

# APPENDIX D ADDENDUM CONSULTATION OUTCOMES REPORT

Aurecon



# Powerhouse Parramatta

Consultation Summary Report

**Infrastructure NSW**

September 2020

**aurecon**

*Bringing ideas  
to life*

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# Executive summary

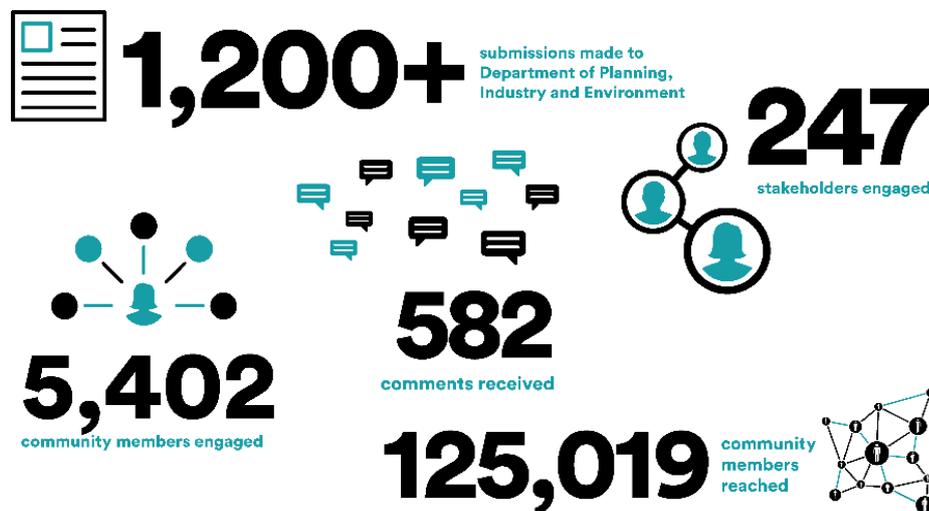
Powerhouse Parramatta is the most significant investment into cultural infrastructure since the Sydney Opera House. Exhibition, education, public and community programs will promote inclusivity and accessibility, alongside innovation and excellence providing new levels of access to the Powerhouse's extraordinary Collection.

Infrastructure NSW (INSW), on behalf of the NSW Government, lodged a State Significant Development Application with the Department of Planning, Industry and Environment (DPIE). As part of the development application, an Environmental Impact Statement (EIS) was prepared to outline any potential environmental impacts and what measures will be put in place to minimise them. As part of the EIS preparation, early feedback was sought from a diverse range of stakeholders and the community in March and April 2020.

The EIS was on exhibition for public consultation between Wednesday 10 June and Tuesday 21 July 2020.

During the exhibition, INSW and the Powerhouse Museum provided information about the project and planning process, including details of the environmental and social factors assessed as part of the EIS and the proposed mitigation measures. Through both traditional and digital engagement methods, the project team was available to answer questions and take comments from the community and key stakeholders. This engagement was done in addition to engagement activities undertaken by the Department of Planning, Industry and Environment. The purpose was to ensure the community and stakeholders were well informed of the EIS exhibition, had the opportunity to ask questions or clarify information, and knew how to make a submission to the Department of Planning, Industry and Environment.

Consultation proceeded using digital or non-contact methods due to COVID-19 limitations and the strong response and results indicates this did not hinder efforts to reach the community and stakeholders. During the EIS exhibition period, 247 stakeholders and 5,402 community members were directly engaged, more than 125,000 people reached, and 582 comments were received by INSW and the Powerhouse Museum through a variety of channels.



Several key themes were identified in the EIS feedback, including:

- Satisfaction in the potential provided by establishing a cultural institution in Western Sydney that will promote strong connections and opportunities for local communities
- Support for ongoing engagement with education providers, and partnerships with local primary and high schools, universities, and TAFE NSW
- Importance of heritage, particularly support to retain Willow Grove and St George's Terrace and/or to carefully manage archaeology and heritage on the site
- Importance of the consideration of flood management, and the safety of both visitors to Powerhouse Parramatta and the Collection

- Importance of developing partnerships and collaborating with local communities, cultural groups and local businesses to increase access to and participation in cultural activities in Western Sydney
- Satisfaction with revitalising Parramatta's night-time economy and increasing levels of international, national and local tourism
- Importance and support for creating programs rich in science, technology, engineering and education experiences
- Importance to preserve and interpret Aboriginal First People and post-contact history of the area
- Importance of creating programs unique to Parramatta, which include local history and reflect its diverse culture
- Importance of considering potential future operational impacts such as hygiene and social distancing in the wake of COVID-19
- Importance of the museum's connectivity and accessibility via all modes of transport
- Concerns about lack of parking in the city of Parramatta impacting local businesses
- Concerns about the initial project cost, and the on-going operation, maintenance and Collection management funding
- Concerns and interest in the conservation and protection of the Powerhouse Museum's vast Collection and the way in which objects would be displayed and transported, particularly very large or fragile objects
- Concerns about the amount of museum standard exhibition space at Powerhouse Parramatta and desire for Ultimo to be retained
- Concerns about the cost of Powerhouse Parramatta and appropriateness of funding the project
- Concerns about construction impacts to neighbouring residents and businesses, including noise, parking and accessibility to surrounding roads and transport routes
- Concerns about operational impacts to neighbouring businesses and residencies regarding light pollution and noise impact
- Both satisfaction and dissatisfaction with the overall consultation process, with main concerns being around whether the community can influence any decisions already made by government
- Views both for and against the design process, and the idea of integrating accommodation for visiting scientists, artists and regional students
- Views both for and against the proposed use of Powerhouse Parramatta as an institution that is innately flexible
- Concerns about the site selection for Powerhouse Parramatta, and the rationale behind moving the museum away from its current location in Ultimo
- Satisfaction with the intention to develop a local employment strategy for Parramatta.

A summary of the questions and feedback received along with the responses from INSW has been prepared as part of this report. While this feedback is not considered a formal submission made directly to the Department of Planning, Industry and Environment, it will assist INSW and the Powerhouse Museum in further planning and development of the project.

Although the exhibition for the Environmental Impact Statement is now closed, the project team will continue to engage stakeholders and the community throughout all phases of the project.

# Introduction

## Project status

Infrastructure NSW (INSW) has lodged a State Significant Development Application with the Department of Planning, Industry and Environment (DPIE), on behalf of the NSW Government.

INSW and the Powerhouse Museum have been working together on the design and development of Powerhouse Parramatta. This has included engaging with the community and stakeholders about the planning process and seeking feedback on the project.

As part of the development application, an Environmental Impact Statement (EIS) was prepared, which assesses a range of environmental and social factors and proposes mitigation measures to minimise any impacts. The EIS was on exhibition between Wednesday 10 June 2020 and Tuesday 21 July 2020. INSW delivered a six-week engagement program to provide information about the EIS exhibition, outline the environmental and social impacts, and encourage the community and stakeholders to ask questions and make a submission.

## Project overview

Powerhouse Museum is Australia's contemporary museum for excellence and innovation in applied arts and sciences. The museum was established in 1879 in the Garden Palace which emerged from a history of 19<sup>th</sup> Century grand exhibition halls, including the Grand Palais. It currently encompasses the Powerhouse in Ultimo, Sydney Observatory in The Rocks and the Museums Discovery Centre in Castle Hill. The Powerhouse has occupied the Ultimo site since 1988.

Parramatta, in the heart of Western Sydney, is entering a period of rapid growth. It was identified in 2014's *A Plan for Growing Sydney* as the metropolis' emerging second Central Business District, with the provision of supporting social and cultural infrastructure regarded as integral to its success. The strategic importance of Parramatta as an economic and social capital for Sydney has been subsequently reinforced and further emphasised through its designation as the metropolitan centre of the Central City under the *Greater Sydney Region Plan*.

Powerhouse Parramatta will be the first State cultural institution located in Western Sydney - the geographical heart of Sydney. In December 2019, the Government announced the winning design for Powerhouse Parramatta by Moreau Kusunoki and Genton, from an international design competition.

Powerhouse Parramatta will establish a new paradigm for museums through the creation of an institution that is innately flexible. It will become a national and international destination renowned for its distinctive programs, driven by original research and inspired by its expansive Collection. It will be a place of collaboration. It will be a mirror of its communities, forever embedded in the contemporary identity of Greater Sydney and NSW.

## Project benefits

Powerhouse Parramatta will deliver significant social, cultural and economic benefits to the communities of Parramatta, Greater Sydney and NSW. It will improve the level of visitation and tourism expenditure within the local and regional area, improving life-long education outcomes for students and supporting long term social and economic wellbeing, and providing new cultural and entertainment opportunities during both day and night and diversifying the local night-time economy.

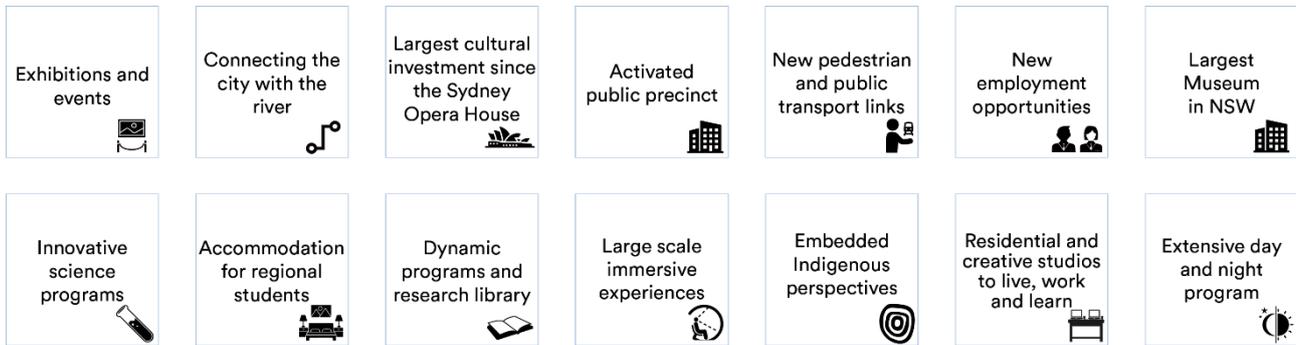


Figure 1 – Project benefits

## Consultation and engagement

Infrastructure NSW (INSW), in partnership with the Powerhouse Museum, began engaging with the community and key stakeholders in early 2020 as part of the planning process. This included the establishment of a Community Reference Group which will remain in place for the duration of the project.

A summary of consultation completed until the EIS exhibition period is included below.

### Final business case (2017)

The Powerhouse Museum has been engaging with cultural, industry, business, education and Indigenous stakeholders, as well as City of Parramatta Council, on the new museum since 2015. The consultation outlined in this report builds on previous engagement, creates new connections within the community and facilitates engagement with the planning and design process.

To help inform the development of the Final Business Case, Elton Consulting on behalf of Create Infrastructure, ran public consultation activities from 19 April 2017 to 31 October 2017. Five key themes emerged when reviewing the feedback and these have been summarised below:

- A vision for the new museum: participants envisioned a dynamic 21st Century museum that appeals to diverse members of the community and international visitors
- A catalyst for a thriving precinct: it was clear to participants that the New Museum should be the anchor for a thriving arts and cultural precinct in Parramatta
- Connecting with the community: participants agreed that the community should play an active role in the New Museum and identified a range of opportunities for the New Museum to work with the community
- The Powerhouse presence in Ultimo: participants supported maintaining some arts and cultural space in Ultimo
- Considerations for the business case: participants often discussed how the New Museum could positively impact the local economy (of western Sydney, NSW and Australia more broadly) through increased tourism, job generation and boosting investment in the region.

This consultation helped to inform the planning of the pre-EIS lodgement consultation.

### Pre-lodgement of the Environmental Impact Statement (2020)

During March and April, INSW sought feedback from the community and key stakeholders. During this time 224 stakeholders and 1,718 community members were directly engaged, and 3,707 comments were received.



Figure 2 – Engagement results (March/April 2020)

From this feedback, several key themes were identified, including:

- Views both for and against the design process, and the idea of integrating accommodation for visiting scientists, researchers, artists and regional students
- Views both for and against the strong, bold design of the museum, and the integration of public community space close to the river
- Satisfaction with the intention to develop a local employment strategy for Parramatta
- Importance and support for creating programs rich in science, technology, engineering and education experiences
- Importance of heritage, particularly support to retain Willow Grove and St George's Terrace and/or to carefully manage archaeology and heritage on the site
- Importance to preserve and interpret Aboriginal First People and post-contact history of the area
- Importance of creating programs unique to Parramatta, which include local history and reflect its diverse culture
- Selection of the site for the new Powerhouse, and the rationale behind moving the museum away from its current location in Ultimo
- The significant opportunities that will be provided by establishing a cultural institution in Western Sydney that will promote strong connections for the local arts community
- Delicate nature of the Powerhouse Museum's vast Collection and the way in which objects would be displayed and transported
- Overall consultation process, including the ability to engage successfully with the community and key stakeholders during the COVID-19 pandemic.

The feedback obtained was used to guide the planning process and inform the EIS. The Consultation Summary Report was appended to the EIS.

# EIS exhibition engagement approach

Engagement for this current phase of the project occurred over a six-week period during the project's EIS exhibition, from Wednesday 10 June to Tuesday 21 July 2020.

A range of engagement activities were completed by the Department of Planning, Industry and Environment (DPIE) as part of the exhibition process, including a letter to neighbouring residents and businesses, email updates to subscribers and website updates.

This report outlines the additional consultation and engagement activities completed by Infrastructure NSW and Powerhouse Museum to support the EIS exhibition period. The consultation and engagement enabled INSW and the Powerhouse Museum to provide accurate and timely information about the range of design, social and environmental factors assessed as part of the EIS and proposed mitigation measures. It was also an opportunity for the community and stakeholders to ask questions and provide feedback directly to the project team. Feedback received is captured in this report.

Due to COVID-19 restrictions and guidelines, there were no in-person meetings. Engagement proceeded with the community through 'non-contact' means such as online community webinars, stakeholder and group briefings and meetings, social media, phone calls and emails. These methods are outlined in more detail under the section *Consultation tools and techniques*.

Engagement with the community and stakeholders will continue until the project determination. Pending project approval, there will be further engagement leading up to and during construction. Community engagement will also continue throughout operation of Powerhouse Parramatta.

## Communication and engagement objectives

The engagement activities during EIS exhibition were specifically shaped by INSW to continue achieving the following objectives:

1. Raise awareness of Powerhouse Parramatta within the community
2. Describe Powerhouse Parramatta facilities and how they will benefit the community
3. Build understanding of the project and the planning process, including the environmental impacts, proposed mitigation measures and how to make a submission
4. Build stakeholder relationships and gain goodwill with the local community, influential cultural groups and other key stakeholders
5. Generate enthusiasm for the new museum and establish project advocates
6. Identify opportunities for the community to influence the design of spaces and facilities
7. Manage community expectations and build trust through direct engagement
8. Provide timely information to impacted stakeholders, including arts and broader communities
9. Address and correct misinformation in the public domain
10. Create a positive legacy for the Powerhouse, Parramatta and Western Sydney.

## Engagement framework

The NSW engagement and consultation process was planned based on the International Association of Public Participation (IAP2) Spectrum of Public Participation. The spectrum helps to establish the public's role in the engagement process and their impact on the decision-making outcomes of a project. As part of the spectrum, the consultation activities for this phase of engagement sit within the **Inform** and **Consult** stages. This means the project team:

- kept the community and stakeholders informed by providing balanced and objective information in a timely manner
- listened to and acknowledged concerns by obtaining feedback on issues.

Additionally, the EIS exhibition and submissions process operates in the **Involve** stage. Although the submissions are not captured in this report, the NSW project team worked with the community and stakeholders to ensure concerns and aspirations were considered and understood, and these are directly reflected in decisions made.

