

3 Consultation

Chapter 3 provides a summary of stakeholder and community consultation undertaken prior to the exhibition of the Environmental Assessment of the Proposal. It includes a description of the consultation program, the related activities that have been undertaken, the response from the community and stakeholders and the next steps for consultation. The comments made and the concerns raised have contributed to the definition of the key environmental issues as required by the Director-General's requirements. The process undertaken to arrive at these issues is described in Section 11.4.

3.1 Consultation activities during the environmental assessment

3.1.1 Objectives

The objectives of the consultation activities during the preparation of the Environmental Assessment were to:

- provide information about the Proposal and the planning process to stakeholder groups and the community;
- provide community members with the opportunity to express their views about the Proposal;
- identify community issues and suggestions; and
- ensure that community input to the planning of the Proposal is achieved.

3.1.2 Consultation activities

TIDC commenced consultation activities as part of the environmental assessment process in January 2007. Consultation has involved providing the stakeholders with information as well as providing opportunities for input with respect to their issues and concerns.

Stakeholders targeted through this process included:

- residents and businesses located close to the proposed alignment;
- statutory agencies;
- other key stakeholders (such as, school, childcare, church community and environmental groups); and
- commuters using Beverly Hills, Narwee, Riverwood, Padstow and Revesby stations.

The following activities were implemented to provide the community with a range of methods to contact the Project team, access information and provide comment.

Contact and feedback mechanisms

Information line: 1800 684 490
Email: mail@tidc.nsw.gov.au
Postal address: Public Affairs Manager
Transport Infrastructure Development Corporation
Locked Bag 6501
St Leonards NSW 2065
Website: www.tidc.nsw.gov.au
Further information: www.planning.nsw.gov.au

Contact and issues database

A contact and issues database was set up to manage the contact details, contacts made and the issues raised by stakeholders and community members. All contacts made with the Project team were recorded in the database.

Proposal mailing list

Stakeholders who made contact with the Project team and whose details were recorded in the contact and issues data base had the option of inclusion on a mailing list. Those who chose this option then received copies of project updates and other general project information as it became available.

Advertisements

A notice was placed in local newspapers to advertise the community information sessions and invite attendance. These were placed in:

- *The Bankstown Canterbury Torch* – Thursday, 23 and 30 May 2007;
- *Canterbury Bankstown Express* – Tuesday, 28 May 2007; and
- *St George and Sutherland Shire Leader* – Thursday, 24 May and Tuesday, 28 May 2007.

Newsletter – planning update

A newsletter entitled *Kingsgrove to Revesby Quadruplication Planning Update Number 1 (May 2007)* was prepared by TIDC to inform residents, stakeholders and other community members about the Proposal.

The newsletter contained information about the scope of the Proposal, the environmental assessment process, key features and benefits of the Proposal and details of community engagement activities. Details of the means of commenting on the Proposal and the issues to be addressed in the Environmental Assessment were also provided in the update.

The newsletter was distributed:

- via letterbox to approximately 16,000 residents and businesses on both side of the Kingsgrove to Revesby section of the rail corridor;

- by direct mail to residents and businesses located adjacent to the rail corridor from Kingsgrove to Revesby;
- via advisory staff to approximately 3,000 commuters at Kingsgrove, Beverly Hills, Narwee, Riverwood, Padstow, Revesby stations during the morning peak on 23 May 2007;
- by direct mail to those on the Project mailing list;
- by direct mail to key community stakeholders (schools, churches, sporting facilities, transport service providers, emergency services); and
- by direct mail to local State and Federal MPs.

Copies of the update were also made available at:

- local businesses;
- childcare centres and schools;
- community events; and
- Hurstville, Canterbury and Bankstown City Council offices.

Summary of community enquiries/submissions received

A total of 202 (as at 15 September 2007) contacts were made to TIDC either by the Project information line, email or written submission. The majority of these were general project information enquiries. **Table 3.1** provides a summary of contacts received.

Table 3.1 Summary of community contacts

Method of contact	Number of contacts
Project information line	63
Feedback forms/letters	29
Community information displays	110
Total	202

Meetings with key stakeholder groups

A stakeholder scan was conducted to identify key stakeholder groups likely to be interested in the Proposal at the environmental assessment stage.

Twenty stakeholder groups were sent a letter to outline details of the Proposal and offering an opportunity to meet the Project team to discuss the Proposal to identify any issues and concerns. Sixteen groups took up the offer to meet the Project team. Meetings held provided an opportunity to explore some issues further and at this stage capture the concerns of a cross-section of the community.

Details of these meetings and the issues raised are summarised in **Table 3.2**.

