

Review of Community Communication Strategy and Complaints Management System

The Northern Road upgrade –

Mersey Road, Bringelly to Glenmore Parkway, Glenmore Park

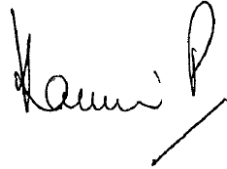

Roads and Maritime Services | August 2019



Document control

File name	TNR Upgrade Community Communication Strategy Review
Report name	The Northern Road upgrade – Mersey Road, Bringelly to Glenmore Parkway, Glenmore Park Community Communication Strategy and Complaints Management System yearly review

Approval and authorisation

Plan prepared by:	Plan reviewed by:
	
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Revision history

Revision	Date	Description
1.0	August 2019	One year review

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1. Need for this review

This annual review of the Community Communication Strategy (CCS) and Complaints Management System (CMS) is being undertaken in accordance with the requirements of the approved CCS and CMS S 10.1:

The CSEA will monitor the performance and effectiveness of the communication activities on a regular basis with a minimum full review done every year. The CSEA will modify processes and communication channels in light of any feedback or issues identified in the monitoring process. Performance indicators that will be monitored include the responsiveness and effectiveness of communication with the community and stakeholders as well as information flow.

Evaluation of the performance and effectiveness of the CCS will be undertaken as required with a six monthly summary report. The evaluation will be undertaken by the CSEA and will include liaison with other relevant members of the project team.

Key elements of the evaluation will include examining the adequacy of the CCS and its implementation in achieving the intent of the consultation as evidenced by the:

- availability, quality and distribution of information about the project to the local community and stakeholders; (*
- currency and accuracy of the enquiries and complaints management system;*
- nature of issues/complaints raised and level of responsiveness and appropriateness of action taken by the team;*
- response timeframes;*
- quality of reporting; and*
- feedback received on the value of updates and other public information, responsiveness of the construction team and attendance at community information sessions or meetings with stakeholders.*

Appropriate refinements to the CCS will be made in light of any review.

2. About this review

This review has been conducted in November 2019 which is a one year from the date of the approval of the CCS and CMS.

Reviewer – Community and Stakeholder Engagement Adviser – Roads and Maritime Services.

The following process has been followed for this review:

- Revisit the current approved CCS and CMS to ascertain if it is
 - a) current
 - b) relevant
 - c) being implemented as per the requirements
 - d) review documents which have been produced for the delivery of the CCS and CMS to ascertain quality and accuracy
 - e) collate stakeholder engagement figures to identify level of interaction with the community and stakeholders

3. Summary of key findings of this review

As a whole the CCS and CMS are relevant documents. These are supported by the individual Community Plans prepared by the construction contractors for the two sections of the project

- Mersey Road to Eaton Road – being delivered by Georgiou Ertech Joint Venture
- Eaton Road to Littlefields Road – being delivered by CPB Contractors

Some changes have been made to the document to reflect accurately aspects of the project which have changed. These include:

- Change of reference to the airport to Western Sydney International Airport
- Updating of outdated maps
- Updating reference to Adams Road bridges to traffic signals
- Updating reference to DPE to DPIE
- Removing reference to a site construction compound at Elizabeth Drive
- Including reference to a concrete batch plant

The following activities have been evaluated as a part of this review as they are representative of the communication activities for the project:

- Notifications (information distribution)
- Complaints and timeliness of close out

4. Notifications and complaints

Overall project

During the period August 2018 to August 2019 the following communication material was distributed.

Month	Subject	Communication
August 2018	Change of design consultation – Adams Road	400 notifications Advertisements in local press Pop up session with 58 attendees
August 2019	Community update	7000 newsletters distributed

Mersey Road to Eaton Road

During the period of start of construction on The Northern Road between Mersey Road and Eaton Road (November 2018) and August 2019 the following notifications were distributed:

Month	Notification content	Number Distributed
November 2018	Start of construction	450
February 2019	Ongoing construction till May 2019	450
May 2019	Ongoing construction till August 2019	450
August 2019	Traffic switch and ongoing construction till November 2019	450

Consultation

764 consultation events recorded between start of construction and August 2019

Complaints

8 complaints were received in this period and resolved within the required timeframe

Eaton Road to Glenmore Parkway

During the period of start of construction on The Northern Road between Eaton Road and Glenmore Parkway (March 2019) and August 2019 the following notifications were distributed:

Month	Notification content	Number Distributed
March 2019	Start of construction	4500
May 2019	Ongoing construction till August 2019	4500
August 2019	Closure of The Northern Road for Sydney Water work	2500
August 2019	Ongoing construction till Nov 2019	4500

The notifications were supported by Community contacts – emails, phone calls, meetings and out of hours work liaison

Consultation

1504 consultation events recorded between start of construction and August 2019.

Complaints

18 complaints were received in this period and resolved within the required timeframe