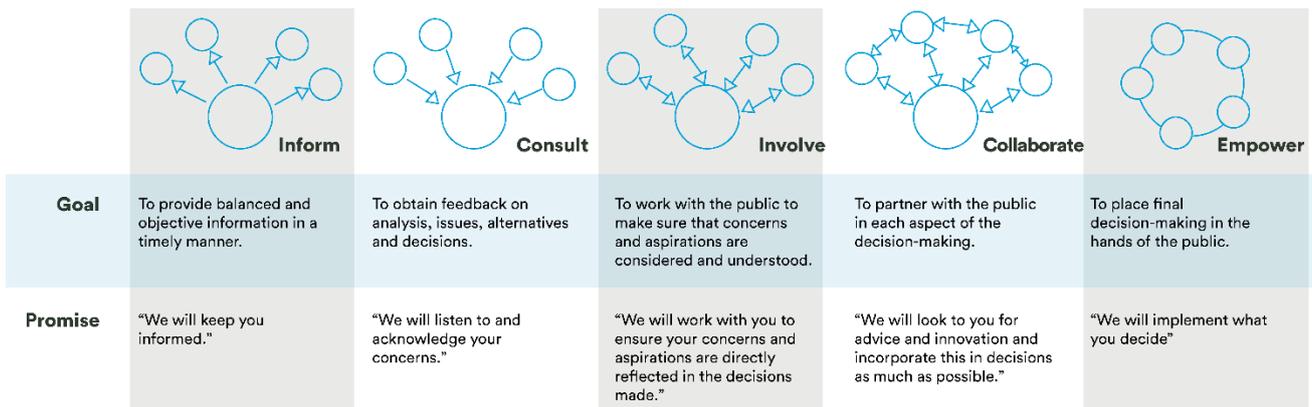


Figure 3 – IAP2 Spectrum of Public Participation

Source: International Association for Public Participation – IAP2 International. Public Participation Spectrum

## Stakeholders and community

To ensure relevant stakeholders and the community were engaged during the EIS, a targeted list was developed which categorised stakeholders and the community into two tiers:

- Stakeholders that were engaged during the lead up to the EIS exhibition and critical to continue to engage during the EIS exhibition as they had high interest in the project and the planning process, were in close proximity to the site, or engagement with them was mandatory as identified in the Secretary's Environmental Assessment Requirements (SEARs) issued by the Department of Planning, Industry and Environment.
- New stakeholders identified as a priority to engage during the EIS exhibition due to their interest in the planning process, interest in the project and/or proximity to the site.

Stakeholders and the local community in Parramatta were engaged multiple times throughout the EIS exhibition period. Given the circumstances of COVID-19 and reliance on digital tools, engagement activities were followed up by email and phone (where possible).

Key stakeholders were engaged through one-on-one meetings, stakeholder group briefings or collaborative webinars to ensure relationships were established and any enquiries resolved in a timely manner.

The local community surrounding Powerhouse Parramatta site, the broader Western Sydney community and the current Powerhouse Museum (Ultimo) community, were engaged during the EIS exhibition period to ensure they were aware of the EIS exhibition, how they could find out more information or ask questions, and how to make a submission directly to the Department of Planning, Industry and Environment.

A variety of engagement methods were used to target key stakeholders and the community.

See table of stakeholders on the next page.

**Table 1 – Targeted stakeholder list**

## Stakeholders previously engaged

### Local Government

City of Paramatta Council

### Government departments/agencies

Government Architect NSW  
Greater Sydney Commission  
Greater Sydney Commission Youth Panel  
Heritage Council NSW  
Heritage Office NSW  
Parramatta Heritage and Visitor Information Centre  
Parramatta Park Trust  
The National Trust  
Transport for NSW  
Western Sydney Parklands Trust

### Business groups

Chamber Alliance of Western Sydney  
Committee for Sydney  
NSW Business Chamber  
Sydney Business Chamber  
Sydney Hills Business Chamber  
Western Sydney Business Chamber  
Western Sydney Business Connection  
Parramatta Business Chamber  
Western Sydney Leadership Dialogue

### Education groups

TAFE NSW  
Western Sydney University

### Arts & Culture industry representatives

Aboriginal Culture, Heritage & Arts Association Inc (ACHAA)  
Australian Council for the Arts  
Create NSW  
CSIRO  
Multicultural NSW  
NSW Chief Scientist & Engineer  
Regional arts & cultural groups  
Western Sydney Regional Alliance

### Arts and cultural organisations

Arab Film Festival  
Australian Museum  
Beatdisc Parramatta  
Blacktown Arts Centre  
Campbelltown Arts Centre  
Casula Powerhouse Arts Centre  
Community Migrant Resource Centre  
Curiousworks and Co-Curios  
Deerubbin Local Aboriginal Land Council  
Dharug Strategic Management Group  
Diversity Arts  
Fairfield City Museum and Gallery  
Finishing School Collective  
Form Dance Projects  
Information and Cultural Exchange  
Information and Cultural Exchange  
Lancer Barracks and Museum  
Mens Shed  
Museum and Galleries NSW

### Arts and cultural organisations continued

NSW Aboriginal Land Council  
NSW Council for Pacific Communities  
Parramasala  
Parramatta Actors Centre  
Parramatta Artist Run Initiative  
Parramatta Artist Studios  
Parramatta Clay and Arts Inc  
Parramatta Farmers Markets  
Parramatta Koori Interagency  
Parramatta New Writers Group  
Penrith Performing and Visual Arts and Joan Sutherland Performing Arts  
PYT  
River City voices  
Riverside Theatres  
Social Canvas  
Sydney Living Museums  
Sydney Story Factory  
Tapastry Creative  
Uncle Kurt's Bar  
Urban Theatre Projects  
Westwords

### Community

Friends of Parramatta Park  
North Parramatta Residents Action Group  
Parramatta local businesses  
Powerhouse Museum Alliance  
Powerhouse Parramatta Community Reference Group  
Parramatta local residents  
Save the Powerhouse  
Wider Parramatta community

## New stakeholders engaged during exhibition

### Government departments/agencies

Destination NSW  
Event NSW  
NSW Department of Education  
Western Sydney Local Health Network

### Local government

Blacktown Council  
Burwood Council  
Canada Bay Council  
Cumberland Council  
Penrith City Council  
Strathfield Council  
The Hills Shire Council  
Parramatta Heritage and Visitor Information Centre

### Business groups

Western Sydney Women

### Education groups

Arthur Phillip High School  
Bayanami Public School Paramatta  
Macarthur Girls High School  
Hills Sports High  
Our Lady of Mercy College  
Parramatta East Public School  
Parramatta High School  
Parramatta Public School  
St Angela's Primary School  
St Patrick's Primary Parramatta  
Local childcare centres

### Local business neighbours

Alex&Co Parramatta  
Amanda's Thai Therapy  
Archibald Academy  
Asadal Japanese Korean  
Australian Unity  
Bay Vista Parramatta  
Bondi Pizza Parramatta  
El-Phoenician  
EnglishWise Sydney  
Holy Basil  
Horwood Partners  
I AM Yum  
Itihaas  
John Belvedere Parramatta  
Kelly Services  
Lady Lash Parramatta  
Mad Mex Parramatta  
Mama & Papas Parramatta  
Meriton Suites  
PARKROYAL  
Perisian Kitchen at River Canyon  
Randstad Recruitment Agency  
Reo Group  
Restaurant 317  
River Café Parramatta  
Sahra By the River  
San Churro Parramatta  
The Crown Hotel

### Local business neighbours continued

The Lennox Parramatta  
The Meat and Wine Co Parramatta  
Underwood Jewellers  
Volcanos Steakhouse Parramatta  
Ya Malaysia

### Travel and tourism providers

AirBnB  
Cockatoo Island  
Harbour Trust  
Holiday Inn Parramatta  
Parra Leagues Club  
Rydges Parramatta  
Sky Suites  
Western Sydney Aerotropolis  
Western Sydney Stadium (Bankwest Stadium)  
Westfield Parramatta

### Arts, culture, science and research organisations

Australian Decorative and Fine Arts Societies  
Sydney Festival  
Westmead Research Hub

### Community

Current Powerhouse visitors  
Indian Mums Connect  
Rotary Club of Parramatta City  
Australian Chinese Community Association  
Friends of Parramatta Park  
Our Community Pantry in Wollondilly  
ParraParents

## Consultation tools and techniques

Consultation and engagement during this phase of the planning process was essential to ensure the community and key stakeholders were aware of the EIS exhibition period as part of the project assessment for the State Significant Development Application. This included providing details of the environmental and social factors assessed and proposed mitigation measures, and how to make a formal submission to the Department of Planning, Industry and Environmental (DPIE).

Due to COVID-19 restrictions and guidelines there were no in-person meetings. The engagement approach was carefully considered to ensure there were multiple ways in which the community and stakeholders could easily engage with the project team and that the overall effectiveness of the engagement program was in no way limited or compromised by social distancing measures.

Engagement proceeded through a range of traditional and digital materials and activities, including postcard distribution, online community webinars, stakeholder and group briefings, a project website with Frequently Asked Questions as well as 'Your Guide to the EIS' factsheets, social media, online advertising, phone calls and emails.

For scheduled engagements, activities were followed up through a variety of methods, including phone and email (where possible). Briefings were coordinated in correspondence with stakeholders to accommodate individual circumstances and availability. Where possible, additional or alternative briefings were offered to those who were unable to attend.

The project hotline was monitored from 9am to 6pm Monday to Friday and voicemail was available outside of these hours. Online advertising was done via Google Ads, where a list of key words was used to target Google searches and direct users through to the Infrastructure NSW website.

At end of the consultation period, the outcomes achieved demonstrated that digital engagement tools did not hinder abilities to reach or engage stakeholders or the community. The consultation process also raised awareness of the project and EIS exhibition, and the key environmental factors and proposed mitigation measures were communicated.

The high level of engagement between INSW and targeted stakeholders and community, along with the number of submissions made to DPIE, indicate the engagement was as detailed and well-informed as traditional engagement methods.

Each of the engagement methods and tools were carefully selected to maximise opportunities for engagement with key stakeholders and the community. The table below outlines each in more detail.

**Table 2 – Consultation tools**

Consultation Tool	Detail
Community webinar sessions	<p>Six community webinars were held in total, with 142 people registering to attend.</p> <p>Details of the sessions were available on the INSW website, promoted through social media and by direct email invitations.</p> <p>These sessions provided an overview of the Environmental Impact Statement including key environmental factors and proposed mitigation measures. They also provided a forum for attendees to ask questions about the EIS and provide feedback.</p> <p>A copy of the presentation is provided on the Infrastructure NSW <a href="#">project webpage</a> and in Appendix A.</p>
Stakeholder and group webinars	<p>Eight stakeholder and group webinars were held in total, with 128 people/organisations invited to attend.</p> <p>Email invitations to attend stakeholder and group webinar events were distributed to government agencies, Councils, local arts and cultural groups, business groups, educational groups, neighbouring businesses, travel and tourism providers, and the Powerhouse Parramatta Community Reference Group.</p>
One on one meetings	<p>There were 21 one on one meetings held, with 32 people/organisations invited.</p> <p>Email invitations to key stakeholders were distributed offering one on one online meetings in lieu of face-to-face meetings.</p>

Consultation Tool	Detail
Project webpage – Infrastructure NSW	<p>A project web page on the Infrastructure NSW website was kept up-to-date with an overview of the project, details about the EIS and how to make a submission, FAQs and 'Your Guide to the EIS' factsheets, links to register for a community webinar, and contact details for the project team to ask questions. The link to the webpage is <a href="http://www.infrastructure.nsw.gov.au/powerhouseparramatta">www.infrastructure.nsw.gov.au/powerhouseparramatta</a></p> <p>The web page received 3,569 total views (3,073 unique visitors), with visitors spending approximately 3mins 11secs on the page.</p>
Project webpage – Museum of Applied Arts and Science	<p>A project specific webpage was created on the MAAS website. This page hosted information about the Environmental Impact Statement and provided links to the INSW and DPIE websites. Information about the project and the EIS was also hosted on the homepage.</p> <p>Between Wednesday 10 June and Tuesday 21 July 2020, the dedicated project webpage received 8,360 total views (6,462 unique visitors) and the homepage received 13,487 total views (11,512 unique visitors).</p>
Dedicated contact details for the project team	<p>Contact details were established to manage community and stakeholders email enquiries:</p> <ul style="list-style-type: none"> <li>■ Phone: 1800 679 121 (a voicemail captured any after-hour calls)</li> <li>■ Email: <a href="mailto:powerhouse.parramatta@infrastructure.nsw.gov.au">powerhouse.parramatta@infrastructure.nsw.gov.au</a></li> </ul> <p>We received 5 phone calls and 107 emails.</p>
Letterbox drop	<p>This was completed across three days to 20,000 local properties. An A5 flyer was distributed to all letterboxes within 1km of the project site, including both residential properties and businesses. The postcard provided an update about the project, details on how to find out more, and contact details of the project team.</p> <p>A copy of the postcard is included in Appendix B.</p>
Phone calls to stakeholders	<p>The project team made 37 phone calls to key stakeholders to provide them with an update about the project, details of the EIS exhibition and how to make a submission.</p>
Emails to stakeholders	<p>The project team sent 329 emails out to community members and key stakeholders to provide them with responses to feedback, webinar invites and project information.</p>
Social media	<p>Several social media posts were shared on the Powerhouse Museum Facebook, Twitter and LinkedIn accounts.</p> <p>Additionally, two paid advertisements ran on Facebook during the EIS phase, targeting audiences frequenting the Parramatta and wider western Sydney areas. The posts gained the following reach/engagement results:</p> <ul style="list-style-type: none"> <li>■ Facebook reach: 75,788</li> <li>■ Facebook engagement (likes/comments): 2,030</li> <li>■ LinkedIn reach: 2,609</li> <li>■ LinkedIn engagement (likes/comments): 37</li> <li>■ Twitter reach: 3,000</li> <li>■ Twitter engagement: 202</li> </ul>
Google Ads	<p>Several key words were used to target Google searches about Powerhouse Parramatta.</p> <p>Google Ads ran from Wednesday 10 June until Tuesday 21 July 2020, gaining 9,183 impressions and 738 clicks.</p>

