

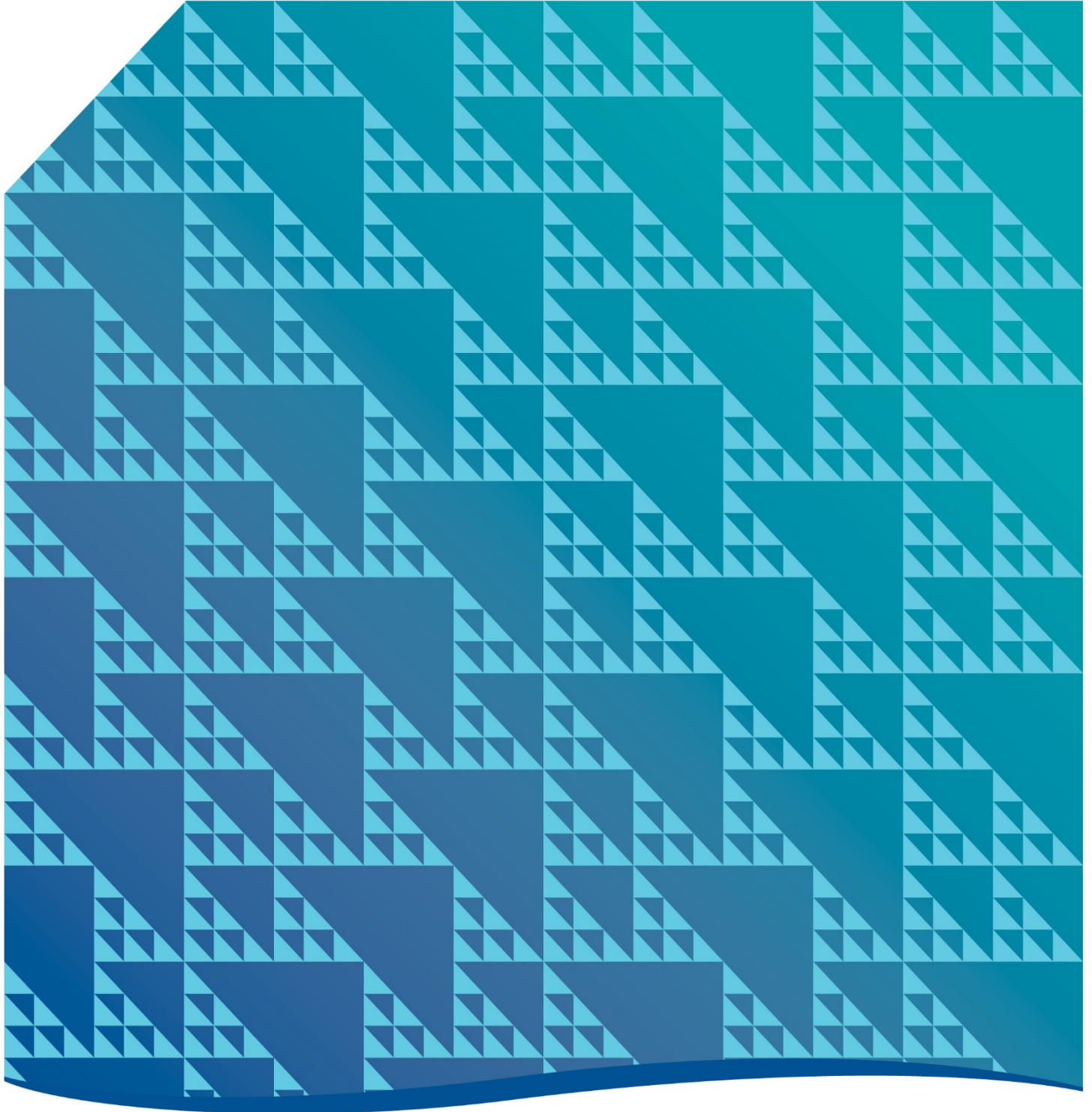
**Lyell Highway - Queenstown to Strahan  
Safety Upgrade Project**

**Detailed Design Phase**

**July 2021**

**Rev 04**

# Stakeholder & Community Engagement Plan



# Contents

|  |           |
|--|-----------|
| <b>Stakeholder &amp; Community Engagement Plan</b> .....   | <b>1</b>  |
| <b>Project contact list</b> .....                          | <b>2</b>  |
| <b>Document revisions</b> .....                            | <b>2</b>  |
| <b>Level of involvement</b> .....                          | <b>3</b>  |
| <b>Introduction</b> .....                                  | <b>3</b>  |
| <b>Project overview and objectives</b> .....               | <b>3</b>  |
| <b>Background</b> .....                                    | <b>4</b>  |
| <b>Previous engagement</b> .....                           | <b>4</b>  |
| <b>Project benefits</b> .....                              | <b>4</b>  |
| <b>Project location</b> .....                              | <b>5</b>  |
| Traffic.....   | 5         |
| Crash history .....  | 6         |
| <b>Stakeholder Engagement</b> .....                        | <b>8</b>  |
| <b>Engagement objectives</b> .....                         | <b>8</b>  |
| Development Phase.....                                     | 8         |
| Delivery Phase .....                                       | 8         |
| <b>Key messages</b> .....                                  | <b>8</b>  |
| Supporting key messages .....                              | 9         |
| Stage one.....   | 9         |
| Stage two .....  | 9         |
| <b>Key stakeholder and influencer identification</b> ..... | <b>5</b>  |
| <b>Stakeholder risk and opportunity assessment</b> .....   | <b>5</b>  |
| <b>Community involvement – tools and methods</b> .....     | <b>7</b>  |
| <b>Action plan</b> .....                                   | <b>9</b>  |
| <b>Escalation process</b> .....                            | <b>13</b> |
| <b>Reporting and evaluation</b> .....                      | <b>14</b> |

