

PEOPLE WHO BUILD



COMMUNITY CONSULTATION PLAN

PROJECT NAME

NEXTSENSE MACQUARIE PARK

PROJECT NO.

3565

REPORT GENERATION DATE

28TH FEBRUARY 2022

REPORT REVISION DATE

4TH MAY 2022

REVISION

02

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1. INTRODUCTION

1.1. PROJECT DESCRIPTION

- NextSense is Australia's largest non-government not-for-profit provider of therapy, education and cochlear implant services for children and adults with vision or hearing loss. Established in 1861 as a school with residential facilities, NextSense moved to North Rocks in 1961, where the main campus is still located. NextSense's mission is to provide quality and innovative services, to achieve the best outcomes for current and future generations of Australians with vision and/or hearing loss. NextSense provides a broad range of specialist services which include:

- o Early Intervention
- o Allied Health & Therapy
- o Cochlear Implant Program
- o Schools (pre-school, primary to secondary programs)
- o Research & Professional Education
- o School support
- o Paediatric Audiology

The services provided are delivered by a broad group of professionals including: teachers, speech pathologists, occupational therapists, audiologists, orthoptists, psychologists, social workers, technology consultants, physiotherapists, and Ear, Nose and Throat (ENT) surgeons.

As part of RIDBC's 2016-2020 Strategic Intent it will relocate its school and clinical services activities from North Rocks to a purpose-built centre at Macquarie University (MQU). The new Centre of Excellence will further strengthen the relationship between MQU and NextSense, benefit the Australian Hearing Hub, and reinforce the cluster of research, audiology, and healthcare which already exists on the campus, which also includes the Cochlear Global Headquarters.

The Centre of Excellence will serve a diverse range of employees, students, users and visitors who will visit the centre for diagnostic services, therapy and rehabilitation, research, education, and correlated services. The facility will provide an intricate design response to the needs of the users, in particular children and adults with vision and hearing loss and other cognitive impairments.

The works include temporary works, amendment to/connections to temporary works, upgrades, decommissioning and termination of existing services, both from and to the new building.

1.2. PURPOSE OF THE PLAN

This Consultation Plan provides the framework which will enable ADCO Constructions to successfully manage communications and stakeholder engagement during construction of this project.

The plan forms an integral component of the Project Management Plan. It recognises and is consistent with project plans including those produced for the management of the environment, construction, work health and safety.

- / The plan addresses the requirements requested in the SSD Condition C6 identified in Conditions of consent requiring approval from the DPIE.

2. OBJECTIVES & STRATEGIES

2.1. ROLES AND RESPONSIBILITIES

ADCO Constructions has been delegated responsibility for management and co-ordination of consultation, information and involvement and will perform these duties through the site project team as required by the project needs.

2.2. ADCO SENIOR PROJECT MANAGER

The main point of contact for the project will be the Senior Project Manager (*contact details as displayed on the ADCO Project Site Board*). The Project Manager's responsibilities are those associated with advising members of the community and stakeholders on construction activity that could directly affect the community and stakeholders and to ensure that the PAP are informed of community and stakeholder issues including any approach by media, council, a member of parliament or local member.

The Senior Project Manager (*contact details as displayed on the ADCO Project Site Board*) will be available at all reasonable times to answer questions and to address any concerns including up-to-date information on:

- Planned construction activity
- Project construction progress

- / The Planning Secretary will be notified through the major projects portal immediately after ADCO becomes aware of an incident. The notification will identify the development (including the development application number and the name of the development if it has one) and set out the location and nature of the incident.
- / Subsequent notification will be given, and reports submitted in accordance with the requirements set out in Appendix 2.

2.3. LIMITATIONS

This plan is specifically written to address the external communication obligations required by the contractor.

2.4. DELIVERABLE, STRATEGY & TOOLS

The objectives and strategies for community information and involvement during construction have been developed in consideration of obligations detailed in the Conditions of Approval (CoA) Communications and Stakeholder Engagement Strategy, and in compliance with the requirements of the NSW Government's and Principal's guidelines, policies and referenced documents, in relation to community relations obligations.

