

Roseville College:

Community Communications Strategy, March 2022

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Introduction

This document is the Community Communications Strategy required to be developed by Roseville College under the consent conditions – it governs engagement with the local community throughout the construction phase.

It has been prepared to meet consultation requirements set out in the consent conditions for State Significant Development (SSD) 9912 for the Sport and Wellbeing Centre at Roseville College. The development site is located at 27-29 and 37 Bancroft Avenue, Roseville.

Consent Condition B8: Community Communications Strategy

This document has been prepared in response to the requirements set out in the SSD consent conditions for the project. Specifically, consent condition B8 requires the preparation of a Community Communications Strategy. An excerpt is provided below.

“No later than two weeks before the commencement of construction, a Community Communication Strategy must be submitted to the Planning Secretary for approval, prior to the commencement of construction or within another timeframe agreed with the Planning Secretary.

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.”

Scope of Strategy

“The Community Communication Strategy must:

- *Identify people to be consulted during the design and construction phases.*
- *Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development.*
- *Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development.*
- *Set out procedures and mechanisms:*
 - + *Through which the community can discuss or provide feedback to the Applicant.*
 - + *Through which the Applicant will respond to enquiries or feedback from the community.*
 - + *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.*
- *Include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage.”*



Project Overview

The construction and operation of the Sport and Wellbeing Centre includes:

- Demolition of outdoor sports courts at 27-29 Bancroft Avenue.
- Demolition of a dwelling, ancillary structures and hardstand areas at 37 Bancroft Avenue.
- Tree removal and excavation works.
- Construction of a three-storey building, comprising:
 - + 48 basement car parking spaces.
 - + Eight-lane swimming pool, associated concourse and grandstand.
 - + Gymnasium.
 - + Food technology space.
 - + General learning areas.
 - + Change facilities, amenities and storage.
 - + Mechanical plant, on-site detention, filtration plant and chemical store.
 - + Rooftop multi-purpose sports courts.
- Landscaping.
- Signage.



Communication and Consultation Objectives

The communication and consultation objectives are listed below.

- Provide access to information about the consent conditions, including the documents and reports that are required to be published on the College's website.
- Identify stakeholders who need to be consulted during the design and construction phases of the development.
- Identify, target and inform stakeholders of the project to provide useful, relevant and timely information.
- Develop procedures and mechanisms to distribute information and receive feedback and complaints about the project.
- Provide information to stakeholders through multiple channels and at appropriate stages of the project to satisfy statutory and regulatory community consultation and communication requirements.
- Develop procedures to resolve issues and mediate disputes should they arise, in relation to construction and operation, including disputes regarding rectification or compensation.
- Specify requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage in this strategy.
- Build positive relationships with stakeholders to leave a legacy of goodwill.

Stakeholders

The community stakeholders of the development, including their anticipated interests have been identified in **Table 1** below, with the adjoining landowner, nearby residents and businesses, and the local community groups shown on the map at **Appendix A**. There will be additional communication and consultation actions about technical matters for the development with stakeholders such as Ku-ring-gai Council and other utility and service providers, as set out in the consent conditions and/or as per other statutory requirements.

The College will also undertake internal communication and engagement activities for students, parents and carers, and the wider College community to communicate the project and manage potential impacts on the College grounds.

Table 1: Community stakeholders

STAKEHOLDER	ANTICIPATED INTERESTS
Adjoining landowner: 39 Bancroft Avenue	Consultation on design and construction of the SWELL Centre Notification of disruptions General project updates Contact information for enquiries and complaints
Nearby residents and businesses: Bancroft Avenue Victoria Street Spearman Street Hill Street Wandella Avenue Clermiston Avenue Glencroft Avenue Lord Street	Consultation on design and construction of the SWELL Centre Notification of disruptions General project updates Contact information for enquiries and complaints
Local community groups: Ku-ring-gai Arts Centre Roseville Lawn Tennis Club	Consultation on design and construction of the SWELL Centre Notification of disruptions General project updates Contact information for enquiries and complaints
Registered Aboriginal Parties: Six Registered Aboriginal Parties	Consultation on design and construction of the SWELL Centre General project updates Contact information for enquiries and complaints
Roseville community	General project updates Contact information for enquiries and complaints
Ku-ring-gai Council	Consultation on design and construction of the SWELL Centre General project updates Contact information for enquiries and complaints
Roseville College – staff and students as sensitive receivers through construction	Consultation on design and construction of the SWELL Centre Notification of disruptions General project updates Contact information for enquiries and complaints

Engagement Approach

The College will engage with stakeholders and the local community throughout construction to meet the project's communication objectives, to keep them up to date about the project's status and achievements, and to inform them ahead of noise and other potential disturbances.

