

Community Involvement Plan



Project Name:	Donnsion Street Demolition		
Client Name:	Bathla		
Project Address:	136-148 Donnison Street Gosford		
Project Description/Scope:	The demolition of the existing Shopping Centre to 136-148 Donnison Street Gosford		
Prepared By:	Name: Ned von Schoenberg	Signature: 	Date: 4/09/25
Authorised By:	Name: Khaled A	Signature: 	Date: 4/09/25
Revision	Rev 02	Date	4/09/25

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AUTHORISATION AND CONTROL

Authorisation

This Plan is authorised by the Construction Manager. All project personnel are to ensure that their work activities and those of Project Consultants, Contractors and Suppliers are carried out in accordance with the requirements of this Plan. For the avoidance of doubt Renville remains as the subcontractor for the Project with Bathla Group as the Managing Contractor with the ultimate responsibility for handling Community engagement.

Distribution

This Plan is a Controlled Document and must be distributed and revised under the guidance of the Project Manager. People who hold Controlled copies are responsible for maintaining their copies up to date.

Revision

The Project Manager will monitor the implementation of this Plan and review the need for change or improvements having due regard to:

- Change in work scope, client comments etc.
- Internal and external audits.
- Suggestions and comments from project personnel.
- Incidence and frequency of non-conformance.
- Necessity for corrective or preventative action.
- Legal Update and Requirements.
- Review by Renville Contractors Groups Management team; or
- Annual Review.

All changes must be formally approved by the Project Director. Changes to the recent revision will be highlighted.

The following table provides a record of amendments made to this document.

Rev	Date	Description	Page	Developed By	Approved By
0		Document Formation	All		

STAKEHOLDER AND COMMUNITY INVOLVEMENT

Overview

Renville Contractors will comply with the Central Coast Council's Requirements in relation to Stakeholder and Community Involvement.

Renville Contractors will:

- Undertake any actions required by the Principal to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes;
- Support the overall management and coordination of stakeholder and community liaison, consultation and notification in relation to the delivery of the Project and Renville Contractors' related Activities;
- Ensure the timeframes in Community and Relations Services, resources for document development, consultation, approval and notification are incorporated into project planning and Renville Contractors' Program;
- Ensure that the Principal Manager Project Communications, stakeholders and the community are provided with adequate notification of planned demolition/civil activities and project milestones;
- Ensure that the Principal Manager Project Communications is included in team meetings and forums that provide information about ongoing work including weekly meetings;
- Ensure its employees, subcontractors and agents are aware of and comply with the complaint handling procedure;
- Be proactive in providing the Principal Manager Project Communications with accurate and adequate information on the status of Renville Contractors' Activities and any associated impacts;
- Make available appropriate senior personnel to attend meetings with the community or other stakeholders, as required;
- Consult the Principal Manager Project Communications prior to taking any unilateral action that may impact on the stakeholders or the community;
- Ensure that the Principal Manager Project Communications is informed of all issues raised by an Authority in relation to Renville Contractors' Activities and is invited to all meetings, presentations and site visits attended by any Authority in accordance with the Contract;
- Ensure that the Principal Manager Project Communications is continuously informed of all issues raised directly with Renville Contractors by stakeholders and the community;
- Ensure that the Principal Manager Project Communications is contacted immediately in relation to planned or unplanned community protests that may arise during the performance of Renville Contractors' Activities; and
- Comply with all reasonable suggestions and requests of the community as agreed with the Principal Manager Project Communications.

Communication and Consultation Strategy

Renville Contractors will provide information as requested to assist the Principal's Project Community Consultation team to finalise and implement the Communication and Consultation Strategy. Information required for the Community Communication Strategy will include:

- Issues to be managed prior to and during construction, including proposed strategies to manage these issues and mitigate impacts to the community and stakeholders. Such strategies include:
 - Written Communications to affects residents in accordance with the TFNSW General Requirements;
 - Maintain a Community Complaints Register;
 - Communication of any intrusive/environmental/noisy traffic or construction events through email, leaflets and/or information to the residents.
- Details of Renville Contractors' nominated 24-hour contact for assisting in the management of complaints and enquiries;

Nominated 24Hr Contact (CLO):

Persons name: **Ph.**

- Policies and procedures for Incident management and reporting;
- A schedule for the start and finish of demolition activities, milestones, associated impacts to the community, and the proposed strategy for minimising impacts to the community; and
- Policies and procedures for ensuring Subcontractors comply with the communications requirements of the Contract.

