



# Notification of Public Works Policy

## Council Policy

### Responsible Directorate: Infrastructure Services

**Objective:** To state the City of Joondalup's commitment to notifying the community about upcoming public works, carried out by the City or agents of the City, which may affect them.

#### 1. Application:

This policy applies to formal notifications from the City about upcoming public works carried out by the City or agents of the City.

#### 2. Definitions:

**“public works”** means any works to assets such as, but not limited to, City-owned or managed buildings, roads, footpaths, lighting, playspaces, sporting infrastructure, parks, sumps and car parks, carried out by the City or agents of the City.

**“notification”** means the provision of information to affected stakeholders regarding the commencement of public works. It does not include consultation with the community to inform decision-making.

#### 3. Statement:

The City of Joondalup recognises the importance of providing effective, timely and transparent information to the community about upcoming public works, carried out by the City or agents of the City, which may affect them.

#### 4. Details:

##### 4.1. Public Works Where Notification is Required

The City will notify identified stakeholders about upcoming public works whenever it is required to do so under legislation, or whenever the City determines the public works, carried out by the City or agents of the City, could impact or inconvenience the community to a significant degree.

#### 4.2. Public Works Where Notification is Not Required

Notification is not required where an emergency, or other public safety issue has necessitated urgent or immediate action.

#### 4.3. Principles of Notifications

To ensure notifications are effective, timely and transparent, the following principles will apply, unless bound by statutory or legislative requirements.

- a. The City will identify stakeholders to be notified by considering any persons, groups or organisations that could be affected by the public works.
- b. The City will identify and implement the most appropriate communication methodology to meet the needs of stakeholders. Communication methods could include letters, on-site signage, newspaper advertisements, website information, eNewsletter items, media announcements, or social media posts, amongst others.
- c. The City will ensure that the timing of notifications has due regard for the potential disruption caused by the public works.

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**Creation Date:** <mmmm yyyy (adopted by Council)>

**Amendments:**

**Related Documentation:**

- *Community Consultation Policy*
- *Planning Consultation Local Planning Policy*

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## Notification of Public Works Protocol

<b>Protocol owner:</b>	Director Infrastructure Services
<b>Contact person (extension):</b>	Personal Assistant to the Director Infrastructure Services (4347)
<b>Promapp link:</b>	<a href="https://au.promapp.com/joondalup/Process/Minimode/Permalink/0w26cifsCljpyikcBb331">https://au.promapp.com/joondalup/Process/Minimode/Permalink/0w26cifsCljpyikcBb331</a>
<b>Related protocols:</b>	<ul style="list-style-type: none"> <li>• Community Consultation Protocol</li> <li>• Social Media Protocol</li> <li>• Media Protocol</li> </ul>
<b>Related policies:</b>	<ul style="list-style-type: none"> <li>• Community Consultation Policy</li> <li>• Notification of Public Works Policy</li> <li>• Planning Consultation Local Planning Policy</li> </ul>
<b>Related plans/strategies:</b>	<ul style="list-style-type: none"> <li>• Asset Management Strategy</li> <li>• Five Year Capital Works Program</li> </ul>
<b>Other related documentation/legislation:</b>	<ul style="list-style-type: none"> <li>• Local Government Act 1995</li> <li>• Branding Guidelines</li> <li>• Customer Service Charter</li> <li>• Signage Templates and Examples Guide</li> <li>• Template letters for notifications</li> <li>• Writing Style Guide</li> </ul>
<b>CM reference:</b>	108222, 108874
<b>Last reviewed:</b>	July 2020

### Objective:

To ensure a consistent organisational approach to notifying affected stakeholders about upcoming public works which may affect them, which is effective, timely and transparent.

### Background:

The *Notification of Public Works Policy* states the City's commitment to notifying the community about upcoming public works which may affect them.

The City will notify identified stakeholders about upcoming public works whenever it is required to do so under legislation, or whenever the City determines the public works could impact or inconvenience the community to a significant degree.

Notification of public works can be communicated to stakeholders via a number of methods, such as letters, on-site signage, newspaper advertisements, website information, eNewsletter items, media announcements or social media posts, etc. Large-scale, or highly sensitive public works may require a more comprehensive Communication Plan or Communication Schedule.

