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School Infrastructure NSW

# Communication and Engagement Summary Report

## ***Pendle Hill High School***

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#### Document History

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0.4		

## Introduction

School Infrastructure NSW (SINSW) has been established by the NSW Government to deliver its multi-billion-dollar schools' investment program.

As part of the program, School Infrastructure NSW is committed to engaging with stakeholders and the wider community through the entire project lifecycle: from planning, design and delivery, through to operations and maintenance.

School Infrastructure NSW's (SINSW) mission is to provide solutions by working collaboratively with all stakeholders to create learning environments across NSW that serve future needs and make us proud. As part of our transformation in the way we plan, develop and deliver schools across the State. Part of this transparency means that we will let the community know which schools will be worked on and at what time.

As we develop a range of options for addressing school infrastructure requirements, members of the community will provide comment on our proposal before it is finalised. Feedback is important and helps us refine our planning and design process. Engaging with the broader community ensures we've considered necessary information and balanced this with practicality and cost to deliver sustainable and relevant solutions for schools.

This report summarises the consultation and communication activities that have been undertaken concerning the proposed upgrades to Pendle Hill High School. It forms part of the Environmental Impact Statement required for the State Significant Development (SSD) application specified in the Secretary's Environmental Assessment Requirements (SEARs). This report summarises the engagement undertaken for this stage of the proposed upgrades by outlining:

- the SEARs for stakeholder and community consultation
- the consultation process was undertaken, including key meetings with stakeholders
- a summary of feedback received and issues raised by specific stakeholders, and
- how feedback has been considered in the development of the SSD application.

## Background

### Secretary's Environmental Assessment Requirements

The Secretary's Environmental Assessment Requirements (SEARs) for the State Significant Development were received on 26 October 2020. An excerpt can be found below.

"During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, service providers, community groups, residents, special interest groups including local Aboriginal land councils and registered Aboriginal stakeholders and affected landowners.

In particular, you must consult with:

- City of Parramatta Council
- Government Architect NSW
- Transport for NSW

The EIS must describe the consultation process and the issues raised and identify where the development's design has been amended in response to these issues. Where amendments have not been made to address an issue, a short explanation should be provided.

### Consultation Approach

As set out in the Community Engagement Plan, the following community engagement objectives have been identified for this proposal:

- Promote the benefits of the project
- Build key schools community stakeholder relationships and maintain goodwill with impacted communities
- Manage community expectations and build trust by delivering on our commitments
- Provide timely information to impacted stakeholders, schools and broader communities
- Address and correct misinformation in the public domain
- Reduce the risk of project delays caused by the negative third-party intervention
- Leave a positive legacy in each community.

## 1.1. Description of Consultation and Communication Channels and Activities

The table below describes the consultation and communication channels and activities that have been undertaken and the strategic intent of each activity.

Activity	Strategic Intent
(Project Reference Group), meetings, workshops, school site inspections	Project Reference Group meetings comprise of representatives from the Public-School communities. The PRG includes the school Principal and a P&C representative to discuss aspects of the design, consultation, and construction approaches. The PRG is an opportunity to seek feedback and input from group members.
Communications (Project Webpage, Project Updates and Works Notifications)	Distribution of project information to stakeholders delivered by letterbox drop, school newsletters, and Pendle Hill School Infrastructure website. A screen print of the Pendle Hill webpage can be found in Appendix 1. A sample of a Project Update can be found in Appendix 2. An example of a works notification can be found in Appendix 3.
Contact Channels (Emails and 1300 project information number)	Direct responses to stakeholder and community contacts.
School community communication (School newsletters, P&C meeting announcements)	Project updates and direct responses to questions.
Online Survey	Design and launch a short five to ten-minute survey to enable participation of and gather feedback from students, teachers and parents of Pendle Hill High School which included local residents.
Parramatta LGA Online Survey	Design and launch a short five to ten minute survey to gather feedback from nearby community members and residents.
Parramatta Council Stakeholder Interview	Identify key council impacts, mitigation and enhancements. Review local governments policy and city plans. Understand how the SINSW development aligns with Parramatta Councils strategic direction.
Pendle Hill School Principal Interview	Understand strategic context about the project, school community and local community. This included historic challenges and need for the project.

## 1.2. Consultation Activities

A key consultation activity to the project is the governance provided through the Project Reference Group (PRG), which includes feedback on critical design elements and the overall project direction.

