

EIS COMMUNITY ENGAGEMENT AND REPORT AND ONGOING CONSULTATION STRATEGY

St Marys Freight Hub



13 September 2019

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Executive Summary

This EIS community engagement, consultation and ongoing strategy report has been prepared for Pacific National by Primary Communication to present the community engagement activities feedback and planned engagement initiatives as the St Marys Freight Hub goes through the planning process.

A new transport hub delivering jobs for Western Sydney

Pacific National is proposing a brand-new intermodal facility in St Marys on an industrial site located between Lee Holm Road, Forrester Road and Christie Street.

The facility will be known as the St Marys Freight Hub. The terminal will allow freight to travel by rail up to five times a day to and from Port Botany. It will deliver many benefits to Western Sydney including 60 jobs during construction and 150 jobs when the site is operational.

Construction of the St Marys Freight Hub is subject to the NSW State Significant Development planning approval process which commenced in September 2018.

Construction is scheduled to commence in 2019 with the facility opening for operations in 2020.

Local residents, businesses and stakeholders engaged

The community consultation approach is designed to create awareness among local residents, businesses and stakeholders about the benefits of the project and build acceptance of the St Marys Freight hub.

Community consultation is also an essential component of the Environment Impact Statement and will continue to be conducted to the high standard required by Pacific National and the approval authorities.

Streamlining infrastructure for Western Sydney

The St Marys Freight Hub will service major retail centres and distribution warehouses across Western Sydney including at sites in Eastern Creek, Marsden Park and around the Penrith region. The terminal will facilitate containerised freight travelling to Western Sydney via rail from Port Botany.

The facility will be capable of transferring 300,000 containers annually via freight trains and will remove between 70,000 - 80,000 trucks from the state's road networks, including primary freight routes travelling from Port Botany to Western Sydney. This will reduce the distance travelled by container trucks on Sydney's road network by 23,980 kilometres every day (8.75 million kilometres per year). From St Marys, freight will be distributed by shorter truck routes to local businesses and distribution warehouses.

This proposal aligns with key NSW and Australian Government policies and plans to create jobs and investment in Western Sydney including:

- NSW Premier's Priorities
- Western Sydney City Deal
- NSW State Infrastructure Strategy 2018-2038
- NSW Freight and Ports Plan
- NSW Future Transport Strategy 2056
- A Metropolis of Three Cities – the Greater Sydney Region Plan

Key Benefits

Feature	Benefit
Employment	<p>This project will deliver over 150 local jobs for Greater Western Sydney when operational and create a further 60 construction jobs during the construction stage.</p> <p>A dedicated email address to receive expressions of interests for positions including truck drivers, administration roles, train drivers and reach stacker and forklift operators has been established jobs@stmarysfreighthub.com.au.</p>
Ready to service the growing population	<p>St Marys Freight Hub will service the Western Sydney region, delivering goods with greater efficiency and creating and supporting local jobs. With the Western Sydney region set to grow to more than 1.5 million by 2036, St Marys Freight Hub will be a critical freight hub for the future delivering vital infrastructure to support the increased demand for consignment and service the community.</p>
Future regional export freight access to Port Botany	<p>Eventually regional freight will travel from Western NSW to St Marys via rail, taking trucks off the Great Western Highway. Freight will then be forwarded via rail to Port Botany making St Marys a critical site to support NSW's freight and economic growth into the future.</p>
Less trucks on the road	<p>The facility will be capable of transferring 300,000 containers annually via freight trains and will remove between 70,000 - 80,000 trucks from the regional and state road networks, including primary freight routes between Port Botany and Western Sydney. This will reduce the distance travelled by container trucks on Sydney's road network by 23,980 kilometres every day or 8.75 million kilometres per year.</p>

Engagement Plan

Objectives

Pacific National took a proactive approach to engaging with the community. The objectives of the community and stakeholder engagement were to:

- Build and maintain positive relationships with stakeholders
- Build support with key decision makers and influencers
- Identify issues and risks
- Conduct all consultation mandated in the approval process
- Facilitate positive commercial outcomes

Approach:

Primary Communication was charged with undertaking this work on behalf of Pacific National. In doing so Primary set out to:

- Ensure all people who are potentially impacted have good access to information
- Inform the community and stakeholders about the proposal, its benefits and proposed timelines
- Deliver timely, relevant updates and collect feedback throughout approval and construction
- Provide multiple, easy and accessible avenues for stakeholders to participate in the consultation process
- Inform Pacific National/EIS project team of major issues identified by the community.

