

## 3 Community and stakeholder engagement

This chapter provides an overview of community consultation and stakeholder engagement processes that have been undertaken for the CBD Metro project to date. It also provides details on future and ongoing community consultation for the project.

### ***The Director-General's requirements***

*The Environmental Assessment must reflect an appropriate and justified level of consultation with relevant parties during the preparation of the Environmental Assessment, including:*

- *Local, State or Commonwealth government authorities and service providers such as the Roads and Traffic Authority, RailCorp, State Transit Authority, the Ministry of Transport, the Department of Environment and Climate Change, the Department of Water and Energy, NSW Maritime, Sydney Ports, Barangaroo Delivery Authority, Sydney Harbour Foreshore Authority, Leichhardt Council, and City of Sydney Council.*
- *The public, including specialist interest groups and affected landowners.*

*The Environmental Assessment must describe the consultation process, document all community consultation undertaken to date and identify the issues raised (including where these have been addressed in the Environmental Assessment).*

### 3.1 Community engagement overview

Sydney Metro has adopted an approach of early community engagement for the CBD Metro project, involving key community and stakeholders in the project feasibility assessment, options development and preparation of the Environmental Assessment.

To date, there have been more than 20,300 visitors to the project website, more than 180 telephone and email enquiries and more than 70 comments posted on the online forum – a web-based forum designed to promote discussion around the CBD Metro project.

In addition, more than 300 people attended project community information sessions in late March and early April 2009, followed again by over 300 people attending the second round of public community information sessions held in late June and early July 2009. The project team continues to meet regularly with key community stakeholders, local government, government agencies and other authorities in one-on-one sessions and workshops.

Throughout the project development, consultation has provided insight into community and stakeholder views on the key assessment issues and methodologies. Through this process, a wide range of potential impacts and mitigation measures, including design modifications, were identified and helped refine and further develop the project. A particular example is the realignment of the station locations at Pyrmont and Rozelle, based on community feedback to reduce impacts on Union Square and the St Thomas Church group.



The key objectives of the consultation activities were to:

- Identify key community and stakeholders, their issues and interests in the CBD Metro.
- Inform community and stakeholders about the key features, related issues and benefits of the CBD Metro.
- Inform community and stakeholders about the planning and environmental assessment process and opportunities for stakeholder input.
- Engage with community and stakeholders and gain feedback on key issues related to the CBD Metro.
- Ensure that issues raised by community and stakeholders are considered as part of the environmental assessment process.
- Foster open and ongoing channels of communication with community and stakeholders during each phase of the environmental assessment process.
- Use innovative and easily accessible methods of community engagement to reflect contemporary forms of communication.

The project team is further committed to comprehensive consultation with community and stakeholders throughout the construction phase of the project. Details of consultation commitments can be found in section 3.5 and in Chapter 21.

## 3.2 Community and stakeholders

Community and stakeholders were identified as individuals or groups who are potentially impacted by, or have an interest in, the CBD Metro. This includes individual members of the community, special interest groups and organisations, businesses, government agencies and other authorities.

A full list of identified stakeholders for the CBD Metro project is outlined in Appendix B *Consultation activities*.

## 3.3 Communication and consultation activities

A comprehensive communication and consultation program has been implemented since February 2009, with the aim of identifying key issues and concerns for inclusion in the project development and assessment phase.

### 3.3.1 Communication and consultation tools

Table 3.1 lists each key communication tool that has been used, outlines the purpose of the tool and describes how the tool has been used to consult with community and stakeholders to date.