Renville Contractors in conjunction with the principal will seek out to consult with proponents of other works in the vicinity of project with a view to coordinating works where reasonable and feasible to minimise the cumulative impacts of noise and vibration and maximise respite for affected sensitive receivers.

Prior to commencing works and carrying out activities that may cause disturbance to the public domain. Renville and or the principal will carry out letter drops to the immediate neighbours.

Key Stakeholders

The Principal is responsible for the preparation and implementation of the Communication and Consultation Strategy. For Renville Contractors, the key stakeholders relevant to this plan are:

- Central Coast Council;
- Businesses and residences around the demolition sites;
- Transport for NSW;

Communication between key stakeholders and Renville Contractors will be carried out in accordance with the requirements of the General Requirements.

Community Involvement Plan



Table 10: Project Communication

Stakeholder	Communication Methods
The Principal	Meetings, correspondence, and email.
Transport for NSW	Co-ordination meetings and/or correspondence as required. Co-ordination meetings and/or correspondence as required.
Councils	Managed by Renville Contractors. Co-ordination meetings and/or correspondence with Sydney Water Servicing Coordinator as required. Managed by Renville Contractors. Co-ordination meetings and/or correspondence with Level 2 Electrician as required. Managed by Renville Contractors. Co-ordination meetings and/or correspondence as required.
Businesses and residences	Managed by Renville Contractors. Co-ordination meetings and/or correspondence as required.

Complaints Handling

Renville Contractors Group has nominated a Community Liaison officer, to which enquires and complaints will be received. The principal nominated person will be available on a 24-hour calls, postal address and by email.

Renville Contractors will:

- Assist the principal to respond and resolve enquiries and complaints in accordance with the Community Communication Strategy;
- Ensure that its personnel and its Subcontractors' personnel direct the community and stakeholders to the project 24-hour telephone number, postal address, and email address should they be approached directly;
- Provide a person that is available for contact by the principal at all times to assist the Principal to answer complaints or enquires in relation to Renville Contractors' Activities; and
- Aim to provide feedback to requests for information from the principal in relation to responses to complaints within 2 hours of the request and responses to general enquiries within 4 hours of the request.

Where a member of the public is not satisfied by Renville Contractors' response to a complaint, the Superintendent will follow up. Any member of the public that has lodged a complaint which is registered in the Complaints Management System may ask the Superintendent to review the response. Renville Contractors will assist the Superintendent where required.

Where there is a conflict between Renville Contractors and the community in relation to environmental performance, the Superintendent will attempt to resolve the conflict in accordance with the Renville Contractors Project Management Team. Renville Contractors will assist the Superintendent to resolve complaints where required.

Urban Design of Temporary Works

The design of all temporary works will require approval from the Principal in relation to urban design and visual impacts. This approval is a Hold Point within the Project Management Plan.

Renville Contractors will regularly inspect and maintain construction hoardings, scaffolding, and acoustic sheds. These will be kept clean and free of dust and dirt. Graffiti on construction hoardings, scaffolding, or acoustic sheds will be removed or painted over promptly.

The principles of *Crime Prevention Through Environmental Design* (CPTED) will be applied to all works, including temporary works, that have a public interface. The CPTED principles that may be applicable to minimise the opportunity for crime are surveillance, access control, territorial reinforcement, and space management.

Renville Contractors will in coordination with the principal ensure that CPTED through the following means:

- Maintenance of clear sightlines between public and private places;
- Effective lighting (if required provided by the principal);
- Site security, in accordance with the Security Management Plan (provided by the principal) ;
- Restricted access to internal areas and high-risk areas through the use of physical barriers (Hoardings provided by the principal);
- Access control signage;
- Clear transitions and boundaries between public and private spaces;
- Clear signage for passing motorists and pedestrians;
- Removal of litter and waste materials from within the site;
- Rapid repair of vandalism and graffiti (provided by the principal) i; and

Business and Property Impacts

Renville Contractors will provide information regarding any potential impact that its activities may have on the community in accordance with Community and Consultation Strategy, and the General Requirements for the production of public communication material. Renville Contractors will provide:

- A summary of current and upcoming Activities, likely impacts, and mitigation measures;
- An update on any current or emerging issues and/or any promotional opportunities; and
- Information requested by the Principal's Project Manager Project Communications.

