enable the nominated person to report back and close out the issue. Where a complaint is made directly to workers onsite, they are to immediately advise the nominated person of the complaint for logging and actioning. The nominated person will maintain ongoing contact with the caller/emailer until the issue is resolved satisfactorily.

The Stakeholder Contact database will track the status of enquiries and complaints and delegate actions to the appropriate project team members. The nominated person will have responsibility for ensuring all contacts are actioned in a timely manner.

#### 4.6. Dispute resolution

A complaint that cannot be resolved by the nominated person will then be considered a dispute. It will be escalated as follows:

1. Construction contractor Project Manager, if not resolved then –
2. Construction contractor Project Director, if not resolved then –
3. Infrastructure NSW Project Director, if not resolved then -
4. Construction contractor and Infrastructure NSW discussion. The construction contractor Project Director and Infrastructure NSW Project Director to determine if the complaint is to be forwarded to mediation.

A complaint is deemed to be resolved when it reaches a conclusion, not necessarily resolved to the satisfaction of the complainant.

If mediation is required, Infrastructure NSW and the State will comply with the recommendations of a specialist mediator, who will be independent of Infrastructure NSW.

#### 4.7. Recording contacts

A record will be kept of all contact, including telephone and face-to-face communication. Details will be entered either directly into a contact database maintained by the nominated person or documented on a Record of Contact Form and subsequently entered into the contact database. The nominated person, Infrastructure NSW Project Team and contractors will have access to Record of Contact Forms. The contact database for contacts received will note the following:

- Type of contact (enquiry/complaint and telephone/email/letter/face-to-face)
- Date and time of contact
- Team member receiving contact
- Name of stakeholder and contact details (if consent to record personal details is not provided the contact will be recorded but will not include personal details)
- The tone of the contact, particularly if angry or upset
- The team member to whom the contact was referred (if needed) and the referral date
- For contact requiring action, record of the action taken, response provided and the completion date
- For contact where no further action will be taken record the reason(s) why no action was taken
- For contact where further action is required, record required actions, contact the person to confirm/clarify:

- The nature of the issue
  - Reasons (if any) for its occurrence
  - The criteria upon which the issue was assessed
  - How the issue has been addressed
  - Steps undertaken to prevent re-occurrence of either the issue or the contact if based on a complaint.
- Record the resolution reached and the completion date.

## Appendix A – Project neighbours

The following map shows sensitive receivers which are those people likely to work, occupy or reside. This is the area identified to receive ongoing project updates via letterbox drop. Other project neighbours will be captured via email.