## Project contact list

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## Document revisions

| Revision | Date         | Details   |
|----------|--------------|---|
| 01       | 18 Jan 2021  | Review and update original SCEP                 |
| 02       | 21 May 2021  | Review and update with new staff and activities |
| 03       | 07 July 2021 | Review following Stage one out for tender       |
| 04       | 15 July 2021 | Update with DSG changes                         |

|                | Name        | Date         | Signature |
|----------------|-------------|--------------|-----------|
| 01 prepared by | Marti Cuatt | 18 Jan 2021  |           |
| 02 prepared by | Lorri Teepa | 21 May 2021  |           |
| 03 prepared by | Lorri Teepa | 07 July 2021 |           |

|                |             |              |  |
|----------------|-------------|--------------|--|
| 04 prepared by | Lorri Teepa | 15 July 2021 |  |
|----------------|-------------|--------------|--|

## Level of involvement

The International Association for Public Participation (IAP2) has developed a Public Participation Spectrum to demonstrate the possible types of engagement with stakeholders and communities. The IAP2 spectrum also shows the increasing level of public impact as engagement progresses from 'inform' through to 'empower'.

With a commitment to effective community engagement as part of State Growth core business through project planning, development, design, construction and completion, the engagement strategies and supporting materials outlined in this document will uphold the IAP2 model.

The level of engagement for the development phase of this project is 'consult' with identified key stakeholders.



## Introduction

### Project overview and objectives

The Australian Government has committed \$15 million to upgrade the Lyell Highway between Queenstown and Strahan from the Roads of Strategic Importance (ROSI) initiative. In addition the Tasmanian State Government has committed \$3.75 million funding to the project.

The Department of State Growth has identified the current road alignment and width does not satisfy today's standards for freight and tourist vehicles. The safety concerns arise from a number of factors including insufficient sealed pavement width, lack of passing opportunities or turn-out bays, and poor road quality.

The major benefits expected to be delivered by the project will improve access for freight and tourist vehicles using this route. In addition, the works will provide safety improvements for all road users travelling on the Lyell Highway between Queenstown and Strahan.

The long term strategic approach for upgrading this section of the Lyell Highway is to provide a consistent sealed width that meets contemporary guidelines along the full length.

This project will focus on delivering appropriate upgrades along the corridor to address these safety concerns, such as a wider sealed cross section, passing opportunities, stopping bays, pavement strengthening and localised curve widening.

A contract has been awarded to undertake the development of the project.

## Background

The Lyell Highway between Queenstown and Strahan is about 40 km long and traverses difficult terrain resulting in many tight curves that do not meet today's standard, with the highway width varying between 5.5 m and 7.0 m. This section of the highway was constructed in the 1960s and other than localised remedial works to stabilise landslips, there has been no substantive construction work undertaken since that time.

The highway provides a social and commercial connectivity transport route linking residents and businesses between townships of Queenstown to Strahan.

The Department of State Growth has obtained feedback from West Coast Council, the Tasmanian Transport Association and transport operators regarding the operational performance of the highway. Through this consultation, it is understood that due to the safety concerns of operators travelling on the section of highway and travel time reliability some residents and commercial operators choose to travel the additional 35 km from Queenstown via the Zeehan Highway to Zeehan and then Henty Main Road to Strahan, and vice versa to avoid driving this section of the Lyell Highway.

A high-level Options Analysis Report has been completed which identifies different combinations of options for shoulder and curve widening, improvements to alignment, and opportunities to provide passing and stopping bays for slower moving vehicles in order to maximise the benefit to the road corridor working to the proposed budget. The options development has incorporated input and feedback from key stakeholders including West Coast Council and the Tasmanian Transport Association.

The identified improvement opportunities include:

1. Stopping bays for slow moving traffic to pull over and stop at regular intervals along the section of the Lyell Highway between the Zeehan Highway junction and Strahan.
2. Passing lanes for faster moving traffic to pass slower moving traffic along the Lyell Highway between Queenstown and the Zeehan Highway intersection and from this intersection to Strahan.
3. Alignment improvement including localised curve widening at locations based on a review of available data where there is significant drop in operating speed.
4. Improvements to delineation.

The options analysis process confirmed that further investigation works are required to refine and adequately inform which option will maximise the benefit to the road corridor.

## Previous engagement

In January 2020, representatives from the Department of State Growth met with West Coast Council and industry stakeholder the Tasmanian Transport Association to discuss the project.

These discussions generated possible priority upgrade projects for inclusion in the options study.

Following the development of possible priority option further consultations were undertaken with West Coast Council and the Tasmanian Transport Association in a workshop in June 2020.

## Project benefits

The proposed improvement solutions will deliver the following benefits:

- Improved safety through improved curve delineation and targeted seal widening
- Improve freight productivity



- Improved travel time reliability and some time savings through reduced traffic
- Improved visitor travelling experience
- Increase the level of social and commercial use of the Lyell Highway between Queenstown and Strahan

## Project location

This section of Lyell Highway runs between Queen River Bridge, Queenstown and Henry Street, Strahan.

It is the shortest and most direct access road between Queenstown and Strahan. This section is about 40 km in length and winds around steep hills, ascending and descending into creeks and small rivers. There are occasional long and relatively straight sections, however with one lane in each direction there is limited opportunity for passing.