Note that notification is not required where an emergency, or other public safety issue has necessitated urgent or immediate action.

### **In scope:**

This protocol covers the process to plan, approve and communicate formal notifications about upcoming public works to be carried out by the City or agents of the City.

This protocol relates to all Business Units that need to formally notify members of the community about public works.

### **Out of scope:**

This protocol does not include the requirements for obtaining feedback from community members via a community consultation process. This is outlined in the City's *Community Consultation Protocol*.

This protocol does not include the requirements for general communications, community education, or ad hoc information provision.

This protocol also does not include the requirements for receiving advice of upcoming works by external agencies, such as Telstra, Western Power, Main Roads WA, Alinta Gas, etc.

### **Employee responsibilities:**

City officers must ensure that:

- notifications are provided 14 days prior to the commencement of works
- communication materials are prepared in accordance with the City's *Writing Style Guide* and *Branding Guidelines*.

### **Procedure:**

#### **Plan the notification:**

1. Identify the stakeholders (ie which community members need to be notified about the matter).
2. Consider any risks associated with providing information about the public works. Review previous interactions with stakeholders and community concern about the activity or similar activities. This may require researching the City's records management system, Tech One, Council reports, petitions to Council, questions to Council, etc.
3. If it is determined there are potential risks associated with providing information, identify measures to mitigate the risks and seek approval from the relevant Business Unit Manager and Director. These may include early engagement with the City's Media Advisors and/or developing a Communications Plan or Communications Schedule.

#### **Develop communication materials:**

4. Draft content for communication materials as appropriate (eg letters, brochures, posters, website articles, public notices, FAQs, advertisements, signage, etc). A number of templates are provided on the intranet in How do I? > Forms/ Templates.

**Seek approval of communication materials:**

5. Seek approval of communication materials by the Business Unit Manager, Director and Chief Executive Officer (if required).

**Brand communication materials (if required):**

6. Provide communication material to Corporate Marketing team for branding.

**Advise Elected Members:**

7. Advise Elected Members via a Desk of the CEO article, email from the relevant Director (or Chief Executive Officer) or a report to Council. Elected Members should be advised at least five days before identified stakeholders are notified and, where possible, be provided with the following:

- a copy of the communication materials
- an appropriate contact person to respond to questions (usually Director).

A template for advising Elected Members is provided at Appendix 1.

**Advise internal stakeholders (if required):**

8. Advise relevant internal stakeholders to ensure they are informed of upcoming notifications. Relevant internal stakeholders could include:

- Customer Service (Communications and Stakeholder Relations)
- Media Advisory Service (Communications and Stakeholder Relations)
- Records Services (Governance)

**Notify identified stakeholders:**

9. Notify identified stakeholders in accordance with the Communications Plan, Communications Schedule or planned approach. This could include sending letters/emails, erecting signage, posting a public notice, uploading website information, etc.

Notification should be provided to identified stakeholders at least 14 days prior to the commencement of works. This is to enable sufficient time for stakeholders to prepare for any disruption and to identify any issues not anticipated by the City.

More complex public works may require an extended notification period, which will be considered on a case-by-case basis.

## Appendix 1.

### Sample template for advising Elected Members:

Advice to Elected Members		
Summary	Advice type	<input type="checkbox"/> Advice prior to community notice <input type="checkbox"/> Information only
	Project name	<as per the FYCWP5>
	Project description	<project description>
What	Details	The works will include the following: <ul style="list-style-type: none"> <li>• &lt;outline of works&gt;</li> <li>• &lt;outline of works&gt;</li> </ul>
Where	Location:	<location>
Who	Target group (people to be advised)	<input type="checkbox"/> Letter and location map to affected residents <input type="checkbox"/> Other stakeholders: <ul style="list-style-type: none"> <li>• &lt;stakeholder&gt;</li> <li>• &lt;stakeholder&gt;</li> </ul>
How	Onsite information	<input type="checkbox"/> Electronic message boards <input type="checkbox"/> Traffic management / worksite signage <input type="checkbox"/> Project promotion signage / State Blackspot
When	Date of activity	<start date> to <end date>
	Timeframe of activity	<days> or <weeks>, weather dependent