

INTEGRATED ANALYSIS PTY LTD

Community Advocate Monthly Report No.3

Gerringong upgrade; Princes Highway

Rowena Lennings

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Report outlining activities carried out and issues facilitated by the Community Advocate for the Princes Highway Gerringong upgrade between 1 September and 30 September 2012.

RMS 12.443

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1. Introduction

For the first time Roads and Maritime Services (RMS) has created the position of a Community Advocate on an infrastructure project in Southern Region. This innovative role has been developed and resourced in consultation with interested residents of Gerringong. The role is being piloted on the Gerringong upgrade project, with a view to extending it to additional components of the Princes Highway upgrade.

The Community Advocate was appointed and started work 14 May 2012. A press release announcing the appointment was issued 16 May 2012.

This is the third regular monthly report from the Community Advocate. This report covers the period between 1 September and 30 September 2012.

2. Scope of role

The Community Advocate is independent of the Gerringong upgrade project team. The functions of the role are to:

- Support people who are unsure about RMS and project processes by providing advice and an independent view.
- Assist people to raise their issues with the project team and support them in technical discussions.
- Work with the Gerringong community to advise if the project's community involvement plan is working for them.

3. Objectives

A specific set of objectives have been identified as follows. These objectives are likely to be refined as the project progresses. In this project start-up phase it is particularly important to:

- Achieve visibility and be easily accessible
- Clarify the Advocate's role with the community and assist in building awareness of contractor's complaint and enquiry response process.
- Develop an informed understanding of community issues/history.
- Contribute to the resolution of issues.

4. Activities throughout September 2012

The following list identifies the Community Advocate's activities over the past month.

- Participation in a site visit to become aware of the nature and impact of current construction.
- Held informal follow-up discussions with some local residents and Fern Street business owners regarding their concerns about construction impacts.
- Made a courtesy visit to Member for Kiama, Gareth Ward MP.
- Responded to telephone inquiries and redirected callers who were seeking information about day to day construction related activities to Fulton Hogan's (the contractor) Community Liaison Manager.
- Drafted a flow chart to promote better understanding of the differing roles and responsibilities of Fulton Hogan and the Community Advocate in regard to community concerns and complaints.
- Reviewed contacts in the project database (Consultation Manager) to maintain awareness of Fulton Hogan's management of complaints and inquiries.

5. Outcomes

During this reporting period no issues were raised or referred to the Community Advocate.

Consultation with stakeholders, community representatives, the broader project team and the office of the elected representative support the view that Fulton Hogan's current community engagement process is progressing effectively.

A small number of complaints have been received to date. Complaints that have been closed out by Fulton Hogan are to the satisfaction of the complainants.

Two issues previously raised with the Community Advocate are pending and outcomes will be reported once they have progressed.

6. Next report

The next report will cover activities and outcomes for October 2012 and will be available on the RMS project website in mid to late November 2012.