The Lyell Highway forms part of the [Western Wilds](#) tourism journey of Tasmania, linking Hobart/New Norfolk, Cradle Mountain – Lake St Clair National Park and Strahan tourist destinations.

The project is located on the west coast of Tasmania, in the Local Government Authority area of West Coast Council, House of Assembly division of Murchison, and Legislative Council division of Braddon.

The map below shows the project location.

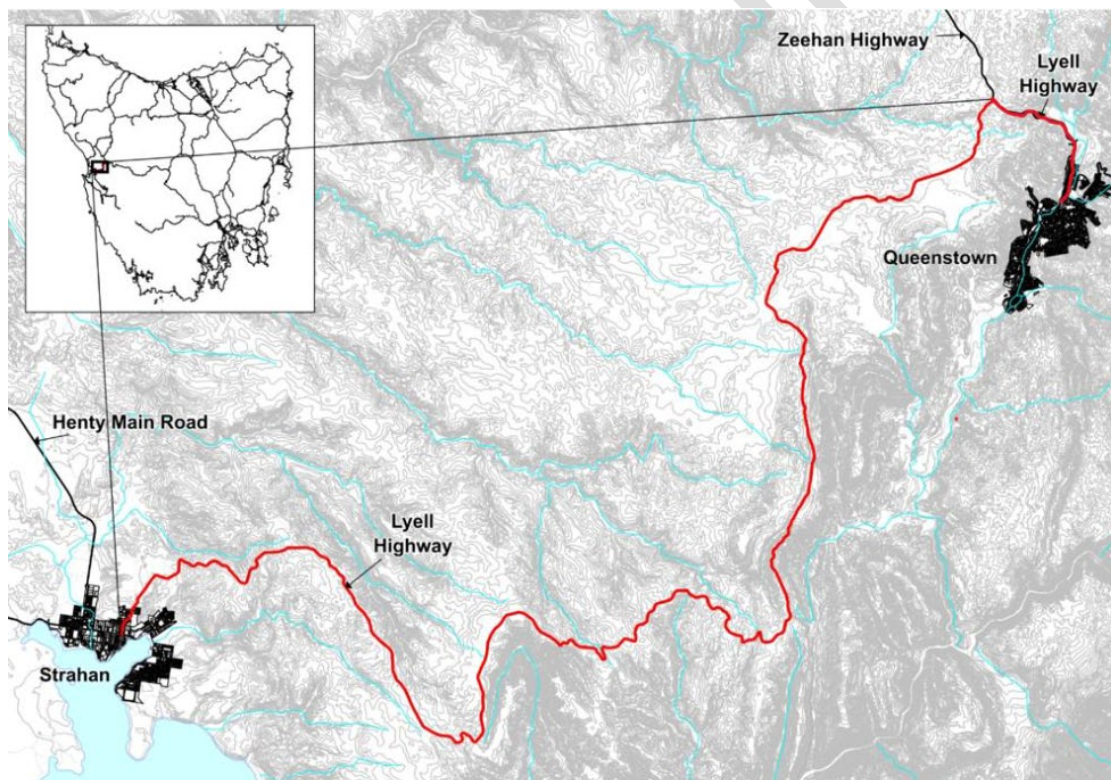


Figure 1: Project Location Plan

## Traffic

### **Queenstown to the Zeehan Highway junction**

The section of road from Queenstown to the Zeehan Highway junction is used by a range of different high productivity freight vehicles and has been gazetted for use with 26 m – B-doubles, PBS2A, HML and Truck and

Dog (up to 25 m) axle combinations. These various axle configurations are primarily used by the mining freight industry.

The Annual Average Daily Traffic (AADT) is currently just under 1,000 vehicles per day with 10.7 per cent heavy vehicles, i.e. approximately 100 heavy vehicles per day.

#### ***Zeehan Highway junction to Strahan***

For the section of the Lyell Highway from the Zeehan Highway junction to Strahan, freight usage is discouraged by restricting it to a PBS I freight route with vehicles limited to 19 m mini B doubles.

The 2018 AADT was 423 vehicles per day with 8.5% heavy vehicles, i.e. approximately 36 heavy vehicles per day. However, there is a strong seasonal fluctuation with a higher proportion of tourist traffic in the summer months. Peak summer season traffic (January) is approximately 661 vehicles per day.

Traffic characteristics includes a mix of seasonal self-drive tourists, freight and the social and commercial traffic between the west coast townships of Queenstown and Strahan.

#### **Crash history**

There have been 74 crashes reported over the past ten years. Five of these have been serious injury crashes, with the remainder being either minor injury or property damage only.

A high number of these crashes (29%) have occurred during the peak tourism months of January and February during daylight hours, suggesting unfamiliar drivers are having difficulty navigating the road.

The majority of crashes (77%) are single vehicle run off curve or straight crashes.

A significant number of crashes (19%) have involved a motorcyclist, indicating this is a motorcyclist touring route. Out of the 14 crashes involving a motorcyclist, 12 were considered an off bend type crash, signifying a lack of control. Only one of these involved a second vehicle. The other two were “fell from vehicle” and unknown crash type.

