



ROLLESTON FLYOVER AND IMPROVEMENTS

Communications and Engagement Plan

WAKA KOTAHI NZ TRANSPORT AGENCY

11 JUNE 2021

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Published December 2020

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2	04/05/2021	Daniel Pouwels	Matt Soper	Incorporating feedback from first draft and site visit
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4	24/05/2021	Jenn Benden	Alix Newman	Final draft including further commentary from Fiona McLeod
5	10/06/2021	Jenn Benden	Alix Newman	Changes to dates, key messages updates, formatting improvements and name change

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1 INTRODUCTION

1.1 Purpose and scope




This **Communications and Engagement (C&E) Plan** outlines the communication and engagement activities that will support the development of the **Rolleston Access Improvement Detailed Business Case (DBC)**.

The DBC will result in improvements to safety, connectivity and liveability for people and freight in the area, with a focus on addressing existing problems in the short term, while being consistent with the wider network plan in the long term.

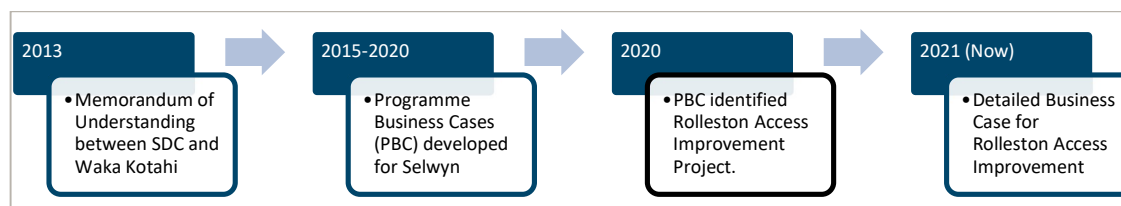
This is a living document and will be updated as the DBC progresses. There are three reviews scheduled:

1. Upon completion of first draft of *Part A – Strategic Case*. This will include tactical planning for the first round of public engagement, which will focus on issues and challenges.
2. Before the engagement with the public on the emerging preferred programme.
3. Once the business case is completed and ready to be submitted.

1.2 Local Context

Rolleston Tauwharekākaho		Key Transport Services	
Population Selwyn	Approx. 60,000		A new urban cycleway connects Rolleston with Lincoln and will eventually improve connectivity through to Christchurch
Population Rolleston	Approx. 21,900		The Yellow Line route connects Rolleston with central Christchurch, Linwood, and New Brighton via Templeton, Hornby and Riccarton.
Distance from Christchurch	22 kms		Route 820 (Burnham to Lincoln) which connects Rolleston to the nearby towns of Burnham and Lincoln. Route 85 (Rolleston to Ara Institute) an express route connecting Rolleston with Central Christchurch and Ara Institute via Christchurch Hospital.
Population Growth Rate between 2013-2018	35.8%		Rolleston is located on both sides of SH1 and the railway corridor.

1.3 Previous transport improvements engagements



1.3.1 Memorandum of Understanding (2013)

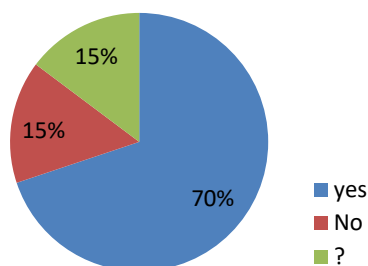
This project is founded in the Memorandum of Understanding (MOU) of May 2013, between Selwyn District Council (SDC) and Waka Kotahi with respect to the Christchurch Motorways Roads of National Significance (RONS). The area covered in the MOU includes the boundaries of Jones Road, Levi/Lowes Road, Weedons Road/Weedons Ross Road and Dunns Crossing/Walkers Road, through which State Highway 1 (SH1) runs.

1.3.2 Programme Business Cases (2015-2020)

The Programme Business Case project (PBC) for the current project was developed in partnership with SDC and KiwiRail in late 2020. It identified an integrated transport plan for the Rolleston and Burnham area.

In 2015, the council consulted with the local community on an option where rate-payers would at least partly fund the flyover, using a targeted rate. Figure 2 shows that this received 70% support (n=156 submissions) with 52% (n=168) supporting the use of a targeted rate (rather than funded by the whole district through general rates). The scale and impacts associated with the flyover are a key element that needs managing through this project.

Do you support the proposed flyover?



Do you support a \$60 targeted rate to fund the flyover?

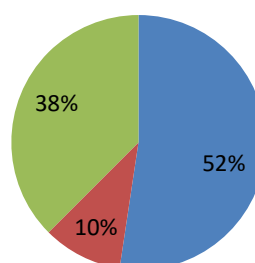


Figure 1: SDC LTP 2015-25 Consultation results

1.3.3 Programme Business Case – Rolleston Access Improvements (2020)

Engagement during the PBC stage was undertaken in 2020 and predominantly involved:

- **Selwyn District Council**, transport asset management
- **Local councillors**, including Mark Alexander. There is a sense amongst local councillors that the flyover is a unique place-making opportunity to raise awareness of Rolleston and encourage more people to visit.
- **KiwiRail**, South Island management and Christchurch asset management
- **Environment Canterbury**, passenger services
- **Burnham Camp (NZ Defence Force)**, facilities and site management
- **Waka Kotahi** internal staff, road safety, communications and engagement, investment quality assurance, investment decision making and liaison with parallel projects, including PT Futures single stage business cases (core route service changes affecting Rolleston) and Brougham-Moorhouse single stage business case (linked to Rolleston via CSM2).
- **Industrial Area Stakeholders and Developers** whose interests are well-aligned to the project's scope of works

1.4 Rolleston Access Improvements DBC Project extent

The DBC is expected to deliver benefits that are aligned with government priorities for:

1. Safety: Working towards zero injuries and deaths.
2. Access: A more liveable and connected community.

3. Providing for growth and industrial investment: A more sustainable and resilient transport network.

This investment follows significant changes that have occurred since the earthquakes, including land use and travel changes. These factors have led to, and will increasingly lead to, greater movement of people and goods to, from and through the Rolleston area.

Figure 2 and Table 1 describe the specific interventions within scope of the DBC. These interventions are subject to further design to ensure that they can be feasibly progressed to the pre-implementation phase.

The following projects are also occurring now and should be taken into consideration while planning for engagement with the community.