Table 3.2 Summary of issues raised at stakeholder meetings

Stakeholder	Date of meeting/response	Issues raised relevant to the Proposal	Reference in the environmental assessment
Hurstville Council	24 April 2007	Car parking Noise and noise barriers Urban design	Chapter 12 Chapter 13 Chapter 6
	7 August 2007	Bicycle paths and racks Part 3A process Traffic management Urban design Graffiti management	Chapter 12 Chapter 2 Chapter 12 Chapter 15
Bankstown Council	8 May 2007	Car parking Noise barriers Urban design Traffic management during construction (Doyle Road/Memorial Avenue)	Chapter 12 Chapter 13 Chapter 6 Chapter 12
	3 August 2007	Part 3A process Traffic management	Chapter 2 Chapter 12
Canterbury Council	29 August 2007	Heritage at Narwee Station Car parking Drainage Traffic management Part 3A process	Chapter 15 Chapter 12 Chapter 6 Chapter 12 Chapter 2
Department of Planning	7 August 2007	Project overview Statement of Commitments Noise barriers Urban design Car parking	Chapter 4 Appendix C Chapter 13 Chapter 6 Chapter 12
Department of Environment and Climate Change	14 August 2007	Project overview Noise Vibration Construction methodology Out of hours work Flora, fauna, aquatic ecology Water quality	Chapter 4 Chapter 13 Chapter 13 Chapter 7 Chapter 7 Chapter 14 Chapter 14
Department of Water and Energy		Flooding in Salt Pan Creek	Chapter 14

Stakeholder	Date of meeting/response	Issues raised relevant to the Proposal	Reference in the environmental assessment
Heritage Office	9 October 2007	Heritage issues at Beverly Hills Station Noise barriers	Chapter 15 Chapter 13
Revesby Chamber of Commerce	24 April 2007	Car parking	Chapter 12
Department of Primary Industries (Fisheries)	16 January 2007	Impacts on marine vegetation Changes to the hydrological regime Fish passage Acid sulphate soils Species protected under the Fisheries Management Act 1994 Erosion and sedimentation	Chapter 14 Chapter 14 Chapter 14 Chapter 14 Chapter 14 Chapter 14
Narwee ABC Kindergarten	26 April 2007	Noise and noise barriers Urban design Traffic management	Chapter 13 Chapter 6 Chapter 12
Revesby Workers Club	28 May 2007 29 August 2007	Traffic management Car parking Interface for construction management	Chapter 12 Chapter 12
Padstow Primary School	27 April 2007	Noise and noise barriers Traffic management	Chapter 13 Chapter 12
Beverly Hills Girls High School	10 May 2007	Noise and noise barriers Construction impacts Consultation process	Chapter 13 Chapters 12 to 17 Chapter 2
Intensive English Centre	10 May 2007 26 June 2007	Noise and noise barriers Construction impacts	Chapter 12 Chapters 12 to 17
St Josephs Primary School	10 May 2007	Noise and noise barriers Construction impacts	Chapter 12 Chapters 12 to 17
Padstow Chamber of Commerce	23 May 2007 Presentation to members 20 June 2007	Revesby turnback location Scheduling of express trains Impacts on local businesses Construction impacts	Chapter 15 Chapter 7 Chapter 15 Chapters 12 to 17

Stakeholder	Date of meeting/response	Issues raised relevant to the Proposal	Reference in the environmental assessment
Narwee Preschool	26 June 2007	Noise and noise barriers Traffic management Construction impacts	Chapter 12 Chapter 13 Chapters 12 to 17
Southside Montessori School	28 May 2007	Noise and noise barriers Traffic management Construction impacts	Chapter 12 Chapter 13 Chapters 12 to 17

Meetings with government agencies

Consultation for the environmental assessment also included ongoing meetings with government agencies. This included the Planning Focus Meeting on 16 January 2007 when information on the Proposal was provided and the agencies were invited to highlight potential environmental issues that may require further investigation. **Section 11.4** provides more details of this meeting.

Staffed community information sessions

Community information sessions were conducted at:

- Uniting Church Beverly Hills, Corner of King Georges and Ponyara Roads, Beverly Hills (Thursday 31 May, 16.00 to 20.00 hours); and
- Revesby Community Centre, Macarthur Avenue, Revesby (Saturday 2 June, 10.00 to 14.00 hours).

These sessions were staffed by key members of the TIDC project team and specialist consultants. The community was invited to review preliminary designs, talk to the Project team members and provide written and verbal feedback. Display banners were created for use at the community information displays. Approximately 100 community members attended the information sessions and 8 feedback forms were submitted during or shortly after the sessions.

Details of the timing, location and purpose of these sessions were provided in the Planning Update newsletter, in advertisements and on the TIDC website.

3.2 Community issues

Key issues raised by the community are summarised in **Table 3.3**. Each issue is provided with an appropriate document reference indicating where it is addressed in the Environmental Assessment. The table provides a summary of the main issues.

