



Business
Partnership Policy –
ACT Government
Major Projects

5-20-2022

I. Introduction

ACT Government major projects deliver essential infrastructure which supports service delivery for the community, strengthens economic productivity and helps protect our city's great liveability. When we invest in infrastructure, we create good local jobs while ensuring Canberra's schools, hospitals, transport systems and community facilities can cater for our city's ongoing growth.

The delivery of ACT Government infrastructure projects can bring significant and lasting benefits to local businesses. These can include improving connectivity for customers and staff, drawing more activity to an area, and changing the land-use mix. Business owners and commercial landlords can benefit both through a larger customer base and property value uplift.

The ACT Government recognises that some infrastructure projects can also create short-term disruption for businesses in the area surrounding works. We are committed to working with businesses during the delivery of major infrastructure to help minimise the impacts of construction and keep businesses well informed. Depending on the project and extent of disruption, there are a range of ways the ACT Government can partner with local businesses to help maintain their operations during construction.

This policy aims to provide guidance on:

1. When the ACT Government will develop Business Partnership Plans for specific major infrastructure projects;
2. Which businesses will be eligible to participate in partnership arrangements; and
3. What activities the ACT Government may undertake as part of businesses partnership during the construction of major projects.

The ACT Government does not make direct financial payments to businesses affected by the delivery of public infrastructure. We do not provide waivers or payment relief in relation to rates, taxes, rents or other charges payable to the ACT Government. The provision of major infrastructure is a benefit for the Canberra community, and its efficient delivery is essential to meeting the current and future needs of our growing city.

2. Structure

This Business Partnership Policy sets out how the ACT Government may partner with nearby businesses during the construction phase of major government projects to minimise disruption to the greatest extent possible.

This document is an overarching policy document which sets out guidelines for the development of individual Business Partnership Plans by the ACT Government. The specific business partnership initiatives to be delivered in relation to an individual project will be set out in a tailored Business Partnership Plan for that project.

A major project's Business Partnership Plan will apply to all eligible businesses. Individual plans will not be prepared for each business which may be affected by an infrastructure project.

3. Development of Business Partnership Plans

A Business Partnership Plan will be developed in relation to an ACT Government infrastructure project where all of the following criteria are met:

1. **ACT Government infrastructure project:** The project to which it relates is being directly delivered by the ACT Government, and is not an emergency or critical repair project;
2. **Significant disruption:** The project is reasonably expected to cause material disruption to nearby businesses, whether through affecting the ability of the business to operate, the ability of customers to attend the business, or where construction will otherwise cause genuine operational challenges;
3. **Extended duration of disruption:** Construction disruption is expected to occur for 6 months or longer;
4. **Project size:** The project is designated as a major project to be delivered by Major Projects Canberra as determined by the Chief Minister, or is otherwise a significant project where the relevant Minister determines a Business Partnership Plan should be established.

Where a Business Partnership Plan is developed, it will contemplate initiatives primarily for businesses within a 100 metre radius of the project's primary construction zone.

Business Partnership Plans will be developed by the ACT Government prior to main construction works commencing for each relevant project. These plans will be made publicly available for information purposes.

The ACT Government may exercise discretion in relation to the development and coverage of Business Partnership Plans.

4. Potential business partnership measures

Individual Business Partnership Plans will be tailored to specific projects, having regard to factors which include:

1. The number and types of businesses within the coverage area;
2. The nature of the expected disruption to businesses generated by the construction phase of the major ACT Government infrastructure project;
3. The anticipated duration of the disruption.

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.

