



The Transport Projects Division of Transport for NSW is committed to establishing genuine relationships with the community. This is underpinned by the belief that effective communication is a crucial element in the successful delivery of all our projects.

This policy reflects our commitment to community engagement during all phases of our projects in order to:

- identify and, where possible, respond to the needs of the community
- provide opportunities to encourage community feedback
- keep the community regularly informed of the progress of our projects
- provide easily accessible information
- encourage a sense of community ownership of the projects we deliver
- be transparent in all that we do
- maximise community understanding of our role and the rationale for the projects we deliver.
- work with other transport agencies to ensure consistent messages are being delivered to the community
- educate personnel and delivery partners about the value of community engagement, team and individual responsibilities, and processes to meet these
- identify and consider the diverse range of views and interests present in the community
- work with the community and other transport agencies to focus on solutions and long term benefits for the wider community
- follow ethical principles of conduct, be open and accountable, and report back to the community and project team on engagement activities
- continually re-evaluate and seek improvement on our engagement strategies and processes to the mutual benefit of Transport Projects Division and the community.

To establish genuine community relationships we will:

- establish and maintain clear lines of communication with all relevant groups within the community
- provide accurate, easy to understand, relevant and timely information through a variety of channels
- be accessible to answer questions and provide information
- identify, develop and implement appropriate community engagement strategies for all stages of our projects
- report community engagement outcomes back to the community

CONSIDERING THE COMMUNITY IN ALL WE DO
IS A TRANSPORT PROJECTS VALUE

Chris Lock
Deputy Director General