

# State Significant Development Community Communication Strategy

Coffs Harbour City Council's Cultural  
and Civic Space Project



We acknowledge the Gumbaynggirr People, Traditional Custodians of the land on which we live and work, and pay our respects to their elders, past and present

## Contents

Author.....	3
Purpose.....	3
Project information.....	3
Project Overview and Objectives: .....	3
Project Context: .....	3
Stakeholder Table .....	4
Community Consultation .....	5
Information distribution .....	5
Community forums .....	5
Community discussion and feedback .....	6
Response to enquiries and feedback .....	6
Issue resolution and dispute mediation .....	6
.....	7

## Author

Name	Position	Contact Details
Ken Welham	Cultural and Civic Space (CCS) Project Lead	ken.welham@chcc.nsw.gov.au

## Purpose

This strategy documents Coffs Harbour City Council's (Council) approach for community consultation during the construction period for the Cultural and Civic Space (CCS) and the 12 months following Practical Completion. This strategy will cover project information including overview and objectives, context and stakeholders; planned community consultation; distribution of information; community forums; procedures for community discussion and feedback; as well as issue resolution and dispute mediation.

## Project information

### Project Overview and Objectives:

The Cultural and Civic Space (CCS) project will deliver long term civic and cultural infrastructure for the Coffs Harbour Local Government Area and visitors. This project will combine arts, people, technology and culture to create a vibrant community hub designed to transform our library, museum and gallery into spaces more suited to the Coffs Harbour region's growing role as regional city and tourist destination. The new building will also bring council administration together in one building, including customer service, council chambers and administration offices. There will also be a cafe and bookable community meeting and working spaces.

### Project Context:

The project has been active since 2016, going through site selection plus concept, schematic and detailed design. Construction is proposed to start 1 April 2021. Through each stage of the project there have been project-led communications and various levels of community engagement activities undertaken.

The project has an overall budget of \$76.52 million dollars, and funding is proposed from Council's reserves, the sale of four council properties (Rigby House, Castle Street administration building, Rose Avenue offices and the Coffs Harbour Regional Museum) and from loans. Grant funding will continue to be sought to reduce the loan requirements.

The project reached the 50% milestone for detailed design in June 2020, and 80% detailed design was completed by the end of 2020. The ECI contractor, Lipman Pty Ltd, has submitted their Design & Construct (D&C) offer at the end of December 2020. The construction contract is scheduled for Council consideration 25 February 2021, enabling construction to begin in April 2021 if Council approves.



## Stakeholder Table

Stakeholder	Stakeholder representative and contact information, if available	Stakeholder Classification (as per Risk Matrix)	Stakeholder Risk Level (as per Risk Matrix)	Level of Engagement (Inform, consult, involve, collaborate, empower)
Internal	CCS Project Board Council Leadership team Administration staff Project Champions Working Group Leads Library/Museum/Gallery team	Important/affected	high	inform/consult/involve
Mayor and Councillors	Mayor Denise Knight & Councillors	important	high	inform/consult
355 Committees	<b>Richard Widders:</b> Yandaara <b>Kirsty Fikkers:</b> Sustainability <b>Andrew Beswick:</b> City Centre Masterplan <b>Chris Chapman:</b> Destination Coffs Coast <b>Sian Nivison:</b> Cultural Reference Group <b>Ken Welham:</b> Library Gallery Project Advisory Group (LGPAG)	others/affected	low-medium	inform/consult
Community groups	<b>Aboriginal elder groups:</b> Richard Widders	affected	medium	consult/involve/collaborate
State government agencies	Department Planning, Industry and Education (DPIE), State and Federal members and opposition	key player	very high	
Community members	General communication methods: media outlets, social media, email, telephone, face to face	others/affected	medium-high	inform
Media	television radio newspaper	important	high	inform

## Community Consultation

*Identify people to be consulted during all the phases of construction work related to this development.*

- Immediate neighbours:
  - Uniting Church (south-west boundary)
  - Wayne Duver (north-east boundary)
- Surrounding neighbours:
  - Bryant McKinnon Lawyers
  - CASPA Services
  - Service NSW
  - NRMA Insurance
  - Robson Financial Planning
  - Palate & Ply Café
  - Aboriginal Employment Strategies
  - Coffs Central management

## Information distribution

*Set out procedures and mechanisms for the regular distribution of accessible information about or relevant to this development.*

- Mailbox drops (immediate & surrounding neighbours only)
- Social media including Facebook pages across Council
- Media releases
- Mayor's column and interviews

## Community forums

*Provide for the formation of community-based forums, if required, that focus on key environmental management issues for the development.*

- Information session commencing 8 March with immediate and surrounding neighbours invited by letterbox drop to discuss:
  - Re-alignment of Riding Lane
  - Parking implications
  - Builder's site management plan
  - Have Your Say site for project information and contact details for issues and queries
- Gumbaynggirr community consultation: Coffs Harbour City Council's (CHCC) approach is for the CCS Project Lead to present as needed to Council's Yandaara Advisory Committee, and to work closely with CHCC's Aboriginal Community Planner to obtain advice, input and feedback on the Gumbaynggirr cultural components of the Cultural and Civic Space project. Specific features which need Gumbaynggirr community advice are:
  - The Track
  - The Welcome to Country display in the Museum & Gallery
  - Yarning circle

## Community discussion and feedback

*Set out procedures and mechanisms through which the community can discuss or provide feedback to the Applicant.*

- Email: [ccsproject@chcc.nsw.gov.au](mailto:ccsproject@chcc.nsw.gov.au)
- Phone: 66484000
- Have Your Say page Ask Us A Question:  
<https://haveyoursay.coffsharbour.nsw.gov.au/cultural-and-civic-space>

## Response to enquiries and feedback

*Set out procedures and mechanisms through which the Applicant will respond to enquiries or feedback from the community.*

Coffs Harbour City Council will respond to enquiries and feedback from the community in the most appropriate and timely way. The [ccsproject@chcc.nsw.gov.au](mailto:ccsproject@chcc.nsw.gov.au) email is monitored by the CCS Project Lead

## Issue resolution and dispute mediation

*Set out procedures and mechanisms to resolve any issues and mediate any disputes that may arise in relation to all works relate to this development, including disputes regarding rectification or compensation.*

In the event that a dispute arises from a member of the broader community, the following process will be implemented by Council with support from Turner and Townsend (Superintendent) and Lipman (Builder).



