



Community Communications Strategy

Monte Sant' Angelo Mercy College

Scientia Project

SSDA #10393

As at 20th January 2021

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Consent Conditions Checklist

PART C - PRIOR TO COMMENCEMENT OF CONSTRUCTION		Completed?	Report Reference
C8	<p>No later than two weeks before the commencement of a relevant construction stage, a Community Communication Strategy must be submitted to the Planning Secretary for information. The Community Communication Strategy must provide mechanisms to facilitate communication between the Applicant, the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction.</p> <p>The Community Communication Strategy must:</p>		
	(a) identify people to be consulted during the design and construction phases;	✓	Page 8 - Stakeholders
	(b) set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development;	✓	Page 7 – Project Website & Email address
	(c) provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development;	✓	Page 20
	(d) set out procedures and mechanisms:		
	(i) through which the community can discuss or provide feedback to the Applicant;	✓	Page 7 – Project Website & Email address
	(ii) through which the Applicant will respond to enquiries or feedback from the community; and		
	(iii) to resolve any issues and mediate any disputes that may arise in relation to construction and operation of the development, including disputes regarding rectification or compensation.		
F10	The Community Communication Strategy must be implemented for a minimum of 12 months following the completion of construction	✓	

1. Project Description

Monte Sant' Angelo Mercy College (Monte, the College) is an independent Catholic secondary day school for girls in Years 7 to 12, located on Miller Street, North Sydney, NSW.

The College is enhancing its teaching and learning spaces for Science, Personal Development Health and Physical Education (PDHPE), Sports Science and Sport through the construction of a purpose-built, future-focussed facility (SSDA #10393). Located at the eastern part of the site on the existing outdoor courts on Miller Street, this important project brings into sharp focus the College's determined efforts to embed spaces for innovation, wellness and social enterprise; and to underpin the provision of a rich and diverse education for each student.

'The Scientia Project' (Scientia), which is Latin for 'knowledge' and part of the College motto: Religio Scientia Cultus, highlights the College's long-term vision to promote; learning, 'a knowledge of the world and those around us' and a balanced lifestyle promoting wellness.

There are three components to the Scientia project: building, landscape and urban design. The Facility will house:

- 12 laboratories for Science, PDHPE and Sports Science classes
- Open learning spaces
- Social innovation and enterprise hub that will incorporate dynamic learning and a meeting coworking spaces for Mercy in action
- A multipurpose gymnasium, which includes two sports courts (partially underground with access from Miller Street) and a rooftop court
- Underground car parking for 55 cars (accessed by a ramp from Miller Street).
- Urban green spaces for lessons outside of science and sport, and student recreational use

The existing two outdoor sports courts and undercover staff parking will be demolished to house the new building. A great deal of consultation with landscape architects and arborists have ensured the retention of high value trees with any removed trees replaced. Detailed numbers are published in the [arborist report](#) as part of the Environmental Impact Statement (EIS) submission.

The College has ensured that the building has been designed with great consideration given to; bulk and scale, tree preservation and alignment to the existing site/building heritage, character and culture.

The Scientia project will be partially underground and sit low on the College grounds, complementing Miller Street and not detracting from the focus point of the College Chapel and other significant buildings. It will preserve the College's unique landscape qualities and maintain the feel of an oasis in the middle of a busy Sydney CBD.

The construction of Scientia unlocks the future potential for the College campus and will benefit all students and staff.

College Values

Monte has a long-established ethos that is reflected through its core values: Mercy, Human Dignity, Justice, Service and Option for the Poor.

Reflecting the Monte values, this Communications Strategy will provide timely, honest and transparent information on the proposed plans to deliver the Scientia Project. The engagement that will be undertaken will build on the genuine relationships that already exist with the College's neighbours and key stakeholders. This strategy ensures that the school community are consulted and informed throughout the entire planning process.

Project Stages

The project comprises three distinct approved stages for completion of building works;

Stage	Works	Indicative Timeline
Stage 1	<p><i>Early Works Demolition</i></p> <ul style="list-style-type: none"> • Site Setup – including site sheds, hoardings and associated temporary site services • Removal of selected trees (including Root balls) • Site services isolation and diversions required for demolition works • Demolition of two existing sports courts and associated undercroft staff carpark (including slab and footings) • Installation of Structural Steel supports both temporary and permanent to adjoining McQuoin Building 	January 2021 – March 2021

