Stakeholder and community engagement guidelines

January 2023

Transport for NSW serves the people of NSW by shaping and managing a connected transport system. We place the customer at the centre of everything we do.

Developing trusted relationships with stakeholders and the community helps us understand their priorities and needs. This shapes our priorities, investment and outcomes leading to the creation of great places and more connected journeys.

These guidelines ensure consistency in how we manage our relationships with customers, business partners, industry, community members and organisations with an interest in NSW's transport systems and networks.

Our engagement principles

- We recognise we are all, always, on Country and respect the traditional owners of the lands where we work

- We identify and respond to the needs of all stakeholders and the community

- We engage respectfully – consulting and listening where we work

- We provide easily accessible communication and consult in a way that recognises and embraces diversity

- We make decisions based on evidence and appropriate consultation

- We plan and allocate sufficient time for engagement and make adjustments to timeframes if new information is received

- We manage expectations so all stakeholders and community know how we intend to engage with them (inform, consult, involve or collaborate)

- We strive to share all relevant information to help the community's understanding

- We encourage and listen to different views, investigate suggestions and use feedback appropriately in decision-making

- We provide opportunities for participation and encourage our communities to engage with us as we deliver our projects and programs.

- We report engagement outcomes in a clear and timely way and explain how stakeholder input is being used or why it was not used

- We collaborate with other agencies to share knowledge

- We accept feedback on our performance and seek opportunities to improve

- We leave a positive legacy for the communities in which we work.

Our customer commitments

These are our commitments to our customers – what you expect of us and what we strive for.

Easy to access – we make it easy for you to access what you need and make it simple for you to understand

Act with empathy – we show you we understand your situation, we treat you fairly and with respect and we provide service in your time of need

Respect your time – we tell you what you need to know beforehand, minimise the need for you to repeat yourself and make what you need to do straightforward

Explain what to expect – we are clear about what steps are involved, you can contact us when you need to know something and we let you know what they outcomes could be

Resolve the situation – we are accountable for our actions, clear in decision making and strive to reach an outcome

Engage the community – we listen to the community to understand your needs and ask you how you want services delivered

For more information

For more information about our guidelines call **1800 684 490** or email **projects@transport.nsw.gov.au**

Interpreting service

For languages other than English call **131 450**.

Arabic: لطلب خدمة الترجمة الشفهية للغات غير الإنجليزية اتصل بالرقم 131 450

Armenian: Թարգմանչական ծառայություններից օգտվելու համար զանգահարեք 131 450:

Assyrian: ܐܢ ܝܠܟܘܢ ܕܒܥܝܬܘܢ ܚܕܝܬ݂ܐ ܬܘܪܓܡܢܐ ܓܝܪ ܐܢܓܠܝܣܢܝܐ، ܩܪܘܢ ، ܥܠ ܡܢܝܢܐ 131 450

Bengali: ইংরেজি ছাড়া অন্য ভাষায় দোভাষী পরিষেবা পেতে ১৩১ ৪৫০ নম্বরে কল করুন

Cantonese: 獲取英語以外的其他語言傳譯協助服務可以致電 131 450

Croatian: Služba tumača za jezike osim engleskog, nazovite 131 450

Dari: برای خدمات ترجمانی به لسان های غیر از انگلیسی به نمبر ۱۳۱۴۵۰ تلفون کنید

Farsi: جهت دسترسی به خدمات ترجمه شفاهی برای زبان های غیر از انگلیسی با شماره ۱۳۱۴۵۰ تماس بگیرید

Filipino: Para sa serbisyo ng interpreter sa ibang mga wika maliban sa Ingles, tumawag sa **131 450**

French: Pour obtenir les services d'un(e) interprète pour les langues autres que l'anglais, appelez le **131 450**

German: Dolmetscherdienste für andere Sprachen als Englisch sind unter der Nummer **131 450** erhältlich

Greek: Για υπηρεσίες διερμηνείας σε άλλες γλώσσες εκτός από τα Αγγλικά καλέστε το **131 450**

Gujarati: અંગ્રેજી સિવાયની ભાષાઓમાં દુભાષિયા સેવા માટે **૧૩૧ ૪૫૦** પર ફોન કરો

Hindi: अंग्रेज़ी के अतिरिक्त अन्य भाषाओं के लिए दुभाषिया सेवा **131 450** पर कॉल कर

Indonesian: Untuk layanan juru bahasa dalam bahasa yang bukan Bahasa Inggris, silakan telepon **131 450**

Italian: Per il servizio di interpretariato per lingue diverse dall'inglese chiamare il **131 450**

Japanese: 英語以外の言語の通訳サービスは**131 450**までお電話ください。

Khmer: សេវាកម្មអ្នកបកប្រែផ្ទាល់មាត់សម្រាប់ភាសាផ្សេងៗក្រៅពីភាសាអង់គ្លេស សូមហៅទូរស័ព្ទទៅលេខ **131 450**

Korean: 영어 외 기타 언어 통역 서비스는 **131 450**번으로 전화하세요

Macedonian: За преведување на јазици освен англискиот јавете се на **131 450**

Maltese: Għal servizz tal-interpretar għall-lingwi oħra barra l-Ingliż ċempel **131 450**

Mandarin: 获取英语以外的其他语言口译协助服务可以致电 **131 450**

Nepalese: अंग्रेजी बाहेक अन्य भाषाहरूमा दोभाषे सेवाको लागि **१३१ ४५०** मा सम्पर्क गर्नुहोस्।

Polish: Po pomoc tłumacza w językach innych niż angielski zadzwoń pod numer **131 450**

Portuguese: Serviço de intérpretes para línguas outras que o inglês, telefone para o **131 450**

Punjabi: ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਾਸਤੇ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ ਲਈ ਫ਼ੋਨ ਕਰੋ **131 450**

Serbian: За превођење на језике осим енглеског јавите се на **131 450**

Spanish: Servicio de intérpretes para personas cuyo idioma no es el inglés, por favor, llame al número **131 450**

Tamil: ஆங்கிலம் தவிர்ந்த ஏனைய மொழிகளுக்கான மொழிபெயர்த்துரைப்பாளர் சேவைக்கு அழையுங்கள் **131 450**

Thai: บริการล่ามสำหรับภาษาอื่นที่ไม่ใช่ภาษาอังกฤษ โทร **131 450**

Turkish: İngilizce dışındaki dillerde tercüman hizmeti için **131 450** numaralı telefonu arayın

Urdu: انگریزی کے علاوہ دیگر زبانوں میں ترجمان کی خدمت کے لیے **131 450** پر کال کریں

Vietnamese: Để có dịch vụ thông ngôn cho các ngôn ngữ khác tiếng Anh, gọi số **131 450**