PRG meetings for Pendle Hill commenced on 25 February 2021, and are being held on a monthly basis. PRG members include school Principals and a representative of the P&C committee.

Other community facing communications that have occurred to date are outlined in the below table.

Dates	Targeted stakeholders	Consultation Activity	Channel	Attendance/ Reach
w/c 22 February	School community Visitors to SINSW website School catchment area residents	Announcement of the project funding approval.  Status Update on the tender process for construction contractor appointment.  Outlined the SSDA process and SIA consultation conducted by Elton.	Letterbox Drop Website Update  Project Update emailed to Principal and to share with the school community	Approx. 25,400 residents
w/c 1 March	16 Knox Street Resident Pendle Hill	Provided written information on upcoming construction activity and what this will mean for the resident's property. Provided Project Team contact details.	Door Knock Notification	One resident
w/c 1 March	Surrounding school residents	Provided timely notification to	Letterbox Drop	Approx. 50 residents

		nearby residents of upcoming site preparation works.		
12-26 February	Online Survey	<p>Designed and developed a short online survey to test potential issues and topics of excitement related to the project.</p> <p>An introductory email text was also developed for distribution with the survey link.</p> <p>The survey link was sent to students, teachers and parents of Pendle Hill High School.</p>	<p>Pendle Hill High School community Online Survey</p>	96 responses
w/c 8 March	Parramatta Council Stakeholder Interview	Key stakeholder interview with Parramatta Council to discuss concerns and benefits of the project, including Council response to the SEARs.	Interview	Four representatives from Council
w/c 15 February	Pendle Hill High School Principal	Key stakeholder interview with the Principal of Pendle Hill High School to understand enrolment, school and broader community, key challenges, and general context for the project.	Interview	One representative from Pendle Hill High School
w/c 1 March	School Infrastructure NSW Stakeholder Interview	Key stakeholder interview with a representative from School Infrastructure NSW to discuss rationale for the project, enrolment trends, school planning approach and key opportunities and challenges of the project.	Interview	One representative from School Infrastructure NSW



### 1.3. Stakeholder and Community Feedback

Stakeholder and community feedback are a critical element to the development of this project. Initial feedback was sought from stakeholders and communities through the consultation activities and communication channels listed in Section 1.2. The project team has conducted eight consultation pieces thus far with a comprehensive plan for further community engagement to occur during the statutory exhibition of the SSDA. Consultation identified key issues of community interest for consideration during the preparation of the Environmental Impact Statement.

Key issues included:

- Construction noise impacts on local residents
- Construction noise impacts on the learning environment at Pendle Hill High School
- Increased demand for open space and recreational facilities in the local area
- Parking in the local area
- Traffic management
- Reputation of Pendle Hill High School
- Amenity impact on neighbours.

Key themes have emerged from the feedback and are described below.

- Construction: impacts associated with the construction stage of the project
- Learning experience and teaching: existing challenges associated with the current quality of facilities at Pendle Hill High School and the opportunities identified with the project
- Access to open space and recreation: current and future challenge of meeting demand for open space in the local area and across the Parramatta LGA more broadly
- Employment and job creation: opportunities for employment
- Local amenity and experience: impact and concerns of how the project will affect local residents.

## 1.4. Stakeholder Meetings and Correspondence to Date

This section outlines a summary of the key consultation undertaken with stakeholders, as defined and required by the SEARs.

Stakeholder	Dates	Feedback and Topics Discussed	Outcome
Transport for NSW (TfNSW) City of Parramatta Council SINSW TSA Management TTW (Traffic Engineers)	02 November 2020	<p>Meeting: Transport Working Group (TWG)</p> <p>The project was introduced to the Transport Working Group, and the overall strategic concept of moving away from traditional car-based assessment towards more sustainable transport options.</p> <p>Key feedback included concerns about impacts to residents and on-street parking, a request for travel mode surveys to be completed, a request for a road safety audit, an agreement to consider pedestrian crossing locations, and the need for car/bus conflicts to be resolved.</p>	This is an ongoing working group meeting that was initiated by SINSW. Consultation stakeholders is ongoing.
Aboriginal Community	17 December 2020	<p>Correspondence: Aboriginal Cultural Heritage Assessment Report (ACHAR)</p> <p>In accordance with the Aboriginal cultural heritage consultation requirements for proponents 2010, an invitation was sent to the list of Aboriginal organisations and names provided by LALC (Local Aboriginal Land Council), inviting Aboriginal people who hold cultural knowledge relevant to determining the significance of Aboriginal object(s) and/or places(s) in the project area, to register an interest.</p> <p>A copy of the notification and a list of names of Aboriginal persons who registered an interest, was sent to Heritage NSW and Deerubbin Local Aboriginal Land Council in accordance with of the Aboriginal cultural heritage consultation requirements for proponents 2010.</p>	There were 18 organisations/people that responded to the advertisement

