

PART P40**STAKEHOLDER AND COMMUNITY ENGAGEMENT PROCESSES****CONTENTS**

1. GENERAL
2. PROVISION OF PROJECT INFORMATION
3. RESPONSE TO REPRESENTATIONS
4. STAKEHOLDER AND COMMUNITY ENGAGEMENT ACTIVITIES
5. HOLD POINTS

1. GENERAL

- .1 This Part specifies the requirements for undertaking stakeholder and community engagement processes. It must be used in conjunction with the requirements specified in AS 4122 and the DPTI Special Conditions of Contract for AS 4122.
- .2 The Principal is committed to openness and transparency in its decision making. The Principal will provide the community and stakeholders with guidelines for its decision making process and engage them through consultation processes. The Contractor acknowledges that effective stakeholder and community engagement is critical to the success of this project and must demonstrate the same commitment to stakeholder and community engagement that The Principal does.
- .3 The Contractor must be proactive in keeping the community informed of progress of the Study, significant milestones, opportunities for input and other matters which are of interest or concern to the community.
- .4 The Contractor shall:
 - (a) adopt a partnered approach with the Principal in designing and conducting Stakeholder and Community Engagement processes;
 - (b) not undertake any activity which could unnecessarily lead to stakeholders developing unrealistic expectations;
 - (c) ensure that whenever technical and/or environmental issues are likely to be raised, appropriate technical and/or environmental expertise is readily accessible and comprehensive responses can be provided as soon as practicable to the enquiries;
 - (d) invite the Principal to meetings, and presentations involving members of the community, community groups, councils or other stakeholders;
 - (e) not commit the Principal to any works requested by the community during this process, without prior agreement from the Principal; and
 - (f) not participate in any promotional and public displays, local events or activities without prior approval of the Principal.
- .5 Further to the Special Conditions of Contract, The Contractor's Representative shall be contactable by the Principal 24 hours each day, 7 days each week.
- .6 The following documents are referenced in this Part:
 - (a) AS 4122 General Conditions of Contract.
 - (b) DPTI Special Conditions of Contract for SA 4122.

2. PROVISION OF PROJECT INFORMATION**General**

- .1 The Contractor must keep relevant stakeholders proactively informed about the progress of the study throughout the project by way of public project information (advertisements, publications, presentations, display material, community notices, signage, leaflets, newsletters).
- .2 The Contractor shall not release any information, in any form, to any organisation, group, person or the general public, without prior approval of the Principal. The Contractor shall identify the Principal's role in any promotional material that it develops in relation to the Project.
- .3 The Contractor shall provide draft text and graphics for all Project communications, including newsletters, community displays and project brochures, to the Principal at least 20 working days prior to the proposed date of distribution. Provision of the draft text and graphics shall constitute a **HOLD POINT** in accordance with Special Conditions of Contract.

- .4 All printed or display material shall be prepared using the Principal's template. The Principal will produce all newsletters, community displays and Project brochures.
- .5 All forms of public Project information (advertisements, publications, presentations, display material, community notices, website) are required to feature strong and consistent branding of the Government of South Australia, Department of Transport and Regional Services, and DPTI.

Media and Government Representatives

- .6 The Principal will develop, manage and coordinate all forms of media and will be responsible for coordinating media participation throughout the study, in consultation with the Contractor.
- .7 The Contractor shall record the name and contact details of any journalist or federal, state and/or local government representative making enquiries regarding the Project and advise the Principal immediately. The Contractor shall not provide any information not already made public regarding the Project without the prior approval of the Principal. Any briefings for the above representatives will be arranged by the Principal.
- .8 Where it is necessary for the Principal to reply to a media enquiry, the Contractor shall immediately provide any information requested by the Principal relevant to the enquiry, 24 hours a day, 7 days a week.
- .9 The Contractor shall flag any media opportunities during the course of the Study.

