

3. Community and Stakeholder Engagement

3.1 Overview

The stakeholder engagement process for the South Road Superway Project began at the start of the project.

Early community and stakeholder engagement with businesses, residents, government and non-government organisations in the study area gave initial feedback on an upgrade to South Road and the potential for improvements to the local road network in the study area. They had not seen any design options. The feedback and baseline level of information gained helped the project team prepare concept design options.

Businesses located adjacent to South Road or nearby were consulted as were: the City of Port Adelaide Enfield; interest groups including the RAA, the South Australian Freight Council and the South Australian Road Transport Association; utility providers; and Members of Parliament (MPs) whose electorates are located within the study area.

A summary of more than 300 engagements with businesses, landholders, government agencies, non-government organisations, interest groups and residents is given below.

3.2 Method

Stakeholders were engaged through targeted survey interviews with key businesses adjacent to South Road or nearby, meetings, telephone calls and emails, and a project information letter mailed to more than 10,000 residents, businesses and other organisations located within the study area (**Table 3.1**).

Table 3.1: Process of Stage 1 stakeholder engagement

Date	Engagement type	Method
March 2009	Project information letter	Letter and study area map distributed to around 10,000 businesses, landholders, residents and organisations
March–May 2009	Key business surveys	Face to face interviews with targeted businesses and landholders using a formal survey tool to collect information for the project design team
March–May 2009	Emails and phone calls	Businesses and other stakeholders called the 1300 number for information or followed up by email
March–May 2009	Stakeholder briefings	Briefings were organised with non-business stakeholders, including local MPs, non-government organisations and utility providers
May 2009	Phone interviews	Landholders unable to be met face to face were surveyed by phone
May 2009	Business door knock	All relevant businesses based on South Road that had not had contact with the Department of Transport, Energy and Infrastructure, DTEI, were visited by project team members
May–September 2009	Business valuation interviews	Face to face meetings were held with businesses likely to be partially or completely acquired

A significant proportion (203) of the total stakeholder contacts in this early stage of engagement involved ‘face to face’ stakeholder interviews using a formal survey tool to facilitate discussions.

3.3 Key issues raised during stakeholder consultation

One of the key outcomes from the stakeholder engagement process was the effective working relationships established with businesses and landowners, government agencies, utility providers and

local MPs early in the planning phase of the project. Stakeholders reported that they valued this early opportunity to learn about the project and provide feedback. Where feasible, information gathered in the interviews directly influenced the development of design concepts. This process has established a cooperative environment for implementing future stages of the planning study and stakeholder engagement.

The 311 individual engagements with stakeholders conducted between 2 March and 3 June 2009 saw:

- 128 businesses surveyed, including 18 key businesses and landholders
- 40 landholders interviewed
- 7 utility providers interviewed
- 3 MPs briefed
- 5 interest groups briefed
- a State Government agency workshop
- briefings and workshops with Port Adelaide Enfield Council staff and elected members.

The priority issues identified by stakeholders from these engagements included the following.

Businesses and landholders

- broad support for project but further information and design options were sought
- heavy vehicle access to businesses must be retained and/or enhanced in the study area
- reduced congestion and enhanced access on local roads for heavy vehicles are key benefits
- financial viability of businesses and property values should be not be affected
- land acquisition is a significant concern

Utility providers

- numerous underground services are likely to be affected by construction, including high voltage electricity, gas, water, sewerage and fibre-optic
- services affected to be relocated in collaboration with utility providers
- community consultation on potential service relocations is required
- construction and relocation works should be timed to avoid peak usage periods
- some service relocation will be technically challenging and expensive

Members of Parliament

- MPs in the study area are supportive of the project and the vision for a north–south transport corridor
- they have offered to assist with community consultation and engagement activities
- they have sought information on the project to enable informed responses to their electorate

State Government agencies

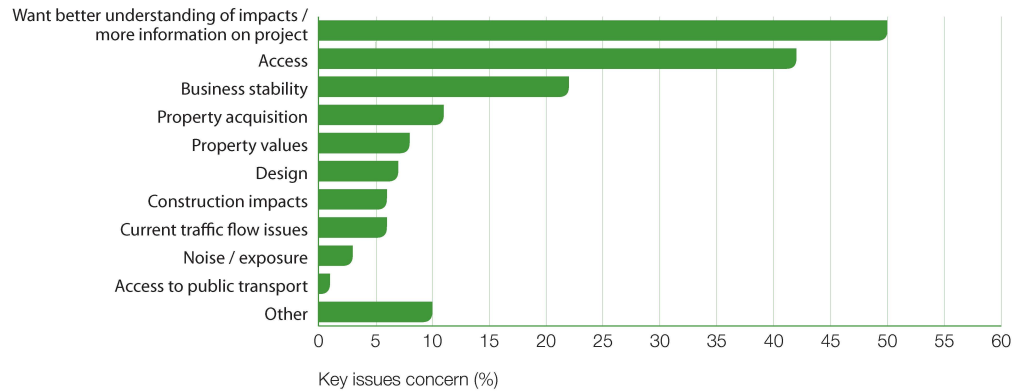
- agencies support the project and Government’s broader vision for a north–south transport corridor
- linkages are required with other projects north and south of this section of South Road
- need to ensure integration with other Government strategies, including the Draft *30-Year Plan for Greater Adelaide*
- opportunities for increased public transport and cycling should be provided
- environmental and economic issues associated with the project should be considered in a broader metropolitan context

Port Adelaide Enfield Council

- councillors and staff support the project and its broader long-term aims
- key priorities are reduced congestion and improved safety in the local road network
- east–west connectivity across the study area should be enhanced if possible
- Regency Park Reserve and Regency Park Golf Course are of regional significance and high value to the local community
- upgrading of major stormwater drains in the study area to a 1-in-20 year standard is a key opportunity

The key issues raised during the engagement process are summarised in **Figure 3.1**

Figure 3.1. Key issues



Source: Gould Thorpe Planning Engagement Survey

3.4 Conclusion

The stakeholder engagement process (Stage 1) to date has generated a substantial volume of core information from stakeholders including businesses, residents, interest groups, government agencies and non-government organisations.

Most stakeholders interviewed were supportive of the project and the broader aims of the State Government to create a non-stop transport corridor through metropolitan Adelaide. Stakeholders sought further information on the proposed designs for the project and the local road network, particularly on how proposed new roads would affect businesses or organisations.

Overall, stakeholders recognised the need to reduce congestion on South Road and in the adjacent industrial/commercial precincts. They supported the project aims of enhancing access for heavy

vehicles, reducing the number of level rail crossings and improving traffic safety across the study area, and acknowledged the long-term economic benefits to South Australia arising from this significant infrastructure project.

Businesses and landholders in close proximity to South Road were concerned about impacts on the viability of their business and property value, as well as losing direct access to South Road. However, most were also amenable to relocation if an alternative location could be found, particularly if they did not need to be located on or adjacent to South Road.

Stakeholder input was gathered concurrently with technical investigations and surveys for the planning study. The information gathered supported the development of concept design options for the project.

The key benefits of this stakeholder engagement at an early stage in the project included:

- identification of stakeholders at the start of the project
- collection of comprehensive baseline information on business size and needs, traffic volumes, access roads and suggestions for local road improvements
- relationship and trust building with key businesses and other organisations in the study area
- reduced potential for misinformation circulating to stakeholders.

Further stakeholder engagement will be implemented with the release of the Project Impact Report for comment, and will continue to build on established relationships and seek feedback from stakeholders on the proposed design.