The consent conditions and their corresponding communication procedures and mechanisms in sections 6 and 7 of this strategy provide detailed information about what and when communication is required about the project. **Table 2** below provides a summary of communications mechanisms, which form the approach to how and when the College will communicate with stakeholders.

Table 2: Summary of communication mechanisms

COMMUNICATION MECHANISM	SUMMARY	ANTICIPATED FREQUENCY
Project telephone number	The community contact line for enquiries and complaints	Available during business hours
After hours telephone number	An after-hours contact number will be available onsite signage and notifications about after-hours work	Available after hours
Project email address	A project email address will be made available to stakeholders and the community for enquiries and complaints	Available at all times, with responses made during business hours
Project contact card	A contact card will be distributed (and continue to be made available) to stakeholders, containing the project contact details	Distributed at the start of construction and as required throughout the project
Project webpage	The College website will have a project webpage established to include the documents and reports required to be publicly available, as well as general project information	Available before the start of construction and for 12 months after completion, as required in consent conditions. The webpage will be updated as required by the consent conditions, as well as to provide project status updates and to add notifications that have been distributed to the community
Quarterly project news	A project news document will be distributed (print and/or digital) to stakeholders to provide an update on the progress of construction and any milestone achievements	Distributed quarterly (or more frequently if determined necessary by the College)
Quarterly community drop-in	An informal community information drop-in for stakeholders to find information, ask questions, face-to-face and in-person	Held at the College each quarter
Regular construction work notifications	Construction work notifications will be prepared (print and/or digital) to provide advance notification of the upcoming work schedule.	Distributed monthly (or more frequently if determined necessary by the College)
Ad hoc construction work notifications	Construction work notifications will be needed on an ad hoc basis for specific stakeholders to provide advance notification of works that may expectedly or unexpectedly occur	As required
Door knocking, calling and emailing stakeholders	It may be necessary to directly contact individual stakeholders throughout the work, to provide advance notification and/or to manage matters relating to construction impacts	As required

Consent Conditions for Communications

Table 3 below lists the consent conditions that require communication procedures and mechanisms, including a brief summary of the procedures and mechanisms. This strategy provides additional information about each communication procedure and mechanism.

Table 3: Consent conditions and communication procedures/mechanisms

CONSENT CONDITION	SUMMARY	PROCEDURE / MECHANISM
A28 Access to information	Publish key planning and consent documents on College's project webpage, including monthly complaints register.	1. Project team will ensure communication channels for the project remain available to community during construction, operation and for 12 months after construction. 2. Project team will provide all required documents for loading onto webpage, prior to construction starting, prior to operation of centre, and for 12 months after construction. 3. Monthly complaints register will be updated and published on the College's project webpage in the first week of each month to reflect the previous month's complaints.
B8	Prepare and publish a Community Communications Strategy The Community Communication Strategy must: B8(a): Identify people to be consulted during the design and construction phases B8(b): Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the development B8(c): Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development B8(d): Set out procedures and mechanisms: (i) through which the community can discuss or provide feedback to the Applicant; (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.	4. Project team will ensure this strategy meets the requirements of the condition to prepare and publish a Community Communications Strategy and make it publicly available throughout the works and for 12 months after the works have been completed.

