

MELBOURNE METRO RAIL PROJECT ENVIRONMENT EFFECTS STATEMENT
INQUIRY AND ADVISORY COMMITTEE

MMRA TECHNICAL NOTE

TECHNICAL NOTE NUMBER: 046

DATE: 19 August 2016

PRECINCT: All Precincts

EES/MAP BOOK REFERENCE: EES Chapter 7; Technical Appendix C:
Community and Stakeholder Feedback
Summary Report

SUBJECT: Communications, stakeholder engagement
and complaints response

NOTE:

MMRA approach to communications and stakeholder engagement

1. MMRA has used, and will continue to use, a range of tools and methods to communicate and engage with the community and stakeholders as the Melbourne Metro project progresses from planning and into delivery.
2. Community and stakeholder engagement undertaken prior to and in preparation of the EES is described in Chapter 7 of the EES, supported by Technical Appendix C *Community and Stakeholder Feedback Summary Report*. MMRA considers that the community and stakeholder engagement to date has been comprehensive, appropriately adapted to the needs and role of specific stakeholders, and has been effective in informing, consulting and incorporating stakeholder feedback into project development.
3. As set out in Section 7.6 of the EES, MMRA's Community and Stakeholder Engagement Plan acknowledges that the appropriate level of stakeholder engagement will be different for different stakeholders, and at different stages in the project. MMRA's approach as set out in chapter 7 of the EES has been guided by the International Association of Public Participation (IAP2) Public Participation Spectrum.
4. MMRA will propose an amendment to clause 5.1 of the draft Incorporated Document to address submissions on the EES and the expert opinion of Mr Milner in his Expert Witness Statement, in relation to community feedback

on Development Plans. MMRA will provide a mark up of the draft Incorporated Document for further consideration.

5. The need for ongoing effective consultation and stakeholder engagement is reflected in the proposed EPRs, and will also be given effect under the various contracts.

Community engagement with Contractors

6. A number of EPRs require consultation with, or achieving the satisfaction of, various government agency stakeholders and specified institutions.
7. The overarching requirement for broader engagement is set out in EPR SC3, which requires the development and implementation of a Community and Business Involvement Plan (“**CBIP**”) to engage potentially affected stakeholders and advise them of planned construction activities and Project progress. The CBIP for each Contractor will be approved by MMRA. The CBIP relates to management of potential Project impacts, and would include engagement in relation to affected parties’ options under:
 - a. The relocation management framework required by EPR SC2. Further information on MMRA’s proposed *Residential Impact Mitigation Guidelines for Construction* (“**RIMG**”), which would inform that framework, is provided in Technical Note 043; and
 - b. The business disruption plan required under EPR B2. Further information on MMRA’s proposed *Business Support Guidelines for Construction*, which would inform that plan, is provided in Technical Note 045.
8. Under each contractual package, each Contractor will also be required to prepare and implement a *Community and Stakeholder Engagement Management Plan* (“**CSEMP**”). The CSEMP relates to the procedure for how engagement would be implemented, and would be subject to approval by MMRA. Each contractor’s CSEMP would:
 - a. demonstrate how stakeholders including businesses, community members, transport network users and government bodies will be engaged during the planning, detailed design and delivery of the Works;
 - b. address any relevant EPRs such as SC3 (Community and Business Involvement Plan), B2 (business disruption plan) and NV4 (noise and vibration communications plan); and
 - c. provide for the appointment of communications, community relations and stakeholder engagement representatives and outline each representative’s responsibilities, including complaints management consistent with Australian Standard AS/NSZ 10002:2014 Guidelines for Complaint Management in Organisations.

Stakeholder Forums

9. The objectives of stakeholder engagement during the procurement and construction phases are set out in Sections 7.6.5 and 7.6.6 of the EES. MMRA recognises that one mechanism for this engagement phase is the establishment of stakeholder forums in appropriate circumstances.
10. In two cases formal stakeholder groups have already been established. These are :
 - a. Traffic and Transport Working Group. Further information is provided in Technical Note 025; and
 - b. Parkville Precinct Reference Group. Further information is provided in Technical Note 044.
11. Consideration is also being given to establishing a community advisory group for the project as a whole. Further, specific stakeholder forums for other parts of the project where there are similar opportunities for effective consultation and coordination with the aim of minimising the impacts of delivery of the project.

Enquiry and complaints response

12. As set out in the EES, MMRA is committed to having an effective and accessible enquiry and complaints management system that enables enquiries and complaints to be addressed in an efficient, fair and timely manner.
13. In establishing this system, MMRA is drawing on lessons from other major projects including Regional Rail Link as well as best practice advice from the Victorian Ombudsman and Public Transport Ombudsman and Australian Standard AS ISO 10002-2006 guidelines for complaints handling.
14. MMRA welcomes feedback from members of the community and has established the following channels to receive feedback:
 - a. Project Information Line on 1800 551 927 or Interpreter Line on 03 9280 0700;
 - b. Online via www.metrotunnel.vic.gov.au/contact-us;
 - c. Mail to Melbourne Metro Rail Authority, PO Box 4509, Melbourne VIC 3001; and
 - d. Informal feedback through social media channels – Facebook (@metrotunnel) and Twitter (@metrotunnelvic).

15. As noted above, as the Melbourne Metro transitions to construction, the communications role of contractors will become important. However, MMRA acknowledges that, as the government entity responsible for delivering the project, it has an integral ongoing role in communications and engagement, and a stake in ensuring appropriate responses to stakeholder queries and complaints.
16. MMRA will maintain the Project Information Line, online contact form and social media channels into the construction phase. To avoid stakeholder confusion, the appointed contractors will not be permitted to establish their own Information Line or social media channels. Email addresses may be established, subject to approval by MMRA.
17. MMRA is currently investigating the use of a 24/7 call centre to manage the Project Information Line to coincide with the commencement of early works. This approach is commonly used for major projects to ensure consistency in approach to handling enquiries.
18. Each Contractor's CSEMP will be required to address the process for responses to enquiries and complaints management, including:
 - a. A comprehensive management process under which MMRA and the contractor implement service standards and management procedures consistent with the Australian Standard AS ISO 10002-2006 guidelines for complaint handling;
 - b. A process for call centre enquiries to be directed to the appropriate Contractor and an appropriate timeframe for Contractor response to the enquirer and notification to MMRA; and
 - c. Each contractor will be required to have an internal escalation process for complaints, with escalation to an appropriate senior officer of MMRA if not resolved to the enquirer's satisfaction.
19. MMRA is aware that, depending on the type of enquiry, the caller may also contact a range of other statutory authorities such as the Public Transport Ombudsman, the Victorian Ombudsman, or the Environment Protection Authority. MMRA will establish enquiry management and referral processes with these and other external entities to ensure a streamlined enquiry process in line with the EPR and the contractual implementation of the EPR as outlined above.

CORRESPONDENCE:

No correspondence.

ATTACHMENTS:

No attachments.