

COMMUNICATION | ENGAGEMENT

Capability Statement

ABOUT US

Fresh Start Communications (Fresh Start) provides communication and engagement services and support to public and private sector and not-for-profit clients in the transport, power, water, mining, government and community development sectors.

Headquartered in Melbourne and working nationally and internationally, Fresh Start Director, Kim Norton offers a professional, measured and quality approach to communication and engagement planning and delivery. Respected for delivering consistent results and working collaboratively with clients, peers and communities alike, Fresh Start has a reputation for delivering insightful, timely and relevant strategic advice.

Our passion for what we do is matched only by our ability, with close to 20 years' industry experience. We have designed and delivered successful, cost-effective communication and engagement strategies on large infrastructure, government and small-to-medium community-based projects.

OUR VALUES

We value, and are guided by, the principles of honesty, integrity and mutual respect. Our approach is one of collaboration and inclusion and is driven by a constant desire for quality. We understand the value of inspiring others and strive to do this across all projects, with all clients, and always with a sense of humour and a smile.

OUR SERVICES

We offer expertise and support in the areas of:

Engagement

- community engagement
- stakeholder engagement
- issues management
- risk management
- crisis management
- reputation management
- facilitation
- government liaison
- data management
- research
- client relationship management
- public relations
- sponsorship management
- event management

Communication

- communication planning
- corporate communications
- internal communications
- professional writing
- editing
- speech writing
- proposal writing
- award submissions
- media management
- reporting
- project management



OUR CLIENTS AND PARTNERS

We are proud to have partnered with:

- City of Greater Bendigo, Victoria
- MRCagney, Victoria
- Hello City, Victoria
- Mesh Consulting, Victoria
- Villawood Properties, Victoria
- VicRoads, Victoria
- Unitywater, Queensland
- Department of Infrastructure and Planning, New South Wales
- Queensland Industrial Minerals, Queensland
- Powerlink, Queensland
- Ergon Energy, Queensland
- BHP Billiton Mitsubishi Alliance, Queensland
- Thiess Services, Queensland
- National Environment Agency, Singapore
- Department of Transport and Main Roads, Queensland
- Stanwell Corporation (Tarong Energy), Queensland
- Energex, Queensland
- Leighton Contractors, Queensland
- Sunshine Coast Regional Council (Maroochy Shire Council), Queensland
- Gladstone Regional Council (Gladstone City Council), Queensland
- Central Queensland Ports Authority, Queensland
- Central Queensland University, Queensland
- Gladstone Multicultural Association, Queensland

OUR PROJECT EXPERIENCE

- City of Greater Bendigo Integrated Transport and Land Use Strategy, Bendigo, Victoria
- Davies Hill Development Project, Woodend, Victoria
- Springvale Level Crossing Removal Project, Springvale, Victoria
- Unitywater communication and engagement services, Sunshine Coast, Queensland
- Northern EZones Project, North Coast, New South Wales
- Wateranga Mine Development Project, Brisbane, Queensland
- Upper Kedron to Ashgrove West 110kV Underground Cable Easement Acquisition Project, Brisbane, Queensland
- Warwick to Stanthorpe 110kV Powerline Project, Southern Downs, Queensland
- Bergins Hill to Drewvale Transmission Line Project, Brisbane, Queensland
- Ipswich City Infrastructure Project, Ipswich, Queensland
- BMA Growth Projects, Moranbah, Queensland
- Woolooga to Eerwah Vale Transmission Line and Eerwah Vale Substation Project, Sunshine Coast, Queensland
- Singapore Packaging Agreement, Singapore
- Jilalan Rail Yard Upgrade, Sarina, Queensland
- Kunioon Mine Environmental Impact Statement, Kingaroy, Tarong Energy
- Maroochy Station Corridor Project, Maroochydhore, Queensland
- SunCoast Power Project, Sunshine Coast, Queensland
- Inner Northern Busway Queen Street to Roma Street, Brisbane, Queensland
- Sunshine Coast Airport Preliminary Draft Master Plan, Sunshine Coast, Queensland
- Central Queensland Ports Authority Annual Report, Gladstone, Queensland
- The Gladstone Plan 2005: Shaping The Future, Gladstone, Queensland