

2021 Awards for Excellence – Client Service Excellence

The OneConsult 2021 Awards for Excellence Client Service Excellence Award winner has been announced as Arup.

Arup has been recognised as this year's Consult Australia 2021 Client Service Excellence Award Winners for their Metropolitan Greenspace Programme (MGP) Spatial Framework. The award recognised member firms who have delivered exemplary customer service throughout the course of a client engagement or project. Entry in this category requires member firms to be either nominated or endorsed by the client.

Winner

Arup

The Metropolitan Greenspace Program (MGP) Spatial Framework

Arup's involvement on Canterbury Bankstown's Metropolitan Greenspace Program Spatial Framework has won the 2021 Consult Australia Client Excellence Award. Focused on the Cooks River, Wolli Creek and the Sydenham to Bankstown open space corridors in Sydney's Southwest, the Framework seeks to improve green space connections and public facilities for the many community members who live and work in the adjoining neighbourhoods.

Lidia Lewis, Economics Planning and Design Lead NSW/ACT, Arup, explained that from the outset of the project there was a shared understanding between Arup and the client team that bringing local government and community stakeholders together would maximise positive community, environmental and economic outcomes.

"It's been highly rewarding to work alongside Canterbury Bankstown Council to foster collaboration towards interconnected green space corridors with partner Strathfield Council, and their local communities," Lidia said. "By considering three corridors as one project it was possible to bring an integrated team of landscape architects, urban designers, strategic and transport planners, and ecologists, to the project – all focused on the creation of a holistic, interconnected green corridor for all community stakeholders."

Arup led stakeholder engagement, working closely with JOC Consulting who managed community engagement for the project, collecting insights from workshops and community consultation. With this area home to some of the most culturally, socially and economically diverse communities in Sydney, high levels of input from

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local stakeholders and residents were key to recommending projects and interventions that respond to local visions for the area. "The input received from engagement and the collaboration for the betterment of community was a testament to the team involved in this project."

Building from stakeholder input, the Framework initiatives seek to prioritise culture and heritage, improved recreation and safety, connectivity to cycle networks, protection, improvement and management of biodiversity as well as improved water quality.

Run by NSW Department of Planning, Industry and Environment, the Metropolitan Greenspace Program provides grant funding to local councils in Greater Sydney and the Central Coast. The Program supports the state government's vision to create a city within a park by improving connectivity to create a network of high-quality green space between town centres, public transport hubs, and major residential areas.

Consult Australia has also recognised Aurecon for the new Powerhouse Parramatta, and Cardno and Springfield City Group for Greater Springfield, as Highly Commended 2021 Awards for Excellence in the category of Client Service Excellence.

Highly Commended Aurecon

The new Powerhouse Parramatta

International design, engineering and advisory company Aurecon has been awarded the Highly Commended Client Service Excellence Award at the 2021 OneConsult Awards for Excellence for its community engagement and consultation work for Powerhouse Parramatta.

Powerhouse Parramatta is the largest investment in cultural infrastructure since the Sydney Opera House, and the first major cultural institution to be established in Western Sydney and for their communities. Given the project's high public interest and the potential to deliver significant social, cultural, and economic benefits to Parramatta and Greater Sydney, involving community in the planning process was crucial.

On behalf of Infrastructure NSW, Aurecon in partnership with the Powerhouse successfully led the community engagement and consultation for the cultural project. This occurred despite the campaign coinciding with the onset of the COVID-19 pandemic and introduction of government restrictions.

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Melissa Creber, Associate, Communication and Stakeholder Engagement at Aurecon, said: "When planning the communications strategy, we had to rapidly shift our face-to-face engagements to digital consultations and webinars to ensure community safety. With the team's agile mindset, we were able to swiftly pivot within three days of the launch, on time and within budget." "As one of the first major engagement programs in Australia to be delivered entirely online during the pandemic, we are proud to be involved in bringing this cultural project to life."