- Speed and Infrastructure Programme (Templeton to Selwyn River)
- Rolleston Town Centre Masterplan
- District Plan Private Plan changes
- SDC Long-Term Plan
- Christchurch Southern Motorway Stage 2

Table 1: Scope of works covered by the DBC

NZUP Scope	Details
Multi-modal flyover	Includes: 1. Closure of SH1/Hoskyns Road intersection 2. Removal of SH traffic signals Intersection forms at either ends of the flyover TBC in DBC
SH1/Rolleston Drive North service lane	Left out only onto service lane encompassing all accesses to Brookside
SH1/Tennyson/ Brookside Road service lane	Same service lane extended, left in left out
SH1/Rolleston Dr South safety improvement	Intersection form TBC in DBC as southern entrance to Rolleston township
SH1/Walkers/Dunns Crossing Road dual lane rural roundabout	Safety intervention includes: 1. Speed limit thresholds Level crossing upgrade and may require deviating rail or SH1 laterally
SH1 speed limit review between Tennyson Street and Walkers/Dunns Crossing Road	To ensure consistency and fit for purpose section
Rail corridor improvements	Tentatively 500m rail link connection between Midland Line and Main South Line, TBC in DBC

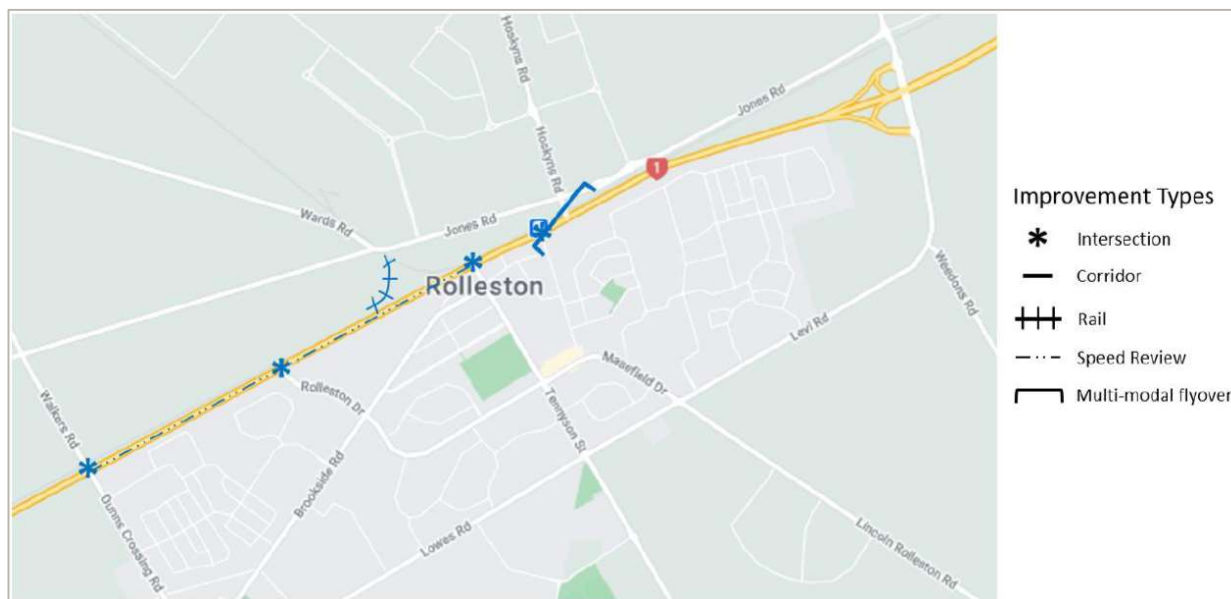


Figure 2: Rolleston Access Improvements - NZUP Programme

1.5 Risks and Opportunities

A full table of Risks and Opportunities for the project which relate to Engagement and Communication are outlined in Appendix C.

1.6 Overall Project milestones

The key project milestones are outlined in Table 2.

Table 2: Project milestones

Project Milestones	
Programme Business Case adopted	February 2021
Contract award	March 2021
Develop C&E Plan; and scope initial C&E activities with key stakeholders	May 2021
Relaunch to Community Phase	May – July 2021
Updated strategic case	May - June 2021
Public engagement Phase 1	4-6 weeks between July - August 2021
Identify recommended option	July - August 2021
Public engagement Phase 2 and Phase 3	September - October 2021
Feedback Loop Close	November 2021
Project completion (business case submitted for approval)	December 2021

2 KEY MESSAGES

The following key messages have been developed and will be used to ensure consistent messaging across all phases of the project and through the various communication mechanisms.

2.1 Top 8 Key Messages

1. We are consulting the community on safety improvements to State Highway 1 near Rolleston Town Centre including a flyover, improved access, and safer speeds.
2. The Rolleston flyover will lift and connect Tauwharekākaho Rolleston Town Centre with Selwyn District's civic, retail and industry hubs over State Highway 1.
3. The flyover for cyclists, pedestrians, buses and local traffic will give people safer ways to cross the highway while providing much needed community connection for Selwyn District.
4. Waka Kotahi NZ Transport Agency is working closely with Selwyn District Council, KiwiRail and Te Taumutu Rūnanga to plan the \$60M NZ Upgrade funded package which includes investment in highway intersections and rail improvements underneath and around the flyover.
5. NZUP is investing \$6.8 billion to save lives, get our cities moving and boost productivity in the country's growth areas.
6. Intersection changes under and beyond the flyover will mean safer and more efficient freight routes and rail corridor, while making it safer and easier for people to drop in and visit Rolleston and exit onto a freer flowing highway.
7. The long-lasting package of road and rail improvements provides a streamlined extension off the southern motorway while elevating and strengthening Rolleston's community connections. Planning also factors in complementary road and rail projects in the district.
8. Construction is expected to start in 2024.

2.2 Expanded Project Key Messages

2.2.1 Have your say on a safer speed

Waka Kotahi NZ Transport Agency is seeking formal submissions from the public on a proposed speed limit change to State Highway 1 (SH1), between Tennyson Street and Walkers/Dunns Crossing Road, from 100km/h to 80km/h.

Traffic volume is increasing at this busy intersection and the lower speed is safer and more appropriate for the road environment. Locals are also asking us to reduce the speed in this location. A small change in speed will give more time for decision making and will make a big difference to the outcome of a crash.

Once the Rolleston Flyover and improvements to intersections along this state highway corridor are up and running, we will revisit speeds to check they are still appropriate for the new road layout.

2.2.2 Flyover and Improvements - where we are now

The project is currently in the Detailed Business Case phase. We're at the point where we need your feedback on the options to help with decision making on this exciting project.

We will be seeking further input from the community and our stakeholders on the proposed solution this year (2021).

The project timelines are as follows:

1. 2021 to 2022 – Detailed Business Case, including public consultation
2. 2022 to 2024 – Preliminary and Detailed Design
3. 2024 to 2026 – Construction of Improvements

2.3 Frequently Asked Questions (FAQ's)

2.3.1 Where is the safer speed proposed?

State Highway 1 (SH1), between Tennyson Street and Walkers/Dunns Crossing Road

2.3.2 What speed are you proposing for SH1?

The proposed speed change is from 100km/h to 80km/h.

2.3.3 Why are you proposing a slower speed on SH1?

Traffic volume is increasing at this busy intersection and the lower speed is safer and more appropriate for the road environment. Locals are also asking us to reduce the speed in this location. A small change in speed will give more time for decision making and will make a big difference to the outcome of a crash.

2.3.4 Will the speed change if the Rolleston Flyover is built?

Once the Rolleston Flyover and improvements to intersections along this state highway corridor are up and running, we will revisit speeds to check they are still appropriate for the new road layout.