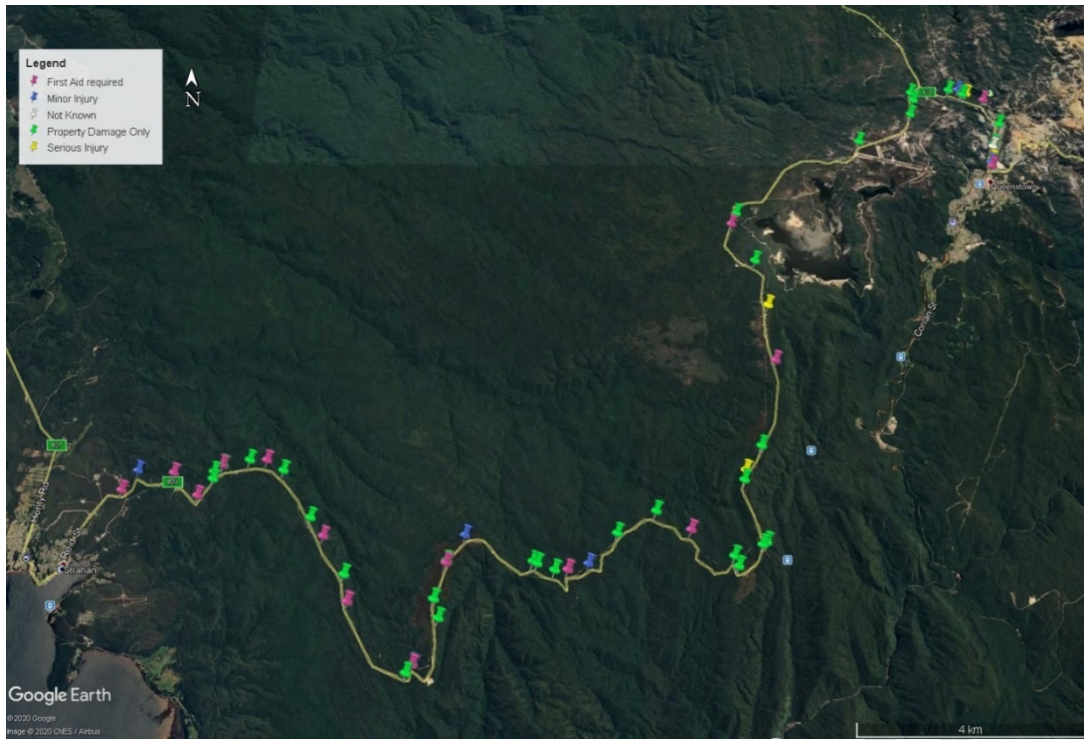


Figure 2: Crash locations on the Lyell Highway between Queenstown and Strahan, 2009–2019



# Stakeholder Engagement

## Engagement objectives

### Development Phase

The development of design will require ongoing involvement with West Coast Council and the Tasmanian Transport Association (TTA) to ensure the proposed safety upgrades and improvements align with their expectations, while also taking into consideration the physical and monetary constraints of the project.

Other stakeholders will be engaged to inform them of the project and the anticipated benefits, with the objective of identifying any critical issues that may not have been raised in earlier discussions with the West Coast Council and the TTA.

Consultation will be required with any affected landowners to inform them of the impacts of the project (for Stage 1 of the design development landowners have been engaged to obtain 'landowner consent'). It is expected that this project will require engagement with only a few affected landowners.

### Delivery Phase

Given the nature of the road there will be significant disruption during construction. The contractor will need to include an effective strategy for communicating with road users and other stakeholders during construction and account for traffic delays/and or road closures and detours.

## Key messages

- The Australian and Tasmanian Governments have identified important highway upgrades to support Tasmania's freight and tourism economies and improve its overall safety for all road users.
- The project involves upgrading nearly 40 kilometres of the Lyell Highway to improve driver safety by providing slow vehicle stopping bays, passing lanes, and where possible, improving the current road alignment by widening highway curves and improving pavement strength.
- The upgrade will deliver safer driving conditions and some travel time savings for road users, freight vehicles and tourists.
- Stage one is underway with design improvements including stopping bays on the way to Queenstown and Strahan, as well as passing lanes in each direction. Construction of Stage one will start later in 2021 and the approach for construction is currently being planned.
- We will update road users and the community closer to the construction. To register your interest in the upgrade, please contact pitt&sherry's Senior Stakeholder and Community Engagement Consultant Lorri Teepa on 0491 050 140, or email [engagement@pittsh.com.au](mailto:engagement@pittsh.com.au). You can also follow the RoadsTas Facebook page for the latest information.

### Supporting key messages

- This upgrade is jointly funded by the Australian and Tasmanian Governments. The Australian Government has committed \$15 million under its Roads of Strategic Importance initiative and the Tasmanian Government has committed a further \$3.75 million towards the project.
- The Department of State Growth will continue to consult with the West Coast Council and the Tasmanian Transport Association about the Lyell Highway Safety Upgrade.

### Stage one

- The final design work is being done in the early part of 2021, including the preparation of tender documentation to progress the project to construction.
- Broader stakeholder and community engagement will be undertaken as the project progresses through the development phase.

### Stage two

- In Stage two, and where possible, the current road alignment may be altered by widening highway curves and improving pavement strength.
- Further information will be provided about the timing for Stage two.

