

UNCLASSIFIED



Australian Government
Department of Defence
Estate and Infrastructure Group

Brigadier Matthew Galton
Director General
Capital Facilities & Infrastructure Branch
Department of Defence
Brindabella Business Park (BP26-1-B101)
PO Box 7925
Canberra BC ACT 2610
☎: (02) 6266 8101
✉: Matt.Galton@defence.gov.au

DGCFI/OUT/2018/AF31915035

Mr Scott Buchholz MP
Chair
Parliamentary Standing Committee on Public Works
Parliament House
CANBERRA ACT 2600

Dear Mr Buchholz

**COMMUNITY CONSULTATION REPORT – JOINT HEALTH COMMAND
GARRISON HEALTH FACILITIES UPGRADE PROJECT**

This letter is to inform the Parliamentary Standing Committee on Public Works (PWC) of the nature and extent of communication and community consultation undertaken as part of the proposed Joint Health Command Garrison Health Facilities Upgrade Project (the Project).

The objective of the community consultation undertaken by Defence was to ensure that base and other stakeholders and the community were:

- a. well informed about the Project by using effective and proven communication channels to convey details of the proposed works; and
- b. had every opportunity to raise issues of concern or seek further information so that wherever feasible, they could be addressed by Defence in its program of works.

The communication and engagement activities listed below were delivered in accordance with the Project's comprehensive Communication and Engagement Plan, namely:

- a. Correspondence via email and phone to key stakeholders. A list of all internal and external stakeholders consulted is at Annex A, with a short description of the outcomes of the consultation. An example of the emails sent to stakeholders is provided at Annex B.
- b. Advertisements promoting the four Public Information Sessions, describing the project and directing people to the digital engagement platform, were placed in local newspapers and *The Australian* in the week beginning 27 November 2017. An example of these advertisements is provided at Annex C.
- c. Letterbox drops to neighbouring residential areas potentially affected by site works and construction vehicle traffic paths were conducted on 27 November 2017. Approximately 850 letters were distributed across seven out of the 13 sites, providing project information, contact details and a website address. An example of these letters and their distribution is provided at Annex D. No letterbox drops were provided to the other six sites as they were located in non-residential areas (eg, Russell in the ACT) or

UNCLASSIFIED

UNCLASSIFIED

were isolated bases. These sites were therefore captured in the digital engagement platform.

- d. A digital engagement platform was launched on 27 November 2017 and will be taken down on Tuesday, 30 January 2018. The site, *www.jhcfacilitiesupgrade.com*, consists of a home page with positioning information about the project, individual pages for each site, downloadable hard copy fact sheets in both standard and accessible format and an inbuilt survey to collect questions or feedback. A snapshot of the website homepage is at Annex E.
- e. Four Public Information Sessions and a Residents Briefing Session (at Royal Military College – Duntroon) were held in the week beginning 11 December 2017, as detailed at Annex F, with examples of display and printed materials at Annex G.

Whilst there was limited public participation across the provided communication channels and engagement activities, there were no objections raised to the proposed works. There were some minor concerns raised about traffic, dust and noise during construction; but there are no major issues or concerns that require further action. Defence will continue to manage these issues until construction is completed.

Defence is satisfied that it has taken all reasonable steps to inform the Community about the Project and to provide opportunities for the Community to raise any concerns and questions.

Yours sincerely



M. J. Galton, DSC
Brigadier
Director General
Capital Facilities and Infrastructure

23 January 2018

Annexes:

- A. List of stakeholders consulted and follow-up actions
- B. Example email correspondence
- C. Example newspaper advertisement
- D. Example letter-box drop and distribution
- E. Digital engagement platform – website homepage
- F. Public information sessions
- G. Display and printed materials used at the Community Information Sessions

LIST OF STAKEHOLDERS CONSULTED AND FOLLOW UP ACTIONS

NATIONAL CHAMBER OF COMMERCE

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
National / State	Australian Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested.
	Queensland Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested.
	Canberra Business Chamber	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested.
	Chamber of Commerce and Industry WA	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested. They requested a high resolution image to include in their publication, which was provided.
	Victorian Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested.
	Chamber of Commerce NT	NT27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing. 29 November 2017 – Follow up phone call to confirm receipt and interest in

A - 2

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	NSW Business Chamber	27 November 2017	<p>project briefing. No issues were identified and a briefing was not requested.</p> <p>27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to contact Defence for a project briefing.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in project briefing. No issues were identified and a briefing was not requested.</p>

DUNTROON BARRACKS/ RUSSELL CLINIC

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Fenner/ Fraser ACT	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt, whether they would like a briefing, and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	ACT Govt	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt, whether they would like a briefing, and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	National Capital Authority (NCA)	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt, whether they would like a briefing, and interest in the community information session. No issues were noted and a personal briefing was not required.</p> <p>Ongoing through design phase – consultation meetings were conducted with the NCA at each design phase, with feedback incorporated as required.</p>
	Roads ACT	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

A - 4

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Transport Canberra	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Ngunnawal People	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Canberra Business Chamber	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Governor General the Hon Sir Peter Cosgrove, AK, MC (Retd)	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Residents (on and off base)	WB 27 November 2017	<p>27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.</p> <p>11 December 2017 – Community Information Session and Residents Briefing Session. One person attended who was interested in the project.</p>

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Icon Water	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	ACTEWAGL	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Canberra.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

Gallipoli Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Ryan	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	State Member for Ferny Grove	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required. A staff member from the Minister’s office attended the community briefing session and agreed that there were no issues that should affect the local residents.</p>
	Brisbane City Council and Councillors	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Dept Transport & Main Roads	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

A - 7

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Turrbal Aboriginal Group	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Marist Brothers College	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Mary Harbeck (President Gallipoli Precinct Action Group)	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, and to invite recipient to attend a community information session in Enoggera.</p> <p>Ms Harbeck attended the community information session and raised concerns about construction traffic and noise in local residential streets. The project team confirmed that the contractor would be required to adhere to a Defence approved traffic management plan during construction, and that a single point of contact would be provided to raise issues with.</p>
	Local Residents	27 November 2017	<p>27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.</p> <p>13 December 2017 – Community Information Session. Four people attended the session, three from the Gallipoli Action Precinct Group (refer above), and one from the Minister for Ferny Grove's office (refer above).</p>
	Energex	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