# Consultation summary

## Snapshot – EIS exhibition period

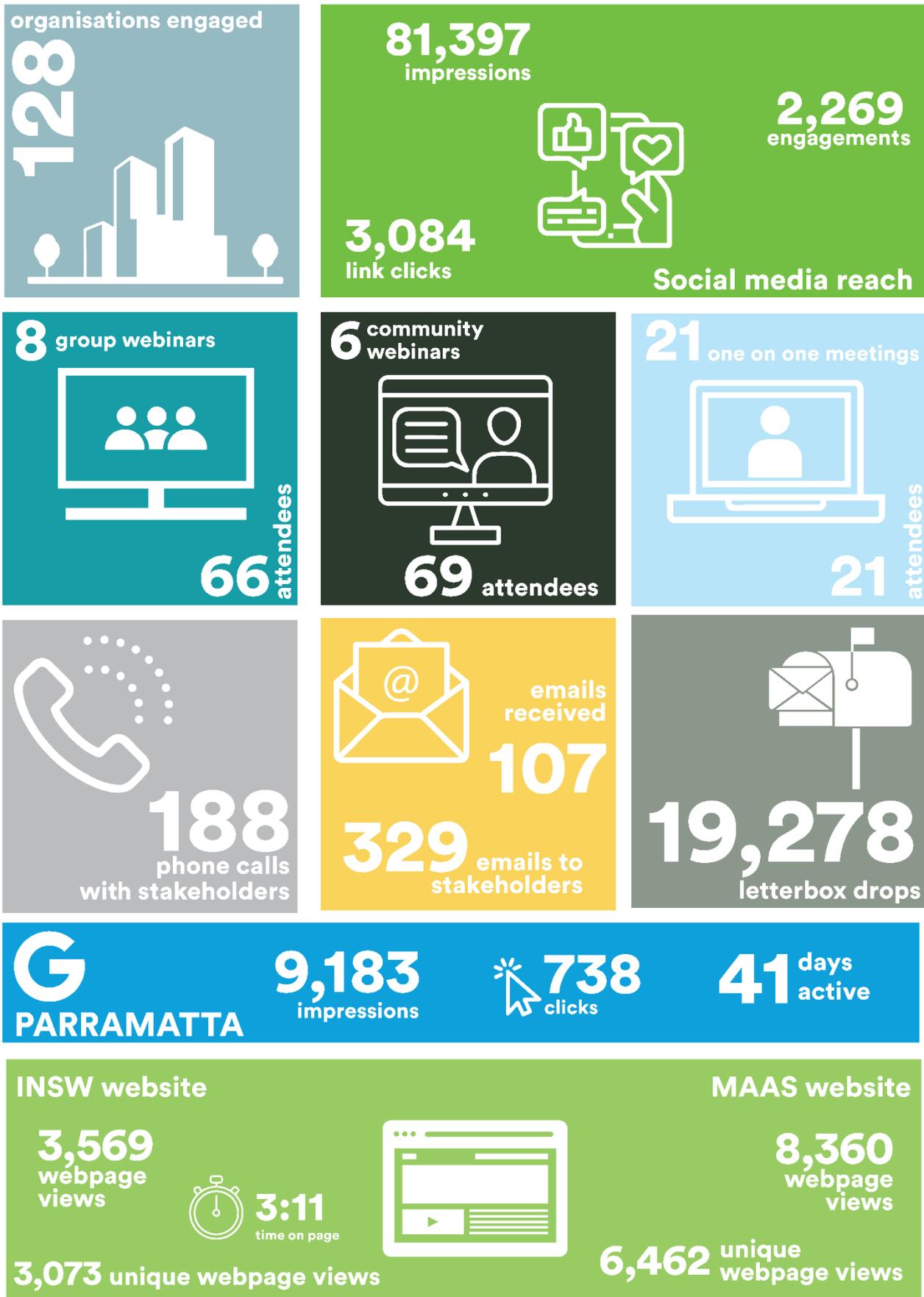


Figure 4 – Consultation summary snapshot

## Government, agency, community and key stakeholder consultation

During the EIS exhibition, the project team engaged several government and private agencies through group or one to one online meetings and webinars.

At each meeting and webinar, participants heard about the project, the planning process including key environmental factors, proposed mitigation measures, and how to make a submission directly to the Department of Planning, Industry and Environment. Representatives from the Powerhouse Museum and Infrastructure NSW participated in each of the meetings and webinars.

Participants were given the opportunity to ask questions, make comments, or raise a discussion point. Key matters raised from each session have been included within the key matters raised summary (Table 4).

The presentation from the meetings and webinars is provided as Appendix A and a details list of key issues by stakeholder group is included in Appendix C.

Note, engagement is ongoing with various organisations at the time of finalising this report.

**Table 3 – Dates and participants of online meeting and webinars**

Participants	Meeting date
Arts leaders <ul style="list-style-type: none"> <li>■ Blacktown Arts Centre</li> <li>■ Casula Powerhouse Arts Centre</li> <li>■ Campbelltown Arts Centre</li> <li>■ Fairfield City Museum and Gallery</li> <li>■ Penrith Performing and Visual Arts, Joan Sutherland Performing Arts</li> <li>■ Parramatta Artists Studio</li> <li>■ Information and Cultural Exchange</li> <li>■ Riverside Theatre</li> <li>■ Urban Theatre Projects</li> <li>■ PYT Fairfield</li> </ul>	30 June 2020
Local arts and community <ul style="list-style-type: none"> <li>■ Lancer Barracks and Museum</li> <li>■ Parramasala</li> <li>■ Parramatta Clay and Arts Inc</li> <li>■ Parramatta Farmers Markets - City of Parramatta</li> <li>■ Curiousworks and Co-Curios</li> <li>■ Community Migrant Resource Centre</li> <li>■ Form Dance Projects</li> <li>■ River City Voices</li> <li>■ Information and Cultural Exchange</li> </ul>	3 July 2020
Business groups <ul style="list-style-type: none"> <li>■ Sydney Hills Business Chamber</li> <li>■ Chamber Alliance of Western Sydney</li> <li>■ Greater Blacktown Business Chamber</li> <li>■ Western Sydney Business Connection</li> <li>■ Parramatta Chamber of Commerce</li> <li>■ Western Sydney Women</li> </ul>	1 July 2020

Participants	Meeting date
Education groups <ul style="list-style-type: none"> <li>■ Bayanami Public School</li> <li>■ St Patrick's Primary Parramatta</li> <li>■ TAFE NSW</li> <li>■ Parramatta Public School</li> <li>■ Arthur Phillip High School</li> <li>■ Richmond Agricultural College</li> <li>■ Department of Education</li> <li>■ Our Lady of Mercy College Parramatta</li> </ul>	1 July 2020
Travel and Tourism <ul style="list-style-type: none"> <li>■ Harbour Trust (Cockatoo Island)</li> <li>■ Holiday Inn Parramatta</li> <li>■ Parramatta Heritage and Visitor Information Centre</li> <li>■ Gastronomica</li> <li>■ SKYE Suites Parramatta</li> </ul>	30 June 2020
City of Parramatta Council <ul style="list-style-type: none"> <li>■ City of Parramatta Council officers</li> <li>■ City of Parramatta Councillors</li> </ul>	22 June 2020 22 June 2020
Other Local Councils <ul style="list-style-type: none"> <li>■ Penrith City Council</li> <li>■ The Hills Shire Council</li> <li>■ Canada Bay Council</li> <li>■ Strathfield Council</li> <li>■ Burwood Council</li> </ul>	30 June 2020
Individual meetings <ul style="list-style-type: none"> <li>■ The National Trust</li> <li>■ El-Phoenician</li> <li>■ PARKROYAL Parramatta</li> <li>■ Greater Sydney Commission Youth Panel (met prior to exhibition)</li> <li>■ Multicultural NSW</li> <li>■ Western City &amp; Aerotropolis Authority (WCAA)</li> <li>■ Deerubbin Aboriginal Land Council</li> <li>■ Dharug Strategic Management Group</li> <li>■ The Australian Museum and Sydney Living Museum</li> <li>■ Museums &amp; Galleries of NSW</li> <li>■ Western Sydney Parklands Trust</li> <li>■ Sydney Festival</li> <li>■ Westmead Research Hub</li> <li>■ Australian Unity (GE Building)</li> <li>■ Australian Decorative and Fine Arts Societies</li> <li>■ Western Sydney Leadership Dialogue</li> </ul>	30 June 2020 29 June 2020 2 July 2020 27 May 2020 19 Jun 2020 17 July 2020 16 July 2020 12 June 2020 13 July 2020 30 June 2020 30 June 2020 2 July 2020 26 May 2020 2 June 2020 22 June 2020 26 June 2020 26 June 2020

Participants	Meeting date
Powerhouse Parramatta Community Reference Group <ul style="list-style-type: none"> <li>■ ParraParents</li> <li>■ Arab Studio Theatre</li> <li>■ PwC</li> <li>■ Gastronomica</li> <li>■ NSW Council for Pacific Communities</li> <li>■ Cultural Venues and Programs Professional</li> <li>■ Dharug Strategic Management Group</li> <li>■ Arthur Phillip School</li> <li>■ Coleman Greig Lawyers</li> <li>■ I.C.E Representatives (youth)</li> <li>■ Gandhi Creations</li> <li>■ ATSI Advisory Committee</li> <li>■ TreyMusic</li> <li>■ Powerhouse Parramatta site neighbour</li> <li>■ Independent Traditional Owner</li> </ul>	23 June 2020
Community <ul style="list-style-type: none"> <li>■ North Parramatta Residents Action Group</li> <li>■ Powerhouse Museum Alliance</li> <li>■ Save the Powerhouse</li> <li>■ ParraParents</li> <li>■ General community</li> </ul>	25, 27 and 30 June 2, 3 and 8 July 2020

## Key matters raised

The following graphic summarises the key matters raised to the INSW and Powerhouse Museum project team during the EIS exhibition period. This summary covers feedback received from the community webinars, key stakeholder and group webinars, one on one meetings, emails and phone calls to the project information line.

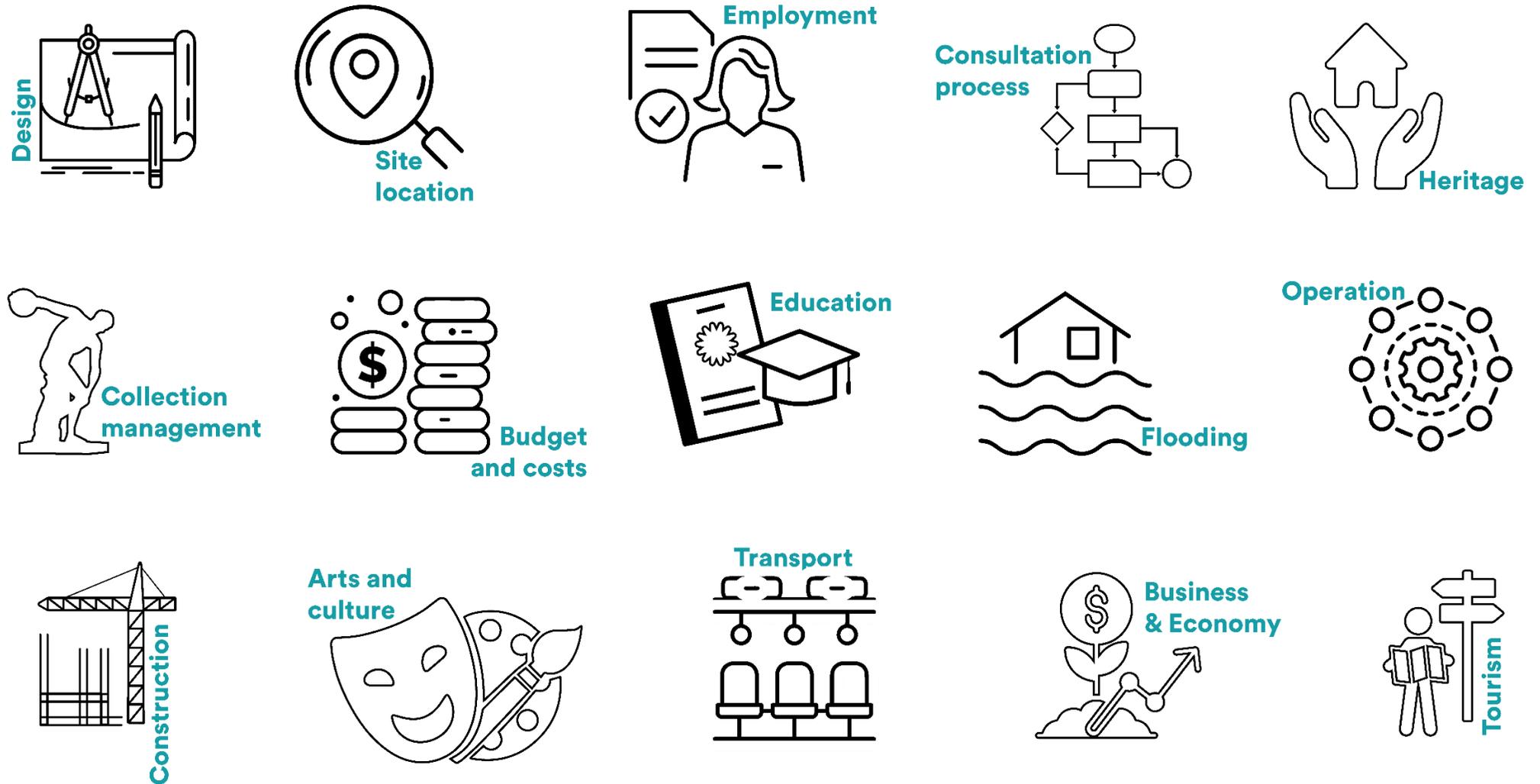


Figure 5 – Issues summary snapshot

The following table summarises the key matters raised and the response from Infrastructure NSW. This summary covers feedback received from the community webinars, key stakeholder and group webinars, one on one meetings, emails and phone calls to the project information line. The details covered in this table capture the comments received, some of which have been rewritten to reflect similar feedback from multiple stakeholders.

**Table 4 – summary of key matters raised and response**

Issue	Sub issue	Detail	INSW Response
Design	Design excellence process	Satisfaction with the design excellence process and commendation to the selected design committee	The winning design by globally renowned architects from Moreau Kusunoki and local partner Genton was unanimously supported by the International Design Jury. Culture and community are the core of the design strategy. Moreau Kusunoki's Franco-Japanese roots grant a diverse international design culture. This is complemented by Genton's proven track record for successfully delivering complex projects locally. The team is both accomplished and dynamic, harnessing established experience and emerging talent.
	Dissatisfaction with Design Excellence Process	Dissatisfaction with Design Jury and lack of community engagement during the design phase	Powerhouse Parramatta has followed a Design Excellence process, which is a requirement of the Parramatta Local Environmental Plan 2011. As part of the Design Excellence process, a design competition must be held, and entries are assessed by a jury to select the winning design. Jury members were selected for their experience in architecture, urban design, museum design, business and cultural institutions operation, and included NSW Government and City of Parramatta Council representatives. The design excellence process was endorsed by the Australian Institute of Architects.
	Design selection and process	Use of an international design company over an Australian designer	The design competition welcomed Australian and international design teams, and all six finalists had Australian partners. The winning team was globally renowned architects from Moreau Kusunoki (France) and local partner Genton (Australia). Genton has a proven track record for successfully delivering complex projects locally.
	Architectural design	The design is considerate of all visitors and offers an extensive range of facilities for the community	Powerhouse Parramatta will be the largest investment in cultural infrastructure since the Sydney Opera House. It will also be the largest museum in NSW. It will be more than just a museum - it will be a new cultural precinct for the whole community to enjoy. Powerhouse Parramatta will create an activated precinct which sets an international benchmark and supports the cultural and social diversity of the area now and into the future.