2.3.5 Who is funding the Rolleston Flyover and safety improvements?

Waka Kotahi NZTA is funding the project through the New Zealand Upgrade Programme. Waka Kotahi NZ Transport Agency is working closely with Selwyn District Council, KiwiRail and Te Taumutu Rūnanga.

2.3.6 What will the cost be?

The NZ Upgrade funded package totals \$60M which includes investment in highway intersections and rail improvements underneath and around the flyover

2.3.7 What are the benefits of the project?

Intersection changes under and beyond the flyover will mean safer and more efficient freight routes and rail corridor, while making it safer and easier for people to drop in and visit Rolleston and exit onto a freer flowing highway.

The flyover for cyclists, pedestrians, buses and local traffic will give people safer ways to cross the highway while providing much needed community connection for Selwyn District.

2.3.8 What stage of the project are we in now?

We are currently in the Detailed Business Case (DBC) stage.

After the DBC stage, there will be a preliminary design stage, a detailed design stage, and a construction stage.

2.3.9 Will I have another chance to provide feedback?

Yes. You will have two chances to provide feedback in the Detailed Business Case Stage, and there will be further consultation and engagement during the design stages.

2.3.10 When is construction meant to begin?

Construction is expected to start in 2024.

3 TREATY OF WAITANGI

Te Ara Kotahi, the Māori Strategy for Waka Kotahi provides for the principles of partnership, active participation and protection. Engagement with iwi is expected at all levels and stages of this project. Ngāi Tahu has requested at a high level, the relationship is 'mana to mana' between iwi and Waka Kotahi and managed accordingly. The role of the contractor will be to provide support to this relationship. Early kōrero with Mahaanui Kurataiao Ltd has identified that all NZUP projects shall:

- Have an Accidental Discovery Protocol in place
- Include native planting of appropriate whakapapa plants
- Provide ongoing briefing and engagement during the project.

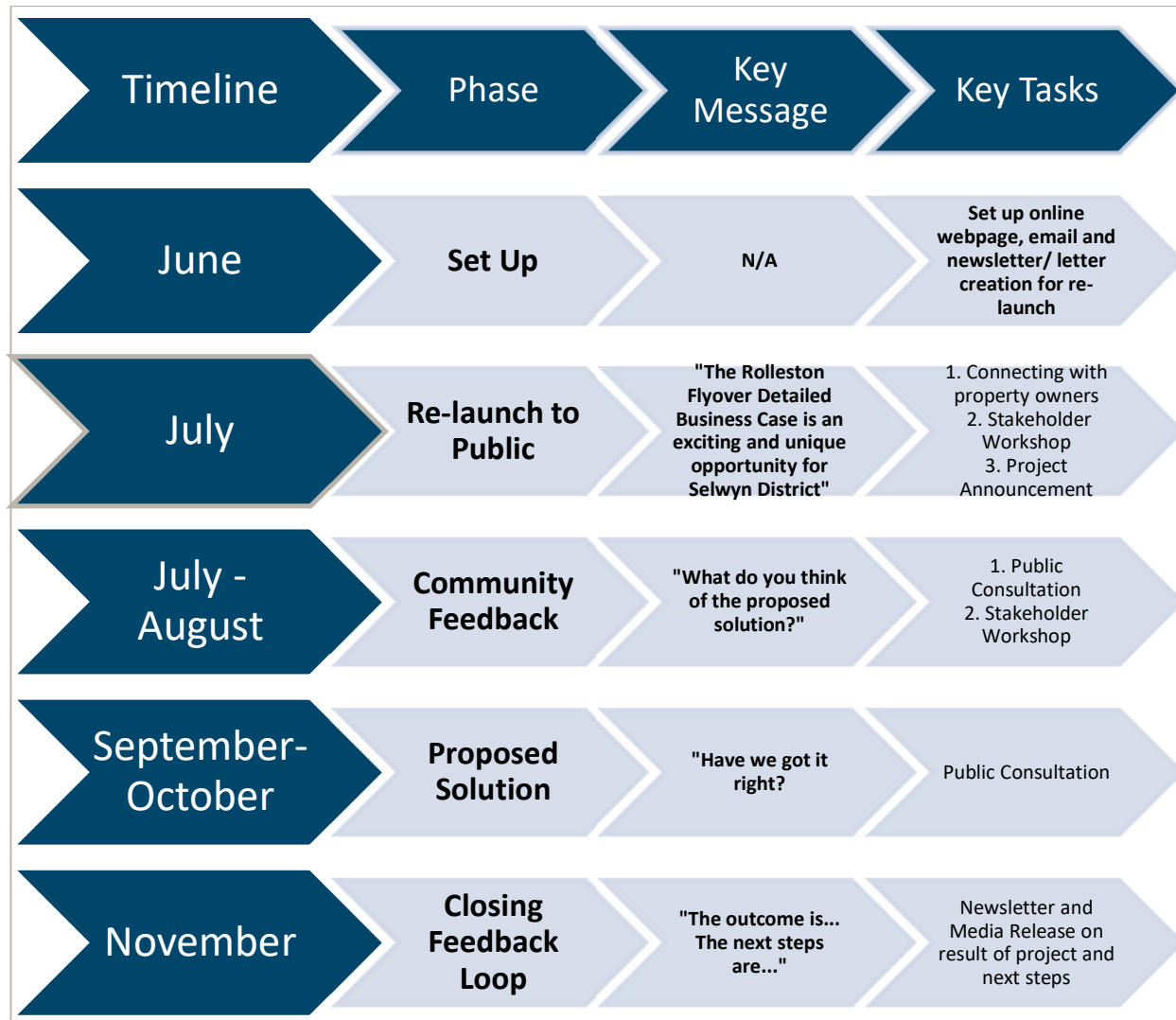
Rolleston has been identified as an opportunity for higher level Iwi partnership with Te Taumutu Rūnanga involving:

- Membership on the Project Steering Group
- Taumutu representation within/on signage, structures and gateways
- Advice to guide urban design framework development
- Integration with Selwyn District Rolleston Town Centre iwi representation placemaking opportunities associated with infrastructure upgrades, such as the trail markers

Māori make up almost 10% of the local population and are a comparatively younger audience than the rest of the population of Rolleston. Minimising jargon and using on-line engagement methods are likely to be effective approaches to reach younger audiences and the use of te reo Māori is likely to increase the appeal of project collateral to local Māori audiences.

4 COMMUNICATION AND ENGAGEMENT PLAN

The communications and engagement plan will occur in 4 distinct phases: Relaunch, Community Feedback, Proposed Solution, and Closing. A detailed version of this plan is shown in the following graphic.



4.1 C&E Detailed Plan

The detailed plan for Communications and Engagement is outlined in the table below.