	<ul style="list-style-type: none"> • Temporary construction works including; <ul style="list-style-type: none"> ○ on-site truck turning ○ hoardings ○ site amenities ○ support gantry's 	
Stage 2	<i>Early Works Civil</i> <ul style="list-style-type: none"> • Piling, shoring, underpinning and associated excavation support works • Bulk excavation and building foundations • Removal and disposal of materials from site • Civil diversions, including stormwater works 	April 2021 – August 2021
Stage 3	<i>Main Works</i> <ul style="list-style-type: none"> • Construction of a new three - storey Sports and Science Building • Landscaping and public domain works • Car park and vehicle access works 	August 2021 – October 2022
Soft Launch	<ul style="list-style-type: none"> • Change management 	Term 1 2023

The construction of Stage 1, 2 and 3 are distinct with no overlap in the delivery

2. Project Background

Scientia is the result of careful deliberation, research and investigation into the College's teaching and learning requirements into the future. It aligns with the College's vision for contemporary education for young women, both locally and globally.

Prior to the College embarking on the Scientia Project, a competition process was run between three (3) finalists to design a campus wide development strategy, drawing on their experience, knowledge and expertise in designing schools, it also identified and confirmed the best location for the build, considering future planning, as well as provide a variety of ideas for designs. The College nominated a Panel of experts (7), including an independent evaluator, and based on their recommendation the Architect for the project was appointed.

The College established a project reference group (PRG) in May 2018 including key College stakeholders, members of the Property & Planning Board committee and the appointed Architects.

Stakeholder engagement has been an important component of this rigorous and robust process of research and investigation which commenced in 2018. Staff, students and parents have been involved in workshops that have looked at how the current school grounds are used, the positives and negatives of this, and what might be possible in the future. The College Board and the Trustees have also been consulted at key points, and College Executive have benchmarked best practice in similar Colleges both locally and globally.

Since the SEARS application in 2019, project stakeholders consulted have included;

- Department of Planning, Industry & Environment
- North Sydney Council
- North Sydney Design Excellence Panel
- Transport for NSW
- Sydney Metro
- Local primary and secondary school Principals
- Teachers, College Executive and Support Staff
- College Board and Trustees (Sisters of Mercy, North Sydney)
- Students
- Parents and Carers
- North Sydney Precinct Committee
- Local residents and community
- Aboriginal Elders and community

The EIS was exhibited in May 2020. Only eleven submissions were received, two comments from the public, and nine from the authorities.

A key stakeholder the College has engaged since the projects inception is North Sydney Council. This included a presentation to the North Sydney Design Excellence panel, who provided feedback to the College which aided in design development prior to submission of the State Significant Development Application (SSDA). Comments from the panel included; bulk and scale, impact on key heritage buildings on the campus, height limits and the retention of the College boundary wall (Miller Street) which is heritage listed.

Many other meetings have been had with key members of North Sydney Council, which are listed below in section 4. Connecting early with Mayor Gilly Gibson, has given the College insights into Council concerns, considerations and key areas of focus from the inception of the project.

The outcomes of this extensive consultation undertaken by the College are included in the Consultation Outcomes Report submitted in the EIS, which can be accessed [here](#).

The channels by which the College have used for consultation include;

- Public information sessions; to engage with local community members and groups (advertised in local newspapers)
- Online surveys
- Drop in information sessions for staff, students and parents
- Workshops
- Dedicated project website
- Email subscription

Community queries during consultation were limited to;

- Impact and access to Angelo Lane during construction
- Construction site location on campus

A Project website was also established, scientiaproject.monte.nsw.edu.au, which is updated regularly as information becomes public. More information or questions can be directed to the project email, scientiaproject@monte.nsw.edu.au.

3. Project Objectives & Principles

This strategy seeks to continue the strong basis of engagement already undertaken on the Scientia Project to date. Proactively engaging with key stakeholders will:

- Ensure accurate and timely information is available
- Ensure that key stakeholders feel informed, listened to and cared for throughout the planning and construction process
- Demonstrate that Monte is living its Mercy values
- Ensure the school satisfies DPIE requirements and NSW legislative standards
- Build support by showcasing Monte's commitment to inspire young women through its world-class educational curriculum delivered through technologies in a future-focussed, built environment

4. Stakeholders

The below table summarises key stakeholders as identified by the College. An extensive consultation process has occurred and will continue as detailed below;

