

**MEANS
THE WORLD**

OPEN FOR BUSINESS

**A GUIDE TO BUSINESS CONTINUITY
THROUGHOUT CONSTRUCTION AND
INFRASTRUCTURE UPGRADES**

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ACKNOWLEDGMENT OF COUNTRY

NIINA MARNI IS KAURNA FOR 'WELCOME'

Ngadlu Mikawamangka yuwanthi, Kaurna yartangka. Kumartarna, Yaitya-Miyurna purrutyi ngadlurlu tampinhi.

We are standing on Mikawama, on Kaurna land.

We acknowledge all Aboriginal people.



MAYOR'S MESSAGE

THE CITY OF CHARLES STURT IS AT THE HEART OF WESTERN ADELAIDE

The Charles Sturt area is home to over 124,000 residents (Estimated Resident Population, 2022) from 105 different cultures.

This guide will help local businesses get the information they need and prepare for potential impacts on operations during construction. It will assist you and your employees in navigating the construction period, which can be challenging but will ultimately lead to a vibrant local economy that benefits your business.

We will continue to engage with you and ensure positive dialogue with you, your customers, and our local business community. We look forward to working with you to support your prosperity in Charles Sturt now and into the future.

Angela Evans
Mayor, City of Charles Sturt

INTRODUCTION

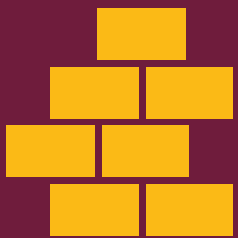
WHY DO WE NEED TO UPGRADE OUR CITY?

We are dedicated to creating valuable spaces for our community. We achieve this through successful upgrades, improvements, construction, and placemaking projects.

We understand that streetscape and construction projects can impact local businesses and the community, so we've prepared this guide to help you plan and prepare in advance. While these projects may temporarily affect your business, they will have a positive and lasting impact on your area in the future.



COMMITTED TO
CREATING VALUABLE
PLACES FOR OUR
COMMUNITY



COMMUNITY VISION ALIGNMENT



**FIRST NATIONS
RESPONSIBLE GOVERNANCE
EXCELLENCE IN CUSTOMER EXPERIENCE AND SERVICE PROVISION
STORY TELLING AND CONNECTION**

OUR COMMUNITY ALIGNMENT TO THE QUEEN & ELIZABETH ROAD RECONSTRUCTION:

 CONNECTING AND BELONGING	 Creating opportunities for local artists to contribute to the project.	 Enhancing public spaces to foster community connections.	 Encouraging social interactions through improved public areas.
 VALUING NATURE	 Incorporating Water Sensitive Urban Design (WSUD) treatments.	 Adding additional landscaping to enhance green spaces.	 Streetscape design that contributes to open space and natural beauty.
 LOCAL NEIGHBOURHOODS	 Developing unique spaces where family, friends, and neighbours can create lasting memories.	 Providing walkable and bikeable areas for easy access to local amenities.	 Promoting healthy and active lifestyles through improved infrastructure.
 VIBRANT PLACES	 Narrowing intersections in key business precincts to support outdoor dining and reduce traffic speeds.	 Upgrading footpaths to improve the area's aesthetics.	 Transforming part of William Street into a hybrid shared space for the use of community events.
 OUR TRANSFORMING CITY	 Reducing corporate emissions to combat climate change.	 Increasing local job opportunities as visitor numbers rise due to the upgraded infrastructure.	 Supporting sustainable urban development through innovative road reconstruction.

ADDRESSING COMMON QUESTIONS DURING CONSTRUCTION

Paying Council Rates During Roadworks

We often get asked if ratepayers are eligible for rate reductions during roadworks due to the disruption. Here's the key information:

Rates are a form of taxation that funds services, infrastructure, and projects across the City of Charles Sturt, as per the annual budget. While our budget includes provisions for rate rebates and relief, there is no specific rebate or relief for roadwork disruptions.

Road assets need regular upgrading to ensure safety and accessibility, planned in our long-term financial plan. We also secure external grants to enhance value for our ratepayers.