Telephone Service

- .10 The Contractor shall staff the existing 1300 phone number "hotline". This number shall be promoted through all forms of public Project information. The Contractor shall respond to enquiries and document all discussion received through this service in accordance with Clause 3 "Response to Representations".

3. RESPONSE TO REPRESENTATIONS

- .1 The Contractor shall maintain a register of all Representations (written and verbal) received regarding the Study. The register shall include the stakeholder's name, contact details, nature of the representation and status of a response. The Contractor shall provide a report on the status of responses to all Representations to the Principal on a monthly basis.
- .2 Any Representations received by the Principal will be forwarded to the Contractor within one business day of receipt, and shall be recorded and monitored by the Contractor together with any Representations received directly by the Contractor.
- .3 Except for Representations received during the Public Display (and Public Exhibition if a Major Project), the Contractor shall prepare a draft reply and forward it to the Principal within 5 Business Days of receipt of a representation. The Principal will send out the formal response to a representation. If the representation cannot be fully addressed by this time, the Contractor shall ensure that a response is prepared as soon as the information becomes available and the person or group is to be kept informed on progress during this period. For Representations received during the Public Display(s), the draft replies shall be prepared within 10 Business Days of the completion of the Public Display(s).
- .4 If the Principal has established systems for the receipt and tracking of progress of representation from the community, the Contractor shall ensure that any system it uses is fully compatible with the Principal's system.

4. STAKEHOLDER AND COMMUNITY ENGAGEMENT ACTIVITIES

General

- .1 This clause specifies the minimum Stakeholder and Community Engagement activities to be undertaken at each phase of the planning process. The Contractor shall update the Stakeholder and Community Engagement Methodology at the beginning or during each phase to incorporate details of the activities to be undertaken during that phase.
- .2 The Contractor shall develop and implement a Stakeholder and Community Engagement process that:
 - (a) clearly inform stakeholders about the purpose of the Stakeholder and Community Engagement process, and in particular those decisions that have already been made and why (non-negotiables) as well as those still to be made (negotiables);
 - (b) provides information about the project and the Stakeholder and Community Engagement processes in an accessible form to all stakeholders at the commencement of the study and at key stages throughout the project;

- (c) uses a range of Stakeholder and Community Engagement processes that enable stakeholders to provide input and actively participate in appropriate stages of the study;
- (d) clearly inform stakeholders about the decision making process including factors in addition to community viewpoints that will be considered (e.g. technical, financial) in making the final decision; and
- (e) ensuring that the participants in the Stakeholder and Community Engagement process are kept informed about the outcomes of the process and how these have been taken into account in the decision making process.

Review

.3 This review shall take account of:

- (a) previous consultation processes and outcomes relating to the Project; and
- (b) relevant up-to-date information and an understanding of the likely concerns and interests of stakeholders to be consulted.

.4 The Contractor shall:

- (a) as part of the Initiation and Review, identify all stakeholders to be included in the Stakeholder and Community Engagement processes ensuring DPTI Accessibility Advisory Committee is consulted (e.g. government and non-government organisations, community groups and associations, political representatives, individual landowners, families/households, businesses, institutions, road user groups, special interest groups);
- (b) identify and establish points of contact and prepare an accurate mailing list of the above stakeholders to assist in future Stakeholder and Community Engagement and planning processes; and
- (c) prepare material to communicate and promote the first stage of the consultation process.

Initiation

.5 Initiation shall be undertaken to achieve the following outcomes:

- (a) A detailed understanding of community interests, issues and concerns regarding the project;
- (b) General community acceptance and confidence in the planning and consultation process;
- (c) Broad community awareness and understanding of:
- (d) the need for the project, including the strategic background studies;
- (e) non-negotiable and negotiable aspects of the project;
- (f) the EIA process;
- (g) the general planning process and likely timelines;
- (h) the consultation process and opportunities for their input; and
- (i) the decision making process.