A staged approach

Primary set out four distinct stages to community engagement for the St Marys Freight Hub:

1. Engage

Following the issuance of the SEARS, Primary began engaging with the St Marys community. The engagement team launched the project in the St Marys community and provided multiple opportunities for feedback including hosting information stalls in the local shopping centre, establishing a project website, email and toll-free phone number and organising one on one meetings with key stakeholders.

2. Compile

Throughout the engagement process, Primary have compiled community feedback for Pacific National consideration. The information gathered was used in preparing the EIS.

3. Maintain engagement opportunities

During the EIS public comment phase, Primary will maintain engagement opportunities by continuing to staff the toll-free phone number and respond to website engagement and emails, particularly during the EIS public exhibition period.

4. Ongoing relationship management

If the project gains planning approval, Pacific National recognises it will be important to continue to maintain positive relationships with the local community. As such a St Marys community liaison group will be established during construction and early operation.

Concurrent activity

The following engagement was undertaken concurrently while technical studies occurred such as the traffic, transport and noise testing.

The results of these reports have fed into this report where they relate to community engagement.

Engagement

Stage 1 - Engage

Following the issuance of the SEARS, Primary commenced the Engage stage.

This objective of this phase was to:

- Supply information to the community about the project, its benefits and proposed timelines
- Provide multiple, easy and accessible avenues for stakeholders to learn more about the project and provide feedback
- Report on community feedback relating to the project, namely suggestions or improvements

During this phase the following activity was undertaken:

- **stmarysfreight.com.au**

The community engagement website www.stmarysfrieght.com.au was launched to provide share information with the community and stakeholders in relation to the project, and provide a platform for members of the community to register to 'have their say' and receive regular updates..

- **1800 phone number and project email**

A toll-free number 1800 137 929 was commissioned enabling the community and interested parties to call free of charge and ask questions or raise any concerns.

Two email accounts were also established to allow community members and stakeholders to submit enquiries or request further information. These accounts were enquiries@stmarysfreight.com.au and jobs@stmarysfreight.com.au

- **Public notices**

Advertisements were placed in local newspapers, The Western Weekender and Nepean News, to advertise community information desks at the shopping centre (see Appendix 1, 2, 3, 4, 5, 6 and 7).

These advertisements were published on:

- Western Weekender – 16 November 2018
- Western Weekender – 23 November 2018
- Nepean News – 23 November 2018
- Western Weekender – 30 November 2018
- Nepean News – 7 June 2019
- Western Weekender – 7 June 2019
- Western Weekender – 14 June 2019

These papers were chosen as they are considered the most relevant and widely read publications in the local area. The Western Weekender has a circulation of 59,000 and is published weekly on a Friday.

Nepean News is published fortnightly and freely distributed across the St Marys and Penrith regions. The paper has over 17,000 likes on Facebook demonstrating its deep reach into this local community.

These advertisements informed the community about the proposal, where engagement opportunities were available, the website and phone number (referred to above) as well as an email to get in contact for job opportunities.

- **Community Information Desks at the local shopping centre**

Five community information desks were held in St Marys Village, a shopping centre in the heart of St Marys, allowing community members and opportunity to drop-in and hear more about the project.

Four of the community information desks were conducted for a four-hour period, while one was held for a three-hour period. All the information desks were scheduled on different days and times of the week to maximise the opportunity for the community to ask questions, learn about the proposal and provide feedback.

The five community information desks were conducted on:

- Friday 23 November 2018 – 11am to 3pm
- Thursday 29 November 2018 – 3pm to 7pm
- Saturday 1 December 2018 – 10am to 2pm
- Thursday 13 June 2019 – 3pm to 6pm
- Friday 21 June 2019 – 10am – 2pm

There was a diverse range of feedback received including:

- Support of the project
- Site use
- Traffic and roads
- Rail movement
- Others

From this engagement came the opportunity to further engage with two stakeholders of particular note. The first being the Secretary of the Dunheved Business Park Development Committee, Mr David Trist, and the second a former Freight Manager from Freight Corp, Mr Bruce Eldridge, who had previously drawn up plans for the area when it was NSW Government-owned and controlled facility. Subsequent meetings were set up with these two stakeholders and letters sent (see Appendix 10 and 11).