CONSENT CONDITION	SUMMARY	PROCEDURE / MECHANISM
	B8(e): Include any specific requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage.	
B13 Construction Environmental Management Plan	In addition to making key documents available publicly per condition A28 above, the following requirements relate to community communication. B13(a)(viii): Conduct community consultation and complaints handling, per condition B8 above. B13(b): Prepare and share the works methodology outlining protective measures for 31 Bancroft Avenue (Rose Cottage) and 39 Bancroft Avenue during the excavation and construction B13(c): Prepare and share an unexpected finds protocol for contamination and associated communications procedure to ensure that potentially contaminated material is appropriately managed. B13(d): Prepare and share an unexpected finds protocol for Aboriginal and non-Aboriginal heritage and associated communications procedure.	Refer procedures 1-4 above. 5. Prepare and publish the Construction and Environmental Management Plan to provide information to stakeholders about: a. methodology and protective measures to be in place for 31 and 39 Bancroft Avenue during excavation and construction b. unexpected finds protocol for contamination and communications procedure c. unexpected finds protocol for Aboriginal and non-Aboriginal heritage and communications procedure
B14 Construction Traffic and Pedestrian Management Sub-Plan	Make available information about ensuring safety and efficiency of the road network and address specific matters as they relate to construction.	Refer procedures 1, 2 and 4 above.
B15 Construction Noise and Vibration Management Sub-Plan	Make available information about construction noise and vibration management, including B15(c): Describe the measures to be implemented to manage high noise generating works such as piling, in close proximity to sensitive receivers B15(d): Include strategies that have been developed with the community for managing high noise generating works; B15(e): Describe the community consultation undertaken to develop the strategies in condition B15(d) B15(f): Include a complaints management system that would be implemented for the duration of the construction.	Refer procedures 1-4 above. 6. Prepare and publish information to stakeholders about: a. Measures to manage high noise generating works b. Consultation that occurred to manage high noise generating works 7. Consult the community about proposed measures to manage high noise generating works 8. Prepare and publish complaints management system to be implemented during construction.
B16 Construction Waste Management Sub-Plan	Make available information about the Construction Waste Management Sub-Plan	Refer procedures 1-4 above.
B17 Construction Soil and Water Management Sub-Plan	Make available information about the Construction Soil and Water Management Sub-Plan	Refer procedures 1-4 above.

CONSENT CONDITION	SUMMARY	PROCEDURE / MECHANISM
B18 Construction Environmental Management Plan	Make available information about the Construction Environmental Management Plan	Refer procedures 1-4 above.
B19 Construction Worker Transportation Strategy	Make available information about the Construction Worker Transportation Strategy	Refer procedures 1-4 above.
B20 Operational Noise – Design of Mechanical Plant and Equipment	Make available information about the Operational Noise – Design of Mechanical Plant and Equipment	Refer procedures 1-4 above.
B24 Archival photographic record	Make available information about the archival photographic record	Refer procedures 1-4 above.
B26 Landscape	Prior to the commencement of construction, the Applicant must consult with the owners of the residential property at 39 Bancroft Avenue regarding tree planting at the eastern boundary of the site, including species selection	9. Before the start of construction, consult the owners of 39 Bancroft Avenue about tree planting at the eastern site boundary (including tree species selection)
B27 Landscape	Make available information about landscaping, particularly around: B27(c): the provision of trees at the eastern boundary of the site that include a mix of native and deciduous trees set out informally, selected in consultation with the owners of the residential property at 39 Bancroft Avenue, as required by condition. B27(d): the provision of a 1.8 metre tall vegetated trellis at the eastern side of the roof-top sports courts to provide visual privacy to the residential property at 39 Bancroft Avenue B27(e): the provision of planting at the northern boundary of the site that is in keeping with the garden setting of the surrounding heritage conservation areas B27(f): the preparation of a protection and maintenance strategy for the mature Himalayan Cedar tree (Tree 7) on Bancroft Avenue in consultation with an Arborist.	Refer procedures 1-4 Refer procedure 9 above.
B28 Landscape	In the event of a dispute between the Applicant and the owners of the adjoining residential property at 39 Bancroft Avenue in relation to appropriate landscape screening, either party may refer the matter to the Planning Secretary for resolution. The Planning Secretary's resolution of the matter must be binding on the parties.	Include information about this condition to the landowner of 39 Bancroft Avenue when consulting per procedure 9 above.
C1 Site notice	A site notice must include: C1(d): the approved hours of work, the name of the site/ project manager, the responsible managing company (if any), its address and 24-hour contact phone number for any inquiries,	Ensure procedure 8 above considers the requirement to provide 24 hour contact for inquiries and construction/noise complaints