The key objectives of the Strategy are to:

- Keep the local community and stakeholders informed about progress and major works relating to the Project;
- Be a good neighbour to local communities, businesses and stakeholders during construction;
- Raise awareness of potential disturbances and provide advance notice of impactful works;

COMMUNITY CONSULTATION PLAN



- Minimise unnecessary disturbances; and
- Ensure that community and stakeholder enquiries and complaints are managed and resolved effectively.

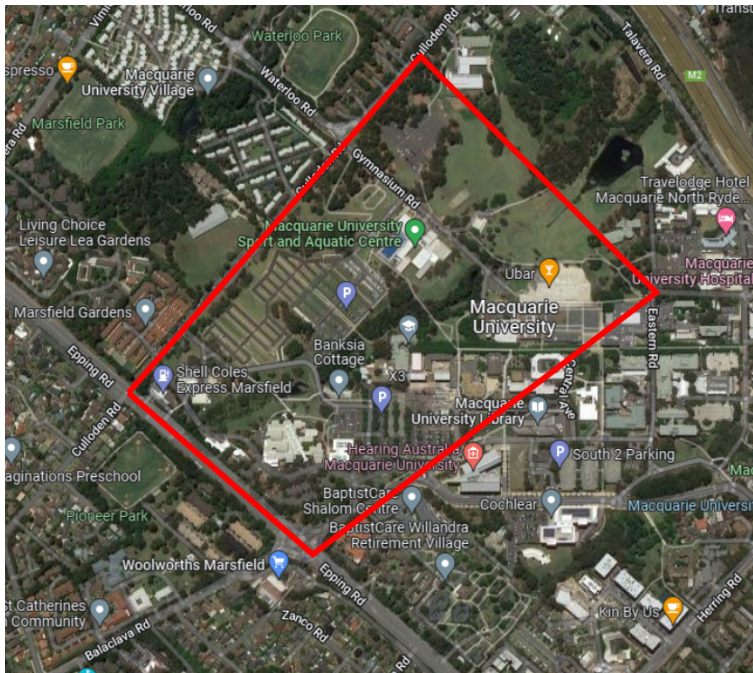
Deliverable	Strategy
Community Information Forums	<ul style="list-style-type: none"> - ADCO will organise an Information Forum each month or as otherwise required. - Initial Information Forum events will be held within the project site office board room - Information Forum events will be held at times that will assure peak exposure to the community. - A detailed record of interaction with community members will be kept for future reference (if required) in the ADCO Community Contact Database (CCD). - ADCO will prepare project specific collateral to be used at the Information Forum events. Drafts of this information will be submitted to the PAP/PM for acceptance no later than 48 hours prior to the event. Typically, the following information will be available; <ul style="list-style-type: none"> > Handout update > Plan Drawings > 3D imagery
Website Updates	<ul style="list-style-type: none"> - ADCO propose that the content for the Project Website be extracted from the Contractors Monthly Report which is submitted monthly. If the PM 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 > Completion
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 > Phone Numbers of the Site Manager and Project Manager (<i>as displayed on the respective project boards</i>) > Afterhours emergency contact phone number - 1800 232 628 > Community Email: Nextsense.community@adcoconstruct.com.au
Community Communication	<ul style="list-style-type: none"> - ADCO propose to establish a fortnightly communication protocol via; <ul style="list-style-type: none"> > ADCOs project update newsletter > Feedback from the MQU and other stakeholders to ADCO on construction related activities and impacts

2.5. STAKEHOLDER CONSULTATION LIST

Stakeholder Category	Stakeholder
Government agencies	<ul style="list-style-type: none"> • NSW Department of Planning, Industry and the Environment. • Traffic for NSW • Roads and Maritime Services • Ryde City Council
Community groups	<ul style="list-style-type: none"> • Macquarie University
Indigenous	<ul style="list-style-type: none"> • Metropolitan Local Aboriginal Land Council (MLALC) • Macquarie University Indigenous Department
School community	<ul style="list-style-type: none"> • Students, parents and staff of NextSense
Sporting associations	<ul style="list-style-type: none"> • Macquarie University

2.6. LETTER BOX DROP ZONE

Below marking plan indicates the letter box drop zone for respective communication notifications throughout the project life cycle.