**Table 3.1** Key communication tools/activity

Tool	Purpose and activity to date
Sydney Metro website	<p>The Sydney Metro website (<a href="http://www.sydneymetro.nsw.gov.au">www.sydneymetro.nsw.gov.au</a>) was established as a central point of up-to-date information about the CBD Metro project. Information on the Sydney Metro website includes how to contact Sydney Metro and obtain more information about the CBD Metro, as well as copies of project fact sheets, media releases and assessment documents such as the Preliminary Environmental Assessment.</p> <p>An email address (<a href="mailto:info@sydneymetro.nsw.gov.au">info@sydneymetro.nsw.gov.au</a>) was established for general enquiries and comments from the public. To date, 108 emails have been received.</p> <p>A set of frequently asked questions (FAQs) was prepared and made available to the public on the website. The FAQs were updated throughout the project and covered topics such as the CBD Metro route, timetable for construction, and project benefits.</p>
Website forum	<p>In a first for a major NSW infrastructure project, the Sydney Metro website includes an online discussion forum so the public can discuss and debate about the project. The discussion forum was set up at the start of the project and covered a range of issues such as heritage, traffic, transport and other local issues. To date, the forum has received over 1,000 visitors and 79 comments have been posted. All comments were considered as part of the Environmental Assessment.</p>
Project information hotline	<p>A toll-free project information hotline (1800 636 910) was established to receive and respond to all direct public enquiries to the CBD Metro project team. To date, about 81 phone calls have been made to the project information hotline. All comments were considered as part of the Environmental Assessment.</p>
E-newsletters	<p>E-newsletters were produced to provide subscribers with updates on the CBD Metro and broader plans for a Sydney-wide metro system. Updates on the progress of the Environmental Assessment and details of the public exhibition period were included. E-newsletters were published in March and June 2009.</p>
Fact sheets	<p>Fact sheets were made available to the public at information sessions, from the Sydney Metro website, and upon request, and were used to provide information on key areas of interest and technical issues, including property acquisitions, building the CBD Metro, the proposed works at Rozelle, Pyrmont, and in the CBD, and noise and vibration.</p>
Brochures	<p>Information brochures were developed to provide stakeholders with information on key areas of interest and to summarise large, technical documents in an easy-to-read format, including a summary of the Preliminary Environmental Assessment. The brochures were made available to the public at information sessions and from the Sydney Metro website.</p>
Letterbox drops	<p>Letterbox drops were undertaken to provide information to households potentially affected by the project and for invitations to information sessions. The distribution area for letterbox drops concentrated primarily on residents and businesses within 60 metres of the CBD Metro corridor and included the suburbs of Rozelle, Lilyfield, Balmain, Birchgrove, Pyrmont and businesses and residents around station sites in the CBD. Over 46,000 letterbox drops were made.</p>
Letters	<p>Targeted letters were used to communicate formally with key community and stakeholders and to invite them to meetings, focus groups and other consultation events. Letters were sent to local businesses (in the Sydney CBD, Haymarket, The Rocks, Broadway, Central, Circular Quay, Lilyfield, Balmain, Pyrmont, and Ultimo) informing them of an online survey designed to capture their concerns and comments regarding the proposed CBD Metro.</p>