Stakeholder	Interest	Engagement Activities/ Channel
Council		
Jilly Gibson, Mayor	<ul style="list-style-type: none"> Ensuring project adds to North Sydney and does not disadvantage local community Feeling well-equipped with key project details and messages to handle/respond to community and/or media enquiries 	<ul style="list-style-type: none"> College Principal to continue to meet with Mayor Jilly Gibson to provide updates throughout the project and listen to any concerns or feedback from Council
North Sydney Council <ul style="list-style-type: none"> Ken Gouldthorp, General Manager Joseph Hill, Director, City Strategy Division Steve Beattie, Manager, Planning Committee Traffic Committee Heritage Committee Councillors (Wollstonecraft Ward): <ul style="list-style-type: none"> Zoe Baker Ian Mutton Samuel Gunning 	<ul style="list-style-type: none"> Project progress Construction impacts on noise/dust levels, and traffic and parking conditions Heritage considerations Community Concerns/sentiment Feeling well-equipped with key project details and messages to handle/respond to community and/or media enquiries 	<ul style="list-style-type: none"> Conduct a project briefing with relevant Council staff as close as possible to the launch of Scientia Website to be used as single-source-of-truth for front-line Council staff, along with regular briefings

NSW State Government		
<p>Felicity Wilson, MP North Sydney</p> <p>Trent Zimmerman, MP North Sydney</p>	<ul style="list-style-type: none"> • Ensuring project adds to North Sydney and does not disadvantage local community • Project progress • Community concerns/sentiment • Construction impacts • Information required to make decision (DPIE) 	<ul style="list-style-type: none"> • Offer a project briefing to discuss key milestones/ timings prior to the commencement of the project • Website to be used as single-source-of-truth, along with regular briefings
<p>RMS & TNSW</p> <ul style="list-style-type: none"> • Sydney Metro 		<ul style="list-style-type: none"> • Sydney Metro to be briefed prior to launch of Scientia • Regular liaison with Sydney Metro throughout project to ensure the two projects do not impact each other and look for ways to minimise impact for neighbours.
DPIE		<ul style="list-style-type: none"> • Provide project updates as needed and requested • Ensure documentation for approvals process is in line with their guidelines to enable easy and quick decision making
Lend Lease	<ul style="list-style-type: none"> • Responsible for the development above the new Metro Station on the corner of Miller and Berry Streets • Also currently occupying 194 Miller Street 	<ul style="list-style-type: none"> • Meetings to occur to inform each other of project status and upcoming works to ensure reduced impact on community. • College has existing relationship with the Lend Lease community stakeholder liaison
School Community		
Staff, Students and families	<ul style="list-style-type: none"> • Impact to lifestyle such as parking and changed commute • Construction impacts on student and staff health and 	<ul style="list-style-type: none"> • Staff to be updated regularly through BAU meetings • Students and families to be updated via the College's portals, Monte Matters and school assemblies

	learning/teaching environment <ul style="list-style-type: none"> • School maintains its reputation 	<ul style="list-style-type: none"> • Website to be used as single-source-of-truth • Ability to use email inbox for questions and queries • Letters • Regular notifications via EDM
College Board	<ul style="list-style-type: none"> • School maintains its reputation • Project progress • Community concerns/sentiment 	<ul style="list-style-type: none"> • Board are to be updated via direct email from the College Principal for the launch of Scientia • Regular item on Scientia integrated into Board meeting agendas throughout the project
Sisters of Mercy		<ul style="list-style-type: none"> • Sisters of Mercy are to be updated via direct email from College Principal for the launch of Scientia
P&F Committee	<ul style="list-style-type: none"> • Project progress • Safety of students • Potential disruptions to family life during construction. For example, traffic • School maintains its reputation 	<ul style="list-style-type: none"> • Regular P&F Executive meetings and email from College Principal to be used for regular updates • Website to be used as single-source-of-truth
School Alumni & Prospective Students	<ul style="list-style-type: none"> • Project progress • School maintains its reputation 	<ul style="list-style-type: none"> • Regular notifications through Monte Gazette, EDMs and Alumni functions • Website to be used as single-source-of-truth • Ability to use email inbox for questions and queries
Neighbours		
Cafes, restaurants and pubs: <ul style="list-style-type: none"> • Garage (café) • Rag and Famish Hotel 	<ul style="list-style-type: none"> • Disruptions to rate of patronage due to potential noise, dust, traffic and pedestrian access 	<ul style="list-style-type: none"> • Meeting with Garage specifically (identified as key stakeholder) to build on existing good relationship and establish preferred communication approach

