

WATERLOO SOCIAL HOUSING PRECINCT AND METRO STATION REDEVELOPMENT COMMUNICATIONS AND ENGAGEMENT

DELIVERABLES AND SCOPE OF ACTIVITIES

Based on the Supporting Documents (being information provided to Waterloo social housing residents and a select number of non-government organisations in Waterloo), LAHC requires:

1. The development of a communications and engagement implementation plan (plan), including a detailed evaluation and reporting framework, taking the IAP2 principles into consideration.
2. A 12 month implementation period of the approved plan. The implementation plan should include resources and costs for the service provider to implement this plan.

Plan Development

The successful service provider will need to work with UrbanGrowth NSW who has been appointed the master planner for the Waterloo precinct. The master plan for the Waterloo precinct includes the redevelopment above and around the Waterloo Metro station. Engagement activity for this project covers both the Waterloo social housing estate and the Metro station block.

The service provider will work closely with the design team and other technical consultants to ensure project requirements are well understood, including identifying and facilitating opportunities for technical consultants to take part in engagement activities. LAHC has also appointed Inner Sydney Voice to run a capacity building program with tenants and the community ahead of commencing official engagement activities as part of the master planning process.

The service provider will also need to develop a consultation and engagement reporting framework to track activities, attendees (including demographic profile) and outcomes based on objectives, which will be submitted as part of the formal State Significant Precinct documentation. The service provider will also work with LAHC to provide feedback to the community during the engagement program.

The plan should include the following:

- Description of specific engagement and communication activities that targets social housing residents in Waterloo, main cultural/multicultural groups, local service providers and private residents and businesses
- The proposed approaches and engagement and communication activities and tools, including the number of likely participants/target audience per activity
- A schedule of engagement and communication activities and milestones that meets key project milestones
- A clear reporting/evaluation framework
- How outcomes and learning from previous consultations could be taken into consideration.

In particular, the service provider will need to meet the following visioning and options assessment engagement data analysis timeframes to support the design and technical consultant work streams:

- 4 weeks - presentation of high level data analysis results sufficient to give the design team direction on community preferences. Should include draft charts, diagrams and other salient facts
- 6 weeks - release of final and validated data analysis and synthesis of community preferences in spread sheet and summary report format including charts and diagrams.

Please outline the costs to develop the plan as a line item on the value of financial offer template.

Plan Implementation

LAHC require the successful tenderer to implement the approved plan including the resourcing. The successful tenderer will be required to undertake numerous consultations with the community; technical studies service providers, NGO's, private residents and businesses.

The successful tenderer will be required to manage all required community engagement in consultation with LAHC. Specifically, the successful tenderer will need to work with the FACS Aboriginal Engagement Officer to facilitate the involvement in the process of the Aboriginal community.

LAHC has a team of 4 engagement and communication staff that will project manage and assist the successful tenderer with the implementation of the plan, such as event management and logistics, coordination of materials, including support with facilitation.

Please provide a breakdown of the costs for the implementation phase of the project on the value of financial offer template.

Disbursements

The tender is to include anticipated disbursement costs such as printing, translations, mail outs, distribution costs, venue hire etc. are to be identified as disbursements in the value of the financial offer template

Meetings

LAHC requires the following meetings to be included in the tender:

- April 17 - May 17 Weekly meetings
- June 17 - July 17 Fortnightly meetings
- August 17 - September 17 Weekly meetings
- October 17 - March 18 Fortnightly meetings

Reporting

LAHC will require monthly progress reports in line with the requirements set out in the implementation plan.