Tool	Purpose and activity to date
Media and advertising	Media releases were prepared to communicate key milestones and publicise the public exhibition phase of the project. Newspaper advertisements invited the public to information sessions and also notified the exhibition of the Environmental Assessment. Advertisements were placed in local and mainstream press including the <i>Sydney Morning Herald</i> , <i>The Daily Telegraph</i> , <i>Inner West Courier</i> , <i>Inner West Weekly</i> , <i>The Glebe</i> , <i>The Central</i> , <i>City Hub</i> , <i>City News</i> and <i>MX</i> .
Information and feedback sessions	Information sessions were held in March, April, June and July 2009 to provide stakeholders with information about the CBD Metro and to obtain feedback on key issues. Displays were produced including posters and information on the planning process, noise and vibration, station design and the Environmental Assessment. Members of the project team (including technical staff) were present at the information sessions to discuss the project with community members and answer questions. Feedback forms were also used at the information sessions to gain feedback from stakeholders on key issues and areas of interest. All comments were considered as part of the Environmental Assessment.
Information and feedback sessions (continued)	<p>The first round of information sessions was held at:</p> <ul style="list-style-type: none"> <li>• Balmain Town Hall meeting room, Saturday 28 March 2009, 9am to 2pm, and Thursday 2 April 2009, 4pm to 8pm.</li> <li>• Australian National Maritime Museum, Saturday 4 April 2009, 9am to 2pm.</li> </ul> <p>About 300 visitors attended the sessions (about 150 people on 28 March, 50 people on 2 April and 100 people on 4 April).</p> <p>The second round of information sessions was held at:</p> <ul style="list-style-type: none"> <li>• Australian National Maritime Museum, Saturday 27 June 2009, 9am to 2pm.</li> <li>• Balmain Town Hall meeting room, Saturday 4 July 2009, 9am to 2pm.</li> <li>• Wesley Conference Centre Smith and Green Room, Saturday 11 July 2009, 9am to 2pm.</li> </ul> <p>About 300 visitors attended the sessions (about 140 people on 27 June, 75 people on 4 July and 90 people on 11 July).</p>
Stakeholder briefing sessions	<p>Community and stakeholders (landowners, community and environmental groups) were invited to attend one-on-one briefing sessions with members of the project team throughout June 2009.</p> <p>The sessions were intended to allow more time to discuss and ask detailed questions, and to listen to community and stakeholder views about the project. Fifteen briefing sessions have been conducted to date, and all comments were considered as part of the Environmental Assessment.</p>
Meetings	Ongoing meetings have been conducted with state government agencies, utility providers, local government, special interest groups and business groups to discuss the CBD Metro and gain feedback on key issues and concerns. All comments were considered as part of the Environmental Assessment.
Emails	A project email address is available for community and stakeholders to request information on the project. Interested parties have the opportunity to receive regular updates via email. There are over 630 subscribers for project email updates.
Place Managers	Place Managers were appointed for the project (one for the Rozelle and Pyrmont communities and the other for the CBD community) to ensure the local community had direct access to a single point of contact at Sydney Metro. The Place Managers are responsible for ongoing consultation with residents and the community about the CBD Metro and discussions around potential impacts to private property.

Tool	Purpose and activity to date
Business and community workshops	<p>To enhance the consultation program, a series of community and business stakeholder workshops was held in April 2009 as part of the economic and social assessment undertaken for the project. These workshops involved small focus groups with local Chamber of Commerce members where specific concerns and issues were discussed and noted. Similar workshops were held with key community and neighbourhood groups. Participation in the focus groups was by invitation, and representation from a range of stakeholder groups was sought.</p> <p>The workshops helped to identify stakeholder issues that could potentially delay the CBD Metro environmental assessment process and which may require further consultation or investigation.</p> <p>Feedback from the workshop meetings was collated and used to inform the assessment and design process, to enhance the validity of the assessments, identify any potential mitigation measures and, where possible, minimise disturbances and adverse effects.</p>
Street and phone surveys	<p>Additional targeted consultation, including surveys of residents and businesses, was also undertaken as part of the economic and social assessment. About 130 face-to-face street surveys were undertaken around the proposed station locations and surrounds. In addition, a telephone survey of residents and businesses was undertaken with 133 people contacted. All comments were considered as part of the Environmental Assessment.</p>
Industry forums	<p>Industry forums on metro systems were held in May and June 2008, and a formal process of one-on-one consultations was conducted between June and September 2008. Advice was sought on issues such as operations, safety and design parameters. In February 2009, another forum was held to consult with industry about the CBD Metro and to explain the process that would be followed by Sydney Metro to select the builder and private sector operator of the CBD Metro. Over 350 people attended the February forum.</p>

### 3.3.2 Documentation of consultation

Consultation activities with the community and stakeholders are recorded in *Consultation Manager*, a secure database specifically designed for documentation of consultation. The database records contact details, type of activity and issues raised. A total of 1,136 community and stakeholders are currently recorded in the database. All information recorded is used and managed in accordance with the *Privacy Act 1988*.

## 3.4 Key stakeholder issues

Extensive consultation and communications have resulted in the identification of key issues across a broad range of community and stakeholders. Key issues raised by community and businesses are detailed in Table 3.2, with a cross-reference to where they are addressed in the Environmental Assessment.