Transport for NSW (TfNSW) City of Parramatta Council SINSW Hills Bus Services TTW (Traffic Engineers)	11 November 2020	Meeting: Transport Working Group (TWG)  Current Bus services in place for the school.  School community feedback on existing transport services and capacity of travel modes.	This is an ongoing working group meeting that was initiated by SINSW. Consultation stakeholders is ongoing.
Aboriginal Community	15 January 2021	Correspondence: Aboriginal Cultural Heritage Assessment Report (ACHAR)  As specified in the Aboriginal Cultural Heritage Consultation Requirements for Proponents 2010, an ACHA methodology was sent to the registered parties for feedback on the 15th of January 2021.  Registered Aboriginal parties were provided information about the scope of the proposed project and the proposed cultural heritage assessment process.	Knowledge holders were given 28 days to provide feedback.
Transport for NSW (TfNSW) SINSW City of Parramatta Council TSA Management TTW (Traffic Engineers)	27 January 2021	Meeting: Transport Working Group (TWG)  Proposed Kiss and Ride locations.  Council requested all parking spaces to be compliant to AS2890.  TFNSW note that green travel and PT services may be flexible for purposes of DA submission.	This is an ongoing working group meeting that was initiated by SINSW. Consultation stakeholders is ongoing.
Transport for NSW (TfNSW) SINSW City of Parramatta Council TSA Management Planix Projects Cumberland City Council	17 February 2021	Meeting: Transport Working Group (TWG)  Pedestrian upgrades  Kiss & Ride locations  Carparking locations  Bus bay adjustments (i.e. footpath widening into the existing indented bay) was agreed offline with Transport for NSW and CDC representatives following the meeting (via email dated 2	This is an ongoing working group meeting that was initiated by SINSW. Consultation stakeholders is ongoing.

		March 2021).	
City of Parramatta Council	03 February 2021	<p>Meeting: Pre-SSD Lodgement Meeting</p> <p>Meeting with Council to discuss the proposed new building at Pendle Hill High School.</p> <p>The proposal is subject to an application to the NSW Department of Planning, Infrastructure and Environment (DPIE) as an SSD.</p>	Council thanked the participants and minutes were issued by Council noting actions from the meeting.
<p>SINSW</p> <p>Government Architect NSW (GANSW)</p> <p>TSA Management</p> <p>Fulton Trotter Architects</p> <p>Architectus</p>	3 March 2021	<p>Meeting: State Design Review Panel (SDRP)</p> <p>Connection with Country (CWC)</p> <p>Masterplan and Landscape</p>	<p>Minutes were issued by the GANSW noting actions from the meeting.</p> <p>GANSW noted the material presented was both thorough, detailed and focused on the masterplan of the proposed new additions to the school.</p>
<p>Transport for NSW (TfNSW)</p> <p>SINSW</p> <p>City of Parramatta</p> <p>TSA Management</p>	3 March 2021	<p>Meeting: Transport Working Group (TWG)</p> <p>Due to time constraints at the 17 February meeting, the same concepts were revisited in more detail.</p> <p>Key feedback included advice on staged bicycle parking, concerns on potential parking.</p> <p>Impacts to streets and residents, general discussion of the final pedestrian improvements.</p> <p>Kiss &amp; Ride strategy, and approval by TfNSW of the ability to refer to Council warrants for zebra crossings. The overall Transport Working Group process was noted as an improvement over previous projects and a benefit to the DA process.</p>	This is an ongoing working group meeting that was initiated by SINSW. Consultation stakeholders is ongoing.

## 1.5. Project Response

The feedback received during consultation has been considered in the preparation of the Environmental Impact Statement. The table below provides a detailed summary of the key issues that emerged and the corresponding project response.

