

# Community consultation

## Introduction

Effective engagement with communities and stakeholders in the National Broadband Network (NBN) rollout is a key priority for NBN Co.



*Community consultation in Brunswick, Melbourne, one of the First Release Sites.*

NBN Co has established a dedicated group whose task it is to engage with communities and stakeholders throughout the project rollout. A structured program of community and stakeholder engagement activities has been designed and articulated.

NBN Co will endeavour to keep key local stakeholders such as local councils and other regulatory authorities well informed throughout

the rollout program, as has occurred in the five First Release Sites (FRS) on the mainland as well as those in Tasmania.

Our community engagement activities are designed to ensure landowners, tenants, businesses and end-users are kept informed of our activities and rollout progress. They include:

- Direct marketing;
- Community information sessions and forums;
- Key stakeholder briefings and meetings;
- Free media and advertising;
- NBN Co's website at [www.nbnco.com.au](http://www.nbnco.com.au); and
- Social media.

NBN Co has defined a series of procedures, guidelines and protocols to ensure consistency across contractors and within NBN Co (outlined on NBN Co's website at [www.nbnco.com.au](http://www.nbnco.com.au)).

NBN Co expects its agents and representatives (including third party construction contractors) to place an equally strong emphasis on proactive community and stakeholder engagement while delivering this nation-building project.

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**NBN Co's key community relations objectives are to:**

- Ensure all key stakeholders are identified and engaged in an appropriate, timely and consistent manner, and their needs and interests recognised;
- Foster open and ongoing channels of communication with stakeholders during each project phase;
- Understand issues and concerns and resolve or escalate them in an appropriate manner;
- Provide stakeholders with information about construction and / or environmental impacts that will affect them, and create awareness of mitigation measures to minimise these impacts; and
- Educate the community and key stakeholders about the benefits of the NBN.

### Issues and complaints management protocol

NBN Co issues and complaints management takes a structured approach that ensures potential issues are identified and resolved early, and complaints are minimised and resolved in a timely fashion.

NBN Co will respond to all complaints and enquires within agreed industry standards. We will endeavour to provide an initial response to complaints within 24 hours and resolve complaints within five working days.

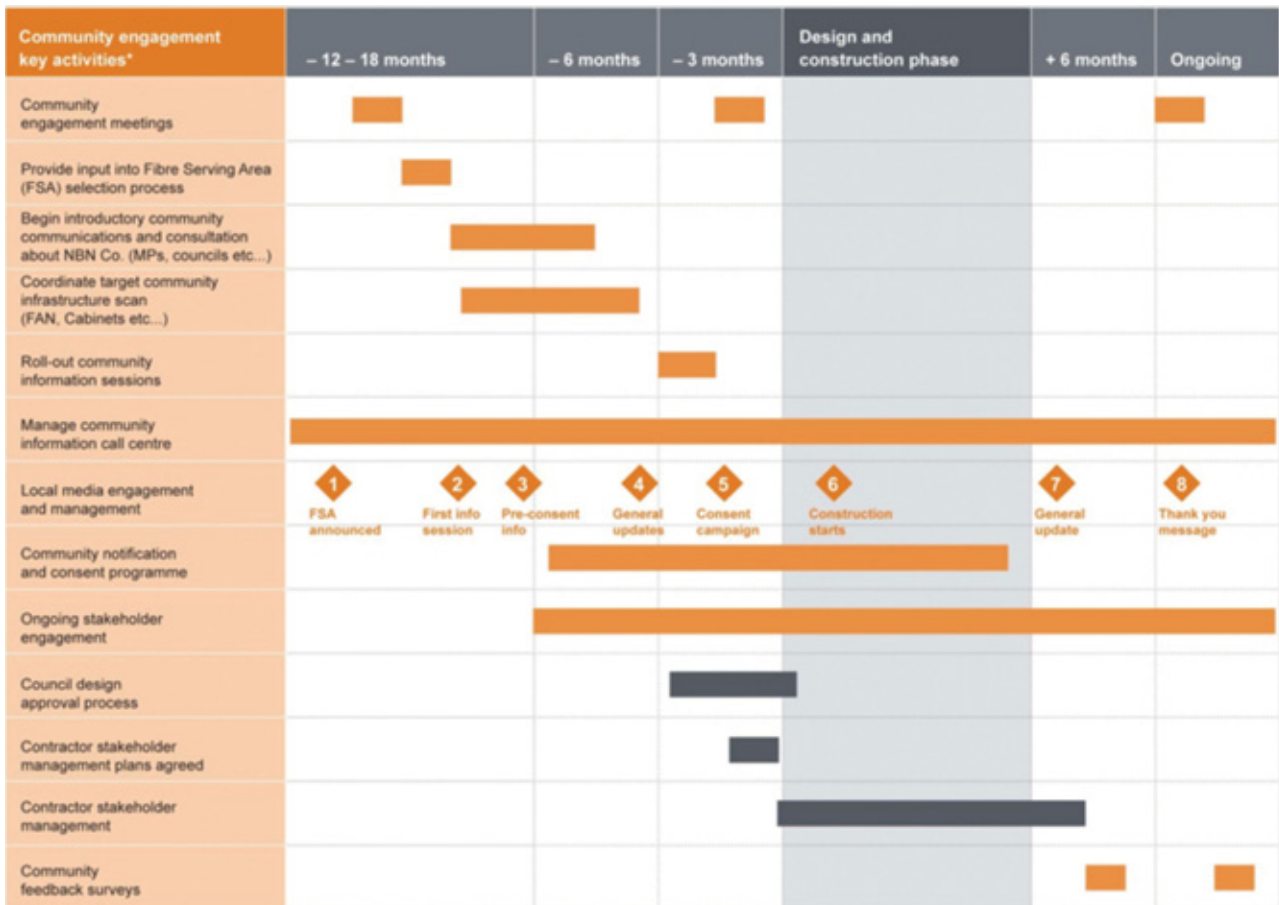
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## Engagement process

To drive the engagement process, a community and stakeholder consultation plan has been developed which outlines the scope of community and stakeholder activities across all phases of the rollout.

A community and stakeholder engagement activities template has also been developed for target local government areas based on an indicative engagement schedule (refer to Figure 1 below).

Figure 1 - Indicative community engagement activities



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*Letterbox drops in Brunswick, Victoria, one of the First Release Sites.*

In addition, NBN Co has provided a call centre 1800 number and public website ([www.nbnco.com.au](http://www.nbnco.com.au)) where the community and stakeholders can contact NBN Co directly with questions, queries, and problems. The engagement model provides a framework for the delivery of engagement activities in a coordinated and aligned manner.

**Contact**