Table 3.2 Key issues raised by stakeholders

Key stakeholder issues	Addressed in EA chapter
<b>Project justification</b>	
Possible extension of light rail as an alternative.	4 & 5
CBD Metro proposed in an area already serviced by bus, rail and ferries.	4
CBD Metro in light of Inner West Busway project (Victoria Road upgrade).	4 & 14
Commuter rail as an alternative.	4 & 5
Justification for the underground alignment.	5
Need for metro in Western Sydney.	4
Value for taxpayer money.	21
Size of CBD Metro in relation to a bigger metro network.	4
Rozelle population too small to make Rozelle metro station viable.	5
<b>Transport planning and integration</b>	
Allowing for future metro networks and interchanges.	4
Why the project only goes to Rozelle. Possibility of extending the CBD Metro to Drummoyne or Gladesville.	4 & 5
How passengers will change to other modes of transport at Rozelle.	6 & 14
CBD Metro integration with other transport modes.	6 & 14
Pedestrian access between Barangaroo-Wynyard Station and Barangaroo.	14
Enhancing cyclist and pedestrian access to metro stations to encourage patronage.	14
Scope for cross platform interchange.	6
Distances between CBD Metro and existing bus and rail services.	14
Project integration with other plans and visions for CBD including Leichhardt Bike Strategy, City of Sydney's Cycle Strategy and Action Plan 2007-2017, Bays Precinct, Terry Street Plan and local council plans.	17
Need for an integrated transport plan for Sydney.	4
<b>Project funding</b>	
Assurance that the CBD Metro will be built.	1
Proposed funding mechanism for the project's operation and maintenance.	6
Lack of detail around funding of the project.	1 & 6
Reliance on Commonwealth funding for CBD Metro.	1
<b>Station locations and the Rozelle stabling and maintenance depot</b>	
Protection of heritage at Union Square and loss of amenity.	13 & 16
White Bay as a bus interchange.	5
Justification of station and tunnel locations.	5, Appendix C
Incorporating lifts from upper to lower Mount Street, Pyrmont, as part of project.	6
Scope of station design for future growth.	6

<b>Key stakeholder issues</b>	<b>Addressed in EA chapter</b>
Impacts on St Thomas Childcare centre.	6 & 7
Impacts on Union Square.	6, 7 & 16
Postponement of development of White Bay as a station/safeguarding White Bay Station.	6
Alternative station locations at Drummoyne or Gladesville.	5
Promoting permeability and connection of neighbourhoods	14
Station in the new Star City development.	5, Appendix C
Management of the impacts of the Rozelle stabling and maintenance depot (noise and light, staff parking).	14, 15 & 19.1
Ensuring design of the Rozelle stabling and maintenance depot fits with the existing surrounds.	17
Impact on the Rozelle Public School and neighbourhood centre.	16
Platforms designed to international standards and accommodating future growth.	6
Impacts on St Thomas Childcare centre.	6 & 7
Impacts on Union Square.	6, 7 & 16, Appendix C
<b>Consultation process</b>	
Key contact for Rozelle to ensure feedback and property issues are taken into account.	3
Consultation with the community and businesses on the design process and public art.	2 & 3
Working with councils to ensure their requirements are met and integration with council plans and visions.	2 & 3
Possibility of community focus groups for affected communities.	3
Provision of notification of planned works to affected residents.	3
Liaison with community groups and future project information sessions.	3
Validity of consultation process – informing versus consulting.	3
<b>Construction impacts</b>	
Concerns around speed of project planning and construction.	2 & 7
Managing business impacts (including broken leases as a result of the project) and relevant compensation.	16
Managing construction traffic.	10
Managing impact on resident parking.	7, 10 & 16
Level of geotechnical studies undertaken prior to planning and construction.	19.5
White Bay as spoil storage site (restrictions on hours of movement, dirt and dust) and future development in this locality.	9 & 17
Managing cumulative impacts of multiple projects occurring in one area (i.e. Inner West Busway project).	18
Damage to property from tunnelling.	11 & 19.5
Reduction in property value along the route.	16
Spoil removal method and frequency.	9



