



CIT CAMPUS – WODEN

**BUSINESS
PARTNERSHIP
PLAN
UPDATE**

DECEMBER 2023

INTRODUCTION

The CIT Campus – Woden project is delivering a modern Canberra Institute of Technology (CIT) campus, new public transport interchange, and additional community and commercial services to the Woden Town Centre.

CIT Woden will be a purpose-built vocational educational and training facility, providing excellence in education and learning outcomes for 6500 students each year.

The public transport interchange will support significantly improved bus services while enhancing public transport connectivity and safety to the area – with more bus stops, passenger-friendly shelters and enhanced lighting and signage. To keep Canberra moving, the transport interchange will also incorporate a light rail stop for Woden, ensuring the interchange is light rail ready for the network’s future extension to Woden.

A youth foyer with up to 20 beds will also be delivered as part of the new campus to support young people who are at risk of, or are experiencing homelessness, by providing accommodation, support services and opportunities to pursue education and training in the one location.

The CIT Woden Campus will be connected to the public transport interchange via a new pedestrian boulevard, the first of three main urban realm spaces. The boulevard will be the central movement corridor set amongst native gardens and will include a series of spaces for public seating, outdoor dining and learning and retail frontage. To the western end of the campus there will be a family friendly plaza for people to relax, including a gathering and ceremony space. An additional northern plaza will provide a sunny break out space for students, public transport users and the public, with canopy trees and gardens providing wind and sun protection.

Purpose of this document

This Business Partnership Plan has been drafted under the ACT Government’s Business Partnership Policy for major ACT Government infrastructure projects. It sets out the initiatives Major Projects Canberra is currently implementing with local businesses as well as future initiatives which will be implemented as construction works ramp up on the transport interchange and CIT campus (packages 2 and 3).

CIT Campus - Woden – Construction process

The project is being procured/delivered in four packages of work.

Package 1 Bus layovers and ancillary road works.	CONSTRUCTION COMPLETE
Package 2 Public transport interchange, including a light rail terminus to be used as a bus stop until Light Rail to Woden becomes operational.	CONSTRUCTION IN PROGRESS
Package 3 The new CIT Campus Woden. This is the main works package and includes a ‘youth foyer’, pedestrian boulevard, Bowes /Bradley Street shared-zone connection and public spaces.	CONSTRUCTION IN PROGRESS
Package 4 A new Yurauna to be built at the CIT Bruce campus to replace the facility to be vacated at the CIT Reid campus.	DESIGN UNDERWAY

BUSINESS PARTNERSHIPS

Welcoming students from mid-2025, the CIT Campus -Woden project is expected to bring more than 6500 students into Woden each year and deliver significant and lasting benefits to local businesses in and around the Woden Town Centre.

This Business Partnership Plan sets out the activities and support services being implemented during the construction of packages 1-3 of this project to address potential disruption for local businesses.