Renville Contractors will carry out the Project with the objective of minimising impacts to, and interference with, third party property and infrastructure, and to protect such infrastructure and property during the works.

Appendices

Community Relations Plan



Complaints Form

Complaints Form							
Date of complaint	Complainant	Nature of complaint	External notification required	Status (tick stages completed)	Date actioned	Type of Correspondence	Notes
	☐ Resident		☐ No ☐ Yes Date of notification: / /	☐ Being investigated			
	☐ Business			☐ Resolution proposed			
	☐ Service User			☐ Resolved			
	☐ Governance body member			☐ Remains unresolved			
	☐ Other						

Community Relations Plan



Complaints Register

[illegible]

Community Relations Plan



Communication and engagement activities and tools

The following will be implemented where deemed necessary to achieve an effective community engagement response. Not all actions may be required

Tool	Purpose	Procedure	Audience	Frequency	Who Renville Contractor (RC) or RMS	Approval time
Notifications						
Community Updates	Must include (not limited to) the status, construction progress, upcoming construction activities and changes to traffic and property access conditions.	The Community Update will be distributed to all properties likely to be affected by construction and will include contact details including 24-hour contact details for RC and the principal, include names, phone numbers, return address. RC will arrange printing and distribution of the Community Updates	Distributed to all properties likely to be affected by construction activities and any other relevant stakeholder	Every three months Distribute at least five business days prior to effective date	RC	N/A
Individual letters to residents and property owners	Individual letters to communicate with stakeholders, residents, and property owners	Individually addressed letters sent to residents and property owners when required to provide formal correspondence regarding property adjustments or changes to access	Affected stakeholders, residents, and property owners	Distributed at least 10 days prior to works	RC	N/A
Individual letters to businesses	Individual letters to communicate with business owners	Individually addressed letters sent to businesses when required to provide formal correspondence regarding property adjustments or changes to access	Affected businesses	Distributed at 10 days prior to the works being carried out	RC	N/A
Letter / Notification - extended working hours (Out of hours)	Inform affected residents by letter of work outside normal working hours	The letter will include the location, nature, scope, and duration of the work proposed for outside normal working hours. Contact details will be included such as name and telephone number.	Affected residents	No less than five business days and no more than 10 business days prior to	RC	N/A

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work / night work)		The notifications will also inform the community on what mitigation measures will be taken to reduce impacts during night works.		work		
Tool	Purpose	Procedure	Audience	Frequency	Who Renville Contractor (RC) or RMS	Approval time
Notification - key construction activities	Notification to residents, businesses or community groups about commencement, rescheduling or completion of key construction activities	Notification to include: - The nature of work - Why it is necessary - The expected duration - Details of any changes to the traffic arrangements or property access - The name and contact phone number of the CRM	Residents, businesses or community groups impacted by new or changed construction activities	Draft letter to RMS at least 10 days prior to the changed works being carried out	RC	At least 10 business days prior to the effective date of the Community Update
Notification – Traffic conditions	Advise of changes to traffic conditions via notification	Notification to affected residents and stakeholders regarding changes to traffic conditions	Affected residents and stakeholders	Distributed at least five business days prior to the traffic conditions changing (if deemed necessary by the Principal)	RC	Submit at least two weeks prior to the changes conditions changing
Community Contact						
Community information telephone line	Enables stakeholders to make enquiries and complaints 24/7	Provide the community information number (if available) on all communication material	All	Ongoing	RC	NA
Community email address	Allows written communication with the Project team	Project email to be publicised on all communication material	All	Ongoing	RC / RMS	NA