The community information desks also yeiled one email enquiry from Mr Denis Corkill who stated the felt the project sounded positive, but was interested to know about plans for road upgrades in the area. The Project Director responded directly to Mr Corkill's email (Appendix 12).

- **Project information**

A two-page brochure was produced to provide information about the proposal (see Appendix 8 and 9).

This included community and freight benefits, a map of the proposed location and truck routes. The brochure also included an estimated timeline for the construction of the project.

Additionally, the brochure also provided contact details for any member of the community to get in touch if they required further information or to raise any questions.

- **Meetings with Penrith Council**

On Friday 2 November representatives from Pacific National met with representatives of Penrith Council to brief Council on the project.

Pacific National was represented by:

- Leigh Cook, Project Director, St Marys Freight Hub
- Andrew Huckel, Director Government Relations and External Affairs, Pacific National
- Chris Hall, CEO of Primary Communication

Representatives from Penrith City Council were:

- Cr Ross Fowler OAM, Mayor of Penrith City Council
- Warwick Winn, General Manager
- Craig Butler, Assistant General Manager
- Wayne Mitchell, Executive Manager
- Peter Wood, Development Services Manager

The briefing covered six key areas:

1. Overview of the project
2. Staging of the project
3. Site plan
4. Operations
 - *Truck routes*
 - *Safety aspects*
 - *Times of train/truck movements*
 - *Details around site access*
5. Integration with State Government plans
 - *Outer Western Orbital*
 - *North/South Rail link*
6. Working with Council

On Monday 19 November 2018 Pacific National presented on the project at a briefing session open to all Penrith City Council Councillors that followed a similar format to the one described above.

Pacific National also met with officers from the Penrith City Council, along with officers from the NSW Department of Planning, on 27 August 2019 at 3.30pm.

Pacific National will continue to work with Penrith City Council and consider how best the two organisations can integrate priorities for mutual benefit.

- **Meetings with NSW Government officials and relevant agencies**

The following meetings have taken place with NSW Government officials:

- Berge Okosdinossian, Office of the Premier (19 December 2018)
- Sean Pahee Rathan, Senior Land Use Planner, Roads and Maritime Services (29 November 2018)
- Ken Ho, Transport Planner, Transport for NSW (29 November 2018)
- Nicholas Angelos, Director, Freight Network Design at Transport for NSW (12 November 2018)
- Prue Car MP, Member for Londonderry (11 September 2018)
- Tim Raimond, Nicholas Angelos and Geoffrey Cahill from Transport for NSW (22 August 2018)
- The Hon Stuart Ayres MP, Minister for Western Sydney, Member for Penrith (5 July 2018 and 22 August 2019)
- The Hon Melinda Pavey MP, Minister for Roads, Maritime and Freight (5 July 2018)
- Clare Gardner-Barnes, Deputy Secretary, Freight, Strategy and Planning and Nick Berry and Jim Modrouvanos (9 July 2018)
- Gary Barnes, Deputy Secretary, Department of Premier and Cabinet (14 February, 2019 and 8 April 2019)

- Sydney Metro staff including Jessica Dos Anjos, Hayley Davis, Siobhán Murphy, Russell Lister, Cahterin Black, David Apostolidis, Jennifer Attard, Jeremy Parkinson, John McLuckie, Lara Maree Dominish an Patricia Twaalfhoven (28 Febraruy 2019)
- Daniel Gorgopski, Dominic Crinnion, Jeff Parnell, NSW Planning and Environment (8 April 2019 and phone hookup on 11 April 2019)
- Sam Sangster, Chief Executive Officer and Troy Harvey, Executive Director, Planning and Development, from the NSW Government Western City AND Aerotropolis Authority (6 May 2019)
- The Hon John Barilaro MP, Deputy Premier, Minister for Regional NSW, Trade and Industry (12 August 2019)

Further consultation

- **Blacktown Council**

Pacific National has sent correspondence in relation to St Marys Freight Hub and the freight and community benefits to the Mayor of Blacktown Council and has met with the CEO of Blacktown Council, Kerry Robinson, and Director City Assets, Rudi Svarc, on 16 April 2019 to discuss the project further. This was a similar briefing on the project to the one provided to Penrith City Council.