Although some disruption is unavoidable, the investment benefits ratepayers once works are completed.

For those experiencing hardship, rate deferrals or payment plans are available. See our Rate Relief information:

www.charlessturt.sa.gov.au/raterelief

Parking

At times there may be some impact to on-street car parking within a project work zone. Alternative customer / public car parking would be identified at the commencement of the project, via a map to enable businesses to share with their customers.

Construction and Dust Noise Impacts

Dust

To minimise dust during construction, a water truck will operate onsite when needed to water down any loose dust.

Noise

Road and public infrastructure works are exempt from noise restrictions under the Environment Protection (noise) Policy 2007. However, we aim to minimize construction noise to the hours of 7am to 7pm, Monday to Saturday, and use methods to reduce the impact on the local community.

Nightworks

At times we may choose to undertake night works to complete elements of a project. Night works are determined by a number of factors, such as: DIT permit restrictions, SA Water or SAPN network alterations and complexity of the project. They are essential to minimise disruptions to daytime traffic and ensure safety to contractors.

Undertaking upgrades at night takes advantage of reduced traffic, which allows for efficient tasks like laying asphalt and lane reconfiguration. Overall, night works enhance project safety, efficiency, and community convenience during road upgrades.

You can view more FAQs here:
charlessturt.sa.gov.au/open-for-business

DURING CONSTRUCTION, OUR PROJECT TEAMS AND CONTRACTORS AIM TO MINIMISE DISRUPTIONS TO NEARBY BUSINESSES BY:

Informing businesses of upcoming work time frames to facilitate planning.

Providing regular updates through newsletters, emails, and face-to-face meetings.

Offering guidance from our Economic Development team to help businesses manage construction impacts.

Avoiding work during peak holiday periods whenever possible.

Collaborating with local organisations and trader groups beforehand to mitigate project impacts.

Maintaining customer and vehicle access during standard trading hours where feasible and safe.

Sharing project information on our website and social media platforms, highlighting benefits and specific construction details, including changed traffic conditions.



WE TRUST THIS GUIDE WILL PROVIDE VALUABLE SUPPORT AND PROVE USEFUL TO YOU.

ROADMAP TO DELIVERY

THIS INFORMATIVE
GUIDE WILL HELP YOU
PLAN, STAY INFORMED
AND TAKE ACTION,
WITH A THREE-PHASE
CHECKLIST.



BEFORE CONSTRUCTION

- ☐ Stay informed about upcoming construction projects in your area.
- ☐ Subscribe to YourSay Charles Sturt and Western Business Leaders to hear about local project and business-related updates.
- ☐ Give feedback during consultation periods and get involved in shaping the area you trade in.
- ☐ Attend project meetings and provide feedback, raise concerns and opportunities at these meetings.
- ☐ Develop a marketing plan (include social media accounts, website), to identify how you will attract customers during this time.
- ☐ Consider what initiatives you can plan in advance to encourage and support your customers.
- ☐ Collaborate with neighbouring businesses, our Economic Development team and community groups in your area on marketing initiatives like advertising, social media or events that could attract visitors to the street or precinct.
- ☐ Plan staff levels during construction. You may need to discuss this with your staff, for example changed hours might be an option or discuss with neighbouring businesses how you can manage staff impacts/levels.
- ☐ Contact your bank and landlord to inform them of the construction time frames and potential impacts.
- ☐ Review your line of credit by discussing the situation with your suppliers.
- ☐ Rework your budget or look at your outgoings – can you make adjustments? How will you manage purchasing? Reviewing the budget allows you to plan, forecast and manage better cash flow where possible.
- ☐ Collect contact information for your customers and notify them of the project in advance.
- ☐ Having an up-to-date database has many benefits including providing accurate information to customers, project information, sales you're planning, events in the area and any changes to parking.