<ul style="list-style-type: none"> • Sakura Japanese Restaurant • Dolce Cafe • Pizza Pasta Bene • Citrus and Spice • Cala Luna Restaurant 	<ul style="list-style-type: none"> • Potential health impacts of construction • Loss of aesthetics for their business 	<ul style="list-style-type: none"> • Project emails to be sent, email reply for questions and queries. • Website as single-source-of-truth
<p>Hotels:</p> <ul style="list-style-type: none"> • Quest Apartments • Astra Apartments North Sydney • Skye by Brown Group • Rydges North Sydney 	<ul style="list-style-type: none"> • Disruptions to rate of patronage due to potential noise, dust, traffic and pedestrian access • Potential health impacts of construction • Loss of aesthetics for their business • Risk of reduced income out of forced reduced room rates 	<ul style="list-style-type: none"> • Meeting with Quest Apartments Building Manager specifically (identified as key stakeholder) to build on existing good relationship and establish preferred communication approach • Letterbox drop with a call to action to subscribe to project emails • In the future, project emails and an email inbox for questions and queries • Website as single-source-of-truth
<p>Educational Institutions:</p> <ul style="list-style-type: none"> • Australian Catholic University • Wenona School • St Thomas Anglican Church and Preschool • Marist College North Shore • St Mary's Primary School 	<ul style="list-style-type: none"> • Project progress • Construction impacts on traffic conditions and parking • Potential construction fatigue 	<ul style="list-style-type: none"> • College Principal to meet directly with the Principal of Wenona to brief her on the project • On launch of Scientia Project, College Principal to email other schools in North Sydney • Regular updates through project emails and an email inbox for questions and queries • Website as single-source-of-truth
<p>Residential neighbours and strata/building managers:</p> <ul style="list-style-type: none"> • 221 Miller Street 	<ul style="list-style-type: none"> • Project progress • Construction impacts on noise and dust levels, traffic/parking and potentially health 	<ul style="list-style-type: none"> • Use Strata and building managers as communication channels • In the future, regular updates through project

<ul style="list-style-type: none"> • 231 Miller Street • 245 Pacific Highway • 6-12 McLaren Street 		<p>emails and an email inbox for questions and queries</p> <ul style="list-style-type: none"> • Website as single-source-of-truth
Office and retail space and residential properties on Miller, McLaren, Berry Streets and the Pacific Highway		<ul style="list-style-type: none"> • Email/phone tenants notifying about the project and asking them to subscribe to project emails. • In the future, regular project emails and an email inbox for questions and queries • Website as single-source-of-truth
North Sydney Community		
<p>Surrounding North Sydney community, including:</p> <ul style="list-style-type: none"> • Stanton Library • North Sydney Community Centre • North Shore historical Society • Carparks: <ul style="list-style-type: none"> ◦ Wilson Car Park (14 Ward Street) ◦ 198 Miller Street Car Park • Wilson Car Park (Angelo Street) 	<ul style="list-style-type: none"> • Project progress • Disruptions and /or changes to traffic and parking conditions 	<ul style="list-style-type: none"> • Email inbox for questions and queries • Website as single-source-of-truth
Stanton Precinct Committee (7:30pm, first Tuesday of every month)	<ul style="list-style-type: none"> • Construction impacts on noise and dust levels, traffic/parking and potentially health • Potential construction fatigue 	<ul style="list-style-type: none"> • Meeting to be held with Chair of Committee to brief on the project, establish a good working relationship and determine preferred communication approach

		<ul style="list-style-type: none"> • In the future, regular project emails and an email inbox for questions and queries • Offer briefing during EIS exhibition • Website as single-source-of-truth
External hirers of College facilities	<ul style="list-style-type: none"> • Ability to still hire College facilities • Future use of facilities once complete 	<ul style="list-style-type: none"> • Email or letter to hirers at least one year out from construction. • In the future, regular project emails and an email inbox for questions and queries • Website as single-source-of-truth
Media		
<ul style="list-style-type: none"> • Mosman Daily • North Shore Times (neighbouring suburbs) • Sydney Morning Herald • The Daily Telegraph 	<ul style="list-style-type: none"> • Will publish stories if other stakeholders become outraged – likely from a construction fatigue angle 	<ul style="list-style-type: none"> • Ensure holding statement is always in place and up-to-date

5. Issues Analysis

The following key matters have been identified and will be addressed by the College as follows;