Key Feedback Received	Project Response	Relevant Report
Heavy vehicle traffic	The Construction Traffic and Pedestrian Management Plan considers a range of measures to reduce the impact of heavy vehicle traffic.	Traffic and Accessibility Impact Assessment
Student safety during construction	The Construction Management Plan should include measures to ensure student safety and prevention of student access to the project site. These recommendations are outlined in the Social Impact Assessment Report.	Preliminary Construction and Environment Management Plan (CEMP)
Construction noise – teachers and staff	<p>The Community Communication Strategy should include clear information for teachers and students about construction noise.</p> <p>The Construction Management Plan should be guided by the NSW EPA Draft Construction Noise Guidelines to ensure noise management is aligned with industry standards.</p>	Preliminary Construction and Environment Management Plan (CEMP)
Construction noise – neighbours	<p>The Community Communication Strategy should distribute clear information for local residents about construction noise.</p> <p>The Construction Traffic and Pedestrian Management Plan outlines proposed construction times and days, including no night works or Sunday works.</p>	<p>Social Impact Assessment Report</p> <p>Traffic and Accessibility Impact Assessment</p> <p>Preliminary Construction and Environment Management Plan (CEMP)</p>

Key Feedback Received	Project Response	Relevant Report
	The Construction Management Plan should be guided by the NSW EPA Draft Construction Noise Guidelines to ensure noise management is aligned with industry standards.	
Stress and distress associated with anticipated change	The Community Communication Strategy should provide clear and regular information about the project and expected temporary impacts.	Social Impact Assessment Report
Environmental impacts, e.g. dust, light pollution, runoff	Construction Traffic and Pedestrian Management Plan. Construction Management Plan.	Preliminary Construction and Environment Management Plan (CEMP)
Parking for construction workers	Management of parking for construction workers is outlined in the Construction Traffic and Pedestrian Management Plan.	Traffic and Accessibility Impact Assessment Preliminary Construction and Environment Management Plan (CEMP)
Interruption to outreach and out of hours services provided by Pendle Hill High School	Internal plan.	Social Impact Assessment Report
Improved classrooms and teaching facilities	Delivery of new facilities at Pendle Hill High School which are fit for purpose.	Social Impact Assessment Report
Improved learning experience	Delivery of new facilities at Pendle Hill High School which are fit for purpose.	Social Impact Assessment Report
Increased student capacity	Delivery of new facilities at Pendle Hill High School which support an increase in enrolment.	Social Impact Assessment Report
Improved access to secondary education infrastructure	Delivery of new facilities at Pendle Hill High School which support an increase in enrolment.	Social Impact Assessment Report
Improved image and reputation of school	Delivery of new facilities at Pendle Hill High School which are fit for purpose.	Social Impact Assessment Report
Community use of new facilities	Opportunity for share use agreement of new facilities.	Social Impact Assessment Report

Key Feedback Received	Project Response	Relevant Report
Reduced opportunity for sport and recreation on school site	The Social Impact Assessment Report recommends Pendle Hill High School considers embellishing existing open space on site to increase its function.	Social Impact Assessment Report
Increased demand for recreational facilities	The Social Impact Assessment Report recommends Parramatta Council, School Infrastructure NSW Pendle Hill High School seek to establish share use agreements for community use of school facilities at Pendle Hill High School.	Social Impact Assessment Report
Increase in local teaching jobs	A product of increasing enrolment capacity	Social Impact Assessment Report
Visual amenity and privacy	A combination of fixed screening and landscaping have been included in the design of the new building to reduce visual and privacy impacts on local residents.	The Architectural Design Report
Overshadowing	The new building has been designed to ensure there is no overshadowing of neighbouring properties.	The Architectural Design Report
Traffic	Alternative transport planning will help reduce cumulative traffic impacts in the local area. This includes promoting carpooling, public transport access guides and active transport events.	Traffic and Accessibility Impact Assessment
Parking		

## 1.6. Next Steps

In preparing the SSD application for the upgrades to Pendle Hill High School, the project team will continue engagement with stakeholders and communities leading into and during the statutory exhibition of the SSDA, as well as during future stages of the planning and development process. Specifically, School Infrastructure NSW will continue to work closely with the schools' communities and Parramatta Council to plan and coordinate potential future construction, should consent be granted. School Infrastructure NSW will continue to update the project webpage and produce updates at key project stages for stakeholders and communities. The table below summarises the upcoming key engagement that will occur during the statutory exhibition period of the SSDA.