DURING CONSTRUCTION

- ☐ Combine advertising and marketing resources with other businesses in your area or precinct.
- ☐ Stay informed and attend meetings about the current project.
- ☐ Provide any helpful information and access directions for staff, and brief staff during team meetings.
- ☐ Consider extending your opening hours.
- ☐ Develop a friendly rapport with the project construction workers.
- ☐ Consider offering delivery to your customers, or increase online business.
- ☐ Print signage to display at your shop-front and discuss direction signage and alternative access point options with the Project Manager.
- ☐ Discuss peak times for business and how this can best be managed throughout construction.
- ☐ Advise customers that roads are open, parking is easy to find, and promote with a new image.
- ☐ Celebrate with an event or promotion.
- ☐ Support other businesses undergoing construction work in their area.
- ☐ Acknowledge the benefits of the project to the precinct and thank your staff and customers for their patience.

AFTER CONSTRUCTION

BUSINESS SUPPORT

City of Charles Sturt Grants and Funding

We invite local businesses, artists, arts organisations, musicians, live music venues and residents to apply for funding to deliver ideas, initiatives or projects in our City.

Community funding and grants support the growth and creativity of our City. We are committed to building a strong, connected community with exciting places, sustainable strategies and economic opportunities.

In addition to Council's Grant programs, there are other opportunities to apply for funding. We have provided links to opportunities and databases we are aware of to help you locate information for grants relevant to you and the community's needs.

charlessturt.sa.gov.au/services/other-services/grants-and-funding

Infrastructure Projects and Practices

Details regarding infrastructure across our city.

charlessturt.sa.gov.au/development-and-infrastructure/infrastructure

'Your Say' Charles Sturt

Your opportunity to provide feedback and ideas on current and upcoming council projects at the concept stage.

yoursaycharlessturt.com.au

Development Planning

A hub of information including forms, checklists, guides & application tracking of projects.

charlessturt.sa.gov.au/development-and-infrastructure/development-general-information

Open for Business Marketing Campaign

Promotion of the construction or upgrade affected area on the Charles Sturt Business Facebook page and subsequently the City of Charles Sturt channels. Marketing campaigns may include precinct shout-outs, business profiles, and giveaways.

sasbc.sa.gov.au

Placemaking

Place Making is a process, underpinned by collaboration, where local communities, businesses and other stakeholders work together to deliver rejuvenated public spaces that people love to visit, live or do business in.

charlessturt.sa.gov.au/development-and-infrastructure/placemaking

Economic Development & Western Business Leaders

The City of Charles Sturt is a great place to start your business. Our Economic Development team is here to help make your journey as easy as possible, with a range of support services and networking events.

charlessturt.sa.gov.au/business

Upcoming Major Council Projects

We are proud to share all our major projects occurring across our City. You can monitor each project via our website.

charlessturt.sa.gov.au/development-and-infrastructure/major-projects

ONLINE TOOLS AND RESOURCES



ADDITIONAL RESOURCES

OTHER MARKETING CHANNELS AVAILABLE THROUGH THE CITY OF CHARLES STURT

Australian Tourism Data Warehouse

List your business and/or event for free on the Australian Tourism Data Warehouse and be featured on our Adelaide Beaches tourism website and the South Australian Tourism Commission's website.

adelaidebeaches.com.au / southaustralia.com.au

What's On—Community Event Submission

List your event on our website and it could be promoted on any of our multiple digital platforms.

EXTERNAL BUSINESS SUPPORT SERVICES & CONTACTS

Office of the SA Small Business

The Office of the SA Small Business Commissioner can assist with the facilitation of alternative dispute resolution processes between small businesses, and State and Local government, including the provision of a low-cost mediation service. The Office of the SA Small Business Commissioner also oversee the lodgment and refund of retail and commercial bonds.

sasbc.sa.gov.au

Office for Small and Family Business

The South Australian government offers information, services and resources to help you successfully start, run and grow your business.

business.sa.gov.au

Business SA

When you join Business SA you become an active member of the South Australian business community. Business SA offers new business contacts in a fun environment.

business-sa.com

Business.Gov.Au

This South Australian government website has extensive information on starting a business, running a business, protecting your business, leaving your business, grants, support services, and events.

business.gov.au



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