## Key stakeholder and influencer identification

| Stakeholder           | Stakeholder representative, if available   | Stakeholder issues   | Level of Support/ Interest | Influence | Level of engagement (inform, consult, involve, collaborate, empower) | Stakeholder classification |
|-----------------------|--|--|----------------------------|-----------|--|----------------------------|
| Australian Government | Minister for Infrastructure, Transport and Regional Development<br>Michael McCormack       | Infrastructure project<br>Funding partner  | High                       | High      | Inform   | Important                  |
| Australian Government | Deputy Chair of Standing Committee on Agriculture and Water Resources<br>Brian Mitchell MP |  | Moderate                   | High      | Inform   | Important                  |
| State Government      | Minister for Infrastructure and Transport<br>Michael Ferguson                              | Infrastructure project   | High                       | High      | Inform   | Important                  |
| Local Government      | West Coast Council General   | <ul style="list-style-type: none"> <li>Infrastructure project within municipal area</li> </ul> | High                       | High      | Consult  | Key                        |

|                                 |   |   |          |          |         |           |
|---------------------------------|---|---|----------|----------|---------|-----------|
|                                 | <p>Manager<br/>David Midson</p> <p>Works and Operations<br/>Manager<br/>Scott Butler</p>                        | <p>Indicated importance of long-term strategy</p> <ul style="list-style-type: none"> <li>Concerns around a number of corners that are dangerous, especially for larger vehicles</li> <li>Suggests vegetation removal to improve sight distance</li> <li>Delays/road closures may be experienced during investigations and construction</li> </ul> |          |          |         |           |
| Tasmanian Transport Association | <p>Executive Director<br/>Michelle Harwood</p> <p>Chairman<br/>John De Bruyn</p>                                | <ul style="list-style-type: none"> <li>Association representing the interests of Tasmanian commercial transport industry members</li> <li>Delays/road closures may be experienced during investigations and construction</li> </ul>   | High     | Moderate | Consult | Key       |
| Tasmanian Transport Council     | <p>Executive Officer<br/>Julie Wise</p>   | <ul style="list-style-type: none"> <li>Delays/road closures may be experienced during investigations and construction</li> </ul>  | High     | Moderate | Consult | Important |
| Emergency Services              | <ul style="list-style-type: none"> <li>Police</li> <li>Ambulance</li> <li>Fire Tasmania</li> <li>SES</li> </ul> | <ul style="list-style-type: none"> <li>Changed road conditions/road closures may impact travel times if required to attend local emergency situations</li> </ul>  | Moderate | Moderate | Inform  | Important |

|   |   |  |          |          |         |           |
|---|---|--|----------|----------|---------|-----------|
| Utilities   | <ul style="list-style-type: none"> <li>TasNetworks</li> </ul> | <ul style="list-style-type: none"> <li>Impacts to power lines/poles</li> </ul>   | Moderate | Moderate | Consult | Important |
| Department of Primary Industries, Parks, Water and Environment - Parks and Wildlife | Regional Operations Manager, North West<br>Brendon Clark      | <ul style="list-style-type: none"> <li>Adjacent landowner</li> <li>Land acquisition may be required</li> </ul>   | High     | Moderate | Consult | Important |
| Sustainable Timbers Tasmania  | North West Region Manager<br>John McNamara                    | <ul style="list-style-type: none"> <li>Adjacent landowner</li> <li>Land acquisition may be required</li> </ul>   | High     | Moderate | Consult | Important |
| West Coast Wilderness Railway   | Manager   | <ul style="list-style-type: none"> <li>Adjacent landowner</li> <li>Tourists may miss their booked train departure time if they are delayed when driving to the Queenstown or Strahan stations</li> </ul> | High     | Moderate | Consult | Important |
| Cradle Coast Authority  | Chief Executive Officer<br>Darryl Connely                     | Regional stakeholder   | High     | Moderate | Inform  | Important |
| Local tourism business owners   | West Coast Visitor Information Centre<br><br>Tourism Tasmania | <ul style="list-style-type: none"> <li>Changed road conditions for tourists</li> <li>Delays/road closures may be experienced during investigations and construction</li> </ul>                           | Moderate | Low      | Inform  | Others    |
| Local business owners – general   | Business owners - general                                     | <ul style="list-style-type: none"> <li>Regional stakeholder groups who may use the road for logistics purposes</li> </ul>  | Moderate | Low      | Inform  | Others    |



|   |   |  |          |     |        |        |
|---|---|--|----------|-----|--------|--------|
|   |   | <ul style="list-style-type: none"> <li>• Delays/road closures may be experienced during investigations and construction</li> <li>• Accommodation/ restaurants etc able to share construction travel time impacts information</li> </ul>                                  |          |     |        |        |
| Wider west coast community members      | N/A   | <ul style="list-style-type: none"> <li>• Regional stakeholders who may travel between towns along the Lyell Highway</li> <li>• Delays/road closures may be experienced during investigations and construction</li> </ul>   | Moderate | Low | Inform | Others |
| Road users (cyclists, buses, taxis etc) | <ul style="list-style-type: none"> <li>• Bicycle Network Tasmania</li> <li>• Ride Tassie</li> </ul> | <ul style="list-style-type: none"> <li>• North west and west coast bicycle groups may be affected by changed road layout</li> <li>• Delays/road closures may be experienced during investigations and construction</li> <li>• Overall improved road condition</li> </ul> | Moderate | Low | Inform | Others |

