



Phillips Group / Networks Alliance

Challenge

Formed to ensure continued reliability of Sydney's water supply network, Networks Alliance is renewing and upgrading water mains across the greater region. Delivering the communications and community relations component of the \$250 million infrastructure program, Phillips Group together with Alliance partners, is responsible for generating community awareness and support, mitigating any issues and ultimately enhancing the reputation of the program.

Strategy and Action

Involved and adding value from the design stage through to the ultimate completion of each project, PG uses a diverse range of capabilities and grass root activities to engage with the community, critical stakeholders and key influencers to achieve efficiency and success for each project.

Results

The program to date has achieved outstanding outcomes and built a credible reputation amongst stakeholders. Key outcomes include:

- Reaching of KPI figures for each programme phase
- Issuing of over 110,000 customer notifications
- Handling over 3,500 enquiries and complaints
- Development of strong, beneficial relations with key stakeholders

