

PART CH60
COMMUNITY ENGAGEMENT OBLIGATIONS

CONTENTS

1. GENERAL
2. PROMOTION OF THE PROJECT
3. IMPACT OF THE PROJECT ON STAKEHOLDERS
4. INQUIRIES AND COMPLAINTS
5. MEDIA ENQUIRIES AND EVENTS
6. PROJECT DATABASE
7. SITE INSPECTION BY VISITORS
8. PROJECT WEBSITE AND INFORMATION LINE
9. HOLD POINTS

1. GENERAL

- .1 This Part specifies the Contractor's responsibilities regarding consultation and communication with Stakeholders.
- .2 "**Stakeholder**" means any business, person or group that has an interest in the project or is affected by the project. It includes local landowners / residents, businesses, users of the infrastructure, special interest groups, community groups, the media, councils and political representatives.

2. PROMOTION OF THE PROJECT

- .1 The Principal is responsible for overseeing Stakeholder engagement and promotion of the project. This may include activities such as community meetings and the preparation of advertisements, internet pages, letters, flyers, presentations, public display material, signage and leaflets in accordance with State Government branding requirements.
- .2 The Contractor shall:
 - (a) upon the request of the Principal, promptly provide all information and reasonable assistance which may be required for undertaking Stakeholder engagement and promotion of the project, such as photographs, general project information, details of the progress of the works and details of the impact that the works will have upon Stakeholders;
 - (b) not release any information to Stakeholders without the Principal's approval (which may be withheld at its absolute discretion), except for information provided to Stakeholders who are directly affected by the works in accordance with Clause 3;
 - (c) upon the request of the Principal, ensure a senior representative of the Contractor (together with any other appropriate personnel or subcontractors) attends meetings or events, such as consultation with DPTI Accessibility Advisory Committee (AAC) conducted to provide information and receive feedback from Stakeholders; and
 - (d) not erect promotional signage on or near the Site, unless approved otherwise by the Principal.

3. IMPACT OF THE PROJECT ON STAKEHOLDERS

- .1 The Contractor shall:
 - (a) ensure that Stakeholders who are directly affected by the Contractor's activities are informed of the impact that the work under the Contract will have upon them (e.g. changes to property access, altered traffic arrangements, night works);
 - (b) ensure consultation with the DPTI Accessibility Advisory Committee (AAC);
 - (c) be courteous when liaising with Stakeholders;
 - (d) ensure that site inductions for personnel and sub-contractors include information on the Contractor's Stakeholder Engagement obligations;
 - (e) not undertake any activity which could unnecessarily lead to Stakeholders developing unrealistic expectations regarding the project; and
 - (f) not commit to any change to the Works or delivery of the Works without the prior approval of the Principal.
- .2 Where the issue of written information such as letters or brochures is required, the Contractor shall obtain the prior approval of the Principal. At least 14 days prior to the proposed release of the information, the Contractor shall provide a draft copy of the information (including text and any relevant drawings) to the Principal. Provision of the draft copy shall constitute a **HOLD POINT**.

4. INQUIRIES AND COMPLAINTS

- .1 Subject to compliance with the requirements of this Contract, the Contractor shall proactively seek to resolve any legitimate complaint received from a Stakeholder in relation to this Contract.
- .2 If the Contractor receives an inquiry or complaint, the Contractor shall promptly investigate the situation and / or provide sufficient information to the Principal to enable it to reply. The Principal may authorise the Contractor to respond directly to certain categories of inquiries or complaint. Where inquiries or complaints are received by the Principal, the Contractor may be required to either provide information to the Principal to enable it to prepare a reply, or to provide a response directly.
- .3 The Contractor shall comply with the requirements of this clause within 2 business days in the case of a complaint and 3 business days in the case of an inquiry.
- .4 The Contractor shall:
 - (a) develop and implement procedure(s) for the management of inquiries and complaints;
 - (b) establish and maintain an inquiries / complaints register; and
 - (c) provide a report to the Principal at least monthly on the receipt and responses (including dates) to inquiries / complaints.

5. MEDIA ENQUIRIES AND EVENTS

Enquiries

- .1 If the Contractor is contacted by the media or political representatives concerning the project, it shall record the person's name and contact details and advise the Principal immediately. The Principal will provide an appropriate response and the Contractor shall not provide any information/comment regarding the project to the representative.

Media Events

- .2 The Principal will manage any media events associated with the commencement of construction or opening of the project. The Contractor shall coordinate site logistics associated with media events and provide reasonable cooperation with organising the event. The Contractor shall not erect or display promotional banners during such media events.

6. PROJECT DATABASE

- .1 DPTI may establish a Stakeholder Relationship Management Database to record and track the status of enquiries, complaints, issues and actions taken regarding Stakeholders and to the record the contact details of Stakeholders. If requested by the Principal, the Contractor shall record details of all interactions between the Contractor and Stakeholders in the database. The Principal will provide the Contractor with reasonable instruction in the use of the database.

7. SITE INSPECTION BY VISITORS

- .1 The Contractor:
 - (a) may arrange and conduct visits to the Site for interested Stakeholders;
 - (b) shall permit the Principal to conduct visits for interested Stakeholders and provide reasonable cooperation and assistance for these visits (including a person to accompany the visitors if necessary);
 - (c) shall nominate a representative with whom the Principal will coordinate Site visits; and
 - (d) shall provide appropriate site inductions to all visitors to the Site.
- .2 The Principal will provide the Contractor with reasonable notice of proposed Site visits. Visitors shall at all times be accompanied by an authorised representative of the Principal or Contractor. All site inspections by visitors shall be recorded and details provided to the Principal monthly.
- .3 For archival, construction records and promotional purposes, the Principal may arrange for professional photography of the Project Site. The Contractor shall provide the Principal adequate notice of expected photo opportunities and provide access to the photographer to enable a high standard of photography to be undertaken.

8. PROJECT WEBSITE AND INFORMATION LINE

- .1 If specified by the Principal, a project website and information line will be made available for the project.
- .2 A project website has been setup at www.infrastructure.sa.gov.au and the Contractor shall provide information and data to the Principal for publication on the website including general project information, project plans, reports, submissions, photographs, local traffic management information and other communications material.
- .3 Any plans, drawings, photographs, submissions or reports provided by the Contractor for this purpose shall be in a format which is suitable for direct incorporation into the website.
- .4 A project information line will be setup to provide information to Stakeholders and the Community.

9. HOLD POINTS

- .1 The following is a summary of Hold Points referenced in this Part:

CLAUSE REF.	HOLD POINT	RESPONSE TIME
3.	Draft copy of release of project information	7 working days