Issue	Action/Response
Demolition Noise, vibrations and dust	We are committed to working with our neighbours early and regularly throughout this project to minimise impacts, including noise. As part of the approvals for the project, strict timeframes for construction will be placed on the project by DPIE. For example, a restriction of no work to be undertaken after-hours or on a Sunday. We will also be speaking with other major constructions in the area, such as the Sydney Metro, to look for ways to minimise impact for neighbours. The College will be working with the engaged contractor to minimise noise through construction methodologies.
Traffic	As part of the approvals for the project, studies were undertaken on the potential disruption and impact to traffic during construction. The College is committed to informing neighbours early and regularly about any disruptions or changed traffic conditions.
Parking impacts for staff	Alternative options for parking have been considered to help staff make alternative arrangements. This is a complex challenge, but we are committed to finding workable solutions to benefit future generations of students.
Community use impact	The College is committed to creating welcoming spaces for shared community use. During construction, current facilities will not be available for hire and users will be given at least 12 months warning of this. Once built, the sports facilities in the Scientia project will be modern and all-weather.
Heritage Buildings	The history of Monte is rich in both cultural and heritage value. The College has been on site since 1875 and is a long-standing part of the community. The College takes seriously its responsibility to preserve and protect the heritage of North Sydney. As one of the oldest and largest occupants of North Sydney, the College has a strong stewardship role. Recognising the site's history, the designs will pay respect to the surrounding buildings. The Scientia project will be partially underground and sit low on the College grounds, complementing

	<p>Miller Street and not detracting from the focus point of the College Chapel and other historical buildings. It will preserve the College's unique landscape qualities and maintain the feel of an oasis in the middle of a busy Sydney CBD.</p> <p>Initial heritage studies have already been undertaken and these will be expanded as part of the development of the Environmental Impact Statement (EIS). These facilities are also located a significant distance from other heritage buildings on the College grounds and in the surrounding area.</p>
Landscape	<p>A detailed landscape and urban design strategy is in place and critical to the College and this project. Under this strategy, green space will be increased and the existing landscape, including the Norfolk Pines, protected.</p> <p>The College grounds are an important part of providing an inspiring learning environment and visual amenity for many residents in North Sydney. As such, the Scientia project will enhance the urban design of the College and increase the amount of green space on the College grounds.</p> <p>One tree, that is classified as a noxious weed, will be removed during construction. This tree will be replaced with additional trees that will be endemic to the North Sydney Area.</p> <p>Any loss of tree as a result of project will be replaced in accordance with landscape plans.</p>
Visual Impact on Miller Street	<p>The Scientia project will be partially underground and sit low on the College grounds, complementing Miller Street and not detracting from the focus point of the School Chapel. It will preserve the College's unique landscape qualities and maintain the feel of an oasis in the middle of a busy Sydney CBD.</p>
Student Safety	<p>The safety of our students is our highest priority. There are no known contaminants on site that will need to be removed and all works will take place in accordance with health and safety requirements. The site will not be accessible to students, or staff, and will have its own dedicated hoarding that will separate the works from the school community.</p>
Hours of operation	<p>The majority of College activities are during typical College operating hours; however, special events will occur periodically throughout the year outside of these hours.</p> <p>The College will review the calendar to ensure preparations are made that factor in construction constraints.</p>

Services disruption	The College will take an 'early and often' approach to notifying the community and its neighbours of any services disruptions. Notification
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6. Communications

Core to this strategy is leveraging and maintaining the positive relationships that the College currently has with its neighbours and stakeholders.

Throughout the project, and with every stakeholder, we will adapt a model of consulting early, with a view to ensuring there are no surprises. All interactions with stakeholders will align with the Monte values and be welcoming, informative and transparent.

As detailed in consent condition C8, prior to the start of construction works, the College must have mechanisms to facilitate communication between the College and the relevant Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development and for a minimum of 12 months following the completion of construction.

The College plans on using the below communications tools to adhere to the C8 consent conditions;

Scientia Project Website

The existing project website, scientiaproject.monte.nsw.edu.au, will be the one source of truth for all stakeholders. As required by the consent conditions, this will be updated regularly and be in place for at least 12 months post-construction of the project.

The project website will include a regular summary on the progress of the project and the upcoming activity. This will also be emailed to subscribers via regular College communiques.

Establishing a Project email inbox

The existing project email, scientiaproject@monte.nsw.edu.au, will be monitored daily and stakeholders can expect a response within 72hrs. Users can email directly, use the subscribe button via the website to receive email updates or complete the online form. This will be the central point to which complaints are handled

Regular Community Communique

Developed in conjunction with the appointed builder, the College will send out a detailed community communique updating them on the project both currently and next steps, outlining any potential impacts to the broader community.

Dedicated and trained staff to answer questions

Should the College receive calls regarding the Scientia project, reception staff will be trained to answer some basic questions, via an FAQ document (see appendix A) or will transfer the call to one of the members of the Project Reference Group (PRG) who will further be able to assist.

