

Maintenance

Master Specification

M3 Stakeholder Engagement

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M3 Stakeholder Engagement

1 General

- 1.1 In delivering the services the Contractor will be required to engage with various Stakeholders including but not limited to:
- a) the Principal;
 - b) road users;
 - c) local communities and community organisations;
 - d) local landowners, residents, and businesses;
 - e) local government;
 - f) emergency services;
 - g) utility services;
 - h) other government Departments;
 - i) third party contractors;
 - j) developers; and
 - k) other third parties.
- 1.2 The Contractor must ensure a senior representative of the Contractor (together with any other appropriate personnel or subcontractors) attends meetings or events that may be arranged and chaired by the Principal to provide information and receive feedback from Stakeholders.
- 1.3 Subject to compliance with the requirements of this Contract, the Contractor shall proactively seek to resolve any legitimate complaint received from a Stakeholder in relation to this Contract.

2 Stakeholder Engagement Plan

- 2.1 The Contractor must establish, implement and maintain a Stakeholder Engagement Plan (SEP) for this Contract.
- 2.2 The SEP is a Controlled Document and shall be reviewed and updated annually vide M6 Clause 3.

3 Enquiries / Complaints

- 3.1 The Contractor shall develop and implement a system to manage enquiries and complaints.
- 3.2 The system must include:
- a) procedure(s) to receive, monitor, action, report, and close out enquiries and complaints; and
 - b) establishment and maintenance of an enquiry / complaints register.
- 3.3 The Contractor must prepare a report detailing the enquiries and complaints received and processes undertaken to respond and / or address the issues including as a minimum:
- a) the number and nature of all enquiries and complaints;
 - b) the status of all enquiries and complaints;
 - c) average and maximum times taken to respond to enquiries and complaints;
 - d) responses to all enquiries and complaints (including date of receipt and date of response);
 - e) a summary of Stakeholder meetings; and
 - f) any trends or emerging issues including strategies proposed to contain them.
- 3.4 This report shall be included in the Contractor's monthly report.

- 3.5 The Contractor must treat any personal information in compliance with the South Australian Government Privacy Principles (IPPs) encompassed within Premier and Cabinet Circular 12, as if the Contractor were an “agency” for the purposes of the IPPs.
- 3.6 If the Contractor receives an enquiry or complaint, written or verbal, either directly or through the Principal, the Contractor shall promptly investigate the situation and provide sufficient information and a suggested response to the Principal to enable a reply. The Principal may authorise the Contractor to respond directly to certain categories of enquiries or complaints.
- 3.7 Enquiries may include Ministerial, media, political or other departmental correspondence.
- 3.8 Where the complaint is of a Routine Maintenance nature, the Contractor must attend to the issue within the Response Times.
- 3.9 Where the recommended action is outside of Routine Maintenance, a proposed response shall be provided to the Superintendent including any cost estimates where additional works are required to address the issue raised.
- 3.10 The Contractor shall comply with the requirements of this Clause within 2 Business Days.

4 Principal Approved Engagement

- 4.1 The Contractor shall not release any written information to Stakeholders without the prior approval of the Superintendent. This includes letters, brochures, leaflets, newsletters, community noticeboards, media advertisements, and signs.
- 4.2 The Contractor must invite an appropriate representative from the Principal to all meetings and presentations arranged by the Contractor with Stakeholders.
- 4.3 If the Contractor or any of its Staff is contacted by the media or political representatives, it shall record the person’s name and contact details and advise the Superintendent immediately.
- 4.4 The Principal will provide an appropriate response and the Contractor shall not provide any information / comment regarding the Contractor’s activities to any media or political representatives without a direction from the Superintendent.

5 Council Liaison

- 5.1 Council(s) and Council contact detail(s) and any special requirements, if required, are stated in **Contract Documents**.
- 5.2 The Contractor must familiarise themselves with all of the councils within the Contract Zone and maintain contact details for all relevant council staff for general and emergency issues associated with this Contract.
- 5.3 Within the Unincorporated Areas, where there is no local government authority, the Commissioner of Highways is responsible for the road corridor.

6 Collaborative Program

- 6.1 The Contractor must work collaboratively to share and optimise forward works programmes with other Stakeholders including Local Government and Utility Services.

7 Communication Materials and Information

- 7.1 All materials and information provided to Stakeholders must present a professional image and must follow:
 - a) the Principal’s guidelines for presentation and style
 - b) branding requirements of the South Australian Government; and
 - c) Federal Government branding requirements (for any Works that receive federal funding).

- 7.2 All proposed material must be submitted to the Superintendent for the approval and release of information. Provision and acceptance of the proposed communication materials shall constitute a **Hold Point**.
- 7.3 All materials are to be distributed by the Contractor, unless otherwise directed by the Superintendent or detailed in a Work Order.

8 Provision of Information to Stakeholders

- 8.1 The Contractor must ensure that Stakeholders who are directly affected by any Work activities are informed of the impact that the Works may have upon them such as;
- a) changes and / or restrictions to property access;
 - b) changes, impacts, detours or delays to traffic arrangements;
 - c) changes to traffic conditions and access for pedestrians and cyclists;
 - d) disruptive construction operations including night works;
 - e) any planned or unplanned changes to the works from previous advice; and
 - f) any other potential impacts from the Works.
- 8.2 Stakeholders may be informed by a range of means including leaflets, letters, drawings, maps, plans, diagrams or other appropriate materials.
- 8.3 Information must be distributed to relevant Stakeholders at least five (5) Business Days prior to the Works commencing.

9 Hold Points

- 9.1 The following is a summary of Hold Points, vide PC-QA1 "Quality Management Requirements", referenced in this Part:

Document Ref.	Hold Point	Response Time
7.2	Submission of Communication Materials	10 Working Days