	Design suggestion	Suggestion to raise the museum to be above heritage buildings	<p>In the international design competition brief entrants were requested to consider local heritage on the site in their submissions.</p> <p>The competition entries received made clear that it was not possible to deliver on the design ambitions of the brief while also retaining Willow Grove.</p> <p>Powerhouse Parramatta is uniquely placed to undertake programmatic interpretation and engage audiences with local histories, which will recognise the significant and changing relationships between people and place within the urban and cultural landscapes.</p> <p>It will also more broadly address the multiple histories of the site pre and post-settlement history.</p>
	COVID-19 impacts	Questions around altering of design due to changing social distancing measures and COVID-19 impacts	Social distancing measures would be considered as part of the Powerhouse Parramatta operations as required, based on the advice of the NSW Government at that time.
	Exhibition space/size	Size compared to Ultimo museum	The museum will be across six levels and at 30,000 sqm, it will be the largest Museum in NSW.
	Use of creative studios	Concerns with the creative studios being commercialised	<p>The creative studios are an important part of the museum program. They will not operate as a hotel but instead will be managed and operated by the Powerhouse. The program will, at any one time, support national and international researchers, artists and scientists to live and work at Powerhouse Parramatta.</p> <p>In addition, The Academy will have dormitory style accommodation for students, providing new education opportunities for young people from across Greater Sydney and regional NSW.</p>
	Flexible versus Permanent exhibition spaces	Concerns for the introduction of flexible exhibition spaces and movement of items	Powerhouse Parramatta will have world-class flexible spaces to exhibit the Powerhouse Collection. The spaces allow for regularly changing exhibitions significantly increasing public access to the Collection. Changing exhibitions will drive repeat visitation and ensure the Museum and its precinct is vibrant and engaging. Powerhouse manage their collection in accordance with their legislation and collection management policies.
Site location	Alternative sites	Suggestion to move the site to an alternative location which has no impact on Parramatta's heritage	<p>The site for Powerhouse Parramatta was selected for its accessibility, its proximity to existing and future transport hubs and centrality within Parramatta, Sydney's newly designated 'Central River City'. The site intersects several key urban connections including the Parramatta River foreshore, key roads through the CBD and the City of Parramatta's proposed Civic Link. It also contributes to Parramatta's developing culture and arts precinct, complementing the Riverside Theatres and Western Sydney Stadium.</p> <p>In 2016, the site was announced by the NSW Government and the land was acquired.</p>

	Accessibility	The proposed design is highly accessible and has a range of current and future transport modes for visitors to the museum	Powerhouse Parramatta aims to establish an integrated cultural precinct that connects the museum to the open and public spaces of Parramatta. With Eat Street nearby, and full access to the riverfront, the museum will be a cultural precinct which brings people together - whether to catch up with a friend, or to visit the changing exhibitions at the museum. Visitors will access the museum through active and public transport options including the Parramatta Rivercat, the future Parramatta Light Rail and Metro, and other transport hubs which link to walkable and rideable pathways.
Approval of project	Satisfaction with project process	Satisfaction with the process of the project, and complimentary to the proposed outcomes	Powerhouse Parramatta will deliver significant social, cultural and economic benefits to the communities of Parramatta, Greater Sydney and NSW.
	Advocate for project	Clear advocacy for the project and encouraging progression and approval of the project	
Consultation process	Dissatisfied with consultation process	Dissatisfaction with the engagement process and consultation outcomes as comments did not result in alterations to the project or design	The project has been informed by significant pre-lodgement community consultation. During March and April, INSW sought feedback from the community and key stakeholders. During the consultation period, 224 stakeholders and 1,718 community members were directly engaged, and 3,707 comments were received. This was captured in a consultation summary report and appended to the EIS.
	Satisfaction with consultation process	Satisfied with the consultation channels, approach, and responses to queries from INSW and the Powerhouse Museum	Engaging with the community is an integral part of the planning process. Due to COVID-19 social distancing measures, there were no in-person meetings, and we proceeded with digital consultation to keep our infrastructure program on track during this challenging period.  There has been a strong response to the consultation to date. During March and April, we sought feedback from the community and key stakeholders. During the consultation period, 224 stakeholders and 1,718 community members were directly engaged, and 3,707 comments were received. Likewise, during the EIS exhibition period, 247 stakeholders and 5,402 community members were engaged, and 582 comments were received by INSW and the Powerhouse Museum through a variety of channels. This resulted in more than 600 submissions made to the Department of Planning, Industry and Environment.

Heritage	Impacts to St George's Terrace and Willow Grove	The Environmental Impact Statement seeks approval for St George's Terrace and Willow Grove to be demolished	<p>In the international design competition brief we asked for designs to be sympathetic to the local heritage site in their submissions. The submissions we received made clear that it was not possible to deliver on the design ambitions of the brief while also retaining Willow Grove.</p> <p>The EIS confirmed that demolishing Willow Grove and St George's Terrace would have a major impact to the individual significance of these as local heritage items.</p>
		Suggestions to deconstruct heritage items (Willow Grove and St George's Terrace) and re-construct elsewhere	<p>In response to feedback from the community and stakeholders and through design changes undertaken since lodgment of the SSDA, St George's Terrace will be retained. The Terrace will be adaptively reused and incorporated within the Powerhouse Parramatta precinct.</p> <p>In recognition of the comments regarding the preservation of heritage in Parramatta it is proposed to relocate Willow Grove. The relocation would be undertaken under the supervision of a heritage specialist and a process of recording and developing sensitive demolition methodologies would be undertaken prior to any works. The Powerhouse will develop a framework outlining the future site of Willow Grove, the reconstruction process and program and any planning processes that would be undertaken prior to the opening of Powerhouse Parramatta.</p> <p>In addition, the cultural impact from the removal of Willow Grove from the site will be mitigated through the implementation of heritage interpretation measures, and on balance is outweighed by the significant positive cultural impacts associated with the delivery of a world leading cultural institution that will make its own unique and important contribution to the cultural heritage of Parramatta, particularly through a major focus on highlighting First Nations culture, art, science and technology.</p> <p>Powerhouse Parramatta is uniquely placed to undertake programmatic interpretation and engage audiences with local histories, which will recognise the significant and changing relationships between people and place within the urban and cultural landscapes. It will also more broadly address the multiple histories of the site pre and post-settlement history.</p> <p>The assessment recommends that a detailed Heritage Interpretation Plan for the site be developed. Community members were encouraged to capture their feedback and ideas about heritage and heritage interpretation in a formal submission to DPIE during the EIS exhibition period.</p>
	Impacts to Ultimo site	Community concerned with the business case carried out on Ultimo site and its future	The NSW Government recently announced that the Museum's Ultimo site will be retained, and the Museum will operate over four sites across the Greater Sydney area. This means that the Ultimo Museum will remain open alongside the flagship Museum at Parramatta as two world-class cultural institutions.

	Aboriginal Archaeological findings	Concerns for handling of Aboriginal Archaeological findings during site survey and excavation	Powerhouse Parramatta has been designed to minimise excavation and potential impacts on archaeology where possible. A framework will be prepared for construction, to manage supervised and unexpected archaeology finds on the site.
	Post-settlement Archaeological findings	Concerns for handling of Post-settlement archaeological findings during site survey and excavation	<p>Three areas known as Archaeological Management Units have been identified on the Powerhouse Parramatta site as having potential local and state significant archaeology. The areas are located near Willow Grove, St George's Terrace and the river foreshore near Lennox Bridge. They have the potential to contribute knowledge of establishing and developing Australia's second colony settlement, and provide evidence relating to the nineteenth century occupation in the area. Overall, the assessment confirms that the site has a moderate to high potential to contain archaeological evidence associated with phases of previous occupation on the site, some from the early township. The south eastern corner of the site near Phillip Street and Wilde Avenue may contain items from the town's early development, and any substantial items that are found are likely to be of state significance.</p> <p>Powerhouse Parramatta has been designed to minimise excavation and potential impacts on archaeology where possible. A framework will be prepared for construction, to manage supervised and unexpected archaeology finds on the site.</p>
	Government decisions	Dissatisfaction with the Government's decision to demolish heritage and support the project	<p>The Government is committed to delivering a world-class cultural institution at Parramatta.</p> <p>In response to feedback received during the exhibition, and through design development, St George's Terrace will be retained on site and adaptively used as part of the museum.</p> <p>Further, Willow Grove will be relocated to another site and adaptively reused.</p>
Collection management	Safety and transport of the Collection	Concerns for the safe keeping of the Collection if relocated	The safety of items within the museum's Collection during removal and transport is paramount. Powerhouse manage their Collection in accordance with their legislation and Collection management policies.
		Movement of large and fragile Powerhouse Collection items	<p>The safety of items within the museum's Collection is paramount.</p> <p>Powerhouse manage their collection in accordance with their legislation and Collection management policies.</p>
	Moving items for regional tour	Concern for the safety and transport of Collection items during proposed regional exchange program	The Museum regularly loans exhibition items to regional museums and galleries in regional NSW and this will continue in future.

	Flexible spaces	Dissatisfaction with the proposed flexible spaces in the museum allowing more of the items to be displayed	A key objective of Powerhouse Parramatta is to be agile and adaptable. This includes providing flexible facilities to exhibit the Powerhouse Collection (both public-facing and back of house areas) allowing changes to the exhibition program and multiple uses of the spaces. A changing program of exhibitions will ensure that the Museum stays relevant and engaged with the changing needs of a growing city.
	International museum standard spaces	Concerns for climate control and international museum standards being upheld	Powerhouse Parramatta will be a world class, fit-for-purpose and state-of-the-art museum with rigorous environmental standards.
Budget and costs	Proposed cost	Concerns about the cost of the project being inaccurate and conservative	On 28 April 2018, the NSW Government announced a \$645 million investment in the Powerhouse Parramatta project. Subsequently the NSW Government announced the retention of Powerhouse Ultimo and committed to investing the \$195 million anticipated from the sale of the site into Powerhouse Parramatta.
	Budget and funding	Questions surrounding profitability and ongoing funding of the museum during operation	There will be costs associated with operating the new Powerhouse. An integrated commercial strategy has been developed that identifies opportunities for the museum to earn income through a commercial program, including, food and beverage retail, industry conferences and functions. This is standard industry practice for museums across Australia and internationally.
	Operation costs	The museum being cost neutral; cost to government	There will be costs associated with operating the new Powerhouse. An integrated commercial strategy has been developed that identifies opportunities for the museum to earn income through a commercial program, including, food and beverage retail, industry conferences and functions.
Education	Education programs	Excitement regarding potential education programs and partnerships with Powerhouse Parramatta	Creating diverse, interesting and relevant education programs for children will be at the forefront of museum programs. The design of Powerhouse Parramatta supports this, with accessible and visible education spaces.
	Regional student engagement	Satisfaction with the regional student engagement strategy through residential studios	The Academy will provide new levels of access to STEM education for regional NSW students through programming and on-site accommodation.

	Ongoing partnerships	Satisfaction with proposed ongoing partnerships with local schools, universities and TAFE	INSW and the Powerhouse Museum have been working with educational institutions throughout the planning process to get feedback on the new museum and its education spaces and program. The Powerhouse Museum will continue to work in partnership with these institutions.
Flooding	Flooding of riverbank	Proposed site for museum is a recognised flood plain	All buildings along the Parramatta River are subject to infrequent flooding. City of Parramatta Council has a Development Control Plan to guide all development on the riverfront, specifically floodplain planning and flood prone land requirements for developments. The Development Control Plan has guided the design of Powerhouse Parramatta.
Operation	Light pollution	Light pollution to neighbouring properties during operation hours	Lighting will be designed to minimise disruption to neighbouring properties while still providing adequate access and safety to the site. Lighting will be considered in more detail as the design progresses.
	Noise	Concerns for noise impacts during events held at Powerhouse Parramatta – particularly Phillip Street and the northern riverbank	<p>A noise assessment found that any increase in noise associated with the day to day operation of Powerhouse Parramatta will be within acceptable limits. This includes noise from traffic, building services and equipment, loading dock activities, installing and removing exhibitions, visitors arriving and leaving the site, and using sound in the exhibition spaces.</p> <p>Noise modelling was completed on the loudest typical activities, including crowd noises and amplified music, in spaces that open outdoors. The modelling confirms that while some excessive noise is predicted, it would not be significant or frequent. Overall, the loudest activities in each space is considered low risk and are reasonably permissible to occur on a regular basis. The Powerhouse will develop an Operational Noise Management Plan before opening for any activity expected to be excessively noisy. The Plan will be reviewed after the first 12 months.</p>
	Visual amenity	Impacts to visual amenity from a large structure casting shadows and blocking existing views	Powerhouse Parramatta is expected to have a low to moderate impact to viewpoints from public areas such as the Parramatta River and the nearby parkland. As the Powerhouse will become a landmark within the Parramatta CBD, these changes are considered an acceptable visual impact and no further mitigation will be applied.
Construction	Impacts to business	Access impacts to local businesses during construction	Access to the neighbouring buildings will be maintained throughout construction.

	Impacts to riverfront	Concerns about the impact construction will have on accessibility to the riverfront	Construction hoarding will be installed around the site to control access and protect pedestrians and cyclists using the shared path along the Parramatta River foreshore. There may be temporary interruptions to the southern pedestrian link along the Parramatta River during construction, however diversions would be put in place for pedestrians and cyclists to safely navigate around the site and continue their journey.
	Impacts to accessibility	Concerns around access to Dirrabarri Lane and Phillip Street during construction	Access to the neighbouring buildings will be maintained throughout construction.
	Impacts to traffic	Congestion and traffic impacts during the construction phase	<p>Traffic impacts will be managed throughout demolition and construction to ensure site activities do not impact upon the local community.</p> <p>Construction traffic will travel to and from the site using main roads only to access the regional road network. Within the immediate vicinity of the site, this will involve the M4 Motorway, James Ruse Drive, Pennant Hills Road and Victoria Road to avoid travelling through the Parramatta CBD and impacting nearby construction projects. No queuing or marshalling of construction vehicles will be permitted on public roads.</p>
Arts and culture	Cultural impacts	Concerns for Powerhouse Parramatta not accurately reflecting the people of western Sydney and Parramatta	Powerhouse Parramatta will support the cultural and social diversity of the area now, and into the future. Since the project announcement, the project team has undertaken active consultation with diverse communities across Greater Sydney to ensure that their specific cultural needs are embedded into the detailed design of the Museum.
	Loss of arts and cultural amenity	Concerns the introduction of Powerhouse Parramatta will impact and overlap with local arts and culture services	Powerhouse Parramatta will deliver significant social, cultural and economic benefits to the communities of Parramatta, Greater Sydney and NSW. INSW and the Powerhouse have been working with local arts and cultural groups throughout the planning process to ensure the new museum compliments and benefits them and the communities they represent.

Transport	Ineffective public transport routes	Concerns Powerhouse Parramatta will not be easily accessible by using public transport	<p>Visitors to the new Powerhouse will be able to easily access the new precinct from Parramatta bus and train stations, and Parramatta Wharf which is located just 500 metres from the new precinct. In addition, new and improved transport options, like the Sydney Metro West and Northwest rail links and Parramatta Light Rail will provide efficient transport services from the Harbour CBD to Greater Parramatta.</p> <p>The project team is working with the City of Parramatta to carefully consider the Civic Link and its connectivity to the Parramatta CBD, river and Powerhouse precinct. The Civic Link is a pedestrianised public space that spans across four city blocks through the heart of the Parramatta CBD, connecting Parramatta Square and the transport interchange to River Square and the Powerhouse precinct. There will be no parking at the Museum site to encourage visitors to use the multi-modal transport options available.</p>
	Impacts to car parking	Residents and business concerned with the lack of parking nearby Powerhouse Parramatta	<p>No on-site parking will be provided within Powerhouse Parramatta. This decision supports sustainable travel choices and will be supported by a Green Travel Plan.</p> <p>Visitors to the Powerhouse will easily be able to access the new precinct from Parramatta bus and train stations, and Parramatta wharf which is located just 500 metres from the new precinct. In addition, new and improved transport options, like the Sydney Metro West and Northwest rail links and Parramatta Light Rail will provide efficient transport services from the Harbour CBD to Greater Parramatta.</p>
Employment	Positive employment opportunities	Positivity about the opportunity for short, and long-term increase in local employment with the Powerhouse Parramatta project	Powerhouse Parramatta will support approximately 1,100 full time-equivalent (FTE) construction jobs as well as some 2,430 FTE indirect jobs over the development period, and between 300 to 400 FTE ongoing jobs.
	Local employment opportunities	Satisfaction with the opportunity of on-going local employment during the museum's operations	

Construction	Construction fatigue	Concerns regarding construction impacts, and construction fatigue in the Parramatta area  On-going construction around Parramatta seen as an impact to local businesses	If the project is approved, the next step is to appoint a delivery contractor (construction company). Once appointed, they will prepare a Construction Environmental Management Plan which will address issues such as cumulative impacts and work coordination in more detail. The delivery contractor will be expected to adhere to this plan throughout construction. The community will continue to be kept informed prior to and during any construction work on the site.
	Connectivity to river foreshore and Parramatta CBD	Integration with the community's and Council's wider vision for the river foreshore and the spaces that connect it to the city centre; space should cater to increasing number of residents and visitors to the foreshore	The project team is working closely with the community and Parramatta Council to ensure that the Powerhouse is an inclusive museum that is welcoming to all. The design team has taken into consideration the identified increase in the number of visitors to the precinct and the river. There will be ample access to the river and museum via stairs and lifts. This will open up the public domain to the wider community.
Business and economy	Higher foot traffic and increased visitation to Parramatta	Positivity about the museum being a cultural icon which brings in more visitors to Parramatta	Powerhouse Parramatta will improve the level of visitation and tourism expenditure within the local and regional area. Two million visitors are expected in the first year of operation.
	Boosting night-time economy	Positivity around the boost in Parramatta's night-time economy	
	Competing businesses	Concerns that Powerhouse Parramatta will overlap with the wider offering of local businesses in the area	With an expected influx of more than two million visitors to Powerhouse Parramatta within the first year alone, the feedback received from local business will be integral to planning the retail and commercial spaces within the precinct to ensure the needs of visitors to the museum and the surrounding areas are met. The Museum will positively contribute to local business growth, specifically in adjacent areas including Eat Street.
Tourism	Increased visitation	Powerhouse Parramatta will increase visitation to Parramatta and contribute to increased local, national and international tourism	Powerhouse Parramatta will improve the level of visitation and tourism expenditure within the local and regional area. Two million visitors are expected in the first year of operation.