The briefing also focussed on the transport routes used through the Blacktown LGA to reach various distribution and retail centres located within the Council's boundary.

- **Penrith Valley Chamber of Commerce**

Pacific National hosted a Chamber Connect event on 27 August 2019 from 5.30pm – 7.30pm at the Penrith RSL and provided a presentation to members of the Chamber. Approximately 100 Chamber members attended the function.

- **One on one consultations**

There have been six unique stakeholder meetings with community members.

Meeting with Christopher Brown, Chairman of Western Sydney Leadership Dialogue (WSLD) and Luke Turner, Director of Policy & Analysis, WSLD on 31 October 2018.

Meeting with David Borger OAM, Executive Director, Western Sydney Business Chamber on 3 May 2019.

Meeting with NSW Ports on 27 May 2019 including Peter Engelen – General Manager Planning & Infrastructure, Jonathan Lafforgue – Logistics Manager, Megan Bedingfield – Logistics Manager, Mason Campbell – General Manager Commercial & Business Development, Lana Howell – Business Development Manager, Matthew Fahey – Group Property Manager, Greg Walls – Planning Manager, Adriane Whiley – Planning Officer.

Meeting with the Penrith Valley Chamber of Commerce on 8 May 2019.

Two meetings occurred on 7 December 2018:

- Mr Bruce Eldridge, of Colyton and former Freight Manager at Freight Corp
- David Trist OAM, Secretary, Dunheved Business Park Development Committee

Meeting on 20 February 2019:

- David Trist OAM, Secretary, Dunheved Business Park Development Committee

Meeting on 4 April 2019:

- David Trist OAM, Secretary, Dunheved Business Park Development Committee
And Rod Desborough Chief Executive Officer, St Marys Leagues Club

Meeting on 12 June 2019 and on 2 July 2019

- Mr Abel Kamel of 47 Kalang Avenue, St Marys

Meeting on 18 May 2019

- Mr Emmanuel Stratiotis, proprietor of the BP Service Station

The Project Director has also written to Mr Con Diakos of Pacific Steel and a meeting has been scheduled for 26 August 2019.

Primary prepared a database of 90 identified community leaders, community organisations, neighbouring businesses and neighbouring landholders. This group have all received direct mail to alert them to Pacific National's proposal, provide information about the project and provide an opportunity for feedback.

The following groups have had letters sent to them as per the draft in Appendix 13, 14 and 15:

Key Community Leaders

- Dunheved Business Park Development Committee
- St Marys Leagues Club
- St Marys Band Club
- St Marys Town Centre
- Penrith Valley Chamber of Commerce
- St Marys Senior High School
- St Marys North Public School
- Colonial Golf & Footgolf Course
- Dunheved Golf Course
- Holiday Inn St Marys
- St Marys Indoor Sport & Recreation
- Station Plaza
- St Marys Indoor Shooting Centre
- St Marys Village

Dunheved Business Park - neighbouring businesses

- Corinthian Doors
- Sims Metal Management

- ComfortDelGroSt Marys Resource Recovery Facility
- Keller
- Epic Take Away
- Kennards Self Storage
- Midwest Transport Services
- J&R Smash Repairs
- Air Accessories
- Friend Civil
- Brandster Services
- Chemtools Pty Ltd
- Metwest Engineering
- Top Coat
- Flash Rat Metals
- Let's Play
- ADR Australia System
- DH Tech
- SBA Earthmoving Attachment Specialists
- ATA Trailers
- Yourtown
- Dickinson's Metallurgical Supplies Pty Ltd
- Leaver Engineering Services
- Hutton Winches / Australian Yacht Winch Co
- STK Engineering Pty Ltd
- Keeler Furniture
- Scott Technology Pty Ltd
- Howards Car Care
- Ed Margs Auto Reconditioning
- Godfrey Castings Pty Ltd
- Aluminium Door Services
- S&M Fabrication Western Powder
- Transpact Trailers
- Steel Builders
- B&B Casey Pty Ltd
- FJ Hawney Steel Fabrication
- United Cold Forming Pty Ltd
- Bed Star Scrap Metal
- Safework Group
- Scott Doney Autos
- Dingo
- Custom Aluminium Doors
- Fluid Tech Hydraulics
- Roar Equipment
- James Lane Sleeping Giant
- Aquapac
- Van Leeuwen Pipe & Tube
- Western Sydney Repair Centre
- Carlson Stainless Tanks Pty Ltd (Chadson Engineering)