2.6. LETTER BOX DROP ZONE

ADCO note that there are no specific community communication requirements for the project relating to traffic, noise and vibration, visual impacts and/or amenity.

3. COMPLAINTS AND ENQUIRIES MANAGEMENT

3.1. MANAGING 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 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.

3.2. MANAGING COMPLAINTS

3.2.1. UNAVOIDABLE COMPLAINTS

In the event that an unavoidable complaint is received, the complaint details will be registered on the ADCO Community Project Database and the both the client & Planning Secretary will be notified accordingly.

3.2.2. AVOIDABLE COMPLAINTS

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

- > Complaint received via in person, telephone or via email
- > ADCO Senior Project Manager reviews detail and seeks further information via a phone call to the complainant if required
- > The Planning Secretary will be notified through the major project's portal immediately after ADCO becomes aware of an incident. The notification will identify the development (including the development application number and the name of the development if it has one) and set out the location and nature of the incident.
- > Subsequent notification will be given, and reports submitted in accordance with the requirements as stipulated in the SSDA (*attached to rear of management plan: Appendix #2 from SSDA Condition Matrix*)
- > ADCO Senior Project Manager agrees remediation plan and implements
- > ADCO Senior Project Manager formally closes out the issue with the complainant
- > The complaint details are registered on the ADCO Project Complaints Database
- > If deemed significant, the issue will be discussed at the next Project Control Group Meeting.

3.3. RESPONDING TO COMPLAINTS

The ADCO Senior Project Manager (*contact details as displayed on the ADCO Project Site Board*) will have responsibility for receiving and responding to complaints. The Senior 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 ADCO Senior Project Manager and their team will work to expeditiously address and resolve all complaints and claims directed against the project.

3.4. DISPUTES INVOLVING COMPENSATION AND RECTIFICATION

ADCO is committed to working with NextSense, Macquarie University and broader community to address concerns as they arise. Where disputes arise that involve compensation or rectification, the process for resolving community enquiries and complaints will be followed to investigate the dispute. Depending upon the results of the investigation, ADCO may seek legal advice before proceeding.

NextSense: Centre of Excellence, Macquarie University

DA Matrix / Responsibility Document

DA No. SSD-10451 dated 30 April 2021

Appendix 2

WRITTEN INCIDENT NOTIFICATION AND REPORTING REQUIREMENTS

No.	REQUIREMENTS	RESPONSIBLE	NOTES	STATUS
1	A written incident notification addressing the requirements set out below must be emailed to the Planning Secretary through the major projects portal within seven days after the Applicant becomes aware of an incident. Notification is required to be given under this condition even if the Applicant fails to give the notification required under condition A20 or, having given such notification, subsequently forms the view that an incident has not occurred.	D&C Contractor		
2	Written notification of an incident must: a.identify the development and application number; b.provide details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident); c.identify how the incident was detected; d.identify when the applicant became aware of the incident; e.identify any actual or potential non-compliance with conditions of consent; f.describe what immediate steps were taken in relation to the incident; g.identify further action(s) that will be taken in relation to the incident; and h.identify a project contact for further communication regarding the incident.		Note	
3	Within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, the Applicant must provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below, and such further reports as may be requested.	D&C Contractor		
4	The Incident Report must include: a.a summary of the incident; b.outcomes of an incident investigation, including identification of the cause of the incident; c.details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and d.details of any communication with other stakeholders regarding the incident.		Note	