Aurecon also used social media, digital and print advertising, phone calls, emails, its bespoke feedback tool swipEngage®, and conducted virtual individual and group briefings to engage with the stakeholders. This allowed Aurecon to obtain meaningful inputs from community members. In fact, using digital channels allowed Aurecon to reach and consult more than 75 per cent of its target stakeholders and receive more than 3,700 inputs. The successful consultation shaped the design of Powerhouse Parramatta and led to the establishment of the Powerhouse Community Space, which attracted more than 2000 visitors over six months.

Taryn Woods, Associate, Communication and Stakeholder Engagement at Aurecon, said: "After bringing Powerhouse Parramatta to people's homes during the pandemic, it was important for us to then bring the project to the community. Aurecon were proud to be part of the Powerhouse Community Space and we are excited to see the positive cultural and economic impacts it will bring to the communities." Once completed, Powerhouse Parramatta will provide visitors with: Over 18,000 m2 of museum exhibition and public spaces, education spaces for students, researchers, and education and commercial hirers, 1.5 hectares of public domain with a 30 per cent tree canopy to provide shade and cool the area, large-scale events for up to 10,000 people, and a constantly evolving 24-hour cultural and entertainment precinct.

Highly Commended Cardno and Springfield City Group Greater Springfield

Cardno and Springfield City Group team have been awarded the Highly Commended Client Service Excellence Award at the 2021 OneConsult Awards for Excellence for Greater Springfield.

The consultant's delivery team was recognised for its outstanding communication and engagement strategy on a project that was the first of its kind. "To be recognised as a leader who is contributing through our collaboration and engagement on an important development for South East Queensland, the wider industry and community, it is a big vote of confidence for our dedicated team," said Robbie Marshall, General Manager - North West Australia.

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The partnership between organisations was a result of shared values and a vision for making a tangible difference to the future of Greater Springfield. The delivery team was able to navigate through at times challenging and uncertain phases with effective and actionable communication strategies, stretching wider than just the delivery team. Through structured and regular communication with internal and external stakeholders, the delivery team had the opportunity to shape capital spend, extend the life of existing assets, overcome resourcing challenges, and gain the buy-in of external stakeholders, which is so important for a project of this nature.

The mantra set within the delivery team on this project "Stop not until the goal is reached" was an important learning for the delivery team showing why commitment is the key to getting where you want to be in this project. The learnings from the consultant's delivery team from the projects delivered throughout 2021 have been shared between both organisations, yielding results within other sectors for both parties.

Congratulations to our Award Winner Arup, and Highly Commended winners Aurecon, and Cardno and Springfield City Group.

Consult Australia is the industry association representing consulting businesses in design, advisory and engineering, an industry comprised of over 58,600 businesses across Australia. This includes some of Australia's top 500 companies and many small businesses (97%). Our members provide solutions for individual consumers through to major companies in the private sector and across all tiers of government. Our industry directly employs over 285,000 people in architectural, engineering, and technical services, and many more in advisory and business support. It is also a job creator for the Australian economy, the services we provide unlock many more jobs across the construction industry and the broader community.

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NOTES TO EDITOR

1. About Consult Australia

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2. About Nicola Grayson

Nicola Grayson is the Chief Executive of Consult Australia. Nicola is responsible for implementing the organisation's strategy, building ongoing external relationships, and for leading Consult Australia's advocacy and government relations agenda on behalf of members.

Nicola is a member of and former chair of the International Federation of Consulting Engineers (FIDIC) Risk, Liability, and Quality Committee. In Australia she chairs the Australian Sustainable Built Environment Council's Urban Resilience Task Group and sits on numerous government forums representing the Consult Australia membership. Nicola is the Convenor for Consult Australia's Champions of Change leadership group for gender diversity and inclusion, a member of the Champions of Change Coalition.

Nicola is a government relations specialist, and has represented industry associations in the United Kingdom, the European Union, and Australia. Nicola has worked across a range of sectors including general insurance, consumer finance, alcohol, and education, in addition to consulting engineering. She has an Honours Degree in Law from the United Kingdom and is a member of the Australia Institute of Company Directors.

3. For interview

For more information and to arrange an interview, please contact Nicola Grayson directly on +61499 878 839 or email nicola@consultaustalia.com.au.