- Minyama Licensed Fabricator
- Colmar Engineering
- Westview
- WJ Automotive
- Western Hydraulics & Engineering (Rexroth) Bosch Group
- PGS Welding Services
- WB Jones Staircase & Handrail
- De Ninno Engineering Pty Ltd
- Rotadyne Pty Ltd
- ARC - The Australian Reinforcing Co
- GSJ Steel Fabrications
- Retracom Insulated Panels
- Pauls Furniture Repairs and Restoration
- Robertson's Paint Barn
- Matthews Timbers
- EWS Evolution Window Systems
- Kustomcraft Fabrication

Indigenous Groups

- Deerubbin Local Aboriginal Land Council

Local employment service

- Your Town - Smart Skilled & Hired - Youth Employment Program St Marys
- IPA
- Skilling & Employment Centre
- Jobfind Centres Australia
- Global Skills
- APM

Local Interest Groups

- Community Junction

Service infrastructure providers and other agencies

- Telstra
- Jemena
- NSW Rural Fire Service
- NSW Department of Primary Industries
- NSW Ports
- NSW Office of Environment and Heritage
- Australian Rail Track Corporation (ARTC)
- Sydney Trains
- Sydney Water
- Endeavour Energy
- AGL Upstream Investment Pty Ltd

Engagement Snapshot

To date there have been:

- 3,178 total visitors to the website
- 1,064 unique visitors to website
- 18 registered users
- 7 newspaper advertisements
- 11 emails sent to the advertised email addresses about asking about traffic plans, employment opportunities, site maps and sub-contracting
- 8 calls to 1800 number regarding same topics as above
- 4 requests for jobs + 2 offers for contactors
- 4 (four-hour) community information desks and one three-hour community information desk held in the local shopping centre – registering 23 attendees in total
- 6 unique stakeholder meetings with interested community members
- 90 stakeholder letters sent on 8 April 2019 offering more consultation briefings

Stage 2 - Compile

Primary provided a summary of community feedback received via the website, email, hotline, and during the three community information desks at the local shopping centre and separate stakeholder meetings to Pacific National for consideration as part of the preparation of the EIS.

This has resulted in further, detailed one on one meetings with two stakeholders, Bruce Eldridge and David Trist, who had detailed questions and input about the program.

The issues raised by community stakeholder fell into the following five categories:

- Support of the project
- Site use
- Traffic and roads
- Rail movement
- Employment

The next section titled *Issues and Responses* relates to the specific issues raised during initial consultation and the related response.

Stage 3 – Maintain engagement opportunities

During the EIS public consultation phase, Primary continues to maintain engagement with the community, by:

- Continuing to respond to community generated questions and enquiries
- Maintaining and updating the project website as required
- Staffing the 1800 phone number to manage any community calls
- Updating the contact database

Stage 4 – Ongoing relationship management

Subject to approval, Pacific National intends to maintain a positive relationship with the local community. During this phase a community liaison group will be established to keep the community and stakeholders informed of key events during construction and early operation.

This forum will provide a ‘structured’ communication link between Pacific National, the community and relevant stakeholders who have expressed an interest in receiving ongoing communication with Pacific National. It is envisioned that the liaison group will:

- Provide an opportunity for the community to assist in identifying and addressing local issues and opportunities relating to the project
- Provide an effective vehicle to communicate important information regarding the project
- Identify opportunities for Pacific National to invest in community projects
- Build and maintain relationships between Pacific National, the community and stakeholders to achieve mutually beneficial outcomes

Issues and Responses

Positive Comments	Responses
Disappointment if it doesn't proceed	Not required
Help the economy	Not required
Less trucks on the road meaning fewer accidents	Not required
Get freight off the road and onto railways	Not required
Site Use	Responses
Hours of operation – concern over light/movements (trucks, trains and staff)	The site is located within an existing industrial zone and has been strategically chosen for its proximity to rail and distance from residences to minimise disruption.
Noise of operation	<p>The site is located within an existing industrial zone and has been strategically chosen for its proximity to rail and distance from residences.</p> <p>Forklifts will be fitted with low emission reversing beepers that keep sound to a minimum and prevent noise travelling beyond the site.</p> <p>The report into noise and vibration identified six properties on Kalang Avenue, St Marys, that need noise attenuation. Pacific National will be approaching these land owners directly.</p> <p>In addition, numerous noise mitigation measures are being implemented including:</p> <ul style="list-style-type: none"> • Noise barriers along Forrester Road entry internal access road • Adoption of soft landing technology • Use of rubber dampeners on containers • Driver/handler education

