



clocsh

Construction Logistics and Community Safety – Australia

Good Practice Community Engagement



*All information has been sourced through interviews with industry experts or resources they provided for research

Four Key Areas:

1. The planning phase and early community notification
2. Community notification during the construction phase
3. Consultation and complaints
4. Other important notes

1. The planning phase and early community notification

The bigger the project, the earlier planning starts. It also depends on the level of impact.¹

Planning is different for inner city and more rural projects⁴

Major projects - Stakeholder consultation long before the start of project.⁴

- Start talking to emergency services, businesses, councils, network operator that operates the specific road⁴
- Start talking to emergency services especially early, as you don't want to delay an ambulance or a fire truck to a call out⁴
- If businesses are impacted, try to find alternate parking⁴

When reporting to major organisations like TfNSW, they want to see a comms plan. This will be big for major projects, and maybe only a page for smaller projects:¹

- Traffic management arrangements
- All types of messaging that will be used (signage, radio and tv ads, social media, etc.)

May have to arrange for police to help with traffic management. In the planning phase, there is collaboration with councils, police and emergency services.¹

Finding out the local nationalities or what languages the local community speaks.¹

- Get them involved in the messaging¹
- For schools with people who speak other languages- target the parents not the students¹

- Attend events that residents hold like local cultural events, bring an interpreter with them⁸
- Cultural festivals where there are a lot of people to get the message out early⁸

Ways to notify community of upcoming disruptions:

- Radio and TV ads
- Social media
- The bigger the disruption, the further in advance planning, consulting stakeholders, more comms on socials, radio, tv, more people on site helping people⁴
- Run community forums, invite the community to tell you what they think⁵
- Can't rely purely on social media for older demographics⁵ hard copy newsletters for older demographics⁸
- Choosing a good time is also important - can't close roads during school hours⁵
- Notifications are distributed to letterboxes⁶
- Newsletters are distributed to a wider area⁶
- Run an open-day. Usually around 3-4 hours long and people can come along at any time during these hours⁶
- Pop-up events at local supermarkets like Woolworths⁸
- If doing night work - must notify by a letter in the mailbox 7 days in advance⁸
- If it is very loud, door knocking - have to be in high-vis otherwise people won't answer the door⁸

Environmental Impact Statement

- Identifies what is and isn't an acceptable noise level¹
- Major noise impacts - door knock¹
- If you need to provide respite for the noise, may need to take them away from the area¹
- Propose mitigations to avoid, reduce or offset transport impact of construction³
- Environmental impact assessment documents are generally placed on public exhibition during planning phase. Comments received are addressed as part of the planning process⁶

Haulage routes need to be approved - not going past major schools, major shopping centres - need to get approved

- Look at the nature of the community and facilities along the proposed route²
- The infrastructure available for VRU's²
- Pick the safest route and assess⁴
- High risk areas include schools and major shopping centres⁴
- Mainly focuses on driver behaviour and the trucks⁴

2. Community notification during the construction phase

Project timelines:¹

- Major projects: 2-6 months
- Medium projects: Door knocking, 2-3 months
- Small projects: Maybe a couple of lane closures, door knocking

Wayfinding

- Implement active control and wayfinding info at construction work site points³
- Improve the design of temporary footpath diversions around worksites.²

Types of messaging and media outlets used:

- EPR's (Electronic signage)³
- Use geolocation - if your facebook is detected inside the geolocation app - can push messages to people in the geolocation of the the site (this is a cheap option)⁴
- Text-messages as well - only if it's super disruptive⁸

If local businesses are affected:

- Promote their business while lane closure is in place⁴
- Give people gift voucher to a local shop if they need to vacate their residents - a shop that is impacted - promotes their business⁴
- Can never provide financial support⁸
- Email notifications as well - link to the big build detour map⁸

If railway lines are closed:

- Encourage people to walk⁴
- Give people bottles of water, even muffins, wayfinding information, these gestures placate people⁴

Around schools - Pay to increase the lollypop person to be around schools for longer each day⁴

Routes don't change, it's usually poor behaviour by drivers and trucks are what is monitored⁹

Mandatory: prominent signage on the vehicle to warn other road users of the dangers of passing the vehicle on the inside or of getting too close to the vehicle³

Relocating people

- Use a local hotel if you need to relocate people - An average of four people per household if they have pets⁸
- If noise is in approved levels, you don't have to move them unless there are consistent complaints⁹

- If the noise is over legal limits - offer residents the opportunity accommodation for 1 to a few nights if they wish⁹
- Don't relocate people if they don't wish (there can be medical related reasons, mental health reasons, etc.)⁹

3. Consultation and complaints

If a community member sees a truck doing the wrong thing, the truck has a reference number and there is a phone number for people to call. 1

Managing and monitoring community complaints:

- Every question on social media platforms get responded to by a team⁴
- If it's an angry statement - sometimes respond and apologies for delay, but keep it closed so don't apologies for what they're doing⁴
- So important to have consultation to prevent community complaints, it's almost too late by the time someone lodges a complaint⁵

Community Consultation Groups

- Meet regularly with councils, any involved schools and other key institutions and businesses, community members and resident groups - receive feedback on what is working well and what needs to be improved³
- Communities should be incorporated with their perspectives on how they wish to be engaged and whether there are preferred engagement methods⁷

Get out to local businesses early and find out how you can help them⁸

Transport Traffic Working Group

- A forum for consultation with the relevant road and transport management authorities and stakeholders³

Assisting the community:

- If you keep people moving even if their trip is extended, they don't seem to mind as much⁴
- If people get something out of it, they don't mind as much (such as a voucher to a local cafe)⁴

4. Other important notes

Outer areas like poultry farmers need trucks to get out to them with water etc. if they lose that, they can lose millions of dollars if the road is blocked off⁸

Leaving an impact on the community:⁸

- talking to local schools about safety or careers - depending on the ages of the kids
- Even sustainability - what do you do with all the trees that need to be removed
- Donate a lot of mulch to council areas and community gardens
- Tree hollows to zoos, local parks, national parks
- A lot more consistency across all of transport for community engagement⁹
- Benefits, you can see them at the end - people can continue to support these projects because people are kept informed and identified stakeholders really early⁹

Assisting the community:

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- If people get something out of it, they don't mind as much (such as a voucher to a local cafe)⁴



1: Tania Harper, Laing O' Rourke

2: [Big Build Safety Initiatives](#) - Provided by Ian

3: MTIA Metro Tunnel Planning Process - Provided by Ian

4: Ian McLeod, MTIA

5: Tony Nguyen, Siobhan Marren, Cassady Southern, Angie Maclean - TfNSW

6: [TfNSW Community Engagement](#) - Provided by TfNSW Team

7: [Melbourne University Community Engagement in Major Infrastructure](#) - Provided by Siobhan TfNSW