

North-South Corridor Program Torrens to Darlington Business Reference Group Meeting Agenda

I would like to acknowledge the Kurna people of whose land we meet on today. I also pay my respects to their Elders past and present and extend that respect to other Aboriginal and Torres Strait Islander people who are present today.

Reference Group:	Torrens to Darlington Business Reference Group (Southern Tunnel)
Meeting No:	6
Date:	Wednesday, 8 September 2021
Time:	6:30PM – 8:30PM
Location:	Edwardstown Football Club, Function Room 2, South Plympton

Attendees	Position
Mark Douglas	Facilitator
John Chapman (JC)	Small Business Commissioner (Presenter)
Steve Sibonis	North-South Corridor Program Delivery Office; Department for Infrastructure and Transport (Presenter)
Donna Griffiths	City of Marion
Greg Garrihy	Business Association – Southern Business Connections
Glenn Hanson	Castle Plaza
Vernon Hembrow	Stirling Proactive Accountants
Heather Holmes-Ross	City of Mitcham
Richard Johnson	Energy Hot House
Stephen Lochert	Stratco
Phil Kurmis	Total Gate Auto
David McNaughton	Jarvis Toyota
Peter Watters	North-South Corridor Program Delivery Office; Department for Infrastructure and Transport
Nicki Johnson	North-South Corridor Program Delivery Office; Department for Infrastructure and Transport
Apologies	
Peter Russo	McDonalds
Akarra Kilngberg	City of Unley
Vince Rigter	Renewal SA

1. Opening Formalities

1.1. Welcome and Apologies

1.2. Work Health and Safety

- Facilitator checked that all attendees had QR checked in on arrival.
- Reminded attendees that masks are not required while sitting but if attendees move around masks will be required.

2. Items for Discussion

2.1. Previous meeting actions / Notes of Discussion

- Nil comment on the Notes of Discussion - accepted as a record
- Some people use the website as an information resource. Found it difficult to find particular information at times
 - Some members feel the website needs improvement and would like a resources section on the website to make locating information easier for users.
 - A recent map published in the media but not on the website was noted. People would like things like that published.
 - Members advised that the previous Notes of Discussion were not on the website.

2.2. Project update

Small Business Commissioner – John Chapman

- John explained the role of the Commission and legislation that the Small Business Commission deals with – some recent amendments have been made to cover COVID-19. The Small Business Commission cover nine Acts.
- 38 councils have signed up to work with the Small Business Friendly Council.
- Road works are a constant issue that the Small Business Commission deals with. The issue has moved from non-engagement to closer liaison. A shift in attitude which is positive.
- Advocacy a major tool for the Commissioner – has a guide and checklist for government, contractors and business owners which they need to consider in relation to construction projects.
- Previous Project examples;
 - South Road Overpass: working closely and engaging businesses and assisting business with compensation.
 - Jetty Road Tram Tracks: lack of communications to business, didn't know the project was coming/timing. Huge impacts on traders. Assisting to compress program to 3 weeks working 24/7.
 - Torrens to Torrens: ordinary outcomes for businesses, worked with the department to come up with solutions for businesses.
 - Bank Street, Adelaide: disaster involving two arms of government and an inexperienced contractor.
 - Oaklands Crossing: business access blocked complaining to the Commission, contacted the department and were able to find a solutions and a laydown site.
 - Gawler Place: impacts to businesses - early engagement, night works where possible. No complaints from business due to good engagement.
 - King William Street: early engagement with businesses. Assisted to compress timeframe - change in methodology to limit time on project.
 - King William Road, Unley: Road closure for a month. Early engagement and managed timeframes.
 - Magill Road Upgrade: early engagement, understood business concerns early on.
- Very early engagement is key for contractors and government – need to think through the issues and talk with the stakeholders including:
 - Access and parking is a constant problem.
 - Project - Prepare to modify plans to account for feedback from stakeholders' e.g. trading hours.
 - Put KPIs around engagement. - Enforce these through financial penalties.
 - Have a hotline for urgent issues – incentivise those responsible to act positively.
 - Develop an issues register.
 - Develop a complaints procedure.
 - Assess impact on Access/Visibility.

- Will there be an impact on services and comfort - noise/dust /mud/hours of operation.
- Consider effects on supply and delivery chain.
- Have a contingency to address trader issues as they arise.
- Have a plan to celebrate completion of the project.

Additional discussion

- **What is a small business?** – the Act is deliberately silent – The decision is all about relativity, i.e. a comparison dependent on the situation e.g. a business employing hundreds is a small business compared to a multi-national employing thousands.
- **Property acquisition process – council rate value has shown a drop in value for businesses in the areas of concern. What is going on?** The business can lodge a challenge to the valuation if it believes that it is incorrect. It was clarified that valuations in the acquisition process are carried out by two independent valuers.

2.3. Business Engagement approach The Department is committed to working with small businesses to minimise impacts resulting from project construction activities.