Table 3: C&E Detailed Plan

Timing	Task	Audience	Task Detail	Responsibility
Phase 1 – Set Up				
Mid May 2021	Consultation Plan Agreed	Project Team / Waka Kotahi		Jenn Benden
Mid May 2021	Set Up Project email address RollestonFlyover@nzta.govt.nz	Partners, stakeholders	Email address will provide a channel for the community and stakeholders to contact the project team.	Fiona McLeod

Timing	Task	Audience	Task Detail	Responsibility
Mid May 2021	Set up project webpage ready to go live with new information after door knocking in June.	Partners, stakeholders, and community	Website updates	Jenn Benden (with support from Waka Kotahi Channels Team)
May 2021	Newsletter Development and Letter Creation in preparation for Re-Launch		Content drafted and reviewed with partners, shared first with stakeholders, then with wider community, highlighting the ability to receive alerts as the project progresses from conception through to construction	Jenn Benden
May 2021	Briefing material	<ul style="list-style-type: none"> • Ngāi Tahu Tahu • Canterbury Regional Transport Committee • Relevant ministers 	Collateral to support engagement with Ngai Tahu	Jenn Benden (Draft content for approval)
Mid-June 2021	Develop Information Sheet(s)	Public	Scene setting and alignment with strategic case. Integrate risk mitigation approach. Provide information on the website and for events.	Jenn Benden
End June 2021	Social Pinpoint	-	Set up for Phase 3	Jenn Benden
End June 2021	Book Venues	-	Set up for Phase 3	Jenn Benden
End June 2021	Social Media	Public	Write 2 posts for Phase 3	Waka Kotahi / Jenn Benden
Phase 2 - Re-Launch to Public				
One day before public re-launch	Door Knocking and Letter Drop	Potentially impacted residents	Dropping information about the flyover and opening channels of communication with most impacted residents	Jenn Benden / Fiona McLeod
One day before public re-launch	Face-to-Face / Email / Phone Call	Potentially impacted residents	Within letter, provide opportunities to discuss the project either on the phone or face-to-face as required	Jenn Benden

Timing	Task	Audience	Task Detail	Responsibility
July 13 th 2021	Re-Launch Project with Sam Broughton and NZUP Lead	Public/ Media	Through briefing, re-launch the project and discuss the exciting opportunities the project brings	Fiona McLeod/ Jenn Benden
July 13 th	Media release	Public	At time of project re-launch	Fiona McLeod
Week of July 13 th	Selwyn Council Call	Selwyn District Residents	At time of project re-launch	Jenn Benden
July 14 th	Newsletter Letter Box Drop	Rolleston	Post card size – C6 to communicate project purpose	Jenn Benden
Phase 3 – Community Feedback				
Week of July 13 th	Newsletter #1	Public	Drop into public venues	Jenn Benden
July 13 th	Social Pinpoint Opens	Public	Obtain feedback and raise awareness	Jenn Benden
July 2021	hui/wananga with mana whenua	Te Taumutu Rūnanga	Discuss project process and obtain feedback where required	Fiona McLeod
July 2021	Workshops	Stakeholders and project partners	Collaborative exercises with information transparency	Alan Kerr
July 2021	Open Day events	Public – design/locations may differ based on industrial vs. general public	Present options and enable interested parties to discuss impacts and justifications. Collect feedback for input into design and management cases.	Jenn Benden (with support from SDC and Fiona McLeod)
As required during Phase 2 Engagement	Presentations/Briefings for individual stakeholders (as required)	TBC	Provide opportunities for individual groups to discuss their concerns and provide their input outside of collaborative workshop environments.	Jenn Benden
August 2021	Newsletter #2	Public	Communicate the what the community feedback was on the project	Jenn Benden

Timing	Task	Audience	Task Detail	Responsibility
Phase 4 – Proposed Solution				
September 2021	hui/wanaga	Te Taumutu Rūnanga	Discuss project process and obtain feedback where required	Fiona McLeod
September 2021	Council meeting	Selwyn District Council and/or Regional Transport Committees	Confirm emerging option before presenting to the community	Andrew Mazey
September 2021	Stakeholder Workshop	Key Stakeholders and Partners		Alix Newman
September 2021	Development of collateral for Phase 3 Engagement		Newsletter #3, Council Call, Online Survey, and updated website information	Jenn Benden
September 2021	Door Knocking/ Letters	Potentially Impacted Residents	Provide updates if required	Fiona McLeod/ Jenn Benden
Mid-September 2021	Newsletter #3	Public	Communicating upcoming consultation	Jenn Benden
Mid-September 2021	Selwyn Council Call	Selwyn District Residents	Communicating upcoming consultation	Jenn Benden
Mid-September 2021	Online Survey Opens	Public	Utilising Survey Monkey or similar	Jenn Benden
October 2021	Open Day events	Public – design/locations may differ based on industrial vs. general public	Present options and enable interested parties to discuss impacts and justifications. Collect feedback for input into design and management cases.	Jenn Benden (with support from SDC and Fiona McLeod)
As required during Phase 3 Engagement	Presentations/Briefings for individual stakeholders (as required)	TBC	Provide opportunities for individual groups to discuss their concerns and provide their input outside of collaborative workshop environments.	Jenn Benden
Phase 5 – Closing Feedback Loop				
November 2021	Newsletter #3	Public	Communicating project completion and feedback from	Jenn Benden

Timing	Task	Audience	Task Detail	Responsibility
			community, and next steps	
November 2021	Selwyn Council Call	Selwyn District Residents	Communicating project completion and feedback from community, and next steps	Jenn Benden
October/ November - If needed	Presentation of final option	All	Present changes – could be via Zoom or at a council public meeting.	TBC

5 PARTNERS, STAKEHOLDERS AND THE COMMUNITY

5.1 Stakeholder map

Figure 3 presents the general stakeholder map for the project. Assessing stakeholders in this way allows our engagement approach to be tailored.

Tier 2	Tier 1
Very influential Lower interest/Activeness Highly Influential Highly Connected High Legitimacy in field Lower Interdependencies Infrequent Interaction Medium Risk/Urgency Limited impact on work plan Medium return on investment	Key Stakeholders Very Influential / Very Interested/Active High Risk/Urgency Highly Influential/Voice Highly Connected High Legitimacy High Interdependencies Directly/Potentially Affected Strategically Critical High Return on Investment
Tier 4	Tier 3
Lower Influence Lower Interest/Activeness Lower Risk/Urgency Lower Influence Minimal connections Low Legitimacy Minimal interdependences Limited direct affect Low return on investment	Very Interested/Active Lower Influence High Dependencies Lower Legitimacy Passionate/Emotive Resource limited Receptive Low return on investment

Figure 3: Stakeholder mapping

5.2 Tier One stakeholders

Table 4: Tier one – High interest / high influence (involve / collaborate)

Who	Why	Timing and Level of Engagement
Selwyn District Council David Ward (CE) Murray Washington Andrew Mazey Joanne Nikolaou	<ul style="list-style-type: none"> Investment partner Road controlling authority on local roads. Conduit for communications with the local community. 	Involve from outset in scoping, promotion and delivery of activities
KiwiRail David Jackways – Asset Engineer Upper South Island	<ul style="list-style-type: none"> Investment partner Rail authority. Potentially impacted stakeholder 	
Ngāi Tahu Megan McKay, Kaihautū (general manager) Te Taumutu Rūnanga	<ul style="list-style-type: none"> Treaty of Waitangi partners. Mana whenua 	TBC