A - 8

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	SEQ Water	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Enoggera.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

Oakey Army Aviation Centre

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Groom	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	State Member for Nanango	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Toowoomba Regional Council	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Jarowair People (via Council)	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Dept Transport & Main Roads	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

A - 10

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Oakey Chamber of Commerce	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Local residents	27 November 2017	<p>27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.</p> <p>12 December 2017 – Community Information Session held. One person attended who was interested in the design of the building.</p> <p>One resident expressed concern about traffic noise and dust along Beale St. The project team responded to them confirming that the contractor will be required to adhere to a traffic management plan, and that a single point of contact will be provided to raise concerns during construction if required. The resident was referred to the PFAS hotline to discuss further concerns.</p>
	Ergon Energy	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Oakey.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

RAAF Base Townsville

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal member for Herbert	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	State member for Townsville	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	City of Townsville	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Bindal and Wulgurukaba people	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>
	Department of Transport and Main Roads	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville.</p> <p>29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.</p>

A - 12

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			briefing was not required.
	Townsville Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville. 29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.
	Defence Community Organisation	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville. 29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.
	Local residents and businesses	27 November 2017	27 November 2017 – Media advertisement, letterbox drop and digital engagement platform. 14 December 2017 – Community Information Session. Two people attended who were interested in the project.
	Origin Energy	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville. 29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal briefing was not required.
	Townsville Water	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, an offer to conduct a personal briefing and to invite recipient to attend a community information session in Townsville. 29 November 2017 – Follow up phone call to confirm receipt and interest in the community information session. No issues were noted and a personal

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			briefing was not required.

Campbell Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Curtin	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Cottlesloe	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	City of Nedlands	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Department of Transport	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	South West Aboriginal Land and Sea Council	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	SASR Association and Ladies Auxiliary	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Local residents	27 November 2017	27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Western Power, Water Corp of WA	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer to conduct a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 16

Simpson Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Jagajega	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Ivanhoe	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Banyule City Council	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	VicRoads	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Wurundjeri Tribe Land Compensation and Cultural Heritage Council	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Friends of Banyule	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Banyule Business	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 17

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			noted and a personal briefing was not required.
	Local residents	27 November 2017	<p>27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.</p> <p>Two emails were received. One requested information on the location and form of building, and confirmation of perimeter fencing which was provided. No further issues were noted.</p> <p>One requested confirmation that traffic management had been considered along Greensborough Highway at the entry to the Base. The project team responded that the contractor will be required to adhere to a Defence endorsed traffic management plan.</p>
	Yarra Valley Water	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing.</p> <p>29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.</p>
	Jemena	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing.</p> <p>29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.</p>

Larrakeyah Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Solomon	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Port of Darwin	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	City of Darwin and Aldermen	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	NT State Govt Road Authority	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Larrakia People	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Spotless contractors (base roads)	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Local residents and businesses	27 November 2017	27 November 2017 – Media advertisement, letterbox drop and digital engagement platform.
	PowerWater	27 November 2017	27 November 2017 – Email to provide project information, contact details, a

A - 19

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 20

Holsworthy Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Hughes	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Holsworthy	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Liverpool City Council and Councillors	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Roads and Maritime Services	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Tharawal Local Aboriginal Land Council	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Local residents and businesses	27 November 2017	27 November 2017 – Media advertisement and digital engagement platform.
	Ausgrid	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Sydney Water	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing.

A - 21

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 22

South Bandiana

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Indi	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Benambra	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	City of Wodonga and Councillors	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	VicRoads	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Wodonga Aboriginal Network	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Wodonga Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Army Museum Bandiana	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
	Local residents and businesses	27 November 2017	noted and a personal briefing was not required.
	North East Water	27 November 2017	27 November 2017 – Media advertisement and digital engagement platform. 27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Ausnet	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 24

Puckapunyal Military Area

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS	
External	Federal Member for McEwen	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
	State Member for Euroa	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
	Mitchell Shire staff and North Ward Councillors	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link and to invite recipient to a project briefing. Whilst no issues were noted, a meeting has been requested to understand more about the project. This has been convened for 23 February 2018.	
	Taungurung Clans Aboriginal Corporation	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
	Seymour Business and Tourism	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
	Australian Army Tank Museum	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
	Local residents and businesses	27 November 2017	27 November 2017 – Media advertisement and digital engagement platform.	
	Yarra Valley Water	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.	
				27 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
				27 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
				27 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 25

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			noted and a personal briefing was not required.
	Ausnet	27 November 2017	<p>27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing.</p> <p>29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.</p>

Robertson Barracks

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal member for Lingiari	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Nelson	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Litchfield City Council	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	NT State Govt Road Authority	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Larrakia People	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Local residents and businesses	27 November 2017	27 November 2017 – Media advertisement and digital engagement platform.
	PowerWater	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 27

RAAF Base Pearce

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
External	Federal Member for Pearce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	State Member for Swan Hills	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	City of Swan and Councillors	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	The Kaartdijin Noongar Sharing Noongar Knowledge group	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Swan Chamber of Commerce	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Bullsbrook Residents and Ratepayers Association	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.
	Local residents and businesses Water Corporation	27 November 2017 27 November 2017	27 November 2017 – Media advertisement and digital engagement platform. 27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

A - 28

STAKEHOLDER	ORGANISATION AND MEMBER	DATE OF CONSULTATION	COMMENTS
			noted and a personal briefing was not required.
	Western Power	27 November 2017	27 November 2017 – Email to provide project information, contact details, a site link, and an offer for a personal briefing. 29 November 2017 – Follow up phone call to confirm receipt. No issues were noted and a personal briefing was not required.