# Conclusion

The key outcomes emerging from the consultation are:

- Views both for and against the design process, and the idea of integrating accommodation for visiting scientists, researchers, artists and regional students
- Views both for and against the strong, bold design of the museum, and the integration of public community space close to the river
- Views both for and against the proposed use of Powerhouse Parramatta innately flexible institution
- Importance of heritage, particularly support for retention of Willow Grove and St George's Terrace and the preservation and interpretation of Aboriginal First People and post-contact history of the area
- Importance of creating programs that are unique to Parramatta; inclusive of local history and a reflection of its diverse culture
- Importance of creating programs that are rich in science, technology, engineering and education experiences.

The key opportunities emerging from the consultation include:

- Ongoing relationships and partnerships with education providers, including local schools, universities and TAFE NSW
- A strong connection to be developed between Powerhouse Parramatta and Powerhouse Ultimo
- Opportunities that will be provided by establishing a cultural institution in Western Sydney that will promote strong connections for the local community
- Ongoing relationships and partnerships with local community and cultural groups to build a cohesive, integrated Parramatta offering to the community
- A welcome boost and revitalisation of Parramatta's night-time economy, benefits to local business and increased international, national and local tourism to Parramatta, resulting from museum visitation.
- Excitement about development of a world-class museum based in Western Sydney
- Encouraging active and public transport use to travel to the museum using current and future public transport links and reducing vehicle congestion
- Developing a local employment strategy for Parramatta to create jobs for Western Sydney.
- In response to community feedback we will continue conversations for the proposed relocation of Willow Grove, and develop interpretation strategies with community members for the removal of Willow Grove from the Powerhouse Parramatta site and the adaptive reuse of St George's Terrace.

The key concerns identified in the consultation include:

- Concerns around the heritage impact on Parramatta, due to removal of the local heritage items (Willow Grove and St George's Terrace)
- Concerns about the site selection for the new Powerhouse, and the rationale behind the closure of the Powerhouse Museum in Ultimo
- Concerns about the impacts site flooding and the safety of the Collection during a flooding event
- Concerns and interest in the delicate nature of the Powerhouse Museum's vast Collection and the way in which objects would be displayed and transported, particularly Very Large Objects
- Concerns about the amount of museum standard exhibition space at Powerhouse Parramatta
- Concerns about the cost of Powerhouse Parramatta and appropriateness of funding the project

- Concerns about construction and operational impacts to neighbouring residents and businesses, including noise, lighting, parking and access.

# Appendices

## Appendix A Presentation



### Acknowledgement of Country

The Powerhouse acknowledges Australia's First Nations Peoples as the Traditional Owners and Custodians of the land and gives respect to the Elders – past and present – and through them to all Aboriginal and Torres Strait Islander peoples.



# POWERHOUSE PARRAMATTA

Project Overview  
Museum Operations



## Powerhouse Parramatta

Museum exhibitions and events	Connecting the city with the river	Largest cultural investment since the Sydney Opera House	Activated public precinct	New pedestrian and public transport links	New employment opportunities	Largest Museum in NSW
Innovative science programs	Accommodation for regional students	Dynamic programs and research library	Large scale immersive experiences	Embedded Indigenous perspectives	Creative studios to live, work and learn	Extensive day and night program



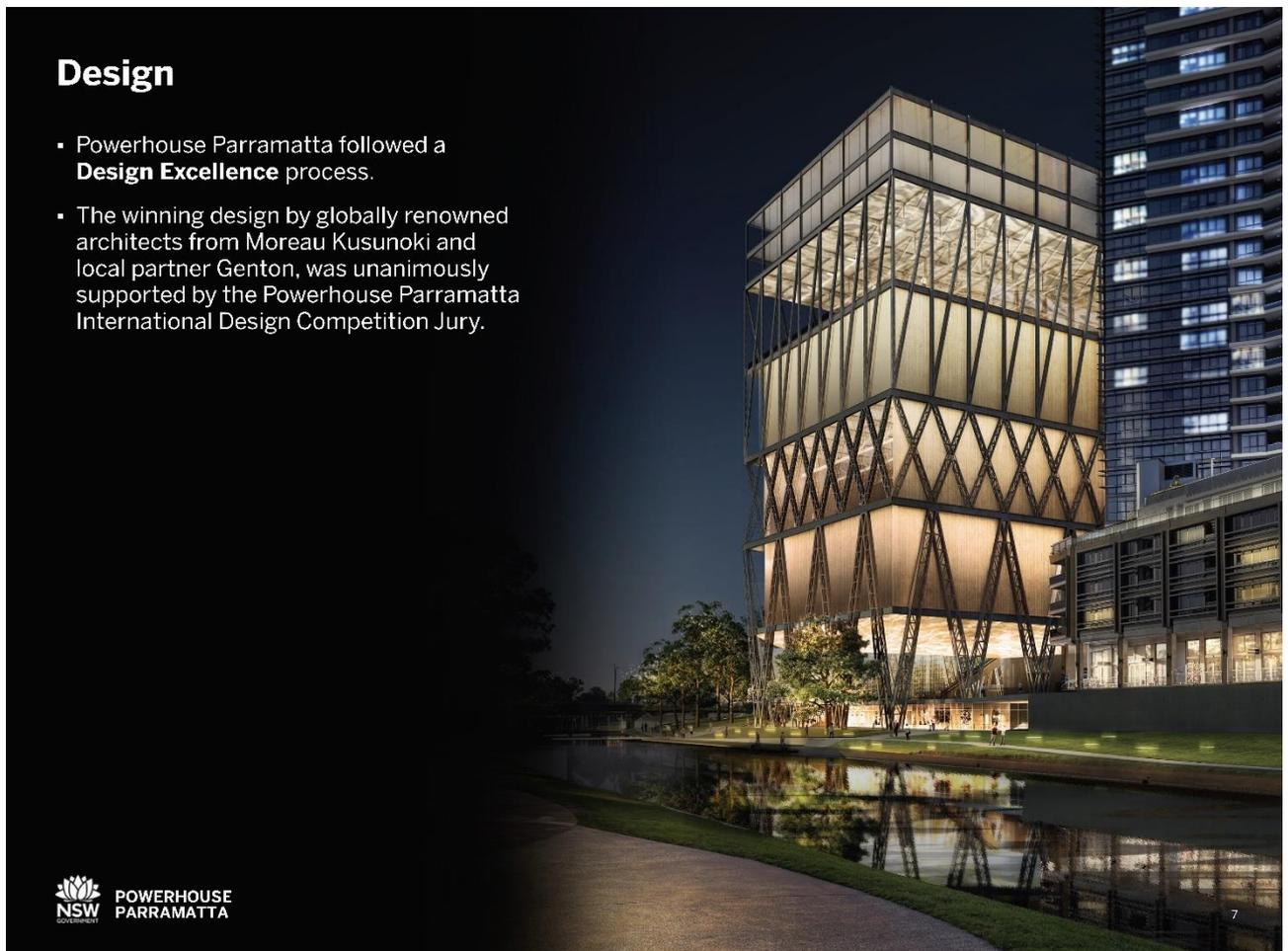
## Connectivity to the city

- Integrated cultural precinct
- Accessed through active and public transport
- Connecting to existing and future transport hubs
- Connecting the city to the River
- Completing the Civic Link



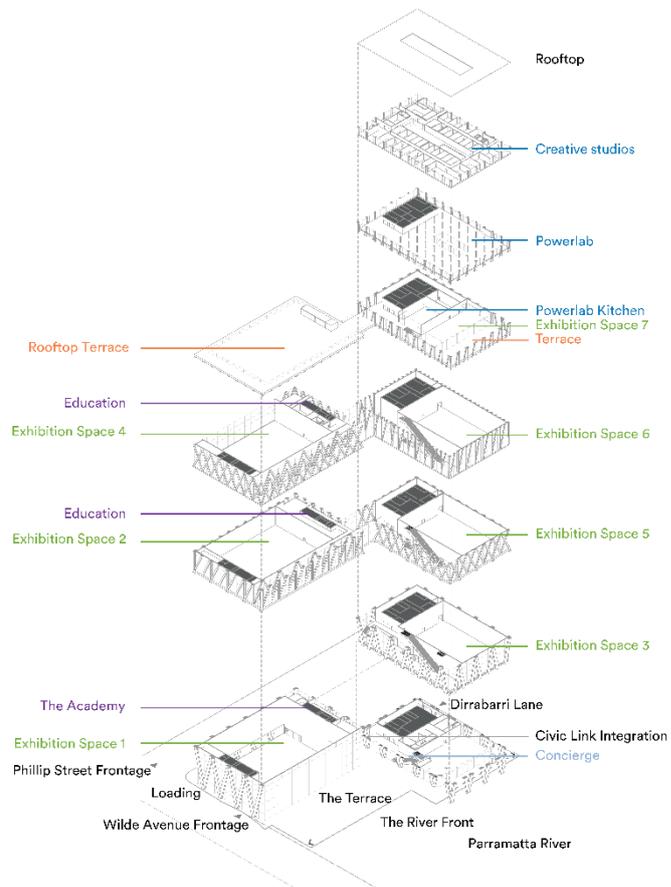
## Design

- Powerhouse Parramatta followed a **Design Excellence** process.
- The winning design by globally renowned architects from Moreau Kusunoki and local partner Genton, was unanimously supported by the Powerhouse Parramatta International Design Competition Jury.





## Operations



# POWERHOUSE PARRAMATTA

Planning

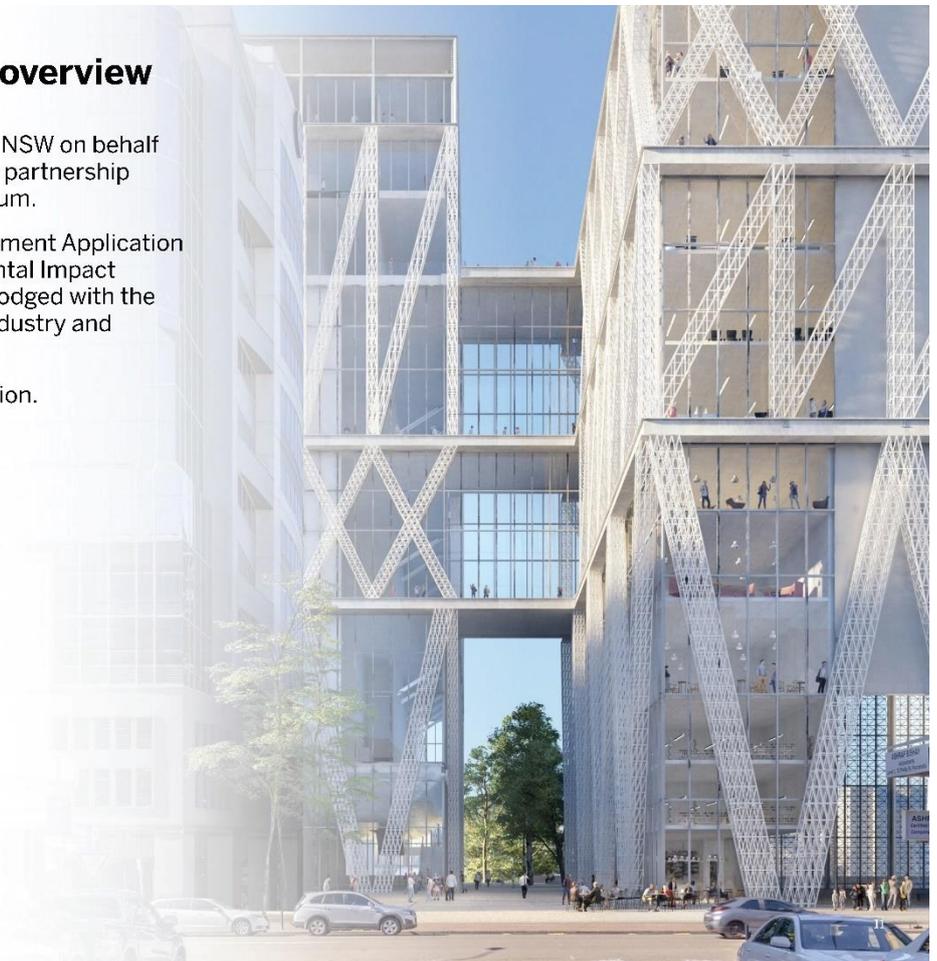


NSW GOVERNMENT  
POWERHOUSE  
PARRAMATTA

## Planning process overview

- Delivered by Infrastructure NSW on behalf of the NSW Government, in partnership with the Powerhouse Museum.
- A State Significant Development Application and supporting Environmental Impact Statement (EIS) has been lodged with the Department of Planning, Industry and Environment.
- EIS is now on public exhibition.

NSW GOVERNMENT  
POWERHOUSE  
PARRAMATTA

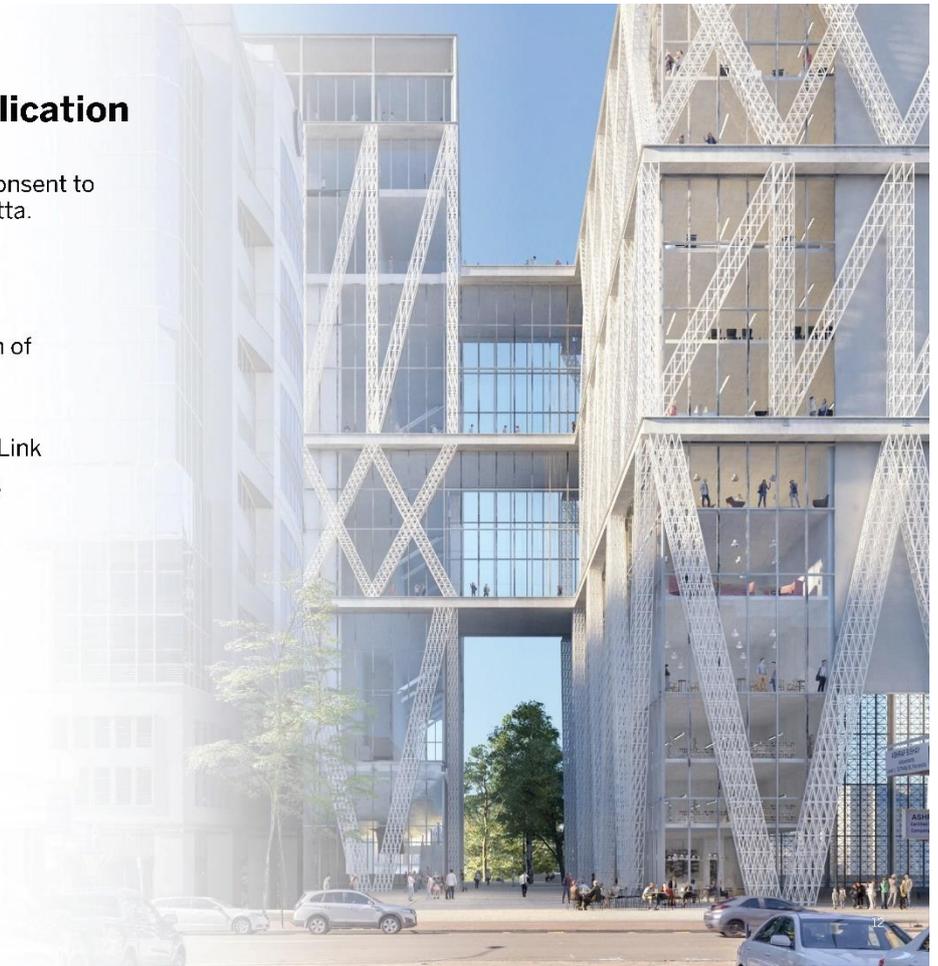


## State Significant Development Application

The SSD Application seeks consent to deliver Powerhouse Parramatta.