<b>Key stakeholder issues</b>	<b>Addressed in EA chapter</b>
Managing pedestrian and cyclist traffic during construction.	10
Managing impact on community facilities during construction.	16
Ecology protection: former Rozelle Marshalling Yard and Whites Creek.	19.3
Managing construction impacts on businesses including Rozelle and Pymont.	7 & 16
Noise impacts from Rozelle stabling and maintenance depot.	11
Safety and health of community and stakeholders including childcare and schools.	7
Security around worksites.	7
Safety of construction work force.	7
Reporting and monitoring of environmental impacts.	21
Depth of tunnels.	6
Heritage impacts including detailed recording of heritage items impacted by project.	13
Disruption to road, rail and bus.	10
Construction hours for the project and mitigating impacts on businesses and residents.	7, 11 & 16
Environmental issues including waste, contamination, subsidence (land and water based).	9 & 19
Site environment management.	21
Managing noise and vibration impacts during construction.	11
Protecting business owners during the construction phase.	16
<b>Operation impacts</b>	
Level of train noise.	15
Traffic congestion in Rozelle once CBD Metro is operational.	14
Metro's impact on character of area and potential to encourage larger brand name stores and franchises in place of boutique stores.	16
Disabled access.	6 & 14
Vibration impacts, particularly potential cumulative impacts with existing heavy rail.	15
Metro operation (driver versus driverless).	6
Car parking at metro stations and at White Bay.	14
Bicycles on the metro.	14
Maximum noise target threshold during operation.	15
Impacts to the existing light rail service between Pymont and Central.	14
Managing vandalism on metro stations and carriages.	6
Managing increased pedestrian and vehicle traffic as a result of metros.	14
Ensuring passenger safety on metro – particularly at night (considering distance from station to street level).	6 & 16

<b>Key stakeholder issues</b>	<b>Addressed in EA chapter</b>
Future growth of stabling yard.	6
Ensuring the cost of fares remains reasonable.	6
Ventilation – location design and air quality.	6 & 19.2
Integrated ticketing	6
<b>Property acquisition</b>	
Number of properties demolished for the project.	7
Acquisition of St Thomas Childcare Centre.	3, 7 & 16
Impact on residents of acquired properties based on loss of potential future development and compensation.	16
Compensation for businesses.	16
Protection of heritage buildings/facades/monuments during the demolition process.	13
<b>Commercial and residential</b>	
Creation of underground shopping in Rozelle, and preservation of the Rozelle community ('High Street' style of shopping).	16 & 17
Possible sale of space above and below to fund the project and impacts on existing retail.	17
Possibility of high-rise and bus interchanges around Pymont and Rozelle, similar to the situation at Chatswood or Bondi Junction.	17
Possibility of high-density commercial and residential development.	17
Possibility for stations to change the look and feel of locations or create 'town centres'.	6 & 17
Development pressure (residential) around the stations as a result of transport improvements and government housing needs.	17
<b>Other issues</b>	
Plans for improving cyclist/pedestrian facilities as part of CBD Metro.	6 & 14
Establishment of community facilities after construction.	6.3
Management of emergency situations on metro.	6
Planning project from a user perspective, not an engineering perspective.	6
Businesses impacted by construction (but not acquired) and compensation.	7 & 16
Impact of proposed bus facilities at Rozelle.	14
Working with utilities/service providers on during CBD Metro construction.	7
Number of harbour crossings in alignment.	6



Key issues raised by government agencies during meetings with Sydney Metro are provided in Table 3.3 with reference to where these issues are addressed in the Environmental Assessment