## Stakeholder risk and opportunity assessment

| ID No. | Risk, Issue or Opportunity Description  | Likelihood   | Consequence  | Risk Level | Stakeholder   |          |      | Stakeholder Classification | Mitigation strategies (action)  |
|--------|---|--------------|--------------|------------|---|----------|------|----------------------------|---|
|        |   |              |              |            | Power   | Interest |      |                            |   |
|        | Temporary traffic management during design investigations/construction delivery causes traffic disruption, delays and dissatisfaction. If road closures are adopted, these will need to be communicated early and widely. | C - Possible | 3 – Moderate | Medium     | Road users  | Low      | High | Affected                   | <ul style="list-style-type: none"> <li>Advertise possible delays/detours early and widely, and to the right stakeholder groups (revisit stakeholder analysis)</li> </ul>  |
|        |   |              |              |            |   | High     | Low  |                            |   |
|        |   |              |              |            |   | High     | High |                            |   |
|        |   |              |              |            |   | High     | High |                            |   |
|        |   |              |              |            |   | Low      | High |                            |   |
|        |   |              |              |            |   | Low      | High |                            |   |
|        | Not engaging proactively and sufficiently with the community  | B - Unlikely | 3 – Moderate | Medium     | Wider community in Strahan, Queenstown and relevant townships on the Lyell and Zeehan Highways. | Low      | High | Affected                   | Inform community members about the project's key benefits, early and widely using a variety of methods: <ul style="list-style-type: none"> <li>Early engagement with landowners, adjacent businesses and interest groups</li> <li>Regularly update project webpage</li> <li>Communicate start of works early utilising social media, letter drops to adjacent properties and Variable Message Boards</li> <li>Respond to enquires with consistent messaging and use of FAQs</li> <li>Maintain transparency through full disclosure with all parties</li> <li>Communicate with businesses to understand impacts on their operations</li> <li>Respond to complaints and enquiries in a timely manner to prevent escalation</li> </ul> |
|        | Missing key/important stakeholders during the design phase  | B - Unlikely | 4 – Major    | Medium     | Wider stakeholder groups  | Low      | High |                            | <ul style="list-style-type: none"> <li>Undertake a robust stakeholder identification process</li> <li>Revisit in each phase</li> </ul>  |
|        |   |              |              |            |   | High     | High |                            |   |
|        |   |              |              |            |   | High     | High |                            |   |
|        |   |              |              |            |   | Low      | High |                            |   |

|  |  |              |           |        |  |     |      |  |
|--|--|--------------|-----------|--------|--|-----|------|--|
|  | Key stakeholders fail to support project | B - Unlikely | 4 – Major | Medium |  | Low | High | <ul style="list-style-type: none"> <li>• Keep in regular contact with key stakeholders and be proactive in providing timely feedback at the key milestones throughout the project</li> <li>• Proactively dispel incorrect rumours</li> <li>• Regularly update project webpage</li> <li>• Maintain transparency through full disclosure with all parties</li> <li>• Respond to complaints and enquiries in a timely manner to prevent escalation</li> </ul> |
|--|--|--------------|-----------|--------|--|-----|------|--|

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## Community involvement – tools and methods

| Item                            | Description   | Responsibility  | Approval   |
|---------------------------------|---|---|--|
| Consultation Manager            | Notes of all consultation to be recorded.   | Stakeholder Engagement Consultant   | State Growth Stakeholder Communications Branch (SCB) |
| Dedicated email address         | Dedicated email address for stakeholder and community queries for the life of the project engagement@pittsh.com.au.   | Stakeholder Engagement Consultant   | State Growth SCB                                     |
| Roadworks Roundup               | Project location, information and timing to be included in Roadworks Roundup at least two weeks prior to commencement of any works.   | State Growth / Consultant   | State Growth Project Manager                         |
| Verbal briefings                | Verbal briefing to key stakeholders as required.  | Consultant, Project Manager   | State Growth SCB                                     |
| Notifications / Project letters | Project introduction and advice that investigations will occur along the project corridor. Mail to adjacent private landowners along the project route. Notifications will contain contact details of the project team to ensure communication is open and stakeholders can participate and engage. | Stakeholder Engagement Consultant   | State Growth SCB, Project Manager                    |
| Media release                   | Media release to announce works, timeline and completion of works and at key milestones as appropriate. To be issued to: <ul style="list-style-type: none"> <li>The Advocate Newspaper</li> <li>Rosebery Western Herald</li> </ul>  | State Growth  | State Roads Communications Branch                    |
| Poster                          | To inform wider audiences about the benefits of the project.  | State Growth / Consultant   | State Growth Project Manager                         |
| Map                             | To inform wider audiences about the location of the safety upgrades.  | Stakeholder Engagement Consultant   | State Growth SCB, Project Manager                    |
| DL FAQ brochure                 | DL FAQ brochure to inform wider audiences about the benefits of the project.  | State Growth / Consultant   | State Growth Project Manager                         |
| Feedback form                   | Provide the wider community with the option to provide suggestions about the Lyell Highway Safety Upgrade   | Stakeholder Engagement Consultant   | State Growth SCB, Project Manager                    |
| Roads Tas Facebook post         | To advise road users of start of works and if delays are expected.  | State Growth  | State Growth SCB                                     |
| Static display                  | Placement of project materials in strategic locations to inform wider audiences about the benefits of the project.  | State Growth / Consultant   | State Growth Project Manager                         |
| State Roads Website             | Web content to be published containing information for each package of works and location. Details include: <ul style="list-style-type: none"> <li>About</li> <li>Location</li> <li>Design (image and information)</li> <li>Timing</li> <li>Contact details</li> </ul>                              | Consultant to draft initial content.<br><br>State Growth to manage updates to web content | State Growth SCB                                     |
| Face-to-face meetings           | Formal meetings with impacted stakeholders: landowners, business owners, local council representatives and authorities as required.   | Stakeholder Engagement Consultant   | State Roads SCB, Project Manager                     |

|  |  |                            |  |
|--|--|----------------------------|--|
|  | Specific meetings to be arranged with landowners undergoing land acquisitions to explain process and gather detailed information of works accommodation notice requirements. | Consultant Project Manager |  |
|--|--|----------------------------|--|