EXAMPLE EMAIL CORRESPONDENCE

National Stakeholder Email

27 November 2017

By email <Australian Chamber of Commerce and Industry, Victorian Chamber of Commerce, Queensland Chamber of Commerce, Chamber of Commerce and Industry WA, Chamber of Commerce Northern Territory, Liverpool Chamber of Commerce, Canberra Business Chamber, Townsville Chamber>

Subject line: Joint Health Command Facilities Upgrade project briefing

Dear Madam Sirs,

The Joint Health Command Facilities Upgrade project aims to provide contemporary, fit-for-purpose health care facilities to Australian Defence Force personnel around Australia.

The \$212m project will centralise and co-locate most on-base health services. These facilities will support all forms of Australian Defence Force operations and personnel through the provision of primary healthcare and associated services.

The project will make a significant contribution to operational efficiencies in Garrison Health Services delivery, while ensuring facilities comply with Defence's clinical governance framework. The project is expected to provide substantial improvements and efficiencies in health support at 13 priority sites around Australia.

Investigations and health need assessments have been undertaken at each site, to understand what the facilities must deliver now and into the future.

In line with this, new health care facilities will be built at Puckapunyal Military Area (Seymour, VIC), South Bandiana (Albury-Wodonga, VIC) Simpson Barracks (Watsonia, VIC), Larrakeyah Barracks (Darwin, NT), Campbell Barracks (Perth, WA), Royal Military College Duntroon (Canberra, ACT), Oakey Army Aviation Centre (Oakey QLD) and RAAF Townsville (Townsville, QLD).

Existing health care centres at Gallipoli Barracks (Enoggera, QLD), Robertson Barracks (Darwin, NT), Holsworthy Barracks (Holsworthy, NSW) and Russell Clinic (Canberra, ACT) will be refurbished.

The project team has completed the Detailed Business Case and is progressing through the requirements to achieve second pass Government approval. Final approval through the Parliamentary Works Committee is anticipated to be achieved towards the end of 2017, and construction is expected to start in 2018.

For more information and to provide project feedback please go to the project website at ihcfacilitiesupgrade.com

Project briefing

Community consultation for the Joint Health Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018.

In line with this we invite you to contact Project Manager Kristian Wheeler on 0407 990 299 or at Kristian.wheeler@arecon.com.au to learn more about the project's scope, timelines and construction, or discuss any issues you may have.

Yours faithfully,



Kristian Wheeler
Project Manager, Aurecon

On behalf of Peter Ingham
Commonwealth's Representative

B-2

Example of Stakeholder Email (Oakey Barracks)

27 November 2017

Subject line: New health care facility for Oakey Army Aviation Centre

Dear Madam Sirs,

The Joint Health Command Facilities Upgrade project aims to provide contemporary, fit-for-purpose health care facilities to Australian Defence Force personnel around Australia.

The \$212m project will centralise and co-locate most on-base health services. These facilities will support all forms of Australian Defence Force operations and personnel through the provision of primary healthcare and associated services.

The project will make a significant contribution to operational efficiencies in Garrison Health Services delivery, while ensuring facilities comply with Defence's clinical governance framework. The project is expected to provide substantial improvements and efficiencies in health support at 13 priority sites around Australia.

Investigations and health need assessments have been undertaken at each site, to understand what the facilities must deliver now and into the future.

In line with this, new health care facilities will be built at Puckapunyal Military Area (Seymour, VIC), South Bandiana (Albury-Wodonga, VIC) Simpson Barracks (Watsonia, VIC), Larrakeyah Barracks (Darwin, NT), Campbell Barracks (Perth, WA), Royal Military College Duntroon (Canberra, ACT), Oakey Army Aviation Centre (Oakey, QLD) and RAAF Townsville (Townsville, QLD).

Existing health care centres at Gallipoli Barracks (Enoggera, QLD), Robertson Barracks (Darwin, NT), Holsworthy Barracks (Holsworthy, NSW) and Russell Clinic (Canberra, ACT) will be refurbished.

Construction of the new health care facility at Oakey Army Aviation Centre is expected to start in early 2018, cost \$20m and take 14 months to complete.

Community consultation

Community consultation for the Joint Health Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018. For more information, please go to the project website at jhcfacilitiesupgrade.com

Community information session

We invite you to meet with the project team to learn about the project's scope, timelines and construction and ask any questions you may have, at a Community Information Session:

6.00 – 8.00pm
Tuesday 12 December 2017
Oakey RSL, (Jondaryan Room)

For more information

For more information please contact Kristian Wheeler on 0407 990 299 or at Kristian.Wheeler@surecongroup.com

Yours faithfully,



Kristian Wheeler
Project Manager, Aurecon

On behalf of Peter Ingham
Commonwealth's Representative

EXAMPLE NEWSPAPER ADVERTISEMENT

PROPOSED UPGRADE OF JOINT HEALTH COMMAND GARRISON HEALTH FACILITIES FOR THE DEPARTMENT OF DEFENCE

Advertisements in local newspapers provided information, contact details, a site link and if relevant an invitation to a community information session or residents briefing session.

Base	Publication	Readership
National/State	The Australian	475,000
Duntroon Barracks/ Russell Clinic	Canberra Times	80,000
Gallipoli Barracks Enoggera	Westside and Northwest News	37,000 49,000
Oakey Barracks	The Chronicle	58,000
RAAF Base Townsville	Townsville Bulletin	89,000
Campbell Barracks	Post Newspapers and Western Suburbs Weekly	75,000 41,000
Simpson Barracks	Heidelberg Leader	30,000
Larrakeyah Barracks	NT News	55,000
Holsworthy Barracks	Liverpool City Champions	62,000
South Bandiana	Border Mail	50,000
Puckapunyal Military Area	Seymour Telegraph	6,000
Robertson Barracks	NT News	55,000
RAAF Base Pearce	Midland Reporter	31,000

Example media advertisements are shown on the following pages:

National Media Advertisement




Joint Health Command Facilities Upgrade Project

Community consultation for the Joint Health (JHC) Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018 and we want to know what you think.

The project aims to provide contemporary, fit-for-purpose healthcare facilities at 13 priority sites around Australia. This \$212m project is a substantial investment into the ongoing health of our Australian Defence Force personnel.