**Table 3.3** Key issues raised by government agencies

Agency	Key issue raised	Addressed in EA chapter/Technical Paper
<b>NSW Government</b>		
NSW Department of Environment, Climate Change and Water	Construction methods (including construction hours)	7
	Construction noise and vibration management	11, TP3
	Operational noise and vibration management (e.g. Rozelle depot)	15, TP3
	Construction traffic management (e.g. disruption to road, rail and bus)	10, TP1
	Operational traffic management (including White Bay as bus interchange, lifts at Mount Street)	6, 14, TP1
	Spoil management	9, TP2
	Property impacts from tunnelling and construction (e.g. St Thomas child care centre)	7, 11, 16, 19.5, TP 6
	Future planning and integration, scope of station design for growth	5, 6, 14, 17
	Heritage impacts (including detailed recording, protection of Union Square)	13, TP 5
	Other impacts (e.g. contamination, ecology at former Rozelle Marshalling Yard and Whites Creek, subsidence and waste)	9, 19.3, 19.5, 19.8, TP 2
	Site environmental management	9 - 21
NSW Department of Planning	Construction - hours, communications, tunnel depth	3, 6, 7, 11
	Land use - station precinct planning, impacts to properties (e.g. access)	2, 10, 17, TP6
	Integration with other transport modes and future networks	4, 6 & 14
	Project integration with other plans and visions for CBD	4, 17
	Reporting and monitoring of environmental impacts	9-21
NSW Transport and Infrastructure	Need for an integrated transport plan for Sydney	4
	Land use - station planning and urban planning	2, 17
	Ticketing and fares	6
	Integration with existing and future transport networks	4, 6, 14
	Pedestrian and cyclist access (including Barangaroo Pedestrian Link)	6, 14, TP1
	Managing cumulative impacts of construction	18
	Project integration with other plans and visions for the CBD	4, 17
Emergency services (fire and police)	Fire and life safety, security at stations and in tunnels, management of emergency situations	6
	Impact of construction and operation on emergency services	6, 7, 10, 14, TP1

Agency	Key issue raised	Addressed in EA chapter/Technical Paper
NSW Treasury	Governance of Sydney Metro	1
	Funding of projects	1, 22
	Ticketing and fares	6
Rail Corporation New South Wales (RailCorp)	Impacts to CityRail services and RailCorp assets during construction, particularly Central Station	7
	Heavy rail extension and alternatives	4, 5
	Justification for the underground alignment	4, 5
	Integration with other transport modes	6 & 14, TP1
	Pedestrian access at Barangaroo	6, 14
	Land use and future planning around stations	2, 14, 17
Road and Transport Authority	Construction impacts (e.g. traffic changes, parking, cumulative impacts)	7, 10, 18, TP1
	Heritage impacts	13, TP 4&5
	Traffic planning (operation)	14, TP1
	Land use and station precinct planning	2, 17
Barangaroo Delivery Authority	Future planning and impact on site development	5, 14, 17
	Impact on cruise terminal operations	7, TP 6
	Pedestrian link	6, 7, 14
Sydney Harbour Foreshore Authority	Property impacts (including White Bay cruise terminal, Union Square heritage)	6, 7, 13, 16
	Justification of station and tunnel locations	5
	Future planning for Bays Precinct	17
Sydney Ports	Land use at White Bay (including future White Bay Station)	6
	Construction/land use impacts (e.g. cruise terminal operations, SPC land, Glebe Island bridge, nearby occupants, traffic and access)	7, 10, 16, TP1
	Spoil management and removal	9, TP2
	Tunnel depth, disturbance of sea beds, contamination	6, 9, TP2
	Access during operation	14, TP1
	Reporting and monitoring of environmental impacts.	9-21
Independent Transport Safety and Reliability Regulator (ITSRR)	Construction (including timeframes)	7
	Safety and security	6
	Transport integration	14, TP1
	Ticketing and fare integration	6
	Agency integration	3, 18