Development and Assessment of Alternative Concepts

Development of the Assessment Criteria

- .6 In developing alternative concepts, the Contractor shall take account of known community concerns as well as opportunities to mitigate these concerns, as identified during the initial stage of consultation.
- .7 The Contractor shall also prepare material to communicate and promote this stage of the consultation process.

Evaluation of the Alternative Concepts

- .8 The Contractor shall undertake a broad and iterative consultation process aimed at achieving:
 - (a) a detailed understanding of community views regarding each of the alternative concepts; and
 - (b) community acceptance of the planning and consultation process;
 - (c) leading to a recommendation of the Preferred Concept.
- .9 The Contractor shall demonstrate that community concerns and ideas have been considered in assessing the Alternative Concepts.

Concept Design / EIA

- .10 The Contractor shall undertake a detailed Stakeholder and Community Engagement process aimed at:

- (a) explaining the choice of the Preferred Concept; and
 - (b) eliciting community comments, concerns and general feedback in relation to the preferred concept including opportunities to mitigate any negative impacts.
- .11 The Contractor shall have particular regard to landowners/occupiers who may be directly impacted by the Preferred Concept and seek to identify the level of, and ways of mitigating, any impact.

Public Displays

- .12 The Contractor shall:
- (a) prepare display material and reports necessary for the Public Display(s) allowing for various audiences and venues as necessary;
 - (b) organise and manage the Public Display(s) of the project in accordance with the Planning Study Methodology and Stakeholder and Community Engagement Methodology;
 - (c) communicate the impact of the Project and elicit comments, concerns and general feedback from the affected landholders, Councils, key stakeholders, and the general public at the display(s); and
 - (d) at the completion of the Public Display(s), assess the need for further investigation of issues identified in the submissions and make a recommendation to the Principal regarding undertaking further investigations.
- .13 At a minimum, the Public Displays shall include display materials or documents that clearly show:
- (a) a description of the project development process and Stakeholder and Community Engagement process;
 - (b) who is undertaking the investigations;
 - (c) an invitation to provide input to the project;
 - (d) an invitation to make submissions on the project;
 - (e) an explanation of progress with the project;
 - (f) a display of Alternative Concepts;
 - (g) photomontage(s) of key project features such as overpasses, bridges, intersections and landscaping;
 - (h) plans of the Alternative Concepts and Preferred Concept at a scale suitable for display (one plan at 1:10 000 showing Preferred Concept and Alternative Concepts and one plan at 1:5 000 showing Preferred Concept only);
 - (i) typical cross sections; and
 - (j) a document that describes the process that DPTI undertook to rank the Alternative Concepts and the criteria used in the evaluation.
- .14 The Contractor is responsible for providing suitably qualified personnel at the Displays to answer questions and/or record Representations. Unless specified otherwise, the Contractor is deemed to have included all costs associated with the preparation and running of the Displays in the payment schedules and/or lump sums associated with this work.
- .15 The Contractor shall prepare the Response Document, which includes the response to all Representations. Refer to Clause 680.6 "Response Document" for details.
- .16 Completion of Response Document shall constitute a **HOLD POINT** in accordance with the Special Conditions of Contract.

Public Exhibition of Major Project

- .17 Concurrent with the Public Display and following the preparation of the Environmental Impact Assessment Report, the Contractor shall undertake a formal Public Exhibition of the preferred concept in accordance with the Environmental Impact Assessment process requirements of the *Development Act (SA) 1993*. The Contractor is responsible for ensuring that suitably qualified personnel are available to answer questions and/or record Representations. The Contractor must be available to attend the "Public Meeting" held during the Public Exhibition Period to possibly present information relating to the project and answer any questions from the public.
- .18 Representations received from the Public Exhibition shall be included with those received from the Public Display.

5. HOLD POINTS

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

CLAUSE REF.	HOLD POINT	RESPONSE TIME
2.3	Text and graphics for project communications	
4.16	Response Document	