Examples of initiatives which may be included in a Business Partnership Plan include:

| Potential initiative | Description | Relevant phase |
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| Business Relationship Managers / Engagement Managers | Ensure the project offers central points of contact for impacted businesses to access project information, ensure wider project understanding and reduce business owner uncertainty. The implementation of a Business Partnership Strategy can build on and leverage relationships even further. | Early works and construction |
| Precinct visits | Visit and engage with business owners in person on a regular basis to maintain relationships and open flow of communication to address emerging issues. | Early works and construction |
| Provision of useful project information – the right information at the right time Information portal | Deliver easy access to project information – so that businesses will know what to expect throughout the construction process, and have easy and seamless access to information, support and feedback channels. | Early works and construction |
| Business Activation Program | Work with businesses to activate spaces and the precinct to encourage patronage to the precinct during construction – these could be one-off or ongoing activations, pop-ups or events. | Construction and operational |

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| | <p>Consider opportunities for businesses to establish pop-up arrangements where access is limited.</p> <p>Opportunity to connect installations across multiple projects.</p> | |
| Business Impact Assessment | <p>Offer businesses an impact assessment for their business. Consider localised shopping areas and identify at-risk businesses for particular focus.</p> | Construction |
| Business information packs | <p>Develop detailed business information packs in formats that can easily be shared with customers and suppliers that supports the marketing and promotion of businesses – e.g. through existing social media channels, database, in-room, or upon check-in.</p> | Early works and construction |
| Business marketing and financial advice / Business Connect service | <p>Provide access to existing business marketing and financial service through identified government or third parties.</p> | Early works and construction |
| Canberra Business and Enterprise Centre (CBEC) | <p>The Canberra Business Advice and Support Service commenced in 2020 and provides up to four hours free advice to Canberra small businesses and then at a subsidised rate after that with uncapped hours.</p> | Early works, construction and operational |
| Consolidating delivery and maintenance | <p>Work with businesses in the area to group, re-time and consolidate delivery and maintenance schedules, and establish central logistic hubs.</p> <p>Collaboration with other directorates and projects to consolidate information and potential coordination on respite periods and impacts.</p> | Early works, construction and operational |
| Construction respite periods | <p>Consistently review the proposed working hours and schedule for noisy works to see if staging can occur to minimise impact based on feedback.</p> <p>Implementation of consistent respite hours in collaboration with sensitive receivers and delivery partner with regular review based on feedback.</p> <p>Specific consideration to be given to the period preceding Christmas each year.</p> | Early works and construction |

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| Coordination Office (such as the Disruption Taskforce) | Coordination body to manage cumulative construction and traffic impacts, that includes major private and public developments in the vicinity | Construction |
| Education program | Developing an education experience that is integrated with areas affected by construction to encourage further pedestrian traffic. | Construction and operational |
| Events | <p>Attract attendees to their business by using public events as an activation tool.</p> <p>Examples include pop-up businesses during the Commonwealth Games torch relay, Martin Place Christmas activations, Anzac Day poppy activations.</p> | Early works, construction and operational |
| Hoardings and wayfinding | <p>Provide wayfinding, business signage, clear pedestrian crossing points and use of any hoardings as directional and/or business signage to encourage local traffic to businesses in the project footprint.</p> <p>Consider the shadowing and space constraints posed by hoardings. Seek to minimise time during which hoardings are erected.</p> | Early works and construction |
| Information portal | Dedicated information portal that delivers regular and targeted support tools and communications to businesses. | Early works, construction and operational |
| Preferred suppliers | Consider using businesses within the construction zone for catering and other requirements. | Early works and construction |
| Pop-up businesses | Consider opportunities for businesses to establish pop-up arrangements where access is limited, or precinct activation allows overflow beyond the usual business boundaries. | Early works and construction |
| Temporary art and public domain installations | Identify opportunities for activation along the corridor to encourage and improve community space and access during construction – this may include green spaces, pop-up retail spaces, photograph/video/ viewing opportunities, Christmas markets and lights and performance/canvas spaces for local artists. | Early works, construction and operational |

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| Cleaning | The ACT Government could engage cleaning and other related services to mitigate the effects of construction (for example, a regular external window cleaning to remove construction dust). | Early works and construction |
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Not all activities will be included in each tailored Business Partnership Plan.