Living document



## Action plan

| Planned activity date range    | Tool                             | Stakeholder   | Activity   | Responsibility / Approval  | Date completed |
|--------------------------------|----------------------------------|---|--|--|----------------|
| Throughout project             | Consultation Manager             | All   | Document all stakeholder engagement in Consultation Manager  | Engagement Consultant / State Growth Stakeholder Communications Branch                         | Ongoing        |
| 26 March 2021                  | Verbal briefing                  | West Coast Council General Manager<br>David Midson  | Briefing to provide latest project information and update from previous discussions                | Consultant Project Manager / Consultant Stakeholder Engagement<br>State Growth Project Manager | 26 March 2021  |
| 31 March 2021                  | Verbal briefing                  | Tasmanian Transport Association Chief Executive Officer<br>Michelle Harwood                                   | Briefing to provide latest project information and update from previous discussions                | Consultant Project Manager / Consultant Stakeholder Engagement<br>State Growth Project Manager | 31 March 2021  |
| 9 August 2021                  | Briefing/presentation            | Parliamentary Standing Committee  | Briefing and presentation  | State Growth   |                |
| Throughout project as required | Phone calls and follow up emails | <ul style="list-style-type: none"> <li>West Coast Council</li> <li>Tasmanian Transport Association</li> </ul> | Phone call and initial email to follow up on previous briefing and discussion about potential land | Consultant Project Manager / Consultant Stakeholder Engagement<br>State Growth Project Manager |                |

|                                |                 |  |   |   |  |
|--------------------------------|-----------------|--|---|---|--|
|                                |                 | <ul style="list-style-type: none"> <li>• Tasmanian Transport Council</li> <li>• Government stakeholders</li> <li>• Landowners</li> <li>• Sustainable Timber Tasmania</li> <li>• DPIPWE Parks &amp; Wildlife</li> <li>• West Coast Railway</li> <li>• Tourism Tasmania</li> <li>• Wider community interest as a result of static display</li> </ul> | acquisition/design and construction impacts   |   |  |
| Throughout project as required | Project letters | <ul style="list-style-type: none"> <li>• Tourism Tasmania</li> <li>• Tourism operators</li> <li>• Heavy vehicle operators</li> <li>• Bicycle Network Tasmania</li> <li>• Ride Tassie</li> <li>• Static display locations</li> </ul>  | Advise of project benefits, timeframe, and impacts during design investigations and construction phases | Consultant Stakeholder Engagement<br>Consultant Project Manager |  |

|                                |   |   |  |  |                                  |
|--------------------------------|---|---|--|--|----------------------------------|
| Throughout project as required | Notifications via email or post, as appropriate         | <ul style="list-style-type: none"> <li>• Police</li> <li>• Ambulance</li> <li>• Fire Tasmania</li> <li>• SES</li> </ul> | Provide stakeholders with project information and contact details for further questions  | Consultant Stakeholder Engagement<br>Consultant Project Manager  |                                  |
| July 2021                      | Website content   | <ul style="list-style-type: none"> <li>• Online audiences</li> </ul>  | <p>Web content to be published containing information for what works are being done and location. Information to include:</p> <ul style="list-style-type: none"> <li>• About</li> <li>• Stakeholder engagement</li> <li>• Design (image and information)</li> <li>• Timing</li> <li>• Contact details</li> </ul> | Consultant Stakeholder Engagement<br>State Growth Project Manager                                      | Live July 2021                   |
| July 2021                      | Static display (select locations)                       | <ul style="list-style-type: none"> <li>• Local communities</li> </ul>   | A3 roll plan, poster, DL FAQs flyer, feedback form, suggestions box  | Consultant Stakeholder Engagement / State Growth Communications Branch                                 | Live 9 July 2021 to 23 July 2021 |
| End July 2021                  | Feedback captured                                       | <ul style="list-style-type: none"> <li>• Local communities</li> </ul>   |  | Consultant Stakeholder Engagement / State Growth Communications Branch                                 |                                  |
| Early August 2021              | Email update following the completion of public display | <ul style="list-style-type: none"> <li>• All registered stakeholders</li> </ul>   | Update the local community about Stage one of the project (when known)   | State Growth Communications Branch / Consultant Stakeholder Engagement<br>State Growth Project Manager |                                  |
| Prior to start of works        | Advertisement (determine appropriate publications)      | <ul style="list-style-type: none"> <li>• Wider community</li> <li>• Incoming tourists</li> </ul>                        | Advertisement to advise local community of the construction phase impacts (when known)   | Consultant Stakeholder Engagement<br>Consultant Project Manager  |                                  |

|                         |  |   |  |   |  |
|-------------------------|--|---|--|---|--|
| Prior to start of works | Media release (determine appropriate publications) | <ul style="list-style-type: none"> <li>The Advocate Newspaper</li> <li>Rosebery Western Herald</li> </ul> | Media release to advise local community of the project and construction phase impacts (when known) | Consultant Stakeholder Engagement<br>Consultant Project Manager   |  |
| Prior to start of works | Facebook post                                      | <ul style="list-style-type: none"> <li>Online audiences</li> </ul>  | Update the local community of the project and construction phase impacts (when known)              | State Growth Communications Branch /<br>Consultant Stakeholder Engagement<br>State Growth Project Manager |  |
| Prior to start of works | Start of Works Notification                        | <ul style="list-style-type: none"> <li>All stakeholders</li> </ul>  | Advise local community of the project and construction phase impacts (when known)                  | State Growth Communications Branch /<br>Consultant Stakeholder Engagement<br>State Growth Project Manager |  |
| Prior to start of works | Website content (update)                           | <ul style="list-style-type: none"> <li>All stakeholders</li> </ul>  | Update the local community of the project and construction phase impacts (when known)              | State Growth Communications Branch /<br>Consultant Stakeholder Engagement<br>State Growth Project Manager |  |