Date	Targeted	Consultation	Channel
<b>w/c 29 March 2021</b>	School community Surrounding residents Visitors to SINSW website	<ul style="list-style-type: none"> <li>Advise the school and surrounding communities of the early works and site preparations to occur during the school holidays, including work times, type of work taking place, how noise and dust will be mitigated and management of any hazardous remediation on-site.</li> </ul>	Work Notification
<b>w/c 9 April 2021</b>	School community Local Community	<ul style="list-style-type: none"> <li>Share 3D render images publicly.</li> <li>Invitation to information booth sessions.</li> </ul>	Media Release Information Pack
<b>w/c 9 April</b>	Nearby Resident – 82 Binalong Rd	<ul style="list-style-type: none"> <li>Provide written information on proposed designs and what these mean to the residents. Provide Project Team contact details.</li> <li>There is a 'We Missed You' template available for use.</li> <li>While social distancing measures are in place, we will not knock on doors to talk about the project. This information will instead be provided in a 'door knock notification' delivered to letterboxes.</li> </ul>	Door Knock Notification
<b>w/c 26 April 2021</b>	Local community	<ul style="list-style-type: none"> <li>Information booths to be held locally, staffed by a project team member to answer</li> </ul>	Information booth held on school grounds



Date	Targeted	Consultation	Channel
	Nearby residents School community	<p>any questions, concerns or complaints on the project.</p> <ul style="list-style-type: none"> <li>Information booths are to be held both at the school/ neighbouring school, as well for the broad community.</li> <li>Collateral to be provided include calling cards, latest project notification or update, with internal FAQs prepared.</li> <li>All liaison to be summarised and loaded in the CRM.</li> </ul>	Information Pack
<b>May 2021</b>	School community Surrounding residents Visitors to SINSW website	<ul style="list-style-type: none"> <li>SSD public exhibition requirements (hosted on DPIE website) and linked to SINSW website.</li> </ul>	SINSW Website Project Update Media Release
<b>May 2021</b>	School community Surrounding residents Visitors to SINSW website	<ul style="list-style-type: none"> <li>Project update on SSDA submission and early works progress.</li> </ul>	SINSW Website Project Update Media Release
<b>November 2021 (pending SSD approval)</b>	SSDA consent issued if approved.	<ul style="list-style-type: none"> <li>Notify that the development consent has been granted.</li> </ul>	SINSW Website Project Update and FAQs Media Release
<b>Ongoing</b>	All	<ul style="list-style-type: none"> <li>Members of the community may call the community information line to ask a question or register a comment or complaint.</li> <li>CEM must manage this interaction and record any complaints on the SINSW</li> </ul>	1300 community information line

Date	Targeted	Consultation	Channel
		website as part of the SSP requirements.	
Ongoing	All	<ul style="list-style-type: none"> <li>Members of the community may email our team to ask a question or register a comment or complaint.</li> <li>CEM must manage this interaction and record any complaints on the SINSW website as part of the SSP requirements.</li> </ul>	SINSW Email address
Ongoing	School community Surrounding residents Visitors to SINSW website	<ul style="list-style-type: none"> <li>communicate specific information/ impacts about a project to targeted community sections.</li> <li>communicate milestones and higher-level information to the wider community i.e. project announcement, concept design/DA lodgement, construction award, completion.</li> </ul>	SINSW Website Updates Work Notifications Project Updates and FAQs Media Releases Information Sessions
<ul style="list-style-type: none"> <li><b>Monthly</b> <i>Every Fourth Thursday of the month</i></li> </ul>	School Principal DEL PD SPD Contractors CEM	<ul style="list-style-type: none"> <li>All stakeholder to talk about the work which has taken place, the current work plan, any issues and risks, also an opportunity to acknowledge any communications activities which need to take place.</li> </ul>	Project Team Meeting

## Appendix : Communication and Engagement Tools and Activities

Typical communication/consultation plans for SINSW capital works projects will include but not be limited to two distinct streams of consultation with the:

- School community for existing schools or surrounding schools for new school projects, and
- Broader local community.

This allows

- School-centric involvement from school communities (including students, parents/caregivers, teachers, admin staff) unencumbered by broader community issues, and
- Broad community involvement unencumbered by school community wants and needs. Broad community stakeholders include local residents, neighbours, local action groups and councils.

Agencies are required to use a range of engagement tools tailored to stakeholder and community groups and their specific communication and engagement requirements by selecting from the table below. Note the mandatory requirements which will need to be included for each project.

Note that ALL external communication about a project MUST be approved by School Infrastructure NSW and be under School Infrastructure branding.