Agency	Key issue raised	Addressed in EA chapter/Technical Paper
<b>Local government</b>		
City of Sydney Council	Planning - need for an integrated transport plan for Sydney, allowing for future metro networks and interchanges, scope of station design for future growth, White Bay development and future uses	4, 5, 6, 14, TP1
	Enhancing cyclist and pedestrian access to metro stations to encourage patronage	6, 14, TP1
	Distances between CBD Metro and existing bus and rail services	14, 17
	Project integration with other plans and visions for the CBD	4, 17
	Consultation and collaboration with councils, government agencies and local community groups	3
	Construction impacts (including disruption to road, rail, bus, pedestrian and cyclist traffic, community facilities e.g. lease over Woolworths site and Town Hall Square, heritage impacts, businesses and residents)	7, 10, 13, 16, TP1, 4, 5, 6, 7
	Other issues e.g. contamination, subsidence, waste	9, 19.5, 19.8, TP2
	Spoil removal method and frequency	9, TP2
	Promoting permeability and connection of neighbourhoods	14
Leichhardt Municipal Council	Planning - need for an integrated transport plan for Sydney, allowing for future metro networks and interchanges, integration with other transport modes, future development at White Bay	4, 5, 6, 14, TP1
	Project integration with other plans and visions for the CBD	4, 17
	Construction impacts – impacts to residents and businesses, construction hours, disruption to road, rail, bus, pedestrian and cyclist traffic, heritage, cumulative impacts, ecology	7, 10, 11, 13, 16, 18, 19.3, TP1, 4, 5, 6, 7
	Consultation with the community and businesses on the design process and public art	17
	Working with councils to ensure their requirements are met and integration with council plans and visions	3, 4
	Spoil management at White Bay (hours of movement, dust)	9, TP2
	Operational noise impacts (e.g. Rozelle stabling and maintenance depot)	15, TP3
	Property value along route	16, TP6
	Safety and health of community and stakeholders including childcare and schools	7, 16
	Site environment management	21

## 3.5 Future and ongoing consultation

Sydney Metro will continue to identify, address and manage issues of interest or concern to the community, government agencies or other interested parties during the assessment and approval process and during construction. Below are details of planned activities for the exhibition of the Environmental Assessment.

### 3.5.1 Consultation during exhibition of the Environmental Assessment

The Environmental Assessment will be advertised and placed on public exhibition for a minimum period of 30 days as required under Part 3A of the EP&A Act. The dates and venues of the public exhibition will be advertised in local and metropolitan media and will be available from the Sydney Metro website ([www.sydneymetro.nsw.gov.au](http://www.sydneymetro.nsw.gov.au)).

During the exhibition period, government agencies, interested groups and organisations, and the community will be invited to make written submissions to the Department of Planning in response to the assessment. Staffed displays, stakeholder meetings, information sessions and workshops will be held during the exhibition period (as identified below) to enable the community to comment and ask questions about details in the Environmental Assessment and provide further information for consideration in the assessment process. The planned consultation activities during the Environmental Assessment exhibition include:

- Information brochures – Environmental Assessment summary brochure.
- Information sessions.
- Meetings with stakeholders.
- Newspaper advertisements – public exhibition notification.
- E-newsletter updates.
- Fact sheets.
- Online forum – with new discussion topics.
- Website information updates.
- 1800 project enquiry line.

### 3.5.2 Community engagement during construction

If the CBD Metro were approved, Sydney Metro would continue to work closely with stakeholders and the community to ensure they are well informed about the project. Key activities and tools would include:

- Development and implementation of a detailed Construction Stakeholder and Community Involvement Plan for the construction phase of the project.
- Notification (including targeted letterbox drops, email and SMS) of any works that may disturb local residents and businesses (such as noisy activities and night works).
- Notification (including targeted letterbox drops) of works that may affect transport (such as road closures, changes to pedestrian routes, and changes to bus stops).
- 24-hour toll-free community project information phone line.



- Complaints management process.
- Regular community information sessions.
- Regular updates to the Sydney Metro website ([www.sydneymetro.nsw.gov.au](http://www.sydneymetro.nsw.gov.au)).
- Regular community newsletters, information brochures and fact sheets.
- Clear signage at the construction sites.
- Media releases and regular newspaper advertisements in local and metropolitan papers.
- Regular inter-agency group meetings.
- Community, business and stakeholder satisfaction surveys and feedback forms.
- Translator and interpreter services.
- Regular construction updates for key stakeholders (including councils, emergency services and bus operators).
- Ongoing use of interactive web-based activities.
- Ongoing role of Place Managers to act as the single point of contact for the community.