Table 3.3 Key community issues raised

Main issue	Key consideration	Document reference
Noise and vibration impacts	Noise and vibration impacts experienced by residents adjacent to the corridor as a result of increased service frequency	Chapter 13
Construction impacts	Impacts on local amenity during construction and operation	Chapters 12 to 17
Visual amenity	Impacts on local amenity from measures such as noise barriers	Chapter 15
Maintenance of noise walls	Visual impacts of noise walls and the need for ongoing management of graffiti	Chapter 6 Technical Paper 1
Traffic management	Potential impacts on traffic arrangements	Chapter 12 Technical Paper 5
Car parking	Parking provision during construction and operation	Chapter 12 Technical Paper 5
Access to train stations	Provision for easy access for the elderly and disabled, particularly during construction	Chapter 12 Technical Paper 5
Public safety	Impact on utilities particularly the ethane gas pipeline	Chapter 17
Project benefits	Overall benefits of the Project	Chapter 18
Consultation process	Effectiveness of the consultation process in addressing community issues and concerns	Chapters 1, 2 and 3
Property	Potential impacts on property values	Chapter 16
Economic effects	Impacts on local business	Chapter 15
Freight trains	Future use of the new tracks	Chapters 4, 9 and 17

3.3 Next steps in the consultation process

Details of the public exhibition process and the determination of the Proposal are provided in **Chapters 1** and **2**. Community engagement activities for the exhibition period will include:

- Community information displays at Beverly Hills, Narwee, Riverwood, Padstow and Revesby. Displays will be staffed by key members of the TIDC project team and specialist consultants. Copies of the Environmental Assessment (hard copy and CD) and the summary document will be made available together with information of how to prepare and make a submission.
- Project Update with details of the exhibition process mailed to residents and businesses along the rail corridor and the Project mailing list.
- Document displays at council offices and libraries in Hurstville, Canterbury and Bankstown LGAs.
- Stakeholder meetings with Padstow Chamber of Commerce, Revesby Workers Club, the Intensive English School and Narwee Childcare Centre.
- Meeting with the Station Liaison Group.
- Advertisements in the local press.
- Media releases.
- Letters with details of the exhibition sent to previous attendees from the preliminary information sessions and stakeholders included in the Contact and Issues database.

Noise barrier and urban design consultation

Several urban design principles have been developed for the Proposal as outlined in **Technical Paper 3** in Volume Two. These principles would be confirmed during the detailed design stage and form the basis of the Urban Design Strategy. Community feedback on these principles will be sought during the Environmental Assessment exhibition period.

A targeted consultation program will be undertaken with stakeholders along the rail corridor on the proposed noise walls. This would comprise the preparation of explanatory material, community meetings, advertising and graphic representations and displays addressing such issues as overshadowing, height, location, colour, material and finishes.

Consultation on the colour and finish (pattern) of noise barriers as well as associated landscape species would be undertaken with property owners located adjacent to those areas where barriers are proposed throughout the detailed design and construction stages. Options will be provided within the context of the urban design principles and community feedback on these options sought.

Targeted consultation for property owners affected by potential overshadowing would be undertaken during the detailed design phase of the Proposal. Where technical constraints require the adoption of materials, such as transparent sections of the barrier, positioning and height would be discussed and feedback sought. The consultation program would include one-on-one briefings, distribution of information fliers and information sessions;

Information during the pre-construction stage

Opportunities would be provided for residents, business owners and other stakeholders along the rail corridor to identify local issues and concerns prior to the start of construction. These could be provided by visits to individual properties, via the Project information phone line or email contact address and public meetings. The feedback will assist the Project team in including appropriate measures to mitigate local impacts such as access, noise, local amenity, safety, traffic management and protection of local flora and fauna.

Information during construction

Following the start of construction and for the duration of the Project, the consultation program is committed to ensuring that:

- the community and stakeholders have a high level of awareness of all processes and activities associated with the Project;
- timely, accurate and accessible information is made available; and
- a high level of responsiveness to issues and concerns raised by the community is achieved.

Communications processes would be developed and implemented throughout delivery of the Project. These would include:

- opportunities for the community to provide input on mitigation measures for construction or operations;
- methods to inform the community of the progress and performance of the Project and issues of interest to the community; including:
 - newsletters and community notifications written and distributed by TIDC on a regular basis to provide information on works completed and forthcoming, including any associated community impacts;
 - fact sheets used during the life of the Project to provide the community and stakeholders with specific information on a particular aspect of the Project, such as operational noise mitigation or works at Salt Pan Creek; and
 - contact cards issued to all stakeholders as required and providing stakeholders with specific project details such as relevant community liaison contact numbers, site office location, project website and the information line number.
- processes to receive and manage complaints;
- consultation with property owners adjacent to the rail corridor;
- induction and training of construction personnel in communication and community requirements; and
- protocols to notify stakeholders of relevant activities and any incidents should they occur.