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Postal address	Enables stakeholders to make enquiries or complaints by post	Postal address: Publicised on all communication material	All	Ongoing	RC	NA
Tool	Purpose	Procedure	Audience	Frequency	Who Renville Contractor (RC) or RMS	Approval time
Complaints Management Procedure	To record complaints and responses received in relation to the project including environmental complaints (construction noise, vibration, dust, light spill etc.)	Details about the Complaints Management System can be found in the Complaints Management Procedure section of this document.	Wider community	When required	RC	NA
Stakeholder Database	Records interaction including complaints enquiries and feedback of each stakeholder as well as maintaining stakeholder details	Stakeholder enquiries and complaints (including actions) are recorded to maintain and track complaints and enquiries, maintain subscription groups and report on stakeholder statistics	All	When required	RC	NA
page						
Collateral						
Fact sheets	Used to explain key aspects of construction activities and issues mitigation measures.	Distributed and placed around site.	All	When required	RC	When required
Community signage	If required, advise community and stakeholders of construction activities or changes such as changes to footpath access, cycle ways or bus stops	Signage will advise the details of works or changes to footpaths, cycle ways and bus stops and will be displayed in the appropriate locations	Directly affected community	When required	RC	In advance of work

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Tool	Purpose	Procedure	Audience	Frequency	Who Renville Contractor (RC) or RMS	RMS Approval time
Face-to-face and consultation						
Meetings with individuals, groups or businesses	Meeting to discuss project activities including work in progress or upcoming work, including potential issues	Meetings with groups, individuals and businesses are held on request	Affected residents, groups or businesses	When required	RC	When required
Door knocking	Door knocking may be required to advise of potential project impacts and proposed mitigation with directly impacted residents, businesses and other stakeholders	Door knocking area is targeted to reach impacted residents. The team will leave a card with information and contact details at unattended premises	Directly affected residents	When required	RC	When required
Site tours	Inform selected stakeholders about progress of the Project and any key milestones or activities taking place	If requested by and subject to approval by RMS the Project will facilitate site tours. Site tours must at all times be accompanied by representatives of the Principal or others as authorised in writing by the Principal. The CRM is the nominated person to manage and coordinate site tours. A visitor safety plan will be developed and implemented including site induction, PPE, appropriate escorts while on site will be provided	Selected stakeholders	When requested and/or approved by RMS	RC/RMS	Approval by RMS must be sought prior to any site tours
Community information sessions/ stands	Renville Contractors would work with RMS to determine a schedule of for information sessions/ stands, if required.	This may include being present as community events such as local community events with high attendance between Paramatta and Penrith	Primary stakeholders and wider community	As required or as requested by RMS	RC	When required
Staff / internal communications						
Site inductions, toolbox talks and pre-start meetings	Ensure all project team members and contractors are aware of community relations requirements and equipped with copies of the community and media protocols	Information regarding protocols and standards are provided to all personnel who works on the Project through site inductions, toolbox talks and pre-start meetings	Internal workforce	Daily	RC	NA

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Tool	Purpose	Procedure	Audience	Frequency	Who reenville Contractor (RC) or RMS	RMS Approval time
Traffic communication						
Attendance at the Traffic Control Group (TCG) meetings	Participating in these meetings will ensure communication with key traffic stakeholders (RMS, TMC, STA) regarding communications requirements for major upcoming traffic changes	Attendance at these meeting to discuss communications requirements and get agreement on communications methods.	Key traffic stakeholders	When required	RC	NA
LiveTraffic.com	Information on Live Traffic website/app for wider network impact management	RMS to coordinate	Wider road network	The occurrence of major traffic changes	RMS	When required
Traffic signage	Information or directional signage at the location of the traffic change advise road users, pedestrians or cyclists on the duration of change and alternative routes	Text to appear on the signage is to be approved by RMS and agreed on within the Traffic Management Plan associated with the changes	Directly affected road users	The occurrence of major traffic changes	RC	When required
Traffic alert email	Communication to transport operators, Emergency Services, public transport operators and road user groups and subscribers to advise of traffic changes including likelihood of delays, detours or road closures	Stakeholder emails to be sent in advance of traffic changes via email	Key transport operators, emergency services and road user groups	The occurrence of major traffic changes	RC	When required
VMS (temporary and permanent)	Electronic variable message signs provide advance notice to road users of traffic changes for road users	Text to appear on the signage is to be approved by RMS and agreed on within the Traffic Management Plan associated with the changes	Directly affected road users	The occurrence of major traffic changes	RC	When required