- There is a department wide Small Business Framework has been established to provide a consistent approach to the support of small businesses throughout construction.
- A three-phased approach to engaging with business
- First phase: **Construction readiness** - is focused on understanding businesses, who's out there and start planning for future impacts to minimize that disruption. Also looking at what is it in the short term that can be done to help identify what potential support measures businesses may need and want
- Generally includes:
 - Register all businesses
 - Business surveys – capability, needs
 - Analysis of surveys outcomes
 - Regular and tailored advice and communications to businesses – about project design progress etc
 - Case managers will be appointed (two more people)
 - Design briefings and refinements
- **Construction resilience** – support provided to help businesses get through the construction including
 - Works notifications and briefings - look-aheads to provide plenty of warning
 - Customer access maps and wayfinding - used to good success for hotels on the City Tram project. Also used for GPs and health outlets extensively on the City Tram and Oaklands Crossing projects to help them inform their regular customers of how access changes and where they can park or get dropped off.
 - Promotional assistance - simple assistance to produce and deliver communications to the local area (e.g. pamphlets used for food outlets at Oaklands Crossing and at R2P).
 - Place activation - to minimise impacts on the appeal of an area for customers or to help with wayfinding. At Oaklands, local artists were used to create temporary wayfinding art from pool noodles to help show the way between the train station and the swimming centre.
 - Local procurement planning - working with contractors to ensure they have local businesses on their systems and preferred suppliers lists.
 - Impact mitigations – things like vibration loggers, regularly cleaning windows, water carts to manage dust etc.
- **Post construction launch** –
 - Launch and celebration - At Oaklands Crossing an opening event was undertaken that invited all local businesses to set up a stall in the new plaza area that was advertised and promoted to the local community
 - Rehabilitation works – small but make a big difference - like fixing a footpath, tying in a drain, reinstalling removed signs
 - Customer advertising – use social media and other promotion that reinforces 'open for business' message

- As part of the 'Readiness' phase, small group exercise to explore potential content for surveying businesses that address a range of areas of business. What areas will businesses likely need further support – ahead of construction starting? Key things that businesses should be asking themselves?
 - Business capacity
 - Business capability
 - Business type
 - Level of support required
 - Feedback and suggestions will be used to develop future surveys and will be circulated to the group for comment/sounding prior to going out.

2.4 Surveying businesses

- As part of the 'Readiness' phase, small group exercise to explore potential content for surveying businesses that address a range of areas of business. What areas will businesses likely need further support – ahead of construction starting? Key things that businesses should be asking themselves?
 - Business capacity
 - Business capability
 - Business type
 - Level of support required
- What other areas will business need support. Looking ahead of construction starting what could we do over the next 6 -12 months to get businesses prepared?
- Feedback and suggestions will be used to develop future surveys and will be circulated to the group for comment/sounding prior to going out.

Some examples of the feedback provided:

- *Communication what's the best way?* Hotline. Where to go and someone to speak to. Someone who speaks the lingo. Well informed.
- Use existing networks.
- *Support - what support is available?* Where can support come from? Sitting with other business to see and hear their concerns.
- *Assistance to understand the impacts on their business* – what they believe and other ideas from people about things they hadn't thought of / considered.
- Alternative sites for relocation of businesses.
- *How do you currently market your business?*
- A key person to speak to in all the councils and that they talk to each other.
- Provide information back to help scheduling of work to limit impact on businesses.
- Operational considerations/issues e.g. garbage collection, access to the business. Businesses don't have the resources/capacity to determine new ways to do things.
- Helping to build resilience – can the department construct a checklist to assist business to prepare?
- Are there 3 or 4 key things that businesses should ask themselves?
 - Business continuity planning – Office of the Industry Advocate has papers - Office of Small Business Commissioner has a number of business continuity list and sheets available.
 - Capability mapping to understand their capabilities
- Peer support groups so businesses can assist each other.

2.5. Potential engagement method– what works best for businesses?

- Use newsletter/ social media/ email a pdf with an update so that it can be sent-on easily/circulated
- Seminar and breakfast - gets everyone together and chat / broadening your networks. Southern Business Connections has 2 to 4 every month – the project could be a feature. Need to consider events during the day as well.
- Got to mix it up - Ask the businesses what they want?
- Make use of what channels already exist – leverage what's out there! Council bulletins
- Give options for businesses to select their level of frequency - Business to receive as much as they want. That they can increase and decrease as much as they need at the time.

- Members want the businesses to be informed ahead of the pack. Before released to the media. This depends on the type of information that is being given.

2.6. Wider arterial road network update - Traffic modelling

- Traffic modelling for the T2D project, broken down into relevant sections of the motorway.
- Overarching messages are:
 - Increase travel time certainty
 - Significantly decrease congestion on adjoining north-south arterial roads such as Goodwood and Marion roads
 - Not result in a significant increase the volume of heavy vehicles on Cross Road
 - Significantly increase safety for motorists, pedestrians and cyclists
- One member expressed scepticism about the accuracy of the projected traffic volumes and feels the motorway will cause bottlenecks elsewhere in the system.
- Members requested a presentation from Department Planning section to talk about the plan for Cross Road, there is interest if this is to be freight route.

2.7. Next meeting

- Wednesday 20 October 2021

ACTIONS

- The Department to upload previous Notes of Discussion for the BRG.
- The Department to investigate the possibility of relevant departmental Planning staff to present at a future meeting.