CONSENT CONDITION	SUMMARY	PROCEDURE / MECHANISM
	including construction/noise complaint must be displayed on the site notice	
C4 Construction hours	Make information available about construction hours	Ensure procedures 1,2,5,6,8 consider this condition
C5 Construction hours	Make information available about construction activities that may be undertaken outside of the hours in condition C4 if required.	Ensure procedures 1,2,5,6,8 consider this condition
C6 Construction hours	Notify affected residents of construction activities as referenced in condition C5 before undertaking the activities or as soon as is practical afterwards	Ensure procedures 1,2,5,6,8 consider this condition
C7 Construction hours	Make information available about the permitted times for rock breaking, rock hammering, sheet piling, pile driving and similar activities	Ensure procedures 1,2,5,6,8 consider this condition
C9 Construction traffic	Make information available about construction vehicle location/s	Ensure procedures 1,2,5,6,8 consider this condition
C12 Construction Noise Limits	Make information available about construction noise limits	Ensure procedures 1,2,5,6,8 consider this condition
C13 Construction Noise Limits	Make information available about construction vehicles (including concrete agitator trucks) permitted hours	Ensure procedures 1,2,5,6,8 consider this condition
C14 Construction Noise Limits	Make information available about the use of 'quackers' where permitting, to reduce noise impacts	Ensure procedures 1,2,5,6,8 consider this condition
C15 Vibration criteria	Make information available about construction vibration criteria	Ensure procedures 1,2,5,6,8 consider this condition
C16 Vibration criteria	Make information available about permitted locations of vibratory compactors	Ensure procedures 1,2,5,6,8 consider this condition
C17 Vibration criteria	Make information available about vibration limits	Ensure procedures 1,2,5,6,8 consider this condition
C18 Site contamination	Make information available about site contamination if uncovered as a result of the demolition of 37 Bancroft Avenue	Ensure procedures 1,2,5,6,8 consider this condition
C19 Tree protection	Make information available about tree protection measures in place	Ensure procedures 1,2,5,6,8 consider this condition
D6 Outdoor lighting	Make information available about evidence that proves outdoor lighting does not create a nuisance to surrounding properties or the public road network.	Ensure procedures 1 and 2 consider this condition
D8 Operational Noise – Design of Mechanical Plant and Equipment	Make information available about how the design of mechanical plant and equipment complies with noise mitigation measures listed in the consent condition	Ensure procedures 1 and 2 consider this condition
D9/D10 Operational Noise – Outdoor Rooftop Sports Courts	Make information available about the operational noise mitigation measures required/permitted for outdoor rooftop sports courts	Ensure procedures 1 and 2 consider this condition
D11 Site contamination	Make information available about the outcomes of the activities required in this condition.	Ensure procedures 1 and 2 consider this condition
D22 Operational Transport and Access Management Plan	Before operation of the centre, make information available about the Operational Transport and Access Management Plan	Ensure procedures 1 and 2 consider this condition
E4 Community Communication Strategy	This strategy must be implemented for 12 months after construction is completed.	Ensure procedures 1 and 2 consider this condition



CONSENT CONDITION	SUMMARY	PROCEDURE / MECHANISM
E6 Operational noise limits	Make information available about operation of mechanical plant and equipment compliance with condition	Ensure procedures 1 and 2 consider this condition
E7 Operational noise limits	Make information available about the short-term noise monitoring that is required to be undertaken at each stage of the development	Ensure procedures 1 and 2 consider this condition
E12 Outdoor lighting	Should outdoor lighting result in any residual impacts on the amenity of surrounding sensitive receivers, the Applicant must provide mitigation measures in consultation with affected landowners to reduce the impacts to an acceptable level	Ensure procedures 1 and 2 consider this condition 10. Consult affected residents should outdoor lighting result in impacts about proposed mitigation measures to reduce impacts to an acceptable level
Appendix 1 Advisory notes – Road occupancy licence	Make information available about the requirement of this condition	Ensure procedures 1 and 2 consider this condition

Communication Procedures and Mechanisms

Table 4 below describes the communication procedures and mechanisms in place to meet the consent condition for this Community Communication Strategy.

