



## **Project Information Sheet**

### **Engagement and Managing Impact**

Hazelmere Hub is committed to effective community consultation and stakeholder engagement to better inform our decision making and build stronger relationships with the local community. We believe dialogue helps identify issues of mutual concern and opportunities for innovation, aligns divergent expectations, streamlines decision-making and promotes greater ownership, support and legitimacy for project outcomes.

The promise Hazelmere Hub makes to its stakeholders is we will consult and consider your feedback in our decision-making processes and we will advise you of our decision. Our engagement and impact management philosophy is reflected in four fundamental guiding principles:

- The community has a range of needs and desires and we will work diligently to meet these aspirations as technical and contractual parameters allow.
- We are “guests” in the community and expect all employees and contractors to treat our stakeholders with courtesy and respect.
- We aim for “no surprises” to minimise anxiety, avoid delay, and foster stakeholder confidence.
- We use personal and targeted liaison, consultation and involvement to establish relationships, promote open dialogue and build trust.

We have been engaging with the local community since 2013. Engagement has significantly increased in recent years as the project reviewed and finalised its Remediation Action Plan. Recent activities include conversations with households adjacent to the site and key stakeholders. The feedback received from the community and stakeholders identified key community expectations including:

1. Management of construction impacts including dust, noise, rubbish, odours and prevention of debris from entering private property.
2. Management of traffic related impacts including existing heavy vehicle use of Adelaide Street, destruction of verges, and the need to retain existing traffic calming measures.
3. The project should enhance the aesthetics of the area and include a visual break between the proposed strip of houses and the light industrial area (to be built behind the houses).

We have also committed to establishing and maintaining multiple communication methods to engage with the local community and stakeholders. These include:

- Creating an email contact list of residents and businesses adjacent to the site to keep these key stakeholders informed.
- Providing project updates via a dedicated project website and Facebook page.
- Meeting with residents, businesses and key stakeholders to explain key elements of the project and gather feedback.
- Creating a monitored project email and project information line to receive community feedback and complaints.

#### **Further Information**

If you have any questions or concerns, or would like to register for email updates, please email [info@hazelmerehub.com.au](mailto:info@hazelmerehub.com.au) or call 0408 875 843. More information is also available on the project webpage [www.hazelmerehub.com.au](http://www.hazelmerehub.com.au) and Facebook page [www.facebook.com/HazelmereHub](https://www.facebook.com/HazelmereHub).