

Engagement Survey Results Snapshot




The Coffs Harbour bypass project team released a community engagement survey in November 2023 to help us better understand your thoughts on our construction activities and how we engage about them.

We asked you to tell us about your experience with the project team, our complaint and enquiry management, how you feel impacted by the bypass, if you like our content, and what you would like to see from us in the future.

We received more than 350 responses to the survey which was distributed to our email subscribers, via Facebook and at our community information van sessions.

This is a snapshot of what we heard, key insights and how we plan to respond to key areas of feedback.

Key insights

-  Respondents have a high level of awareness and interest in the bypass. There was also a high level of satisfaction with construction with mixed results of impacts and the level of impacts.
-  Respondents rated the quality of information about the project high with the majority of people saying it was engaging, timely, useful, clear and interesting. Most people receive information via email, printed project collateral and the website and they know where to find more information.
-  Complaints and enquiries management, including response and resolution times, needs more focus. Improved awareness about how to make a complaint and the approved process is needed. Top complaints related to traffic and access changes while noise and dust scored lower but generated many comments.
-  The project team scored high on engagement and on being professional and courteous when speaking with the community. New locations suggested for the community information van included Woolgoolga, Karangi, Moonee, Bellingen, and Sawtell in addition to hosting online webinars.
-  Most respondents indicated the bypass would improve Coffs Harbour when completed. The top three legacy areas were moving traffic out of the CBD, developing skills for locals and improving the sense of place through urban design and landscaping given many respondents highlighted a dissatisfaction with the extent of vegetation removal required to build the bypass.

Key statistics

-  94% of respondents are interested in the bypass and 88% know where to go to find project information.
-  97% of respondents are aware of our construction activities and 75% are satisfied with how construction is going so far.
-  3.8 out of 5 respondents have had positive interactions with the project team and 85% are satisfied with the engagement activities so far.
-  3.9 out of 5 respondents were positive about the information available. 94% think our information is clear, timely and useful. 91% find it interesting and engaging.
-  58% of respondents feel impacted by construction.
-  50% of respondents know how to make a complaint or enquiry to the project team.
-  90% of respondents think the bypass will improve the community when it is complete.

Community legacy

Leaving a legacy is a key part of our commitment to delivering better social outcomes for the Coffs Harbour community. We will continue to work with stakeholders and the community to understand how we can address these priorities to deliver long-term change and improve the quality of people's lives.

What we've done already

Community feedback and the insights gathered from this survey has provided some key areas of focus for the Coffs Harbour bypass to improve engagement. These are the changes we've implemented already:



Released a quarterly report card to share more information about progress



Released the draft Place Design and Landscape Plan with high-level maps of the alignment, revegetation design and key features



Updated the maps we show at community information sessions



Released a [fact sheet](#) and other information on tunnelling



Prepared fact sheets on [dust](#), [construction noise and vibration](#) and [traffic safety](#)

How we're listening

From the results of the survey, we have identified five key themes to focus on to continually enhance the delivery, quality and timing of project updates and information. These include:



Providing more regular construction progress updates with more photos and videos in our communication material.



Assessing the effectiveness of community notifications and roadside messaging and better explaining the reason behind particular changes.



Exploring opportunities for targeted communication and engagement activities for residents in high-impact, active construction zones.



Improving our complaints management process by providing more information on how complaints are managed, how to make a complaint, and more transparency around timeframes to resolve complaints.



Increasing communication around environmental impacts and how these are being managed by the team in line with project requirements.

What we will do

- Produce a quarterly photo book and provide regular flythroughs of the bypass to show construction progress
- Continue to use diagrams and illustrations to explain construction activities and how we are building the bypass
- Deliver webinars as another channel for people to receive information and ask questions about the project
- Promote existing information more through social media, and other communications channels
- Build more awareness about how people can contact the project team and continue to promote email subscription
- Improve the complaints management process including clear messaging about progress and when it is resolved
- Deliver a traffic changes awareness program that informs motorists, cyclists and pedestrians about impacts and why we are making the changes to help them plan their journeys
- Extend the community information van coverage to include surrounding townships
- Provide more information on tunnelling, temporary and final access arrangements and landscaping (including species), place design, habitat restoration and biodiversity protection
- Deliver the project's STEM (Science, Technology, Engineering and Mathematics) program and explore opportunities to promote our skills development work including apprenticeships, interns and women in non-traditional roles.



Our weekly updates are a hit

Email community@chbteam.com.au to subscribe now.



Next steps

Your feedback is important and helps us improve our communication and engagement with the community. Our community engagement survey will run twice a year with the next survey published in May-2024



Contact us

For enquiries or complaints, please contact the project team on 1800 550 621 or community@chbteam.com.au



Translating and interpreting service

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 550 621



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