Who	Why	Timing and Level of Engagement
Christchurch City Council	<ul style="list-style-type: none"> Impacted territorial local authority 	Consult on emerging programme
Canterbury Regional Transport Committee	<ul style="list-style-type: none"> Interest in broader network development and congestion at the motorway 	
Emergency services NZ Police Fire and Emergency Services	<ul style="list-style-type: none"> Efficient access to sites during emergency response. Monitoring and enforcement of the law 	Collaborate at workshops on the strategic case and optioneering
Rolleston Prison	<ul style="list-style-type: none"> Security for and access to the prison 	
Port of Lyttleton (iZone facility)	<ul style="list-style-type: none"> Logistics and connectivity with inland port facilities and other associated infrastructure 	
Port of Tauranga (iZone facility)	<ul style="list-style-type: none"> Logistics and connectivity with inland port facilities and other associated infrastructure 	
Carter Group Sharon Blackburn	<ul style="list-style-type: none"> Property owner 	
Ministry of Education Rob Rush, Clearview Primary School (763) Blair Dravitski, Lemonwood Grove School (488) Simon Moriarty, Rolleston School (829) Liz Horn, Rolleston Christian School (165) Sylvia Fidow, West Rolleston Primary School (677) Rachel Skelton, Rolleston College (954)	<ul style="list-style-type: none"> Child safety School programme alignment <p><i>Note that Te Rōhutu Whio School (in Rolleston East) was gazetted in February 2020 and is expected to open in February 2022</i></p>	
Freight businesses and Associations Dan Kneebone, Port of Tauranga David Boyce, NZ Trucking Association Simon Carson - COO, Road Transport Association	<ul style="list-style-type: none"> Movement of freight through the district and access of couriers to town centre businesses iPort and logistics 	
Federated Farmers David Clark – President Mid Canterbury	<ul style="list-style-type: none"> Supporting the rural economy and managing impacts on the rural community 	
NZDF Burnham Military Camp	<ul style="list-style-type: none"> Specific military needs are addressed 	

Who	Why	Timing and Level of Engagement
Rolleston Residents Association	<ul style="list-style-type: none"> Incorporating local community aspirations and responding to community concerns 	
Canterbury Spokes	<ul style="list-style-type: none"> Advocates and technical experts on walking and cycling routes. Ensuring effective design to support growth in cycleway usage and management of cyclist safety 	
AA Rolleston District	<ul style="list-style-type: none"> AA represents private motor vehicle interests in the region. Experts who understand the impacts of changes to the transport network to specific groups and on the environment 	
Mobility impairment advocacy groups	<ul style="list-style-type: none"> Ensure walking and other active mode infrastructure is designed according to universal design principles 	
Climate change advocacy groups	<ul style="list-style-type: none"> Advocates for progressive approaches to infrastructure development that support mode shift 	
Pouhere Taonga, Heritage NZ	<ul style="list-style-type: none"> Earthworks and other development activities do not adversely impact NZ's heritage 	Consult on specific matters identified during the development of the DBC

5.3 Tier Two stakeholders

Table 5: Tier two – High influence/ low interest (consult/ inform)

Who	Why	IAP2 Level of Participation
Michael Wood	<ul style="list-style-type: none"> Inform through ministerial monthly reports via NZUP Manager Ensure event opportunities provided to ministerial events team. 	Inform
Nicola Grigg	<ul style="list-style-type: none"> Local National MP for Selwyn. Conduit for communications with the local community 	Inform

5.4 Stakeholder Contact details

Category	Name / Individual / Organisation	Title	Email
Internal			
Waka Kotahi		System Design and Delivery General Manager	

Category	Name / Individual / Organisation	Title	Email
Waka Kotahi		Director Regional Relationships	
Waka Kotahi		Senior Manager System Management	
Waka Kotahi	Daryl McIntosh	Principal Advisor Communications and Engagement	Daryl.McIntosh@nzta.govt.nz
Waka Kotahi	Brett Lee	Waka Kotahi Pou Arahi	brett.lee@nzta.govt.nz
Waka Kotahi	Fiona McLeod	Senior Advisor, Engagement and Communications South Island	Fiona.McLeod@nzta.govt.nz
Waka Kotahi	Robert Woods	IQA representative	Robert.woods@nzta.govt.nz
Waka Kotahi	Jason Lawn	Rail Engineer	Jason.lawn@nzta.govt.nz
Waka Kotahi	Jodi Enright	Safety Engineer	Jodi.enright@nzta.govt.nz
Waka Kotahi	Deborah Hewett	Planner	Deborah.hewett@nzta.govt.nz
Mana Whenua			
Mahaanui Kurataio	Kyle Davis	Planner	Kyle.Davis@ngaitahu.iwi.nz
Taumutu	Megan Mckay	General Manager	megen.mckay@ngaitahu.iwi.nz
Taumutu Office	Office	Office	taumutu@ngaitahu.iwi.nz
Related project			
Safe Networks	David Van Staden	Safe Network Programme/R2Z team	David.vanstaden@nzta.govt.nz
Speed Reviews	Andy High	Regional Safety Manager	
KiwiRail			
KiwiRail	Mark Heissenbuttel	General Manager South Island Operations	mark.heissenbuttel@kiwirail.co.nz
KiwiRail	Steve Pye	Regional Operations Manager	Stephen.pye@kiwirail.co.nz
KiwiRail	Gary Ikin	Infrastructure Manager	gary.ikin@kiwirail.co.nz

Category	Name / Individual / Organisation	Title	Email
KiwiRail	Tim Dunlop/Cohen Cameron	Terminal Operations Manager	tim.dunlop@kiwirail.co.nz cohen.cameron@kiwirail.co.nz
KiwiRail	Barbara Hyppolito	Asset Engineer	Barbara.hyppolito@kiwirail.co.nz
KiwiRail	Malcolm Thornton	Signals Telecommunications Electrical Manager South Island	Malcolm.thornton@kiwirail.co.nz
KiwiRail	David Jackways	Business Strategy Manager	David.jackways@kiwirail.co.nz
Political/Government			
MP	Michael Wood	Minister of Transport	michael.wood@parliament.govt.nz
MP – Selwyn	Nicola Grigg	MP for Selwyn	nicola.grigg@parliament.govt.nz
Local/ Regional Government			
Selwyn District Council	His Worship the Mayor Sam Broughton	Mayor	sam.broughton@selwyn.govt.nz
Selwyn District Council	Stuart Bryant	Deputy Mayor	Stuart.bryant@selwyn.govt.nz
Selwyn District Council	Nicole Reid	Councillor Selwyn Central Ward	nicole.reid@selwyn.govt.nz
Selwyn District Council	Jeff Bland	Councillor Selwyn Central	jeff.bland@selwyn.govt.nz
Selwyn District Council	Mark Alexander	Councillor Selwyn Central Ward	mark.alexander@selwyn.govt.nz
Selwyn District Council	Sophie McInnes	Councillor Selwyn Central	sophie.mcinnnes@selwyn.govt.nz
Selwyn District Council	Joanne Nikolaou	Town Centre Masterplanner / Project Manager	Joanne.Nikolaou@selwyn.govt.nz
Selwyn District Council	Robin Raymond	Communications and Engagement Lead	Robin.Raymond@selwyn.govt.nz
Environment Canterbury	Terry Sloan (Marlborough District Council)	Chair - South Island Regional Transport Committee Chairs Group	info@ecan.govt.nz
Business			