Letterbox drop to commercial and residential neighbours

As key stakeholders, it is important to keep our neighbours informed, especially concerning any impacts they may encounter.

Where appropriate and as relevant, a letterbox drop/email to nearby residents, strata and building managers on Miller Street, McLaren Street, Pacific Highway and Berry Street will be undertaken.

We anticipate providing an update ahead of the start of works and the letter will include communications methods for them to raise concerns should they arise (project website and email).

Doorknocking / F2F meetings

The College will engage trained staff in addition to, or instead of, a letterbox drop, if necessary, to door knock its neighbours. This will be another opportunity to meet our neighbours and demonstrate the project team's commitment to providing information and listening to our neighbours' concerns. This approach will only be executed where necessary.

College representatives will also make themselves available for F2F meetings with the community and its neighbours if it is requested.

Community Forums

The College is open to conducting regular community forums with representative groups if requested by the community.

FAQs

The College has written a set of FAQs as part of its application to the State Significant Development (SSDA). This will be added to throughout the project and enable internal stakeholders to provide quick responses to concerned stakeholders. Refer to appendix A for the current FAQ document.

Broadcast email

Throughout the project, email subscribers will receive regular communiques from the College with updates on the project. Any stakeholder can subscribe to this via the project website, scientiaproject.monte.nsw.edu.au.

Internal Publications (Newsletters & Magazines)

The College will use internal weekly and quarterly publications to provide updates to internal stakeholders. Refer to the table below (page 21) for a draft calendar.

Project Reference Group

The established PRG group will continue to meet regularly to discuss communications and the need for any updates to the community and key stakeholders. This group will determine which communication tool to use to disseminate the information in the appropriate manner to the relevant stakeholder(s).

The following is a draft engagement calendar developed by the College internal communications team for internal related communications;

Date	Publication	Content
Throughout the project	Scientia Website	Updated regularly
November 2020	Letter to Parents	Overview of Scientia Project including project website details and project email if parents have concerns
December 2020	Gazette	Announcement of approval of Scientia Project in Principal's column
February 2021	College Website	Link on the College website to Scientia Project website
February 2021 (before build commences)	Letter to Parents	Update on project, link to Scientia website, site access information and managing logistics
February 2021	Email to Students	Link to video about the Scientia Project
March 2021	Open Day	Display Boards with designs and project information. Double-sided information flyer inserted with prospectus.
July 2021	Gazette	
December 2021	Gazette	
Term 1 WK4 Term 2 WK4 Term 3 WK4 Term 4 WK4	Monte Matters	Scientia Project update and pictures
TBC (Term 2/3)	Letter to Parents	Milestone celebration, link to Scientia website and project update

7. Calendar

This Strategy will be effective immediately, throughout construction and up to a minimum of 12 months post-project completion.

The following will be made available for community enquiries and complaints for the duration of construction:

- Dedicated project website
- Dedicated project email address, for questions, comments and concerns

Key tasks identified;