What is being built	<p>The proposal includes the following works:</p> <ul style="list-style-type: none"> • Areas for container storage, loading and unloading areas; • Access roads from Lee Holm Road for light vehicles and Forrester Road for heavy vehicle access and egress; • Office building site, staff amenities, wash bay, workshops and car parking; and • Signage and landscaping.
Traffic and roads	Responses
Number of truck movements per day	<p>When the site is operating at maximum capacity it will service up to 418 truck movements per day contributing over 150 full time jobs, and servicing the freight demands of the local region.</p> <p>These movements can be timed to avoid peak hour and align within hours of receiving freight from Port Botany.</p>
Truck routes	<p>Trucks to Western Sydney distribution centres, and warehouses will leave the site via, the Forrester Road access and use Classified Regional/State Roads and approved heavy vehicle routes including Forrester Road, Glossop Street, Great Western Highway and Mamre Road. Overall, the proposed terminal will shift more freight from road to rail and remove between 70,000 and 80,000 heavy vehicles from the state's road networks, including primary freight routes and the Great Western Highway, which will benefit Western Sydney. This will reduce the distance travelled by container trucks on Sydney's road network by 23,980 kilometres every day.</p>
Local roads/intersections	<p>Pacific National has commissioned traffic and transport studies to understand capacity of intersections.</p>

	This study revealed that freight movements will have a negligible impact on local intersections.
Rail	Responses
Train Noise – times of day	<p>St Marys Freight Hub will only generate around five additional train paths from St Marys to Port Botany each day using the existing T1 Western Line.</p> <p>The report into noise identified six properties on Kalang Avenue, St Marys, that need noise attenuation.</p>
Impact on passenger rail	While passenger and freight trains share track infrastructure, in Australia passenger services take precedence over rail freight in terms of scheduling and capacity allocation which means passenger trains are prioritised before freight trains. This means local passenger train services will not be impacted by the five-additional daily freight train services from St Marys to Port Botany as the curfew prevents freight trains from operating in peak passenger periods.
Concern that the St Marys Freight Hub could use a North South rail route toward Minto	The NSW Government has announced the intention to build a North/South metro line that would not have the ability to carry freight trains.
Movement of empty containers	A concern was raised that empty containers would be moved by road back to Port Botany. Empty containers will be transported by train ensuring less truck movements West to East, as well as East to West.
Employment	Responses
Employment	<p>This project will deliver over 150 local jobs when operational and create a further 60 construction jobs during the construction stage.</p> <p>These will be attractive jobs for Western Sydney residents who currently have long commutes to work. Locals in Western Sydney will be strongly encouraged to apply for these positions, and a dedicated email address</p>

jobs@stmarysfreighthub.com.au has been set up to receive expressions of interests from locals.

During the drop-in sessions four people wanted information on applying for jobs. Additionally, one company requested information for contracting purposes.

Appendix

The following items have been attached:

- Appendix 1 Western Weekender – 16 November 2018
- Appendix 2 Western Weekender – 23 November 2018
- Appendix 3 Nepean News – 23 November 2018
- Appendix 4 Western Weekender – 30 November 2018
- Appendix 5 Nepean News – 7 June 2019
- Appendix 6 Western Weekender – 7 June 2019
- Appendix 7 Western Weekender – 14 June 2019
- Appendix 8 Brochure used in community consultation
- Appendix 9 Updated brochure included in community letters 5 April 2019
- Appendix 10 Letter to David Trist, Secretary of the Dunheved Business Park
- Appendix 11 Letter to Bruce Eldridge, former NSW Freight Corp Manager
- Appendix 12 Letter to Dennis Corkill
- Appendix 13 Letters to the community - business
- Appendix 14 Letters to the community - community leaders
- Appendix 15 Letters to service infrastructure providers and other relevant agencies

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