Category	Name / Individual / Organisation	Title	Email
Carter Group	Sharon Blackburn	Valuation and Property Management	
Advocacy			
Automobile Association	Paul Heyward	Paul Heyward	
Heavy Haulage Association	Pat Power		pat.janine@xtra.co.nz
Road Transport Forum	Ken Winsloe		kmwinsloe@xtra.co.nz
Road Transport Association NZ	John Bond Jim Crouchley (regional rep)		JBond@rtanz.co.nz
Active mode groups			
	Canterbury Spokes		
Accessibility/ diversity groups			
CCS Disability Action	Mel Smith	General Manager – South Island	Canterbury@ccsDisabilityAction.org.nz
Blind Low Vision NZ	Office	Office	info@blindlowvision.org.nz
Community			
Rolleston Residents Association	Leonie MacLachlan	Chair	rolleston.rai@selwyn.govt.nz
Schools			
Clearview Primary School (763)	Rob Rush	Principal	admin@clearview.school.nz robr@clearview.school.nz
Rolleston School (829)	Simon Moriarty	Principal	admin@rolleston.school.nz simon.moriarty@rolleston.school.nz
Lemonwood Grove School (488)	Blair Dravitski	Principal	office@lemonwoodgrove.school.nz principal@lemonwoodgrove.school.nz
Rolleston Christian School (165)	Liz Horn	Principal	office@rcs.school.nz
West Rolleston Primary School (677)	Sylvia Fidow	Principal	office@westrolleston.school.nz

Category	Name / Individual / Organisation	Title	Email
Rolleston College (954)	Rachel Skelton	Principal	
Emergency Services			
Fire and Emergency New Zealand			
New Zealand Police			

Appendix A: Media Protocols

All media queries are to be managed by the South Island Media Manager or National Media Manager – Frances Adank. If queries from media are received by those other than media manager, the media manager is to be informed immediately while a response is established.

Where possible, media queries will be answered in the first instance using already agreed key messages and FAQs, to minimise turnaround time and streamline the approvals process. If the query is not covered by the key messages, an answer will be developed and approved by the Project Manager.

The Waka Kotahi approval process for media queries:

1. E & P C&E Project Lead
2. Senior Manager/SDD Project Director/E & P Practice Manager
3. GM Transport Services (high risk only, otherwise FYI)
4. Chief Executive (high risk only, otherwise FYI)
5. FYI to Senior Manager, DRR and all listed above.

Community engagement and communications material process

The Project Team will be responsible for preparing all communication content and will work in collaboration with the Waka Kotahi Project Lead and consultation and engagement team to develop all community and stakeholder engagement material. Input and technical review will be sought from the Business Case team and other project team members as required.

All communication material will be reviewed and approved by the Waka Kotahi Project Manager. All communication material should be submitted for review at least two working days prior to release.

Community and stakeholder engagement material to be approved (but not limited to):

- Workshop material
- Newsletters
- Website messages / information
- Formal correspondence to key stakeholders / members of the public
- All communication material must be approved by Waka Kotahi (via the Waka Kotahi PM) prior to be distributed to stakeholders and the wider community.

Media enquiry process

The Communications and Engagement team will be responsible for drafting any media releases or responses to the media in consultation with Waka Kotahi Project Manager and Frances Adank (Waka Kotahi Media Manager).

All media content must be reviewed and approved by Waka Kotahi Project Manager.

Content must comply with brand guidelines and include recognition of project partners. The following demonstrates how co-branding can be achieved in media releases and project communications. This may be updated in response to iwi engagement.



Customer service enquiry process and recording of feedback

A specific email address, telephone number and point of contact for the project will be created by Waka Kotahi and included on all communication material.

The Communications and Engagement Lead and Waka Kotahi will be the first point of contact for all key stakeholders. Any complaints or matters that require escalation will be referred to the Project Manager and the NZUP Canterbury Programme Team Leader.

All community and stakeholder feedback will be collated in a database spreadsheet, (please refer to Appendix 1) and will include the following information:

- Contact details
- Date of communication
- Type of communication
- Nature of feedback
- Details of project team member dealing with stakeholder
- Date of acknowledgement of feedback
- Outcome of feedback – i.e. whether or not there was any further liaison and whether any issues were resolved or need following up.

Any feedback from stakeholders or the community should be acknowledged within 24 hours and a response provided within two working days. Complex matters may require more time to respond, however, this should be clearly communicated with the stakeholder and a response should be provided within appropriate timeframes. Responses are to be drafted by the Stantec Communications and Engagement Team and Waka Kotahi Communications and Engagement advisor and Waka Kotahi Project Manager will review all draft responses before they are sent.

In instances where feedback is sought from the community (i.e in response to a newsletter or open day), a four week timeframe should be provided to stakeholders to provide any feedback.

All engagement feedback will be summarised and formally reported on a monthly basis to Waka Kotahi. The community and stakeholder engagement feedback will also be summarised and included in the final business case report.

Appendix B: Key Roles and Responsibilities

Table 6: Waka Kotahi and SDC Project Roles and Responsibilities

Project Team Member	Role	Responsibility
Sarah Downs	NZUP Programme Deputy Director	Project Sponsor, leading strategic direction of programme across NZ. Face of NZUP
Michael Blyleven	NZUP Canterbury Programme Team Leader Iwi engagement lead	Project lead from Waka Kotahi responsible for successful completion of project
Brett Lee	Iwi engagement lead	Developing protocols and processes to support effective engagement under Te Tiriti o Waitangi
Denny Sahng	Waka Kotahi Project Manager	Key contact from Waka Kotahi responsible for successful project outcomes to programme and budget.
Fiona McLeod	Waka Kotahi Engagement and Communications Senior Advisor	Oversight of communications and engagement. Liaison for project collateral and NZUP branding approval. Support to Communications and Engagement Lead as required.
Frances Adank	Media Advisor	Approval of all media releases
Andrew Mazey	Asset Manager Transportation	SDC Project lead and key contact for SDC input to project and engagement
Robin Raymond	SDC Comms advisor	Input as appropriate to align messaging and manage risk

Table 7: Project Team Roles and Responsibilities in relation to Communication Activities

Project Team Member	Role	Responsibility
Alix Newman	Project Team Project Manager	Project delivery and quality management of all project activity
Jenn Benden	Communications Lead (Project Team)	Delivery and update of this plan in consultation with the Waka Kotahi Engagement and Communications Senior Advisor, and delivery of communications and engagement actions
Matt Soper	Business Case writer and document review (Internal QA)	Ensure all project communications are consistent with technical assessments and advice
Alan Kerr	Technical Leader and document approval (Internal QA)	Ensure all project communications are consistent with technical assessments and advice and contract requirements