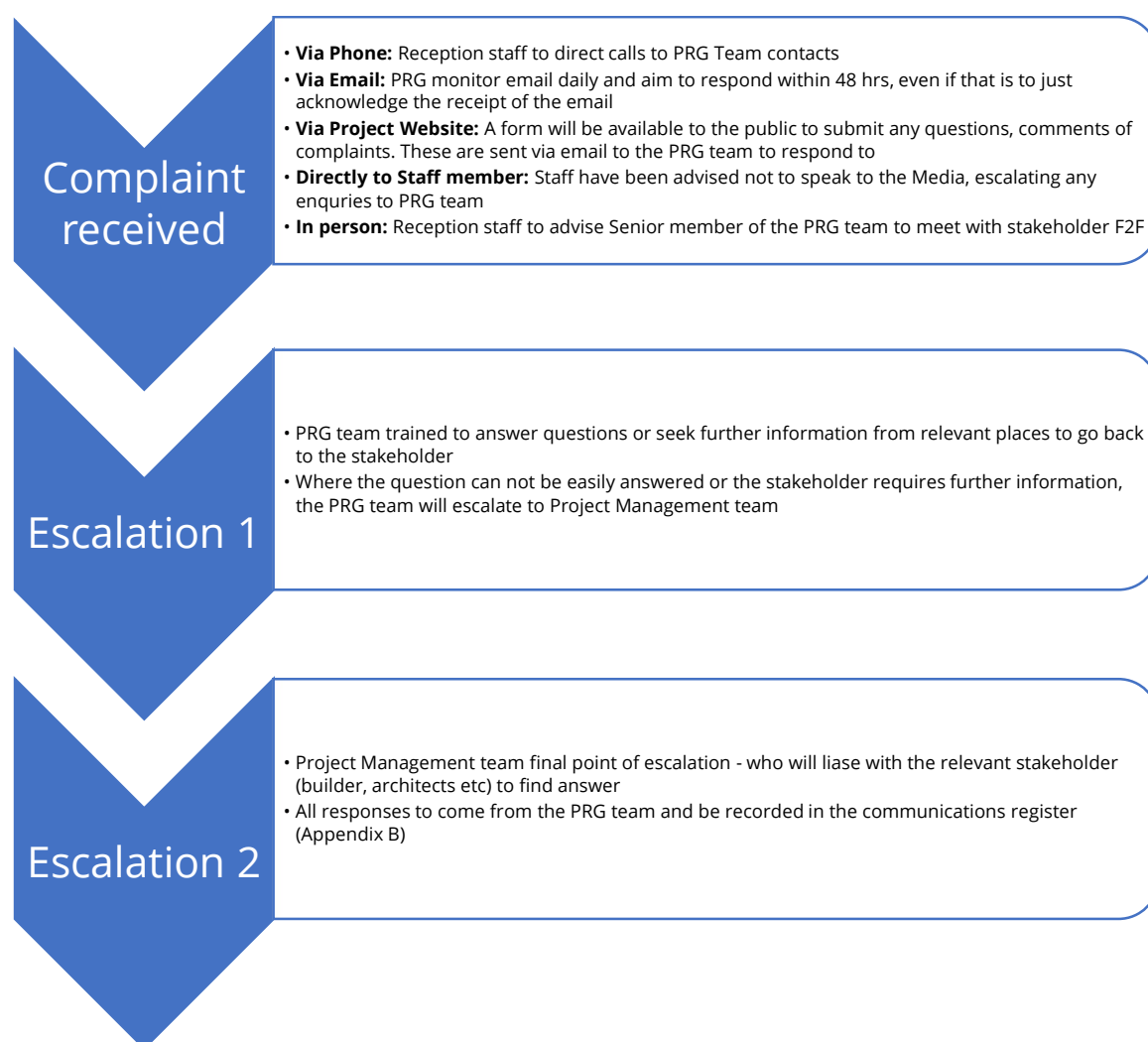
Stage	Date	Actions	Collateral	Stakeholders
ASAP		Create collateral template for communications	<ul style="list-style-type: none">○ Letters○ Emails○ Website	PRG
Early Works – Demolition	January 2021	Communicate with all stakeholders to notify them of the commencement of relevant stage (demolition/civil/construction) at least 14 days prior to commencing	<ul style="list-style-type: none">○ Letter (sent via email) to all subscribers, key stakeholder○ Update website to display update and communications○ Wayfinding signage	Various
Early Works – Civil	April 2021			
Main Works	August 2021			

8. Protocols

The College's intent is to handle all matters and address appropriately to avoid the need for Council or DPIE involvement. Accordingly, all stakeholder will be directed to the College in the first instance.

Any contact with the College will be managed as follows;

Complaints handling/register:



Media

Staff have been advised not to speak directly to the media, instead they should refer them to the Director of Development and Community Relations (DDCR).

Where the DDCR is unable to adequately combat or appease the media, they may wish to escalate and seek advice from the College's legal representation.

Appendix A

What is the Scientia project?

The College is seeking approval from the NSW Government to enhance its teaching and learning spaces for Science, Personal Development Health and Physical Education (PDHPE) and Sports Science through the construction of a purpose-built, future-focussed facility. The project will be called 'Scientia', which is Latin for 'knowledge' and part of the College motto: Religio Scientia Cultus. Subject to approval, the Scientia project includes the construction of new, fit-for-purpose Science, Sports Science and sports facility. There will also be dedicated social enterprise and innovation hub, flexible learning spaces and increased open, green spaces.

The delivery of the Scientia project is part Monte's ongoing commitment to deliver a world-class educational experience for young women both now and into the future. It aligns with the College's vision for contemporary education for young women, both locally and globally.

The Scientia project will create a place where Monte students have choice in a future-focussed learning environment. It will create an enhanced learning experience for students, in facilities that are fit-for-purpose and empower young women to make a positive contribution to the world, especially in STEM.

Why have you chosen to upgrade the science facilities?