Any liaison with the Local Member or media must go via the CE Manager and be managed by SINSW.

SINSW's communication and engagement tools and activities are described below.

### Social distancing communications measures

**The health and safety of our students, staff and community is our priority.**

There will be temporary changes to some of the ways we keep students, staff and the community informed about the project into account for social distancing measures.

### How we will keep you informed

While social distancing measures are in place, we will:

- No longer knock on your doors to talk about local projects. We will instead provide this information in a 'door knock notification' delivered to letterboxes
- Continue to deliver project updates and works notifications to letterboxes
- Share information with our communities online instead of in person.

Our information hotline and email address will continue to operate as normal.

Communications Tool	Description of Activity
1300 community information line (Mandatory requirement)	A free call community information line (1300 482 651) providing access to the community engagement team during business hours.  This number is published on all communication materials and is staffed by SINSW.  All enquiries received will be directed to the relevant Agency contact and recorded and resolved in the CRM.
Advertising (print) (Mandatory requirement booked by SINSW)	Advertising in the local newspaper to advertise major disruptions and/or events such as information booths.  All general project advertising is paid for by SINSW project team, managed by SINSW CE team and booked through media buying and planning agency Blaze.
Call centre scripts	The high-level project overview information provided to external organisations may receive telephone calls enquiring about the project, most namely stakeholder councils.
Community contact cards	These are business card size with all the SINSW contact information and are kept at SINSW head office.

Communications Tool	Description of Activity
(Mandatory requirement)	The project team/ contractors will hand out contact cards to stakeholders and community members enquiring about the project. Cards should also be offered to school administration offices as appropriate. Directs all enquiries, comments and complaints through one centralised point.
CRM database (Mandatory requirement)	All projects are created in SINSW's Customer Relationship Management system – Darzin - at project inception.  Interactions, complaints, resolutions to be captured, and weekly reports generated.  Any issues or complaints are raised in the CRM and immediately notified the project director, project director, and Community Engagement Manager.
Display boards	A0 size full-colour information boards are used at info sessions or permanently displayed in appropriate places (school admin office, for example).
Door knocks (Mandatory requirement)	Provide timely notification to nearby residents of upcoming construction works, changes to pedestrian movements. Temporary bus stops, expected impacts and proposed mitigation.  Provide written information on construction activity and Project Team contact details.  There is a 'We missed you' template available for use.
Face-to-face meetings/briefings	Activities include meeting, briefing, and "walking the site" to engage directly with key stakeholders, directly impacting residents and business owners and the wider community.
FAQs (Mandatory requirement)	Set of approved answers in response to frequently asked questions, used as part of the relevant stakeholder and community communication tools. These should be updated as required and included on the website if appropriate.
Information booths (Mandatory requirement)	Information booths are held locally, staffed by a project team member to answer any questions, concerns or complaints on the project. An agency representative should also attend.  Info booths should be scheduled from the early stages of the project.  Information booths are to be held both at the school/ neighbouring school, as well for the broad community: <ul style="list-style-type: none"> <li>School information booths are held at school locations that suit parents and caregivers, with frequency aligned with project milestones and as required.</li> <li>Community information booths are usually held at local shopping centres, community centres, and easily accessed places by the community. They are to be held conveniently, such as out of work hours on weekdays and Saturday's.</li> </ul> Collateral to be provided include calling cards, latest project notification or update, with internal FAQs prepared.  All liaison to be summarised and loaded in the CRM.  Notice of at least seven days to be provided.
Information sessions (drop-in)	Information sessions are a more significant event than an info booth, held at a key milestone or contentious period. We will have more information on the project available on display boards/ screens and an information pack handout – including project scope, planning approvals, impacts on the school community or residents, project timeline, FAQs.  Members from the project and communications team will be available to answer questions about the project. An agency representative should attend. Depending on the