Appendix C: Risk and Opportunity Table

Table 8: Risks and Opportunities

Risk	Potential Consequences	Mitigation Approach/Opportunities
Lack of early and ongoing iwi consultation	Partnership undeveloped	Fiona and Brett to assist in identifying the right people, the best way to introduce the project and to help facilitate discussions on what the opportunities are
Rushing engagement/informing community and stakeholders to meet project milestones	Lack of trust and increasing levels of resistance to change	We need to carefully balance the project milestones and engagement requirements to ensure we are bringing stakeholders on the journey with us. We need to ensure we are providing them with clear messaging and reasoning of emerging programme and provide opportunities to listen to concerns. 4 weeks is required for meaningful consultation.
Stakeholders have conflicting views on problems and priorities resulting in being unable to achieve consensus in a solution	Community feel let down by Waka Kotahi and do not support project. Community backlash and negative media attention. Impact on Waka Kotahi's reputation and integrity.	Engage all relevant stakeholders early and explain the project, its objectives and expected outcomes. Explain to the community and stakeholders how they can input into the project to make expectations clear on what feedback will be considered.
Incorrect messages and information are provided to stakeholders and members of the public	<ul style="list-style-type: none"> Stakeholders lose trust in Waka Kotahi. Waka Kotahi's reputation is compromised. Potential delays in programme. 	<p>Ensure that internal communication between the Stantec/Jacobs Project Team and Waka Kotahi is regular and up to date.</p> <p>Build relationships and understanding between various team members to ensure that correct information is being provided within appropriate timeframes.</p> <p>Project team to implement a coordinated approach between the Business Case, Transport and Consenting, Design and Risk and Delivery Teams, with Waka Kotahi and key stakeholders and the community.</p>
Stakeholders frustrated by perceived lack of action since the last time they were consulted	<ul style="list-style-type: none"> Stakeholders lose trust in Waka Kotahi. Waka Kotahi's reputation is compromised. Potential delays in programme 	Communicate and engage regularly with community, listen to concerns and feedback, acknowledge feedback and keep community updated regularly or at appropriate times.
Timing of community and stakeholder engagement activities are not at appropriate times and do not provide stakeholders the opportunity to provide feedback on the project.	<ul style="list-style-type: none"> Stakeholders lose trust in Waka Kotahi. Waka Kotahi's reputation is compromised. Potential perception that Waka Kotahi deliberately 	<ul style="list-style-type: none"> Keep project on its critical path to ensure that timing of feedback from newsletters and open day is not during school holidays or over Easter break. Provide stakeholders with adequate time and options to provide feedback (4 weeks).

Risk	Potential Consequences	Mitigation Approach/Opportunities
	attempting to reduce feedback opportunities.	<ul style="list-style-type: none"> Provide the community and stakeholders with a project contact to communicate with on an ongoing basis.
Mixed and conflicting messaging across related projects in the region	<ul style="list-style-type: none"> May raise concerns about potentially unanticipated impacts 	Many of the project stakeholders may have been involved in related projects, such as CSM2. As they connect the dots on the project, we need to have open channels of communication. This will require close on-going collaboration through project points of contacts, including working with SDC Comms Manager about local road integration
Local businesses and landowners are concerned that about future disruptions to their operation during or after completion of construction	<ul style="list-style-type: none"> Businesses go to SDC and/or media about concerns. Impact on Waka Kotahi's reputation and lack of trust. 	<p>Engage with local businesses at beginning of project via stakeholder workshop and/or via individual communication methods (face to face/email/telephone) to understand any concerns from potentially affected businesses.</p> <p>Provide businesses with a project contact to communicate with on an ongoing basis.</p>
Not all stakeholders and community members are reached	Community feel let down by Waka Kotahi as they do not feel their concerns or feedback has been considered.	<p>Identify all relevant stakeholders through listening to SDC, other stakeholders and members of the community.</p> <p>Generate a number of ways various stakeholders and members of the community can be reached, including through school newsletters, community newspaper, Facebook (such as local community pages and groups) and other publications and community websites.</p>
Consultation fatigue from other local projects	Community and stakeholders are not engaged due to focussing attention on other local projects that are being consulted on.	<p>Project team to liaise with SDC and Waka Kotahi to be aware of other local projects and their various milestones and consultation / communication engagement strategies and timeframes.</p> <p>Look at timing engagement activities so as not to clash with other consultation activities.</p> <p>Understand if any other future projects impact on Rolleston improvement projects and develop key messages.</p> <p>Include updates on associated projects (where possible) in stakeholder updates</p> <p>Post information in the FAQs on Waka Kotahi's Rolleston project page.</p>
Stakeholders want to know about associated work programmes, such as the Safe Network Programme	<ul style="list-style-type: none"> Loss of focus on project and inadequate feedback received. Community frustrated that they are not being kept informed of other projects. 	<p>Include updates on associated projects (where possible) in stakeholder updates</p> <p>Post information in the FAQs on Waka Kotahi's Rolleston project page.</p>
COVID-19 restrictions are placed on NZ or local area	<ul style="list-style-type: none"> Community and stakeholder engagement are impacted, and community do not feel they have had adequate and appropriate opportunities to 	Waka Kotahi Communications and Engagement advisor to provide Communications and Engagement Lead with Public Engagement Guidance as soon as available if a change in alert level will affect the project.

Risk	Potential Consequences	Mitigation Approach/Opportunities
	provide feedback on the project. <ul style="list-style-type: none"> Project could be delayed or deferred until after COVID-19 restrictions are lifted. 	Project team to have online and virtual tools available to ensure that the community and stakeholders are still appropriately engaged in the project and have an opportunity to provide feedback. Newsletters to be distributed and a virtual workshop and/or open day is still to be held to enable equitable input from multiple participants without delaying the project programme.
Partner expectations may not align with the scope of the project	Project stalls or fails	Ensure dialogue with key partners is on-going and expectations are clarified and understood on what can or cannot be included within project scope. Identify and work through any issues as they arise.
Timing of interdependent local works could potentially disrupt the overall programme	Cost blow-outs to the programme	Ensure a no surprises approach – provide regular updates to partners and work through potential timing issues early to come up with solutions. Provide community updates as appropriate.
Time/delivery restrictions on NZUP funded aspects may impact the project	Funding not made available	As above – ensure a no surprises approach – regular partner updates and agreement to work through potential timing issues and come up with solutions. Provide community updates if appropriate.
Ineffective communications	Confusion around what the programme is delivering and when	The web page needs to outline the ‘big picture’ what is being implemented, why and when and where some aspects are subject to further investigation/funding/timing. Ensure communications are ‘customer focussed’ and easy to understand
Community expectations not aligned (e.g. the public expect four-lanes will continue through Rolleston as part of this project)	<ul style="list-style-type: none"> Community expectations not met Community discontent festers 	Provide explanation that it isn’t and why. Include in key messaging as appropriate
Some negative customer experiences and misunderstandings from the CSM2 project may carry across to the Rolleston project	Views and perceptions are impacted by negative press and or public opinion	Identify what these issues are and develop key messages which clarify misunderstandings, explain project interdependencies and the benefits the Rolleston project will provide. Incorporate these key messages into the Coms work plans. Be proactive and timely with project information and describe how customer feedback is being incorporated into planning. Provide regular updates to council and media (as above) –Fiona to develop with Denny, Andrew Mazey and Frances.
Opportunity: Strengthen relationship between Waka Kotahi and SDC	Strong relationships result in fewer project delays, better project outcomes and mutual trust between parties.	Create ongoing relationships with key staff and elected council representatives.
Opportunity: Raise the profile and respect of Waka	Rolleston community are taken on the project ‘journey’ and feel	Communicate and engage regularly with community, listen to concerns and feedback,