This includes:

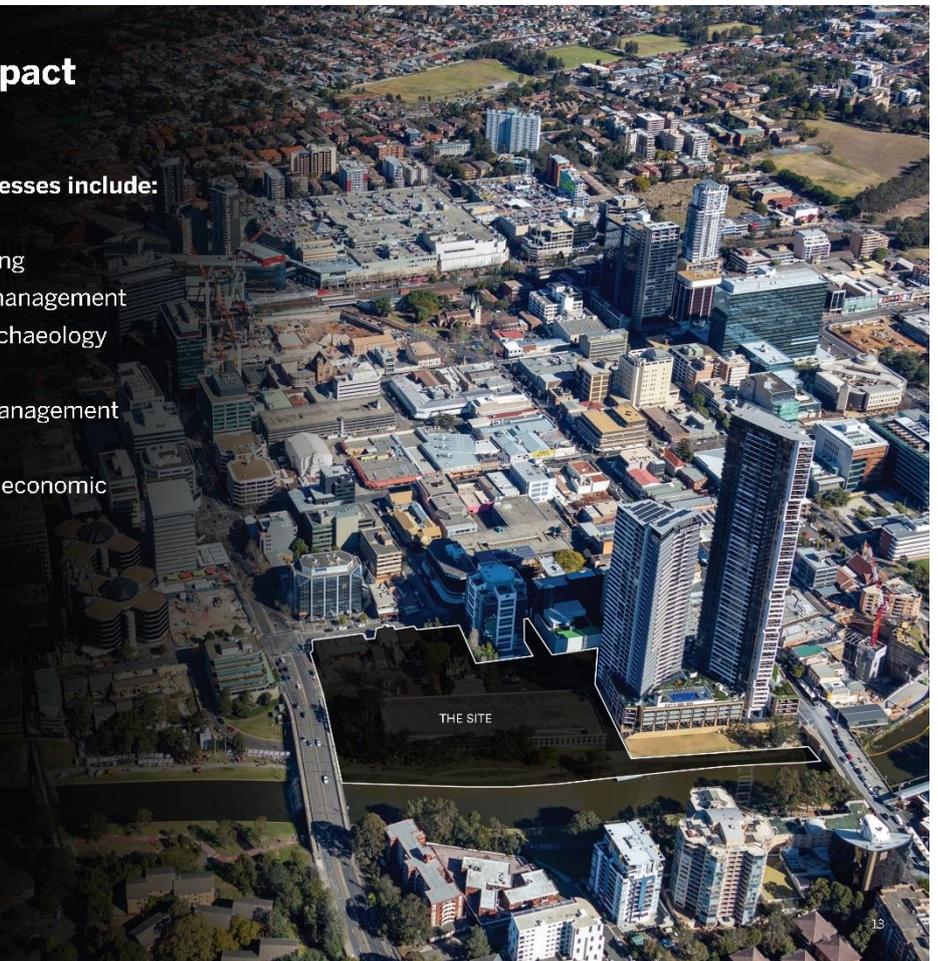
- Preparing the site
- Construction and operation of Powerhouse Parramatta
- Maintaining vehicle access
- Delivering part of the Civic Link
- Creating new public spaces



## Environmental Impact Statement

The key factors the EIS assesses include:

- Architectural design
- Public space and landscaping
- Flooding and stormwater management
- Impacts on heritage and archaeology
- Visual and view impacts
- Noise impacts and noise management
- Construction impacts
- The overarching social and economic impacts and benefits
- Sustainability



# Construction

Monday to Friday  
7am to 6pm

Saturday  
8am to 5pm

Sunday or  
Public Holidays  
No work



## Issues assessed:

- Site protection
- Waste
- Air quality and dust
- Noise and vibration
- Transport and traffic
- Erosion and sediment control
- Aboriginal archaeology
- European settlement archaeology

# Sustainability

Part of Powerhouse Parramatta's sustainability approach is guided by targeting a minimum 5 Star Green Star rating and zero carbon emissions.

## ENERGY

Use energy efficient systems and building design.

## WATER

Reduce potable water consumption and install water efficient systems, including stormwater.

## WASTE

Minimise waste directed to landfill through waste separation, recycling and reuse of materials.

## MATERIALS

Use low environmental impact materials in the building design.

## CLIMATE RESILIENCE

Design is future-proofed against climate change.

## VISITOR EXPERIENCE

Maximise the building's indoor environmental quality to ensure comfort and air quality.

## TRANSPORT

Encourage sustainable transport options to and from the site.

# Flooding

The buildings and main entrances are designed above the recommended flood level.



# Heritage

## ABORIGINAL ARCHAEOLOGY

- Parramatta River is of high cultural and spiritual significance.
- Archaeological potential expected on the site at upper levels with little potential along the riverfront.
- Further archaeological investigation required in conjunction with site works.
- Interpretation is recommended that accounts for any archaeological finds.



# Heritage

## EUROPEAN-SETTLEMENT ARCHAEOLOGY AND HERITAGE

- Several items of heritage and archaeological significance within the site
- Demolition is required of two local heritage items, Willow Grove and St George's Terrace
- Further archaeological investigation required in conjunction with site works
- The cultural impact of the demolition of the Willow Grove and St George's Terrace local heritage items will be mitigated through the implementation of heritage interpretation and salvage.



# Heritage

- The proposal is assessed as having a major impact on heritage items located on site.
- The proposal is assessed as having no impact on heritage items or archaeological sites surrounding the site.
- Impacts will be mitigated through interpretation strategies, archival recording and salvage of heritage elements.



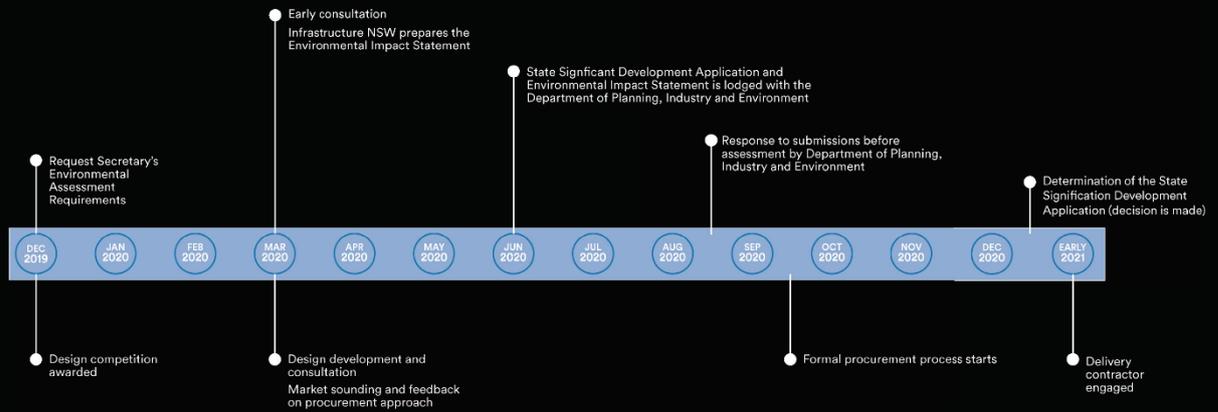
## Operation

- Transport and accessibility – prioritising active and sustainable modes of transport.
- Noise – managed regimes for operational noise.

## Environmental Impact Statement Key findings

- The site is suitable for Powerhouse Parramatta because of its location, contribution to strategic vision for the area.
- Any resulting environmental impacts can be appropriately managed and mitigated.
- Powerhouse Parramatta is in the public interest because it will deliver significant social, cultural and economic benefits.
- It will support approximately 1,100 full time-equivalent (FTE) construction jobs and 2,430 FTE indirect jobs during delivery and between 300 to 400 FTE ongoing jobs.
- Improves the level of visitation and tourism expenditure within the local and regional area.
- Improves life-long education outcomes for students.
- Supporting long term social and economic wellbeing.
- Diversifies the local night-time economy.

# Planning and design process



# POWERHOUSE PARRAMATTA

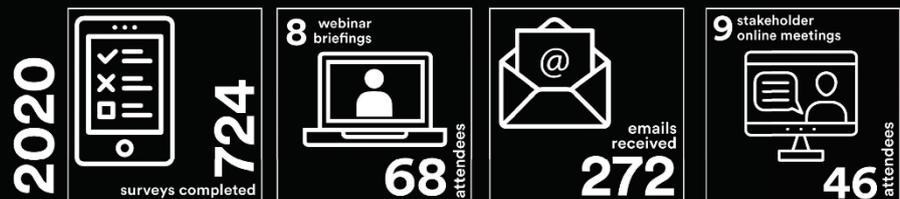
## Engagement and Consultation



# Community engagement

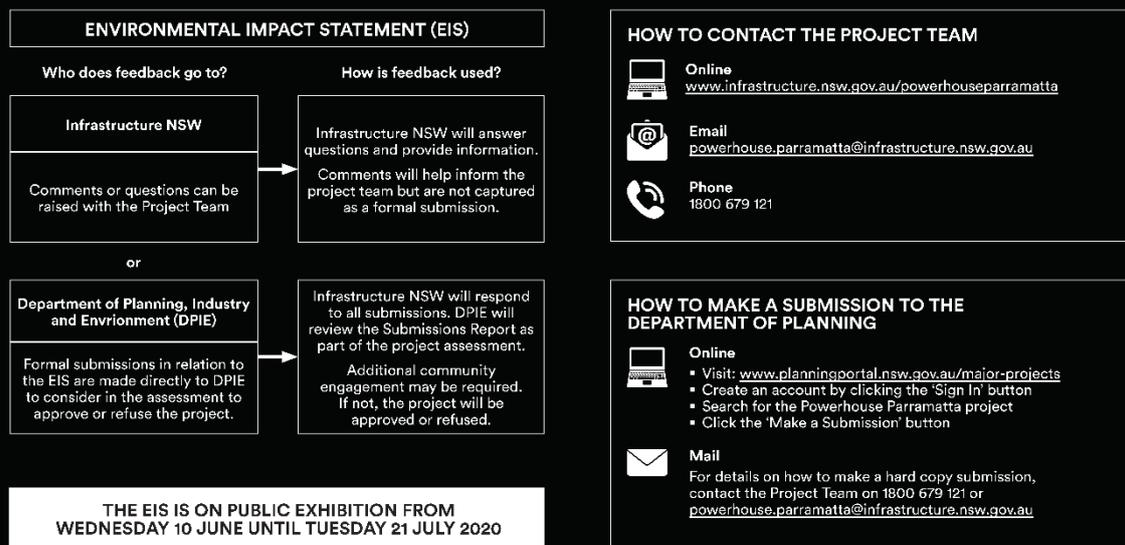
## HOW WE HAVE ENGAGED

- Community online meetings
- Stakeholder webinar
- Print and digital advertisement
- Letterbox postcard
- Interactive online survey
- Social media
- Direct phone calls and emails
- Feedback collected for State Significant Development Application and Environmental Impact Statement

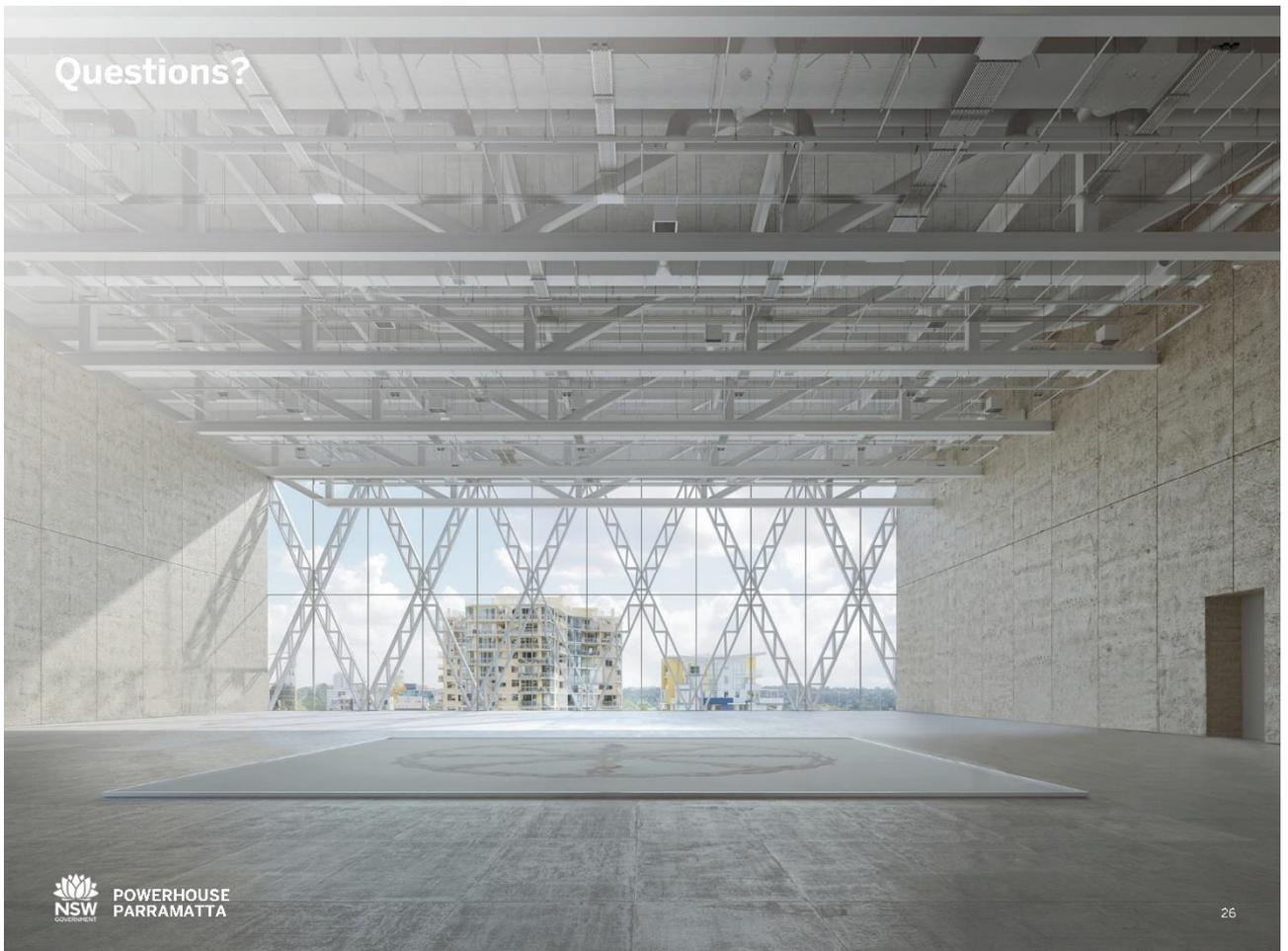


# EIS Consultation

- The EIS can be viewed during the exhibition period and submissions are made directly to Department of Planning, Industry and Environment.
- INSW will continue to engage throughout this process.