For more information please go to the project website at jhcfacilitiesupgrade.com or contact Kristian Wheeler (Project Manager) on 0407 990 299 or at Kristian.Wheeler@aurecongroup.com.

Media Advertisement Example (Oakey Barracks)



Australian Government
Department of Defence
Estate and Infrastructure Group

Joint Health Command Facilities Upgrade Project

New health care facility for Oakey Army Aviation Centre – Community Information Session

Community consultation for the Joint Health (JHC) Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018 and we want to know what you think.

The project aims to provide contemporary, fit-for-purpose healthcare facilities at 13 priority sites around Australia. This \$212m project is a substantial investment into the ongoing health of our Australian Defence Force personnel.

JHC has determined that a new health care facility at Oakey Army Aviation Centre will provide efficient and effective delivery services for the long term. Construction is expected to start in early 2018, cost \$20m and take 14 months to complete.


We invite you to meet with the project team to learn more about the project and the new health care facility at:

6.00-8.00pm
Tuesday 12 December 2017
Oakey RSL, (Jondaryan Room)
76 Campbell Street, Oakey QLD 4401

Please RSVP to Claire Arnold on 0438 031 396 or at jhcfacilitiesupgrade@aurecongroup.com.

For more information please go to the project website at jhcfacilitiesupgrade.com or contact Kristian Wheeler (Project Manager) on 0407 990 299 or at Kristian.Wheeler@aurecongroup.com.

© 2017 Aurecon Group Pty Ltd
www.aurecongroup.com



EXAMPLE LETTERBOX DROP AND DISTRIBUTION

Letterbox Drop | Route and Distribution

Base	Route	Approximate distribution
Duntroon Barracks/ Russell Clinic (ACT)	Base residents in married quarters	300
Gallipoli Barracks (Queensland)	Military residents along O'Connell Drive (LTCOL or above) and Fraser Road (to Canberra Drive	70
Oakey Barracks (Queensland)	(Beale St from base to railway line)	
RAAF Base Townsville (Queensland)	(Along Ingham Road between Meenan Street and Pilkington Street)	30
Campbell Barracks (Western Australia)	(residents of listed streets in Seaward Village, including Seaward avenue, Wave Place, Saltspray Crt, Tide Ct, Coast Rise, Reef Clos, Breeze Pl and Pozieres Rd. Sayer street has no residences on the Seaward Village side, though Sunni Childcare Centre on the east side of the roundabout is to be included)	100
Simpson Barracks (Victoria)	Stretch of Greensborough Rd from Strathallan Rd to Yallambie Rd and stretch of Yallambie Rd from Greensborough Rd to Herring Ave	100
Larrakeyah Barracks (Northern Territory)	(Larrakeyah Primary School, Base residents in married quarters and residents of Packard St, Murray St, Larrakeyah St and Marella St)	250

Campbell Barracks

Letterbox drop mapping

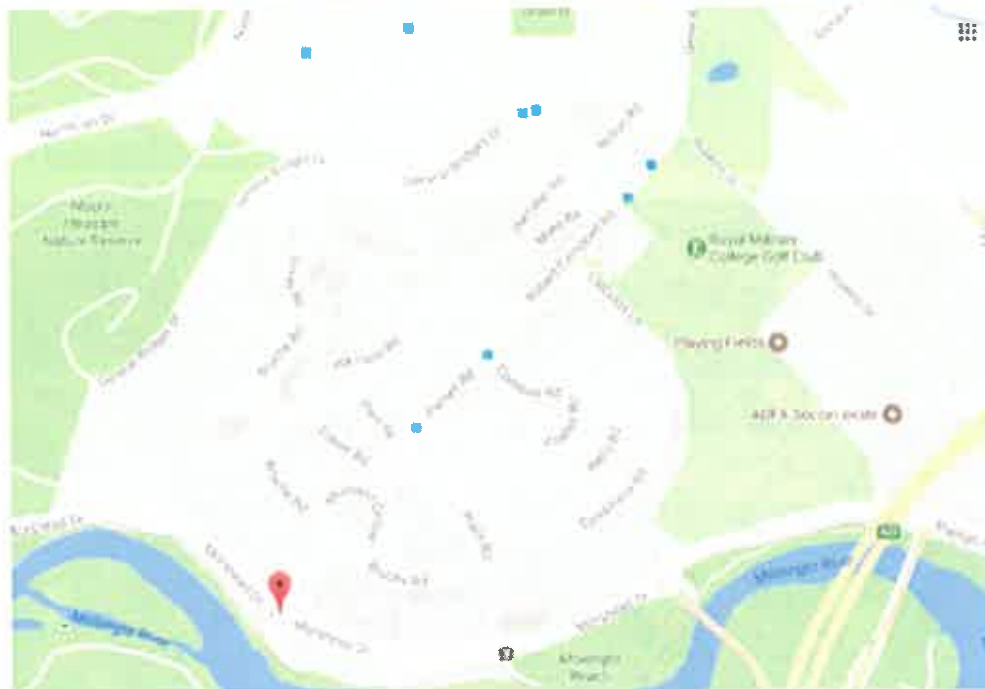
Residents of listed streets in Seaward Village, including Seaward avenue, Wave Place, Saltspray Crt, Tide Ct, Coast Rise, Reef Clos, Breeze Pl and Pozieres Rd. Sayer street has no residences on the Seaward Village side, though Sunni Childcare Centre on the east side of the roundabout is to be included.