Risk	Potential Consequences	Mitigation Approach/Opportunities
Kotahi in the Rolleston Community	<p>like their voice has been heard through the project process.</p> <p>Rolleston Community have trust in Waka Kotahi as an organisation.</p>	<p>acknowledge feedback and keep community updated regularly or at appropriate times.</p> <p>Build relationships and gain trust through doing what we say we are going to do.</p>
Opportunity: Provide the community with an appropriate intersection and corridor design that meets the identified needs of the community	Rolleston community is provided with a safer intersection to increase safety of all road users, reduces crash rates and increase social cohesion.	Engage with stakeholders in a meaningful way to understand key issues.

Appendix D: Waka Kotahi State Highway public engagement guidelines

The Waka Kotahi 'How we engage – engagement guidelines', October 2020 sets out Waka Kotahi's engagement policy and provides guidance for deciding when and how to engage the public. These are outlined in the Appendices along with the IAP2 spectrum. The methods developed in this plan build on these guiding documents.

For Waka Kotahi, community and stakeholder engagement means both informing the public about proposed projects and decisions, and consulting with them as part of the decision-making process. This approach helps Waka Kotahi to make better-informed decisions, improve project designs and deliver a state highway network that meets the needs of communities and the wider public.

The Public Engagement Guidelines commits to the following vision:

- Encourage the public to have a say on issues that affect or interest them.
- Take the time to get to know the community.
- Listen to aspirations, concerns and ideas.
- Be open, honest and clear when communicating.
- Let the community and key stakeholders know what is happening as soon as possible.
- Show the community and key stakeholders how and what they say and do influences what happens.

The above vision is implemented through the following principles:

- Know why there is a need to engage and communicate this clearly.
- Know who to engage.
- Know the history and background.
- Begin early.
- Be genuine.
- Support and encourage best practice.

Waka Kotahi uses the International Association for Public Participation (IAP2) principles and public participation spectrum to support its engagement work.

The IAP2 spectrum is the basis of the Public Engagement Guidelines as it is considered vital to be clear about what level of participation people have in the decision making process. With respect to the IAP2 public participation spectrum, the Rolleston DBC community and stakeholder engagement will be at 'Consult', which aims to '*obtain public feedback on analysis, alternatives and/or decisions*'.

This Plan has been based on the key values, principles and IAP2 spectrum that are contained within Waka Kotahi's Public Engagement Guidelines.

Appendix E: Waka Kotahi COVID-19 guidance

The below sets out the policy at a principals-based level but please speak to your Practice Manager if you are unsure what the approach means for things that you have planned or are in the planning stages for.

We recognise there will be some uncertainty as we may move between levels at anytime and this may happen on a regional or national level. Your Practice Manager is there to support you and help you work things through, to make changes or create contingency plans.

Alert Level 3

As well as considering the safety of the public, we must put the safety and wellbeing of our teams at the forefront of our decision making. Face to face engagement is not appropriate in Level 3. Do not hold public gatherings (drop in sessions, pop up sessions, community meetings) as part of engagement and consultation programmes

- Consider what engagement and consultation can be done online or through alternative methods, or if it is appropriate to wait until we drop down to Level 2 if this is not going to impact on project delivery and timelines
- Take a practical view of property owner conversations, for example if it is a 'live conversation' and the property owner wants to continue it via phone, then do so, but don't start new conversations
- Some tools to consider as an alternative to face to face engagement or as complementary include:
- Online engagement with interactive options – e.g EngagementHQ or Social Pinpoint
- Broadcast, print and social media driving people to online engagement
- Increased video content and potential for people to participate in an online Q&A session / webinar style
- Mail-outs /letter box drops of information/guides to help people facilitate their own small groups or at-home kitchen table conversations.

Masks As per the Ministry of Health guidelines masks are encouraged under Level 3, but not required. However, we encourage you to wear a mask as we want to set a good example and keep ourselves and others safe.

Ministerial and Ministerial events

- No official events will be held

Alert Level 2

Under this scenario we want to continue to keep everyone safe but at the same time deliver business as usual as much as possible. We can continue to engage with people face to face, have meetings and hold events, following the guidance below which is in line with the Ministry of Health guidelines. If online engagement was part of your programme please continue to do that.

We can hold drop in sessions, pop up sessions and information sessions to support our projects. While the Alert Level 2 restrictions mean you can hold events with under 100 people, this may not be appropriate for every venue as large numbers will make it difficult to maintain social distancing. Therefore, numbers within the venue should be restricted as appropriate to the venue to ensure social distancing requirements are upheld. You will need to manage people entering and exiting the venue, have someone at the door monitoring the number of people coming in and out, recording contact details and providing hand sanitiser.

If you are holding an event please include something like the below in the invite:

We are holding this event in COVID-19 Alert Level 2 under Ministry of Health guidelines. This means that numbers will be restricted to ensure social distancing requirements are upheld. This may mean that you have limited time to talk to members of the project team as we may need to move people through to ensure everyone gets the opportunity to take part. We want to give you as much information as possible and hear your feedback, so if you'd prefer more time to discuss or access information you can visit [www: x](#) for information or to give us your feedback. Alternatively you can contact the project team at email address or phone xxx .

Milestone and Ministerial events

Under Level 2 we can still hold official events following this guidance:

- Small gatherings that allows safe physical distancing (one metre each)
- The events will not be catered, however if food was a critical part of the event (such as it being billed as a lunch) you can serve drinks (like juice or tea) with a single server or food if it is served individually, but there is to be no self-service
- Guestlist will be detailed and attendees noted on the day for contact tracing purposes
- There will only be one venue/ one site for the event
- Speeches will be assessed on a case by case basis. If there are no speeches, a media stand-up should be provided
- Media will be invited to the event
- Invitations will be specific and include “if you are unwell please stay at home”, reinforce that RSVPs are required and share the government advice that “face coverings are encouraged if you are in close contact with others you don't know”
- Venues will be asked to provide QR codes
- Hand sanitisers will be provided as a minimum infection prevention
- If the event location requires guests to be transported (onto a work site for example), we can still provide transport to and from the event (e.g. on buses). Unlike public transport, there are not restrictions on passenger capacity, given we can contact trace passengers. However, we would encourage people to maintain physical distance from people they don't know and face coverings are recommended in confined conditions. (This guidance may be updated and the most up to date guidance should supersede this)