There are a few reasons for this decision. Firstly, the current science facilities were first built in 1954. In order for us to continue providing dual curriculum education, we require future-focussed facilities that inspire and empower young women. Ensuring an enhanced student experience in STEM is critical, with 47% of our most recent Alumni going onto science-related degrees at university. Science, Sports Science and PDHPE are critical to both curriculum with over 75% of students taking part in sport each week.

Finally, the Scientia project unlocks the potential of the College Campus, enhancing the learning environment across all subject areas, benefitting each student.

Will the development increase student numbers?

Student numbers will not increase. The delivery of the Scientia project is about enhancing the learning experience and upgrading facilities so that Monte staff can continue to meet the educational objectives of the school, both now and into the future.

When will construction take place?

Pending project approvals with the Department of Planning, Industry and the Environment, construction is set to start on site in in late 2020, when early works will take place. The main construction works will take place over a two-year period from early 2021.

What is the benefit to economy?

The Scientia project will create 181 jobs during the 1.5-year build. This will naturally provide economic stimulus to local businesses which has been welcomed by all we have spoken to, particularly in recent times post-COVID. The Scientia Project has been identified by the DPIE as a priority project and included in its Fast-Track Tranche Six. The project meets the DPIE priority project criteria through job creation, project readiness and public benefit.

How much will the building cost?

It is estimated to cost approximately \$45 million

How will you ensure student safety during construction?

The safety of our students is critical. There are no known contaminants on site that will need to be removed and all works will take place in accordance with health and safety requirements. The site will not be accessible to students, or staff, and will have its own dedicated hoarding that will separate the works from the school community.

Why is this project important?

Refer to the above 'What is the Scientia Project' for internal College response.

Will noisy works take place and impact students undertaking exams?

The educational needs of our students are of the highest priority and impacts on the educational experience will be minimised.

A construction management plan will be developed, and works will be scheduled to minimise impacts to students and staff.

Will I still be able to park onsite during construction?

During the construction period for this project, on-site parking will be impacted. Alternative options for parking are being considered to help staff make alternative arrangements. This is a complex challenge, but we are committed to finding workable solutions. We will keep you updated on our progress.

How will you retain the heritage value of the school?

The history of Monte is rich in both cultural and heritage value. The school has been on site since 1875 and is a long-standing part of the community. The College takes seriously its responsibility to preserve and protect the heritage of North Sydney. As one of the oldest and largest residents in North Sydney, the College has a strong stewardship role.

Recognising the sites history, the designs will pay respect to the surrounding buildings. The building will be partially underground and sit low on the College grounds, complementing Miller Street and not detracting from the focus point of the School Chapel. It will preserve the College's unique landscape qualities and maintain the feel of an oasis in the middle of a busy Sydney CBD.

Initial heritage studies have already been undertaken and these will be expanded as part of the development of the Environmental Impact Statement. These facilities are also located a significant distance from other heritage buildings on the College grounds and in the surrounding area.

Will the new design have disability access?

In addition to full disability access being a legal requirement, we are committed to supporting the educational needs for all of our current and future students, and wider community. As such, the new modern facilities will have full disability access.

What will happen with the existing science labs?

These will be repurposed to meet the needs and priorities of the College and learning environment.

Will I still be able to hire the courts?

The College is committed to creating welcoming spaces for shared community use. During construction, current facilities will not be available for hire and users will be given at least 12 months warning of this. Once built, the sports facilities in building will be modern and all-weather

What are the next steps?

As part of the project approvals, an Environmental Impact Statement, or EIS, will need to be developed between December 2019 and March 2020. Throughout the development of the EIS we will be speaking with stakeholders about this project, and seeking their views.

How can I provide feedback or find out more?

We will be engaging with our school community and neighbours throughout the approvals and construction process. You can find out more by visiting **scientiaproject.monte.nsw.edu.au**. We will continue to provide regular updates on the project however, should you have any questions please email **scientiaproject@monte.nsw.edu.au**

Where will sports that utilise the existing outdoor courts be moved to?

The College will be maximising other onsite indoor and outdoor spaces for the duration of the build as well as hiring other offsite venues where required. Refer to the 'Operations Plan' for further detail.

Will the pool be closed during construction?

No, the pool will remain open and be accessible to both students and staff. External hire during the period of construction will not be permitted.

Appendix B

Communications Register

Date	Contact Name	Complaint Received by	Topic of Complaint/Enquiry	Date of Response	Response/Action Taken	Follow up Required?
E.g. 1/1/21	Joe Bloggs	Phone	Noise – how is the College mitigating noise	1/1/21	TS spoke to JB on phone and explained provisions to minimise noise impacts	TS added JB emails to communications list so he can receive a heads up with further impacts in advance