Duntroon

Letter box drop:

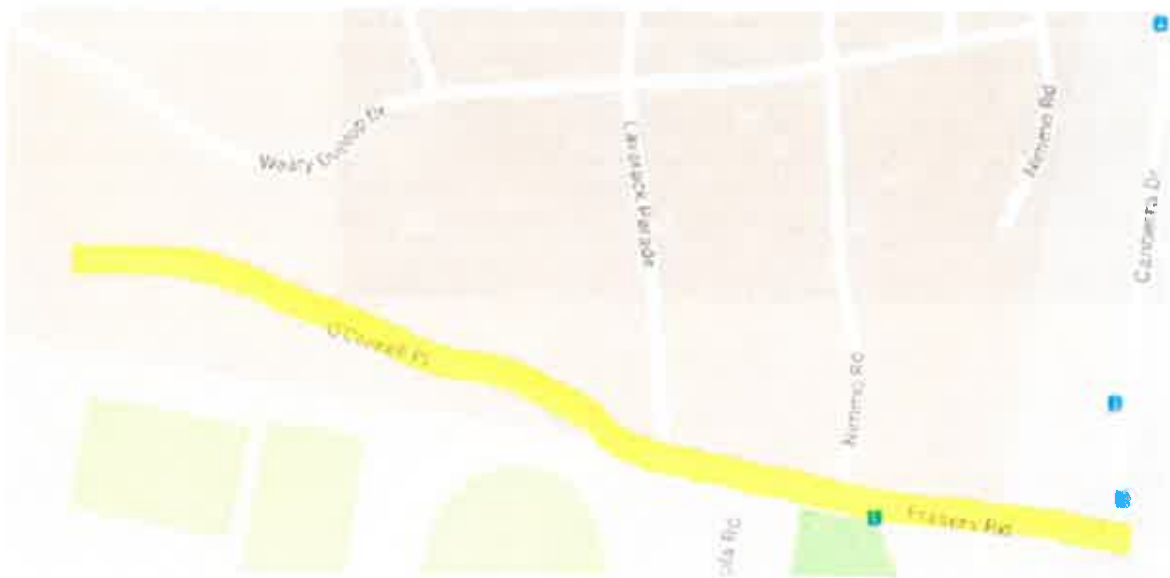
Base residents in married quarters.



Gallipoli/Enoggera

Letterbox drop mapping:

Military residents along O'Connell Drive (LTCOL or above) and Fraser Road (to Canberra Drive).



Larrakeyah

Larrakeyah Primary School, Base residents in married quarters and residents of Packard St, Murray St, Larrakeyah St and Marella St.

Base residents in married quarters:

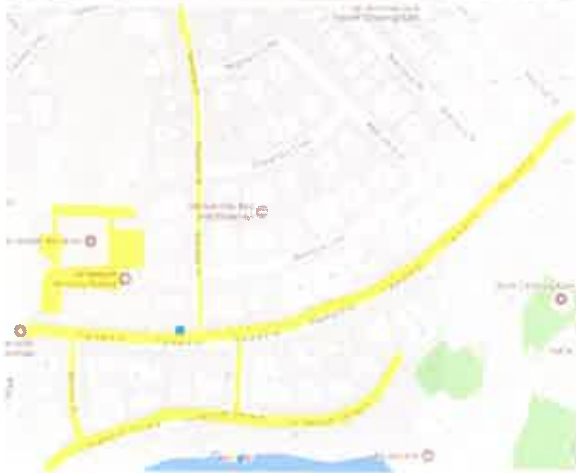
Steele Street, Clowes Street, Robertson Street, Nimmo Place, Elliot Point Street, Whittle Street, Rennick Close, Hirst Walk, Millar Walk, Hind Cres, Fulford Walk and Allen Avenue.



Close up of Hind Cres, Fulford Walk, Miller Walk & First Walk



Lamakeyah Primary School & residents of Peckard St, Murray St, Lamakeyah Terrace and Merita St

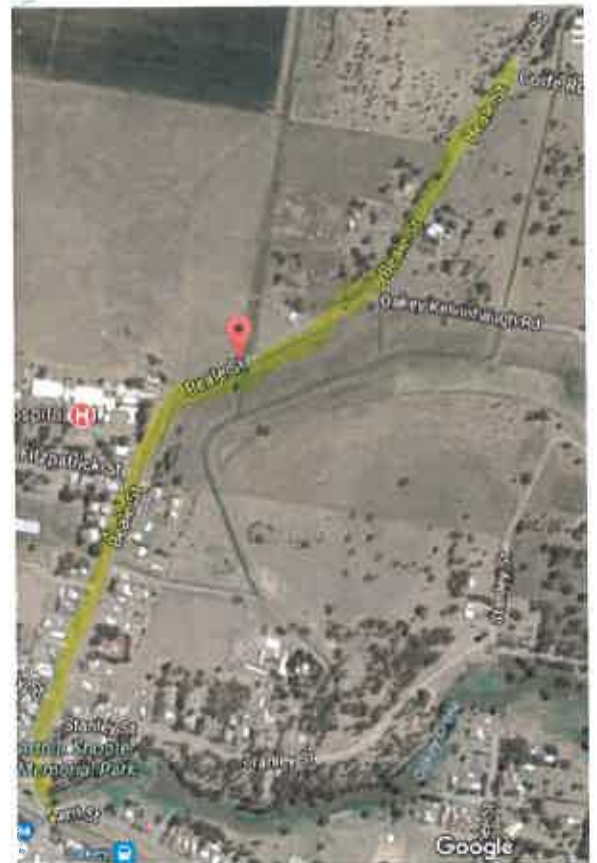
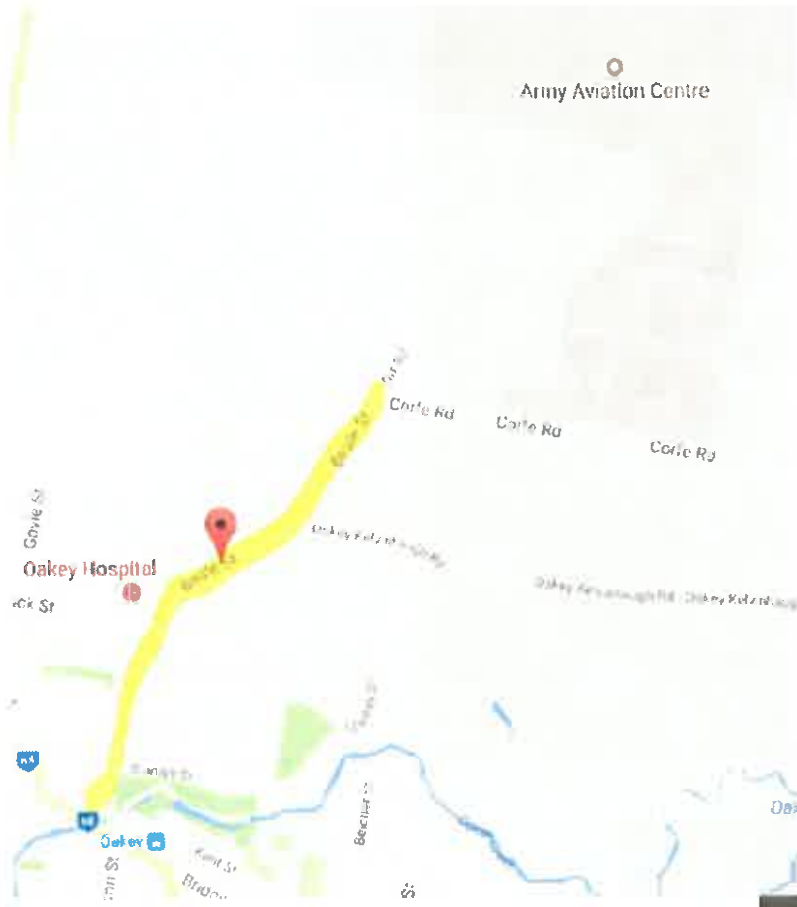