Communications Tool	Description of Activity
	<p>project stage, the architect could also be invited to answer questions from a design perspective.</p> <p>These events should occur after school hours on a weekday (from 3pm – 7pm to cover working parents).</p> <p>All liaison will need to be summarised and loaded on the CRM.</p> <p>Notice of at least 7 days to be provided.</p> <p>NB - This is not a town hall style meeting.</p>
Information pack	<p>A 4-page fold-out flyer that can include:</p> <ul style="list-style-type: none"> <li>▪ Project scope</li> <li>▪ Project update</li> <li>▪ FAQs</li> <li>▪ Contact information</li> <li>▪ Project timeline</li> </ul> <p>To be distributed at info sessions or other more significant events/ milestones.</p>
Media releases/events (managed by SINSW) (mandatory requirement)	<p>Media releases are distributed upon media milestones (see appendix XX for milestones). They contribute to SINSW media activities to promote significant project milestones and activities and generate broader community awareness.</p> <p>SINSW is responsible for all media management.</p> <p>Media milestones are as follows:</p> <ul style="list-style-type: none"> <li>▪ Project announcement</li> <li>▪ Concept design completed</li> <li>▪ Planning approval lodged</li> <li>▪ Planning approval granted</li> <li>▪ Construction contract tendered</li> <li>▪ Construction contract awarded</li> <li>▪ SOD turning opportunity</li> <li>▪ Handover</li> <li>▪ Official opening</li> </ul>
Notifications and updates (Mandatory item)	<p>A4, single or double-sided, printed in a colour that can include FAQs if required</p> <p>According to the project construction program and our minimum notification periods outlined in Appendix C, it should be distributed as required.</p> <p>Notifications can be distributed under varying templates with different headings to suit other purposes:</p> <ul style="list-style-type: none"> <li>▪ Works notification are used to communicate specific information/ impacts about a project to targeted community sections. This template doesn't have an image to be more appropriately targeted for matters like hazardous material.</li> <li>▪ Project update is used when communicating milestones and higher-level information to the wider community i.e. project announcement, concept design/DA lodgement, construction award, completion. Always includes the project summary, information booths/ sessions if scheduled, progress summary and contact info.</li> <li>▪ Summer works notifications are used to communicate works to occur over</li> </ul>

Communications Tool	Description of Activity
	Christmas/early January shutdown and advise possible delays in response times.
Photography, time-lapse photography and videography (managed and paid for by SINSW)	<p>Captures progress of construction works and chronicles particular construction activities. Images to be used in notifications, newsletters and reports, on the website and Social Media channels, at information sessions and presentations.</p> <p>Once the project is complete, SINSW will organise photography of external and internal spaces for various communications purposes.</p>
Presentations	<p>Details project information for presentations to stakeholder and community groups.</p> <p>There is a template to be used.</p>
Priority correspondence (Managed by SINSW)	<p>Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to the Premier, Minister, SINSW and other key stakeholders. SINSW is responsible for drafting responses as requested within the required timeframes.</p>
Project Reference Group (Mandatory requirement)	<p>DoE/SINSW facilitated Project Reference Group sessions providing information on the design solution, construction activities, project timeframes, key issues and communication and engagement strategies.</p> <p>Communications Agency to attend and participate.</p>
Project signage (mandatory requirements, managed by SINSW)	<p>A0 sized, printed in the aluminium composite for durability.</p> <p>Provides high-level information, including project scope (if public), project image (if approved), generic image (if not approved) and SINSW contact information.</p> <p>Fixed to external fencing/ entrances etc. that are visible.</p> <p>A school may have multiple signs.</p>
Site visits (managed by SINSW and Schools Ops)	Demonstrate project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.
School Infrastructure NSW email address (mandatory requirement)	Provide stakeholders and the community an email address linking directly to the Community Engagement team. Email address (schoolinfrastructure@det.nsw.edu.au) is published on all communications materials.
Social distancing communications measures (effective March 2020 until further notice)	<p>The health and safety of our students, staff and community is our priority.</p> <p>There may be temporary changes to some of the ways we keep students, staff and the community informed about the project into account for social distancing measures.</p> <p>How we will keep you informed</p> <p>While social distancing measures are in place, we will:</p> <ul style="list-style-type: none"> <li>No longer knock on your doors to talk about local projects. We will instead provide this information in a 'door knock notification' delivered to letterboxes</li> <li>Continue to deliver project updates and works notifications to letterboxes</li> <li>Share information with our communities online instead of in person.</li> </ul> <p>Our information hotline and email address will continue to operate as normal.</p> <p>The SINSW website will continue to have up-to-date information about the project, and the community information line will remain operational.</p>
Website (Managed by SINSW)	A dedicated project page located on the SINSW website.

