Raising London Circuit

AN INDIGECO COMPANY

Low complaint rate in a highly visible location

Traffic changes and road works communicated effectively

Collaborative working approach with Abergeldie, Major Projects Canberra and key stakeholders

Successful delivery of the community and stakeholder approach for the project.

Client	Timing	Services provided	Team
Abergeldie Complex Infrastructure (Abergeldie)	August 2021 - ongoing	Community & Stakeholder Engagement	Natasha Lumley Bj Jordan Olivia Power

The Project

Raising London Circuit is a major city-shaping project, connecting the city with the lake by delivering more accessible footpaths and dedicated bike lanes. It will make Canberra a more connected, sustainable and vibrant place to live and provides an important foundation for extending light rail to Woden. Abergeldie has been engaged by Major Projects Canberra (MPC) to deliver this project.

Around 60,000 cubic metres of fill will be used to raise London Circuit by six metres to form an at-grade intersection with Commonwealth Avenue. The two western cloverleaf ramps will be removed, with access routes via Edinburgh Avenue and Constitution Avenue channeling traffic to the City's west and east. The works change the current split-level, overpass-underpass configuration into a more pedestrian and cyclist-friendly intersection with London Circuit level with Commonwealth Avenue.

Our role

Ineco was engaged by Abergeldie to provide community and stakeholder consultation services on the project. Ineco has worked closely with Abergeldie and MPC to provide impacted residents, businesses, road users and other stakeholders are kept informed of project activities, including significant road changes and traffic disruptions.

Ineco's scope

Ineco's involvement on the project has been through the management of:

- Keeping surrounding residents and businesses informed of construction activities, developing notifications and collateral to be distributed to the area.
- Developing regular updates for highly impacted stakeholders, including presentations.
- Managing complaints and enquiries.
- Collaborating with the project team (Abergeldie and MPC) to ensure the best outcomes for the project and stakeholders.
- Coordinating pre-construction property surveys with identified stakeholders.
- Assisting in organisation and attending site and media events.
- Supplying content for media releases and enquiries.

Results

The project is in a highly populated area, central Canberra. Close to the construction works are residential buildings, commercial properties (including government agencies and hotels) and small businesses. In an area with a high volume of motorists, cyclists, and pedestrians there have been a significant number of traffic changes and road closures to allow for construction activities. Despite this, there has been a very low complaint rate.

Ineco has worked seamlessly with Abergeldie, MPC, and stakeholders and community to achieve successful community and stakeholder engagement. With Ineco's guidance the project team and management prioritise stakeholder issues and respond promptly to ensure both project and community get the best outcomes. The communication with all involved parties has been open and honest, instilling trust with stakeholder and the community.