D-7

Oakey

Letterbox drop mapping

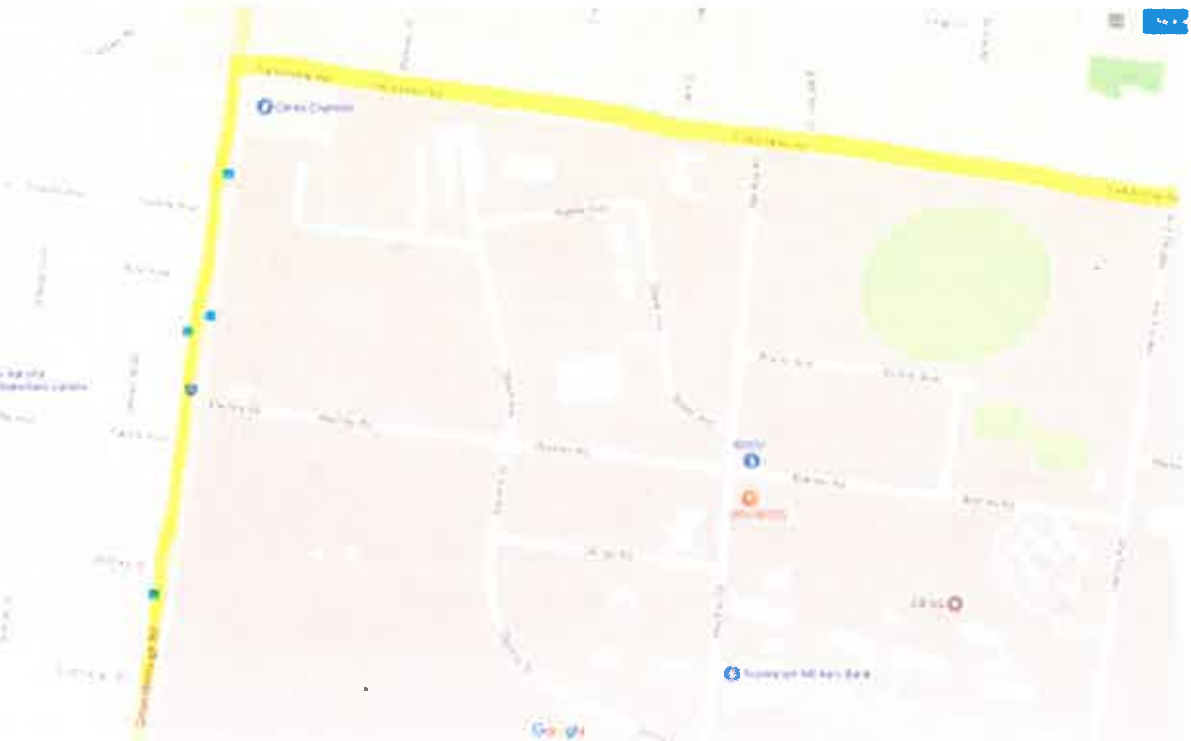
Deale St - from base to railway line.



Simpson:

Letterbox drop mapping

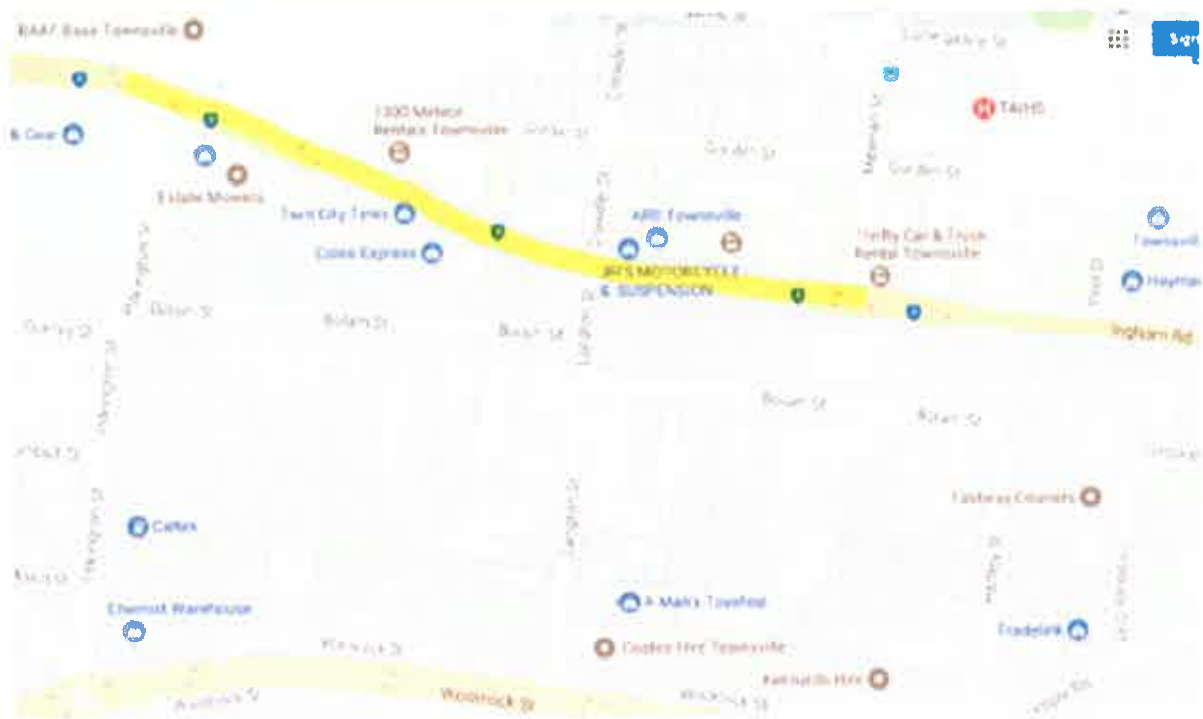
Stretch of Greensborough Rd from Strathallan Rd to Yallambie Road and stretch of Yallambie Road from Greensborough Road to Herring Avenue.