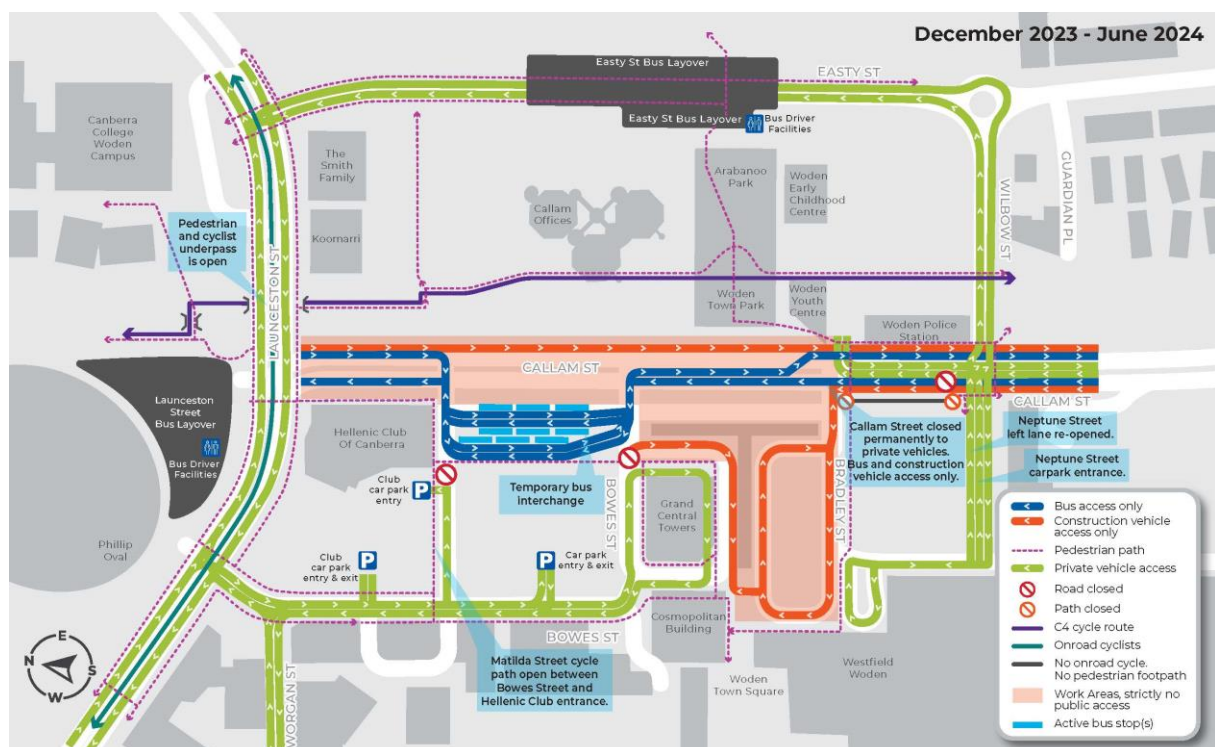
Eligible businesses

For the purposes of this Plan, an ‘eligible business’ is a business that physically operates in the immediate area around the project’s main construction zones. The map below outlines the general area impacted by construction works.

Eligible businesses range from large employers in the area such as ACT and Federal health departments to local small-to-medium businesses and nearby apartment complexes. This list continues to evolve over the life of the project and, as such, is reviewed regularly to ensure changes to construction impacts and/or business operations are being responded to appropriately.

The ACT Government recognises that some businesses further afield may also be impacted by flow-on construction impacts and in these instances would be eligible for outreach communications and business relationship management.

Precinct map as of December 2023



Overview of proposed partnership initiatives

The following table summarises the partnership initiatives the ACT Government is undertaking with eligible businesses under this Business Partnership Plan:

Short Title	Short Description	Period
Business Relationship Manager	Central point of contact within the ACT Government for project information and support.	Ongoing until project completed
Construction notices and scheduling	Working with businesses to provide timely notice of construction activity and where possible, co-ordinate the timing of construction activities.	Ongoing until project completed
Hoardings and wayfinding	Working with businesses to enhance wayfinding and signage to help ensure community and customers have clear direction on how to access businesses in a safe way.	Ongoing until project completed
Information for businesses and their customers	Regular and consistent provision of project and construction information and disruption maps that can be shared with customers and patrons.	Ongoing until project completed
Preferred supplier initiatives	Prioritising local procurement and suppliers where possible, and encouraging the project's construction partners and businesses to use local businesses impacted by construction.	Ongoing until project completed
Business Activation Program	Working with businesses to attract customers during construction and ensure the area remains attractive, safe and easy to navigate for community use. Program to be determined working with partners such as ScentreGroup, Hellenic Club or SLA.	Underway, with activities increasing from 2023 until project completed

These business partnership initiatives are described in the next section of this document.

Note: In accordance with the ACT Government's *Business Partnership Policy – Major Projects*, the ACT Government does not make direct financial payments to businesses affected by the construction of public infrastructure, nor does the ACT Government provide payment relief in relation to rates, taxes, rents or other charges payable to the ACT Government.

Business Relationship Managers

A Business Relationship Manager is a member of the ACT Government Major Projects Canberra team who will act as a central point of contact for all your needs in relation to the project. This person can:

- be your point of contact on the project and coordinate any correspondence, meeting or activities;
- provide information regarding the project, including the provision of information about timing and scope of key construction activities;
- receive questions, feedback, complaints or compliments regarding the project.

Your Business Relationship Manager can also relay any queries back to the ACT Government's works delivery partner to ensure your feedback is considered and where possible incorporated into the construction approach.

Business relationship managers regularly contact businesses in the construction area. If you have not yet been contacted, let us know by emailing CITcampuswoden@act.gov.au

Construction notices and scheduling

An early works program was developed in consultation with local businesses, with adjustments made on a case-by-case basis to help mitigate impacts to local businesses and operations. These preparatory works were completed in January 2023, with local businesses and stakeholders kept regularly informed on program, construction approach and impacts during this time.

With the commencement of the main construction work in early 2023, information on the proposed construction schedule and project status is being shared on a regular basis with businesses and stakeholders in the local CIT Woden campus precinct area.

If you are not receiving regular updates on construction activity and project milestones, we encourage you to sign up for the Construction Activity and Project Updates, delivered to your inbox. [Sign up here](#).