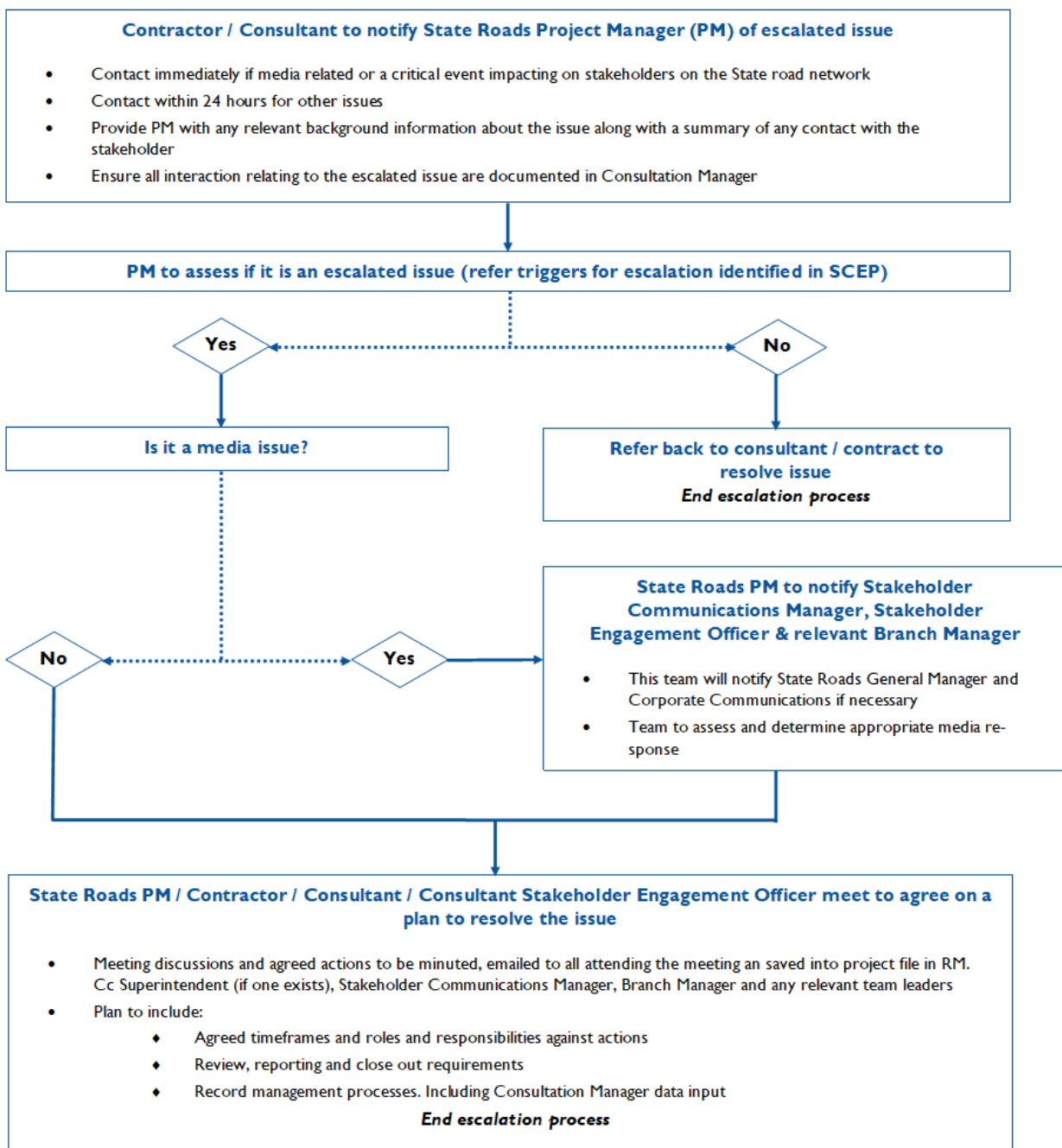
# Escalation process

The escalation process outlined on the following page will be implemented to resolve escalated stakeholder issues. The escalation process is designed to facilitate the necessary decision making to resolve the issue and identify and allocate any necessary resources required to prevent escalated issues from having a negative impact on project deliverables.

Triggers for escalation include:

- Stakeholder threatens to go to media or Minister about an issue.
- A significant stakeholder issue is raised that is outside of the project and contract scope.
- Stakeholder driven escalation, where the stakeholder demands Principal involvement.

## ESCALATION PATHWAY





## Reporting and evaluation

| Method                           | Description   | Objective of the measure   | Frequency                          |
|----------------------------------|---|--|------------------------------------|
| Consultation Manager             | All interactions (phone calls, meetings, emails, etc) to be recorded.   | Department of State Growth, Consultants, Contractors   | As required throughout the project |
| Consultation and Feedback Report | <p>Report against stakeholder activities identified in this Stakeholder and Community Engagement Plan at project completion.</p> <p>Consultation Manager data used to provide a report on key issues and identify issues and opportunities for future engagement.</p> | To measure the effectiveness of the engagement strategy and identify key issues being raised by stakeholders | At completion of design phase      |



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