Table 4: Communication procedures and mechanisms

PROCEDURE/MECHANISM	DESCRIPTION
1. Project team will ensure communication channels for the project remain available to community during construction, operation and for 12 months after construction.	The following communication channels have been made available to all stakeholders over the course of the project and will continue to be available through construction and operation of the SWELL Centre: - Roseville College's news webpage and project webpage - Roseville College's telephone number 9884 1100 and email address enquiries@roseville.nsw.edu.au
2. Project team will provide all required documents for loading onto webpage, prior to construction starting, prior to operation of centre, and for 12 months after construction.	The project team will load all required documents, plans, strategies, procedures, notices, reports, notices and other information onto the project webpage before construction, where they will be updated where necessary and remain available for 12 months after construction.
3. Monthly complaints register will be updated and published on the College's project webpage in the first week of each month to reflect the previous month's complaints.	A complaints register will be published on the College's project webpage at the beginning of each month to include new complaints received the previous month. The register will include the date and time of the complaint, the channel through which the complaint was received, the key matter/s raised in the complaint, the date of the College's response, a summary of the College's response, if the matter was closed, and if the matter related to an emergency.
4. Project team will ensure this strategy meets the requirements of the condition to prepare and publish a Community Communications Strategy and make it publicly available throughout the works and for 12 months after the works have been completed.	This Community Communication Strategy includes a stakeholder section to identify people to be consulted during the design and construction phases. A monthly construction notification will be available to stakeholders on the project webpage and distributed in letterboxes of nearby residents to provide information about or relevant to the development. Should they be required, community drop-ins at the school grounds (or virtually if COVID health orders are in place) can be arranged to focus on key environmental management issues for the development. A community feedback and complaints process has been established to include: - phone, email and in person contact with the College - a record of the enquiry or complaint, including the individual's contact details, the nature of the contact, the date and time of their contact and the College's response - a main contact point between the College and the project manager to ensure enquiries and complaints can be managed quickly and efficiently - an acknowledgement of the receipt of the enquiry or complaint and a proposed timeline for its resolution. The College has established a procedure to resolve issues and mediate disputes that may arise in relation to construction and

PROCEDURE/MECHANISM	DESCRIPTION
	operation of the development, including disputes regarding rectification or compensation. The procedure involves making attempts to mediate directly between a College executive representative and the complainant. This community communication strategy includes specific communication and consultation requirements around traffic, noise and vibration, visual impacts, amenity, flora and fauna, soil and water, contamination, heritage.
5. Prepare and publish information to stakeholders about: a. methodology and protective measures to be in place for 31 and 39 Bancroft Avenue during excavation and construction b. unexpected finds protocol for contamination and communications procedure c. unexpected finds protocol for Aboriginal and non-Aboriginal heritage and communications procedure	The College will include information on its project webpage about the methodology and protective measures in place during excavation and construction for 31 and 39 Bancroft Avenue. The College has prepared an unexpected finds protocol for contamination, which is documented within the Construction and Environmental Management Plan. Unexpected finds of contamination on site during construction will be communicated to stakeholders as legislated and via a works notification letter to nearby residents and the school community, which would include information about the nature of contamination and the methods to contain it and/or remediate it. The College has prepared an unexpected finds protocol for Aboriginal and non-Aboriginal heritage, which is documented within the Construction and Environmental Management Plan. Unexpected finds on site during construction will be communicated to stakeholders as legislated and via a works notification letter to nearby residents, Registered Aboriginal Parties, local non-Aboriginal heritage groups, and the school community, which would include information about the find and safeguarding methods.
6. Prepare and publish information to stakeholders about: a. Measures to manage high noise generating works b. Consultation that occurred to manage high noise generating works	The College will include information on its project webpage and in relevant works notification to nearby residents about the measures to manage high noise generating works and the consultation that occurred to manage those works.
7. Consult the community about proposed measures to manage high noise generating works	Before the start of construction, the College will distribute a works notification to nearby residents about the anticipated high noise generating works and the proposed control methods. Nearby residents will be invited to comment on those measures over a one-week period, prior to the start of construction.
8. Prepare and publish complaints management system to be implemented during construction.	The following community feedback and complaints process will be published on the College's project webpage: Roseville College has established a community feedback and complaint management system that includes: • the capability to receive phone, email and in person contact from the community with the College • a record of the enquiry or complaint, including the individual's contact details, the nature of the contact, the date and time of their contact and the College's response • an acknowledgement of the receipt of the enquiry or complaint and a proposed timeline for its resolution



PROCEDURE/MECHANISM	DESCRIPTION
	• an internal forum to discuss and implement the proposed resolution to meet the proposed timeline • a main contact point between the College and the project manager to ensure enquiries and complaints can be managed quickly and efficiently • 24-hour contact between the College, the project manager and the construction contractor and sub-contractors for active works to ensure that enquiries and complaints can be managed 24 hours a day where required.
9. Before the start of construction, consult the owners of 39 Bancroft Avenue about tree planting at the eastern site boundary (including tree species selection)	This consultation has been completed and the consent condition satisfied.
10. Consult affected residents should outdoor lighting result in impacts about proposed mitigation measures to reduce impacts to an acceptable level	Should complaints be made by adjoining landowners and nearby residents about outdoor lighting during operation of the centre, the College will write to the individual to offer a meeting to discuss and agree proposed mitigation measures to reduce impacts to an acceptable level.

Appendix A: Map of Nearby Properties



Properties highlighted in pink would receive construction notifications