Hoardings and wayfinding

Hoardings and signage have been established as part of current works and will continue to change and evolve as works progress. Your Business Relationship Manager will work with your business to ensure wayfinding and signage provides clear and safe direction for customers, patrons and the community as well as sharing exciting visual cues for the development future state.

If you need to discuss wayfinding in more detail, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

Information for businesses and customers

Your Business Relationship Manager is happy to discuss any tailored requirements your business may need to communicate changes, access or progress to your customers.

Project information will be readily available to the public through a variety of channels. This includes the project website, project and construction updates, and collateral that we can deliver to your business in a printed or electronic format for distribution to patrons and customers.

Your Business Relationship Manager can also work with you to develop tailored information in formats that are easily shared, including maps, posters and social media tiles, and to discuss any issues or concerns you may have.

Information sharing activities in 2022-2023

The below activities were run in 2022-2023 to provide businesses and customers the opportunity to engage with the CIT Woden Campus project team and to share the latest construction activity and project updates:

Activity	Date/Frequency	Details
Engagement prior to Development Approval (DA)	August 2022	Initial community engagement including YourSay consultation prior to DA submission. Invitation to local businesses and residents to join the Community Reference Group (CRG).
Notice of closures	Ad-hoc	Advance notice provided by Lendlease of road closures and other traffic impacting activities.
Construction Activity Updates	Monthly	2,200 printed flyers distributed to businesses within a 100m radius of the site footprint and also published on the CIT Woden Campus website . EDM sent to Construction Activity Update subscribers.
Project Updates	Every 3-4 months	12,582 printed flyers distributed to local businesses and surrounding suburbs, and also published on the CIT Woden Campus website . EDM sent to Project Update subscribers.
Community Reference Group	Fortnightly	In person meetings at the Construction Employment Hub every second Monday, running from August to December 2022 to inform about early works and solicit feedback around the DA submissions.
Construction Information Group meetings	Monthly	Ongoing in-person/online meetings starting in January 2023 led by Lendlease to provide construction updates to highly impacted businesses in the area.
Construction Activity Update feedback survey	December 2023	Survey accessed via a QR code printed in the December Construction Activity Update flyer
Door knocking		In person pre-arranged appointments with Construction Information Group (CIG) and Community Reference Group (CRG) members. Drop-in visits to all other identified businesses within a 500m radius of the site footprint.

Preferred supplier initiatives

Where appropriate, Major Projects Canberra and its construction partners will ensure local business are prioritised as preferred suppliers for the project.

A preferred supplier list is distributed to the various businesses involved in the Project. Preferred suppliers can offer a range of goods and services, including catering, accommodation and meeting/conference facilities.

Preferred supplier initiatives in 2022-2023

The below initiatives were run in 2022-2023 to support local businesses during the CIT Woden Campus construction activity:

Activity	Date/Frequency	Details
Preferred supplier list	Ad-hoc	A list of businesses in the Woden area, generally within a 100m radius of the site footprint. Preferred supplier list shared with ACT Government staff, Lendlease workers and other construction partners as relevant.
Menu / business card drops	Ad-hoc	Take-away menus and business cards from preferred supplier list businesses distributed in ACT Government Major Projects Canberra and Lendlease site offices.

To discuss how your business could become a preferred supplier, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

Business Activation Program

The Business Activation Program involves partnerships and programs between the ACT Government and businesses in the area to attract customers during construction and ensure the area remains attractive, safe and easy to navigate for community use.

The ACT Government will engage with local partners in the area to plan and prepare a program of safe and appropriate activations which could involve one-off or ongoing events or activities, artwork, campaigns, or entertainment.

Business Activation Program activities in 2022-2023

The below initiatives were run in 2022-2023 to attract customers into the area surrounding the CIT Woden Campus construction zone:

Activity	Date/Frequency	Details
Easty Street artwork launch	November 2023	Installation of artwork by local artist Steven Kennedy on driver amenities block.
Hoarding around construction site	September 2023	Fence shade cloth wraps providing wayfinding and directional signage as well as conceptual images of the development future state.
Name the Crane event	December 2023	Primary school students involved in the naming of the two construction cranes invited to an on-site naming ceremony.
Woden Interchange artwork launch	December 2023	Installation of artwork by local artists on Woden transport interchange shelters.

To discuss your activation ideas, please contact your Business Relationship Manager or email CITcampuswoden@act.gov.au

CONTACTS

For further information regarding this Business Partnership Plan or participation in partnership activities, please email CITcampuswoden@act.gov.au

Further information on the project can also be found at act.gov.au/citcampuswoden



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