Questions?



## Contact us

**PHONE** 1800 679 121

**EMAIL** [Powerhouse.parramatta@infrastructure.nsw.gov.au](mailto:Powerhouse.parramatta@infrastructure.nsw.gov.au)

**WEB** [infrastructure.nsw.gov.au/powerhouseparramatta](http://infrastructure.nsw.gov.au/powerhouseparramatta)

## Make a submission

**ONLINE** [www.planningportal.nsw.gov.au/major-projects](http://www.planningportal.nsw.gov.au/major-projects)

**MAIL** Contact Department of Planning, Industry and Environment on 1300 305 695

Figure 6 – Presentation slides

## Appendix B Collateral pack



# POWERHOUSE PARRAMATTA

The largest cultural investment since the Sydney Opera House, Powerhouse Parramatta will be the first State cultural institution located in Western Sydney – in Parramatta, the geographical heart of Sydney.

An Environmental Impact Statement (EIS) has been developed as part of the State Significant Development Application for Powerhouse Parramatta.

The EIS assesses the expected construction and operational impacts of the project. This includes the proposed construction program, a range of environmental and social factors and the measures the project team will take to mitigate these.

This is a critical stage in the planning process and will shape the future of the project.

We would like to thank everybody who has provided feedback on the project to date which has helped shape the EIS.

The EIS for Powerhouse Parramatta is currently on public exhibition until 7 July 2020.

The community is invited to view the plans, ask questions and make a submission.

Given the current circumstances of COVID-19 we are continuing with digital engagement on the project. This includes a series of community webinars where you can meet the project team and find out more about the project.

Visit [www.infrastructure.nsw.gov.au/powerhouseparramatta](http://www.infrastructure.nsw.gov.au/powerhouseparramatta)



Figure 7 – Postcard



**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**FLOODING**

Powerhouse Parramatta Environmental Impact Statement (EIS) is now on public exhibition. The EIS assesses the expected environmental impacts of the project and proposed mitigation measures. This fact sheet explores the risk and management of flooding on the project site.



**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**EIS OVERVIEW**

Powerhouse Parramatta Environmental Impact Statement (EIS) is now on public exhibition. The EIS assesses the expected construction and operation impacts of this project including a range of environmental and social factors, proposed construction program and how we are managing the potential impacts to local heritage and archaeology. **This fact sheet provides an overview of the EIS.**





**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**DAY TO DAY  
OPERATIONS**

Powerhouse Parramatta Environmental Impact Statement (EIS) is now on public exhibition. The EIS assesses the expected environmental impacts of the project and proposed mitigation measures. **This fact sheet explores how Powerhouse Parramatta would operate and the associated impacts.**



**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**ARCHAEOLOGY AND  
HERITAGE**

Powerhouse Parramatta Environmental Impact Statement (EIS) is now on public exhibition. The EIS assesses the expected environmental impacts of the project and proposed mitigation measures. **This fact sheet explores archaeology and heritage associated with the project site.**



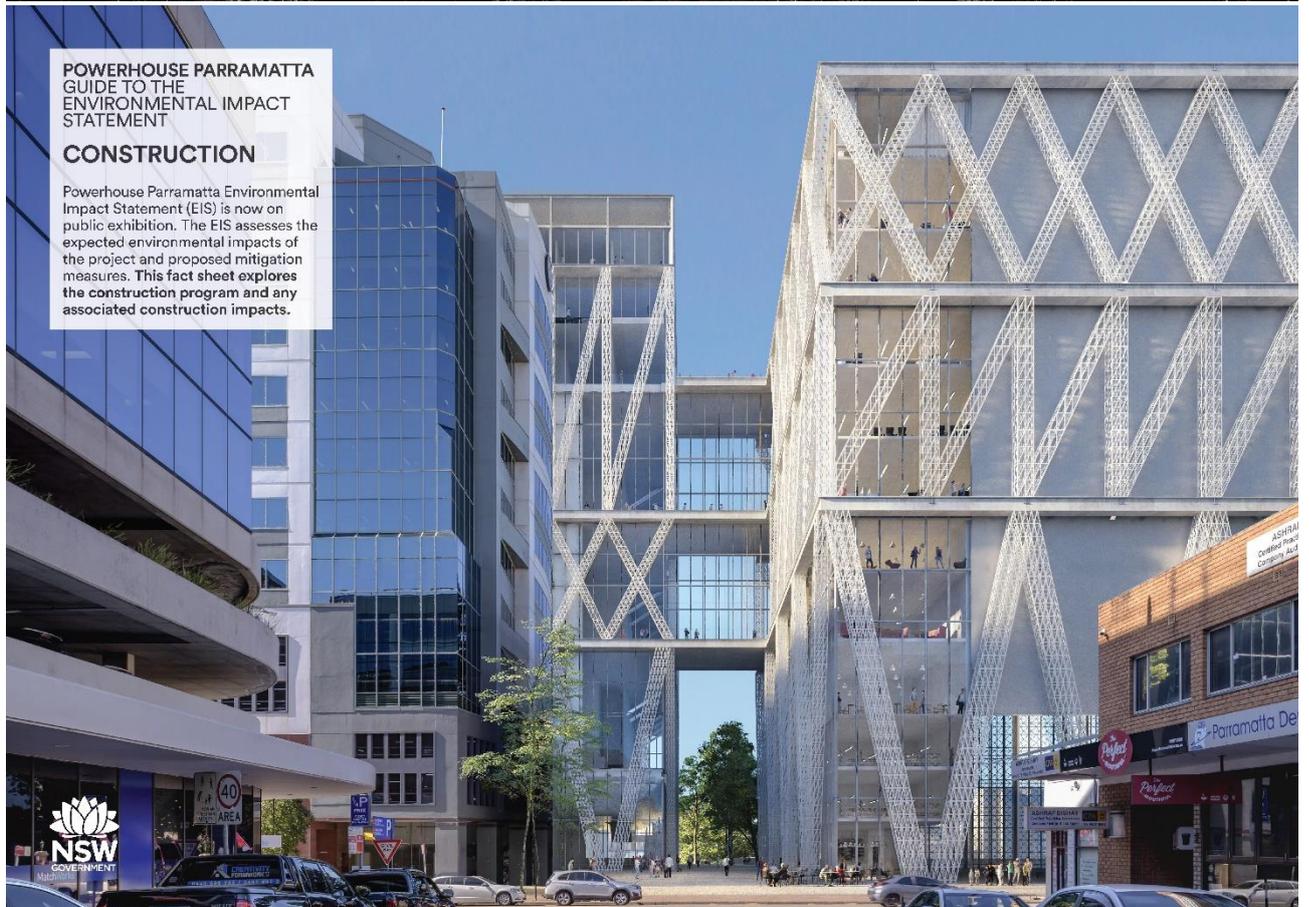
**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**DESIGN**

Powerhouse Parramatta will provide a world-class contemporary museum focused on science, technology and innovation. It will deliver an exciting new cultural destination for the people of NSW and beyond.

Its close connection to the Parramatta River and expansive public domain spaces provide a high-quality built form and landscape design that achieves design excellence, caters for different users and uses and showcases western Sydney's most significant piece of cultural infrastructure.

**This fact sheet explores the design of Powerhouse Parramatta.**



**POWERHOUSE PARRAMATTA  
GUIDE TO THE  
ENVIRONMENTAL IMPACT  
STATEMENT**

**CONSTRUCTION**

Powerhouse Parramatta Environmental Impact Statement (EIS) is now on public exhibition. The EIS assesses the expected environmental impacts of the project and proposed mitigation measures. **This fact sheet explores the construction program and any associated construction impacts.**



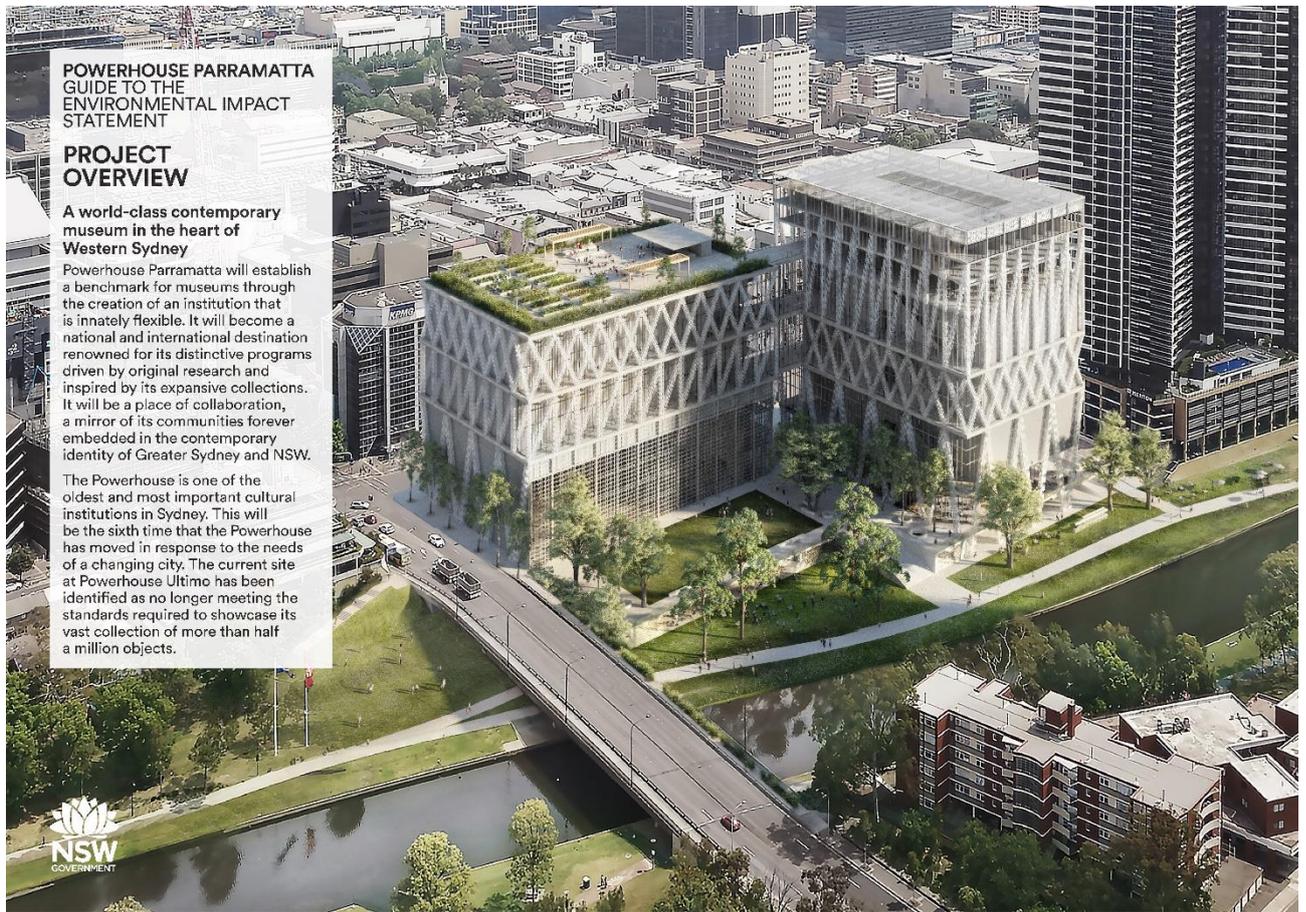


Figure 9 – Guide to the EIS factsheets (front pages only)

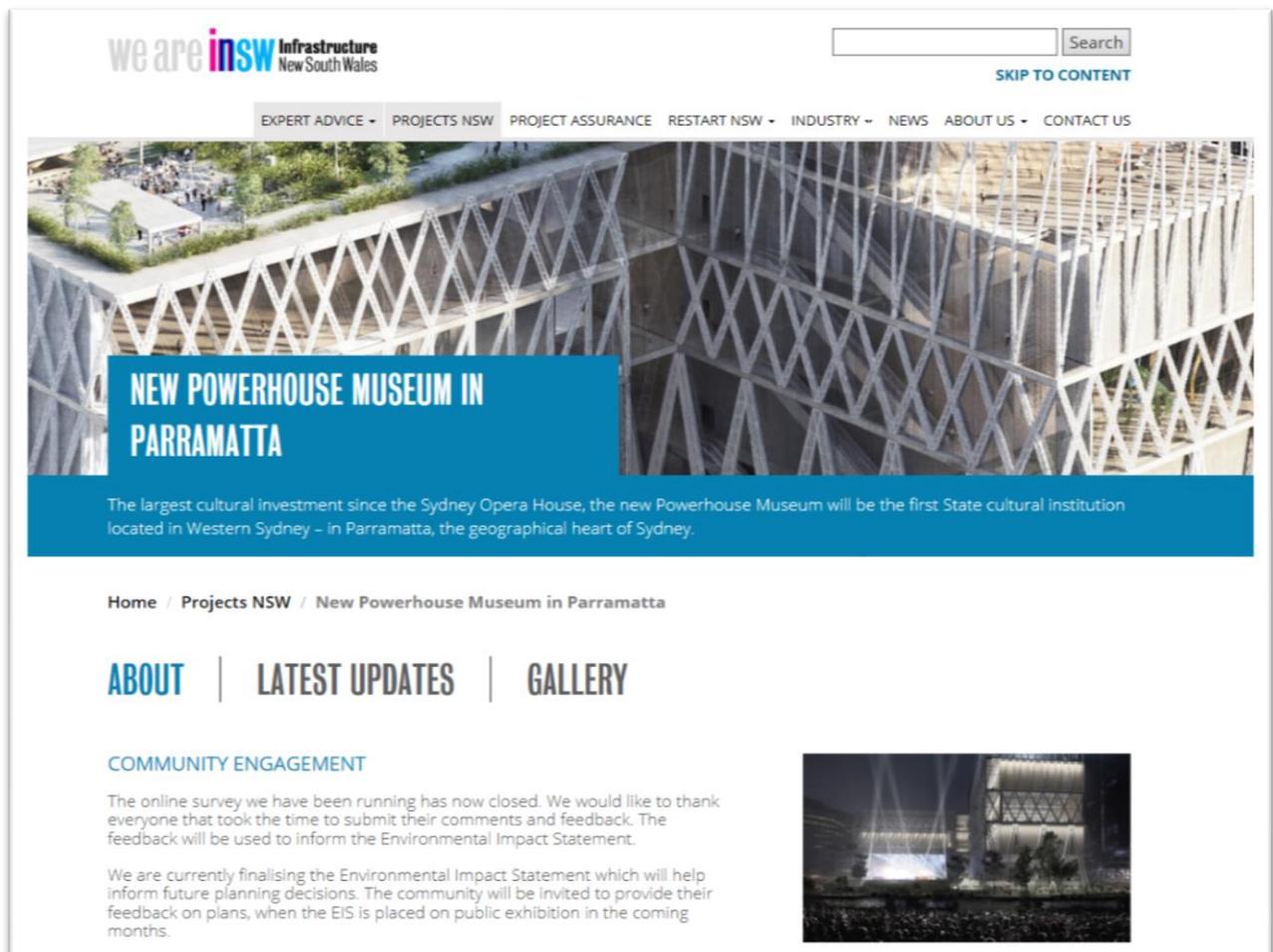


Figure 8 – Project webpage

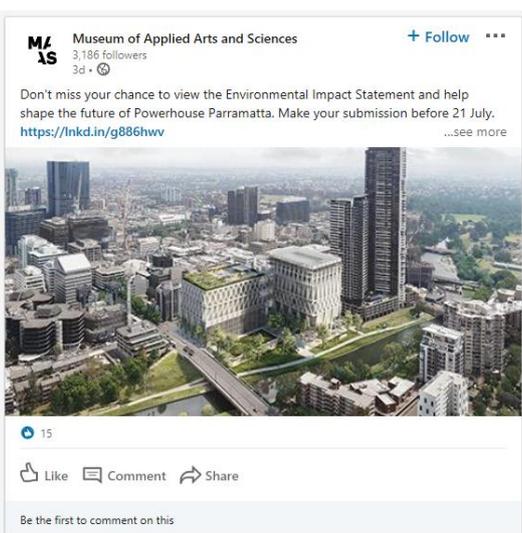
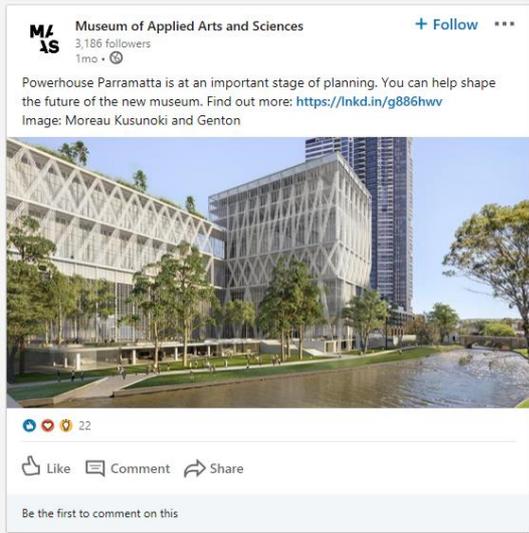