Townsville

Letterbox drop mapping:

Along Ingham Road between Meenan Street and Pilkington Street.



D-10

Example of Letterbox Drop (Oakey Barracks)



Australian Government
Department of Defence
Estate and Infrastructure Group

Peter Ingham
Project Director/ National Projects/ Health
Capital Facilities and Infrastructure Branch
BP26-G-C013
Department of Defence
CANBERRA ACT 2600
Peter.Ingham@defence.gov.au

27 November 2017

Dear Madam/ Sirs,

Re: New health care facility for Oakey Army Aviation Centre

The Joint Health Command Facilities Upgrade project aims to provide contemporary, fit-for-purpose health care facilities to Australian Defence Force personnel around Australia.

The \$212m project will centralise and co-locate most on-base health services. These facilities will support all forms of Australian Defence Force operations and personnel through the provision of primary healthcare and associated services.

The project will make a significant contribution to operational efficiencies in Garrison Health Services delivery, while ensuring facilities comply with Defence's clinical governance framework. The project is expected to provide substantial improvements and efficiencies in health support at 13 priority sites around Australia.

Investigations and health need assessments have been undertaken at each site, to understand what the facilities must deliver now and into the future.

In line with this, new health care facilities will be built at Puckapunyal Military Area (Seymour, VIC) South Bandiana (Albury-Wodonga, VIC) Simpson Barracks (Watsonia, VIC), Larakeyah Barracks (Darwin, NT), Campbell Barracks (Perth, WA), Royal Military College Duntroon (Canberra, ACT), Oakey Army Aviation Centre (Oakey, QLD) and RAAF Townsville (Townsville, QLD).

Existing health care centres at Gallipoli Barracks (Enoggera, QLD), Robertson Barracks (Darwin, NT), Holsworthy Barracks (Holsworthy, NSW) and Russell Clinic (Canberra, ACT) will be refurbished.

Construction of the new health care facility at Oakey Army Aviation Centre is expected to start in early 2018, cost \$20m and take 14 months to complete.

Community information session

Community consultation for the Joint Health Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018. In line with this we invite you to meet with the project team to learn more about the project's scope, timelines and construction at:

6.00-8.00pm
Tuesday 12 December 2017
Oakey RSL, (Jondaryan Room)
76 Campbell Street, Oakey QLD 4401

Please RSVP to Claire Arnold on 0438 031 396 or at jhcfacilitiesupgrade@arecongroup.com

For more information

For more information please go to the project website at jhcfacilitiesupgrade.com or contact Kristian Wheeler on 0407 990 299 or at Kristian.Wheeler@arecongroup.com

Yours faithfully,

Kristian Wheeler
Project Manager, Aurecon

On behalf of Peter Ingham
Commonwealth's Representative

DIGITAL ENGAGEMENT PLATFORM – WEBSITE HOMEPAGE



Community consultation for the Joint Health Command Facilities Upgrade project is open from 27 November 2017 to 30 January 2018, and we want to know what you think.

The Joint Health Command Facilities Upgrade project aims to provide contemporary, fit-for-purpose health care facilities to Australian Defence Force personnel around Australia

The \$212m project will centralise and co-locate most on-base health services. These facilities will support all forms of Australian Defence Force operations and personnel through the provision of primary healthcare and associated services

The project will make a significant contribution to operational efficiencies in Garrison Health Services delivery, while ensuring facilities comply with Defence's clinical governance framework. The project is expected to provide substantial improvements and efficiencies in health support at 13 priority sites

Investigations and health need assessments have been undertaken at each site, to understand what the facilities must deliver now and into the future.

[If you have any comments on the project you can take our survey here.](#)

New health care facilities will be built at:



Puckapunyal Military Area,
Seymour, Victoria



South Bandiana Barracks,
Albury-Wodonga, Victoria



Simpson Barracks,
Yallamble, Victoria



Larrakeyah Barracks,
Darwin, Northern Territory



Campbell Barracks,
Swanbourne, Western
Australia



Royal Military College
Duntroon, Canberra, ACT



Oakey Army Aviation
Centre, Oakey, Queensland



RAAF Base Townsville,
Queensland



Gallipoli Barracks,
Enoggera Queensland



Hobartson Barracks,
Palmerston, Northern
Territory



Holsworthy Barracks,
Holsworthy, New South
Wales



RAAF Base Pearce,
Bullsbrook, Western
Australia

The digital engagement platform had a total of 185 visits and identified visitors as aware, informed or engaged.

