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Framework demonstrates stakeholder engagement can save millions

Report urges stakeholder engagement on Australian infrastructure projects

Governments and infrastructure companies could be saving millions of dollars on both private and public projects by improving their use of stakeholder engagement, according to a framework released today by Consult Australia and PwC.

The report, *Valuing Better Engagement*, identifies the benefits of conducting project-specific stakeholder engagement and provides a high-level framework to assess potential cost savings.

Consult Australia CEO Megan Motto said the framework was created in response to the industry's need for a practical and defensible tool to measure engagement benefits.

"Australia's infrastructure projects could save millions of dollars by conducting more effective stakeholder engagement," Ms Motto said.

"We recognise that traditionally, the quantification of benefits from engagement has been challenging and as a result we have seen many of Australia's infrastructure projects overlook millions of dollars in savings, as well as the additional benefits engagement can deliver.

"*Valuing Better Engagement* provides project managers with a tool to calculate the savings and benefits of stakeholder engagement, allowing them to justify spend, and uses a realistic example to demonstrate how the framework is applied."

Darren Black, Partner, Infrastructure Advisory with PwC said the information required to measure the quantifiable elements within the report is available for most major capital projects and the framework was developed from a project owner perspective to ensure it was realistic and relevant.

"The report highlights the range of benefits stakeholder engagement can deliver from more accurate problem and solution definition, included reduced unplanned risk contingency pre-construction from improved risk pricing and risk mitigation resulting in unused risk contingency," Mr Black said.

"Conservative by design, the framework focuses on identification and aggregation of avoidable cost and considers both the design and construct stages of the project lifecycle."

The report uses a hypothetical but realistic example of an Australian infrastructure project in a brownfield site with an estimated capital cost of \$250 million.

Using the framework, engagement for the example project yields a net benefit of \$1.35 million, indicating Australia's infrastructure projects could save hundreds of thousands to millions of dollars by using effective practices detailed in the report.

MEDIA RELEASE



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Leading infrastructure firms including AECOM, Aurecon, Arcadis, GHD, Jacobs, KBR and WSP | Parsons Brinkerhoff informed the framework's development and the report is supported by the International Association for Public Participation Australasia.

The report is being launched at an event in Brisbane today with dozens of infrastructure firms attending to hear community engagement experts draw on their experience to discuss the value of engagement.

Download the [Full Report](#)

Ends

For further information or to arrange an interview, please contact Consult Australia's CEO, Megan Motto on 0411 104 458 or via email at megan@consultaaustralia.com.au.

About Consult Australia

Consult Australia is the industry association that represents the business interests of consulting firms operating in the built and natural environment.

Our member firms include: AECOM, Beca, GHD, Smec, Jacobs, Calibre Consulting, Golder Associates, Kellogg Brown & Root, Opus International Consultants, Aurecon, Rider Levett Bucknall, WSP | Parsons Brinkerhoff and WorleyParsons.

We represent an industry comprising some 48,000 firms across Australia, ranging from sole practitioners through to some of Australia's top 500 firms. Collectively, our industry is estimated to employ over 240,000 people, and generate combined revenue exceeding \$40 billion a year.