Communications Tool	Description of Activity
(mandatory requirement)	Communications Agencies to liaise with the project team to provide monthly updates to SINSW about the works, including scope, impacts, stakeholder and community engagement activities or events, video and photography.
Welcome pack/ thank you pack (Mandatory requirement)	<p>At project completion, the following flyers are utilised:</p> <ul style="list-style-type: none"> <li>▪ Welcome pack –a 2 to 4-page A4 flyer provided to the school community on the first day/week they are returning to school when new facilities are opening or attending a new school. Includes project overview, a map outlining access to the school and key locations, FAQs, contact information.</li> <li>▪ Thank you pack –a 2 to 4-page A4 flyer tailored to the residents to thank them for their patience and support of the project.</li> </ul>

#### Appendix 1: Pendle Hill High School Project Update





## Pendle Hill High School

### Project update

February 2021

#### Investing in our schools

The NSW Government is investing \$7 billion over the next four years, continuing its program to deliver more than 200 new and upgraded schools to support communities across NSW. This is the largest investment in public education infrastructure in the history of NSW.

The NSW Department of Education is committed to delivering new and upgraded schools for communities across NSW. The delivery of these important projects is essential to the future learning needs of our students and supports growth in the local economy.

#### Pendle Hill High School upgrade

A project is underway to upgrade Pendle Hill High School to support the growing student and community needs.

The project proposes to include:

- a new three storey building with 14 new, modern flexible learning spaces
- a range of new core facilities and student amenities
- a new lecture theatre and library spaces
- a prototype learning area and staff development space.

#### Next steps

Funding has been allocated to proceed with the upgrade to Pendle Hill High School. Next steps include the development of the Schematic Design as well as progression of the statutory planning pathway.

A State Significant Development Application will be lodged in the coming months, allowing the community and other stakeholders to make comments on the proposal.

As part of this process, we have engaged a consultant to conduct a Social Impact Assessment (SIA) for the proposed upgrades to Pendle Hill High School. As part of the SIA, community and stakeholder consultation on the proposed project will take place over the coming weeks.

Once the development application has been approved, construction work can start. The tender process to appoint the chosen construction work contractor will close at the end of January and is expected to be awarded in March 2021.

#### Keeping you informed

We will keep you updated and provide more information as the project progresses.

#### For more information contact:

School Infrastructure NSW  
Email: [schoolinfrastructure@det.nsw.edu.au](mailto:schoolinfrastructure@det.nsw.edu.au)  
Phone: 1300 482 651  
[www.schoolinfrastructure.nsw.gov.au](http://www.schoolinfrastructure.nsw.gov.au)





## Upgrade | Pendle Hill High School upgrade



### About the project

### Get involved

### Library

A project is underway to upgrade Pendle Hill High School to support the growing student and community needs.

#### The benefits

- A new three storey building with 14 new, modern flexible learning spaces.
- A range of new core facilities and student amenities.
- A lecture learning unit and a new library unit.
- A prototype learning area and staff development space.

## Timeline

Planning

Design

In progress

Complete

## Appendix 3: Work Notification Example

# Pendle Hill High School Upgrade

## Works notification

3 March 2021

Dear Residents,

A project is underway to upgrade Pendle Hill High School to support the growing student and community needs.

Preparation work will commence on Monday 8 March 2021 to prepare the site for future construction. This will include installation of temporary demountables to accommodate the Library and Administration school operations throughout the future construction period. The work will take up to two weeks to complete, weather permitting.

The works to install the demountables will include:

- Installing piers and footings
- Crane lifting the demountables into place
- Connecting services and installing furniture
- Reinstating work areas and removal of temporary fencing.

Construction will only commence once the planning pathway has been formally approved by the Department of Planning Industry and Environment.

### Vehicle movements

Large vehicle movements, including cranes and trucks will take place on Knox Street outside peak school hours. Traffic controllers will be in place to direct movements and pedestrians where required.

The crane will remain on school grounds for one to two days, weather permitting.

Working hours for these preparation works are 7:00am to 5:00pm. Monday to Saturday in accordance with the Education State Environmental Planning Policy. We apologise for any noise disruption during this period. No works will be undertaken on public holidays.

We are here to make sure that work is completed safely and efficiently and we will minimise impacts on the community at every opportunity.

Thank you for your patience while we deliver this important school infrastructure.

### For more information contact:

School Infrastructure NSW  
Email: [schoolinfrastructure@det.nsw.edu.au](mailto:schoolinfrastructure@det.nsw.edu.au)  
Phone: 1300 482 651  
[www.schoolinfrastructure.nsw.gov.au](http://www.schoolinfrastructure.nsw.gov.au)