- 231 visitors viewed at least one project page and were identified as *aware*
- 75 visitors downloaded a document and 54 visitors viewed multiple project pages, both identified as *informed*
- 2 visitors completed the project survey and were identified as *engaged*:

PROJECT TITLE	AWARE	INFORMED	ENGAGED
Campbell Barracks, Swanbourne, Western Australia	35	15	0
Oakey Army Aviation Centre, Oakey, Queensland	24	4	0
RAAF Base Pearce, Bullsbrook, Western Australia	23	8	2
Larrakeyah Barracks, Darwin, Northern Territory	23	7	0
Royal Military College Duntroon, Canberra, Australian Capital Territory	23	4	0
Simpson Barracks, Yallambie, Victoria	21	8	0
Puckapunyal Military Area, Seymour, Victoria	20	5	0
RAAF Base Townsville, Queensland	19	7	0
Gallipoli Barracks, Enoggera Queensland	18	7	0
South Bandiana Barracks, Albury-Wodonga, Victoria	11	3	0
Robertson Barracks, Palmerston, Northern Territory	9	6	0
Holsworthy Barracks, Holsworthy, New South Wales	5	1	0

Data captured on the digital engagement platform indicated that that there was a total of 119 documents downloaded. Campbell Barracks had the highest level of interest, with a total of 29 document downloads (X 19 Campbell fact sheet and X 10 Campbell accessible fact sheet).

Online survey

Feedback collected from the online survey indicated:

- There was community concern for traffic, dust and noise issues associated with construction works at Oakey Barracks and Simpson Barracks.
- One resident from Oakey expressed frustration at the impact of current projects and issues, in particular PFAS contamination.

PUBLIC INFORMATION SESSIONS

There was limited participation across all communications channels and engagement activities, suggesting key stakeholders and the community had little interest in the project and any associated impacts.

There were no objections to the proposed works, however there were requests for further information. All four requests were in response to the project materials released, particularly emails and letters.

Base	Number	Feedback	Response
Simpson Barracks	2	A neighbouring resident to Simpson Barracks requested building plans, details around vehicle access and updated information on perimeter fencing. Another resident emailed requesting confirmation that consideration of traffic through the main gate had been considered	Both residents were emailed and issues closed.
Campbell Barracks	1	An editor from the Chamber of Commerce and Industry of Western Australia requested a high res image to accompany information on the new Campbell Barracks health centre as part of the next WA Works magazine and e-newsletter distribution.	Image provided
Puckapunyal Military Area	1	The Mitchell Shire were interested to find out more about the works at Puckapunyal Military Area. The Mayor, CEO, Director of Advocacy and Community Services and the Economic Development Coordinator requested attendance with the project team.	A meeting has been scheduled for 16 February 2018 at Mitchell Shire Council.
Gallipoli Barracks	1	Identified as a key stakeholder in the stakeholder analysis, Mary Harbeck from the Gallipoli Precinct Action Group requested the designated route for the Gallipoli Barracks letterbox drop.	Letterbox drop was undertaken in accordance with agreement with the Base Services manager. Further discussions were held with resident at Briefing sessions.

Session	Number	Feedback	Response
Duntroon Monday 11 December	1	Attendee was interested in tendering the works.	We discussed generally the size, and the facilities that would be provided.
Gallipoli Tuesday 12 December	4	<p>Three representatives from the Gallipoli Precinct Action Group attended and one attendee from the Minister's office.</p> <p>The attendee from the Minister's office was interested in the traffic around the Base and the type of work (it all being internal to the existing building), she didn't see that there were any issues.</p> <p>The representatives from the Gallipoli Precinct Action Group were concerned about the traffic calming measures that Defence should be implementing in their streets to slow cars down, and to stop them from using their streets instead of the main thoroughfare roads.</p>	Information and fact sheets provided.
Oakey Wednesday 13 December	1	Attendee who worked as a Dentist in the facility was interested in the layout, the dental department, and the location of the new facility.	Information and fact sheet provided.
Townsville Thursday 14 December	2	One attendee was interested in the construction contract and wanted to understand where it would be located, and the other was from Aurecon and was generally interested in the project.	Information and fact sheet provided.

PUBLIC INFORMATION SESSIONS – DISPLAY AND PRINTED MATERIALS

Australian Government
Department of Defence

Royal Military College Duntroon, Australian Capital Territory

Joint Health Command Facilities Upgrade Project

Location and floor plan of the new health care facility →



ACT Health Centre
Client: Department of Defence
Project Manager: Aurecon Australasia
Construction begins: Mid 2018
Construction complete: Early 2020
For more information: <https://www.jhcfacilitiesupgrade.com/>
Kristian Wheeler
0497 990 299
jhcfacilitiesupgrade@aurecongroup.com

Defending Australia and its National Interests
www.defence.gov.au

Australian Government
Department of Defence

Oakey Army Aviation Centre, Queensland

Joint Health Command Facilities Upgrade Project

Location and floor plan of the new health care facility →



Oakey Health Centre
Client: Department of Defence
Project Manager: Aurecon Australasia
Construction begins: Early 2019
Construction complete: Mid 2020
For more information: <https://www.jhcfacilitiesupgrade.com/>
Kristian Wheeler
0497 990 299
jhcfacilitiesupgrade@aurecongroup.com

Defending Australia and its National Interests
www.defence.gov.au

Australian Government
Department of Defence

Gallipoli Barracks, Queensland

Joint Health Command Facilities Upgrade Project

Location and floor plan of the new health care facility



Enoggera Health Centre
Client: Department of Defence
Project Manager: Aurecon Australasia
Construction begins: Mid 2019
Construction complete: Mid 2020
For more information: <https://www.jhcfacilitiesupgrade.com/>
Kristian Wheeler
0407 990 299
jhcfacilitiesupgrade@aurecongroup.com

Defending Australia and its National Interests
www.defence.gov.au

Australian Government
Department of Defence

RAAF Base Townsville, Queensland

Joint Health Command Facilities Upgrade Project

Location and floor plan of the new health care facility



Townsville Health Centre
Client: Department of Defence
Project Manager: Aurecon Australasia
Construction begins: Early 2020
Construction complete: Mid 2020
For more information: <https://www.jhcfacilitiesupgrade.com/>
Kristian Wheeler
0407 990 299
jhcfacilitiesupgrade@aurecongroup.com

Defending Australia and its National Interests
www.defence.gov.au