Figure 10 – Social media (LinkedIn)



Figure 11 – Social media (Twitter)



Figure 12 – Social media (Facebook)

## Appendix C Key issues by stakeholder group

### Key issues – agencies, government and business groups

#### Business groups – 01 July 2020

- Concern about cost and budget
- Approval of the project and its intentions (raised two times)
- Comments that cultural infrastructure is important to western Sydney (raised two times)
- Support for a new museum that lends itself to opportunities for more work and business in western Sydney
- Comment/question about understanding the challenges/concerns of heritage (raised two times)
- Comment about the risk of potential flooding and mitigation measures
- Questions about movement and transport of museum items and safety (raised two times)
- Approval of the consultation process
- Question about construction impacts
- Support for employing local construction partners and local employment (raised three times)
- Approval of project and excitement around cultural centre in Parramatta.

#### Education groups – 01 July 2020

- Approval of the project
- Support for education programs which develop the learning of students
- Support for museum programs (accommodation)
- Education engagement throughout construction with project engineers and architects
- Embedding STEM in the museum and teaching students
- Support for bringing schools and teachers together
- Support for providing opportunities for regional students
- Support for the design of the building
- Question about how to measure success and KPIs
- Excitement for the opportunities in Parramatta
- Support for job opportunities and future training
- Support for diverse offering for all ages of students (Primary school to University and TAFE)
- Question about exhibition spaces and programming
- Support for continuation of learning after students visit the museum.

#### PARKROYAL – 02 July 2020

- Approval of the project
- Question about the building height, shadow diagrams and visual amenity
- Question about construction timelines.

### **Local business neighbours – 29 June 2020**

- Concern about potential for flooding, shared local knowledge of flooding on the site
- Discussion around how businesses will be integrated into the bottom floor
- Question about the use of the building's undercroft
- Explained the potential and outcomes of flooding
- Satisfied with interpretation of heritage
- Concerned with lack of car parking available on site and traffic congestion during construction
- Satisfied with the increase in public transport, but noted cars still need access
- Discussed that access to neighbouring properties/carparks is needed
- Question around capacity to work outside of proposed site boundaries.

### **National Trust – 30 June 2020**

- Concern for heritage destruction (raised four times)
- Believes the public do not want this museum
- Believes the EIS does not address the National Trust's research
- Concern about the closure of Powerhouse Ultimo
- Concern about the size of the museum, and its changing exhibitions
- Concern about the safe keeping of items in the new museum (raised three times)
- Discussion around Collection management programs and safekeeping
- Discussion around degree of care given to the items in the Collection
- Question around the cost of moving large items and how this will be conducted
- Dissatisfaction with INSW consultation process based on results from their own independent engagement through a National Trust survey
- Questions around the future of the Powerhouse Ultimo site (raised three times)
- Question around the use of space in the new museum
- Concern around cost and funding.

### **Arts and Cultural Leaders briefing – 30 June 2020**

- Supportive of no parking on site
- Potential Aboriginal archaeological findings present an amazing opportunity to tell a bigger story and exhibit it
- Ensure accessibility beyond standard measures.

### **Museums and Galleries NSW – 30 June 2020**

- Supportive of the project
- Discussion around Collection storage and movement.

### **Travel and Tourism – 30 June 2020**

- Question about the impacts of flooding on the riverbank
- Concern about the way designs of museums may change with social distancing and COVID-19
- Excited about the proposed food lab
- Question about construction timeline and roll out of project
- Question about access to facilities and sharing of spaces for community events
- Suggestion to bring the community on the construction journey and share archaeological findings
- Suggestion to incorporate viewing windows during construction
- Question about what stakeholders were engaged, and if they had pre-existing investment or support for Powerhouse Parramatta
- Question about the EIS phase
- Support for the project (raised two times).

### **Australian Museum and Sydney Living Museum – 13 July 2020**

- Several questions about the project including timeline, cost, parking, signage and construction
- Cost of project and funding
- Supportive of program and cultural impact
- Question around construction timelines
- Question about site access during construction.

### **Australian Unity – 29 June 2020**

- Concern about noise impacts during construction for tenants
- Support the project, however concerned about how it impacts its own redevelopment plans
- Comment to ensure a synchronised effort of construction and development outcome on the local area
- Comment about better integrating the two sites
- Desire to see ongoing consultation and design considerations to work effectively as neighbours
- Concern around parking and use of site vehicles.

### **Councils – 30 June 2020**

- Question raised about consultation with regional galleries, the Ultimo business case and design competition
- Question about Castle Hill storage and Collection management
- Query about size of new museum
- Query about Ultimo future
- Question about the design competition and jury.

### **Local arts and cultural groups – 3 July 2020**

- Concern about heritage loss
- High interest in use of exhibition spaces for small to medium sized arts and cultural organisations
- Interest in engagement process
- Satisfied with engagement process
- Question about construction timeline and concerns about construction fatigue due to other construction
- Interest in collaborating with the Powerhouse in the future
- Discussion about rebooting the night-time economy in Parramatta
- Discussion around COVID-19 impacts to the project and if there's any future considerations
- Approval of the project (raised two times)
- Pleased with proposed offerings in the museum for local arts and culture.

### **Sydney Festival meeting – 2 July 2020**

- Supportive of the project
- Interested in collaborating on the project once open.

### **Western Sydney Parklands Trust and Parramatta Park – July 2020**

- Supportive of project and architectural aesthetic
- Consider that visitors will access the site via the riverbank and ensure it is accessible
- The Museum is a great opportunity to educate Sydney about Parramatta but will require a well targeted activation strategy
- Discussion around boosting night-time economy in Parramatta.

### **Western City & Aerotropolis Authority (WCAA) – 17 July 2020**

- Concern about lack of parking available and difficulty to travel to Parramatta without using a car
- Lack of parking will help boost night-time economy in Parramatta
- Pleased with design and likes the wonderful architecture
- Comment that social cultural planning between MAAS and WCCA is important and to hold future discussion on collaborating
- Big supporter of the project
- Question on how construction will impact on Parramatta more broadly due to the number of other construction jobs ongoing.

### **Multicultural NSW – 19 June 2020**

- Stated that they feel that the Powerhouse is one of the greatest assets available to connect eastern and western Sydney
- Excited about opportunities to create an asset that will be influenced by the diversity of NSW and that Multicultural NSW can play a key role in this process
- Comment that Powerhouse Parramatta is a great piece of architecture and design
- Excited about the prospect of a modern museum in NSW
- Discussion stating that once the Museum comes to fruition, it will gain support from all over Sydney
- Support for the project (raised two times).

### **GSC Youth Panel – 27 May 2020 (prior to EIS exhibition)**

- Support for the linkages to Parramatta city and surrounds
- Support for the incorporation of western Sydney culture
- Appreciate the links to Country and engagement with Elders
- Approve of the sustainability focus of the museum
- Appreciate the proposed education programs, opportunities and STEM focus
- Support the versatility of spaces and incorporation of gardens and kitchens into the museum
- Excited for future opportunities with the museum.

## Key issues – community groups

### Webinar – 25 June 2020

- Discussion around events and community access to spaces (rooftop garden, kitchen, accommodation)
- Question about residential studios for visiting professors, artists, students and whether they will be sold off to private developers
- Concerns around loss of heritage (raised five times)
- Concern around flooding, 100-year floods and rising water table
- Concern around the safety of the Collection
- Question around the legislative process and the Government's decision to close Ultimo
- Dissatisfaction with consultation process – frustrated and believes it makes no change to decision to relocate the Powerhouse from Ultimo
- Concern around the design of flexible spaces and how they will affect the Collection
- Concern about the size of the space, and if it will be bigger than Ultimo
- Concern about the Collection's safe keeping during item-sharing with other museums
- Question about noise impacts and mitigations during construction
- Question about the use of residential studios and who will stay there
- Question about what will happen to the Ultimo site and if it will be sold off
- Question about the adaptive reuse of the heritage items
- Dissatisfaction with consultation process, specifically with the Parramatta Branch of the National Trust
- Dissatisfaction with transport links and accessibility
- Concern for museum conditions and management of climate control for the Collection and conservation
- Concern about flexible exhibition styles, including the practicalities of moving Very Large Objects.

### Webinar – 02 July 2020

- Question about Aboriginal archaeology
- Design feedback – asking if the design can be raised to allow heritage buildings to remain underneath (raised two times)
- Concerns about impacts to local heritage (raised three times)
- Dissatisfaction with the design process and Design Jury selection method (raised two times)
- Comment about rationale of moving the Powerhouse from Ultimo to Parramatta
- Concern about flooding and safety of the Collection (raised three times)
- Questions around construction timeline (raised three times)
- Question about impacts to design and form in the wake of COVID-19
- Concern around the proposed number of visitors to the museum in the first year
- Question around the floor space at Ultimo verses Parramatta, concern about misinformation

- Question about advertising for the consultation and how the advertisements were targeted
- Dissatisfaction with government decisions
- Dissatisfaction with consultation process due to feeling their comments did not result in alterations to the project or design (raised two times)
- Question about storage and transport of items
- Comment about disbelieving the museum will be world class or pertain to design standards proposed
- Believes the Powerhouse will lose its touch if it does operations off-site
- Opposed to the project (raised four times)
- Concern around flexible exhibitions and changing spaces
- Question about how COVID-19 will impact how the Powerhouse operates and if this will need to be reflected in the design.

#### **Webinar – 27 June 2020**

- Disagreement with removal of heritage on the site
- Concern about reducing public space compared to Ultimo
- Dissatisfaction with design of flexible spaces
- Question about the future of Ultimo and disagreement with shutting it down (raised three times)
- Question about the design layout on Phillip Street, and why the GE building was not acquired
- Explanation on the Collection's visibility and future goals
- Question around the consultation and scope to consult outside Powerhouse Parramatta project
- Dissatisfaction with design process
- Approval of the project and support for the museum (raised two times)
- Satisfaction with accessibility and transport in the western suburbs
- Concerns around the privatisation of spaces in the museum
- Question about use of spaces for community purposes
- Question about the museum's remit between Powerhouse locations
- Approval of the design and satisfaction with the design process
- Satisfaction with consultation process
- Dissatisfaction with government's handling of project
- Satisfaction with series of community and education programs
- Question about extending the submission process (referred to DPIE)
- Concern about flooding but satisfied with responses.

#### **Webinar – 30 June 2020**

- Satisfied with the consultation process and the project
- Excited to have these types of facilities to western Sydney (raised three times)
- Comment about positive impacts on ethnic communities

- Discussion about ongoing construction impacts and mitigations
- Concerns with the removal of heritage (raised four times)
- Discussion about interpretation pieces to be included in the museum's Collection
- Concerns about noise and light pollution during operations (raised two times)
- Question around deconstructing Willow Grove and reconstructing elsewhere
- Question about why the GE building was not acquired as part of the site
- Question about flexible exhibition spaces and changing exhibitions
- Question about residential spaces and how they will be used
- Support for the design (raised two times)
- Concern around cost and budget
- Concerns about flood risk and safekeeping of the museum (raised two times)
- Question about size of museum in comparison to Ultimo
- Question about impacts on museum's functionality after COVID-19
- Question about heritage items in the Collection and their safe keeping
- Question about whether the site layout will change and be updated due to feedback
- Satisfaction with intentions to partner with local education institutions in western Sydney.

#### **Webinar – 03 July 2020**

- Question about multiple locations of Powerhouse (Castle Hill, Parramatta and Ultimo)
- Concern about ability to showcase all items
- Concern about destruction of local heritage
- Concern about displaying Very Large Objects
- Question about light pollution (design concerns)
- Question about ownership of spaces like the rooftop and accommodation
- Discussion about changes in program and planning due to COVID 19
- Question about the closure of Ultimo
- Discussion about the Green Star rating and sustainability.

#### **Webinar – 08 July 2020**

- Question about the future of Powerhouse as a brand and the institution's focus
- Question about offerings like the culinary archive
- Concerns for local heritage and the heritage significance to Parramatta (raised three times)
- Comment about retaining local heritage by building around the sites
- Discussion about design choice and rationale
- Approval of the project (raised three times)
- Discussion about flooding and mitigation measures

- Satisfaction with the handling of local heritage and mitigation measures such as interpretation strategies
- Discussion around the temporary versus permanent spaces and how this will operate
- Satisfaction with design and layout
- Positive feedback around offerings to local businesses and re-booting the night-time economy in Parramatta
- Questions/comments about relocating Willow Grove to another location (raised three times)
- Dissatisfaction flooding mitigation measures – believes Powerhouse Parramatta should solve the flooding issue wholly, not just mitigate impacts
- Community members unhappy with the removal of other heritage items in Parramatta outside of this project (Royal Oak Hotel)
- Satisfaction with consultation process and appreciation for the efforts to engage wide and far
- Discussion around costs of the project and funding
- Discussion about design of the building and connectivity between east and west buildings
- Dissatisfaction with design and inability to develop a design around heritage (raised two times)
- Question about project timeline and construction dates
- Question about whether COVID-19 will impact how the Powerhouse would operate and if this will need to be reflected in the design.

## Issues summary – Community Reference Group

### Community Reference Group – 23 June 2020

- Question about age of regional students to attend the museum's accommodation
- Question about current visitation numbers to Ultimo site
- Discussion about on-site parking and drop-off zones for buses
- Question about use of spaces and access hours
- Question about climate control and international museum standards
- Question about collaboration with other local venues
- Concern about size of Powerhouse Parramatta in comparison to Ultimo
- Suggestion for food program to be inclusive of diverse food producers in western Sydney
- Question about accessibility to surrounding streets during construction
- Question about archaeological findings impacting on construction schedule
- Concern about flooding clean-up
- Suggestion for local heritage relocation
- Discussion regarding EIS process and inclusive engagement for First Nations people
- Question about the EIS process and submission types
- Question about community engagement process
- Question about local business benefits and contributions.

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to life*

