

7 Community involvement and consultation

This chapter provides details of the community involvement and consultation activities carried out prior to and during the preparation of the M5 West widening environmental assessment.

Director General's requirements	Where addressed
<p>The Environmental Assessment must reflect an appropriate and justified level of consultation with relevant stakeholders during the preparation of the Environmental Assessment, including:</p> <ul style="list-style-type: none">• the Department of Environment, Climate Change and Water;• the Department of Industry and Investment;• the Department of Transport and Infrastructure;• Bankstown City Council;• Canterbury City Council;• Liverpool City Council;• relevant public stakeholders, including special interest groups and affected landowners.	Section 7.5
<p>The Environmental Assessment must outline 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).</p>	Section 7.2, 7.3, 7.4, 7.5, 7.6

7.1 Consultation objectives

The delivery of major road projects is an important issue for the community as a range of stakeholders are likely to be directly or indirectly affected.

The RTA developed a community involvement plan for the M5 West widening project. The plan has a number of consultation objectives that are:

- Increase community and stakeholder awareness of the need for the project.
- Increase community and stakeholder awareness of the environmental assessment process and opportunities for participation.
- Identify issues raised by stakeholders and the community at an early stage in the development and design process.
- Ensure the views of the community are taken into account, particularly at critical times and when consultation will add the greatest value (for example during preparation of the environmental assessment).
- Ensure appropriate consultation tools are used, taking into account demographics such as language, literacy and access to the internet.
- Provide timely feedback to the community related to environmental assessment outcomes.

7.2 The consultation and community involvement process

In line with the Department of Planning's consultation guidelines under Part 3A of the EP&A Act, the RTA has adopted an early and targeted approach to consultation and community involvement for the M5 West widening project.

Community consultation for the M5 West widening project began in November 2009 with the release of the M5 corridor expansion overview booklet. The overview booklet identified separate environmental assessment processes for the M5 South West Motorway and M5 East Freeway and requested initial submissions, which

assisted the scoping of the environmental assessments. The consultation process following the release of the booklet included posters and displays in council locations surrounding the M5 South West Motorway, including council offices, community centres and libraries. Over 190,000 residents and local businesses received a postcard drop to raise awareness of the project and adverts were placed in local papers, on websites and on the radio.

A website (www.M5corridorexpan.com.au) and a telephone line (1800 633 332) were set up to answer queries, find out more information and send through submissions. Community information sessions were also held locally in Moorebank and Liverpool to provide the community with an opportunity to speak with project managers about any concerns or issues.

Further targeted consultation (including positioning of variable message signs and proposed construction site compounds) followed the initial consultation activities during the preparation of the environmental assessment for the M5 West widening project.

Since consultation began, there have been a number of project points that have provided formal and informal opportunities for the community to provide input and become involved in the development and assessment of the project. Table 7.1 lists the key project milestones and stages, and the lead agency involved in the consultation. Community involvement opportunities occurred during each of these stages.

Table 7.1 Opportunities for stakeholder and community involvement

Dates/timeline	Planning process/key milestones	Lead agency
November 2009 – March 2010	<ul style="list-style-type: none"> RTA launches M5 corridor expansion corridor study and invites preliminary submissions. 	<ul style="list-style-type: none"> RTA.
March–September 2010	<ul style="list-style-type: none"> RTA lodges Part 3A project application and preliminary environmental assessment. Preparation of environmental assessment. 	<ul style="list-style-type: none"> RTA.
September–October 2010	<ul style="list-style-type: none"> Display of environmental assessment. Targeted agency and local community consultation. Formal submissions process. 	<ul style="list-style-type: none"> RTA. Department of Planning.

7.3 Stakeholder identification

Stakeholder research was undertaken to identify communities, individuals and groups that are potentially affected by, or would have an interest in, the M5 West widening project.

The RTA involved these stakeholders by communicating key elements of the project to them and asking for their comments and feedback.

Table 7.2 lists the stakeholders that have been involved in the consultation process to date. Stakeholder feedback and issues raised are listed in Table 7.3.

For a full list of stakeholders, see Appendix D.

7.4 Summary of consultation and community involvement

A summary of community involvement activities undertaken prior to and during the preparation of the environmental assessment is listed in Table 7.2. Further details on key activities are summarised below.

Table 7.2 Summary of consultation and community involvement

Stakeholder group	Individual stakeholders	Community involvement tools
Government agencies, councils	<ul style="list-style-type: none"> • Department of Environment, Climate Change and Water. • Department of Industry and Investment. • Department of Transport and Infrastructure. • Bankstown City Council. • Canterbury City Council. • Liverpool City Council. 	<ul style="list-style-type: none"> • Telephone and letter contact. • Meetings and briefings.
Local community	<ul style="list-style-type: none"> • Residents within 200 metres of the M5 West widening alignment, including those close to proposed construction site compounds/off-road VMS/bridge and underpass upgrades. • Casula Links Estate residents. • Hammondville residents. • New Brighton Golf Club. • Joseph Banks High School. • Noise receivers. • Moorebank Intermodal Terminal community group. 	<ul style="list-style-type: none"> • Doormocking and face-to-face conversation. • Community information sessions. • Information displays. • Community update newsletters. • Surveys. • One-on-one meetings. • Newspaper advertising. • Press releases and stories in local papers. • Community information line. • Website.
Local business	<ul style="list-style-type: none"> • Building and business owners and tenants within 200 m of the M5 West widening alignment. • Employees. • Land owners. • Chambers of commerce. • Local bus companies. 	<ul style="list-style-type: none"> • Doormocking and face-to-face conversation. • Meetings and briefings. • Community information sessions. • Community update newsletters. • Surveys. • Notifications. • Newspaper advertising. • Press releases and stories in local papers. • Community information line. • Website.
Broader community	<ul style="list-style-type: none"> • Gandangara Aboriginal Land Council. • Car commuters and road users. • Cyclists and cycling groups (Bicycle NSW, South West Bicycle Group). • Environmental and special issues groups (Georges River catchment users and groups). 	<ul style="list-style-type: none"> • On-site meeting and walkover. • Meetings and briefings. • Telephone and email contact. • Newspaper advertising.
Industry and peak bodies	<ul style="list-style-type: none"> • Infrastructure Partnerships Australia. • Tourism and Transport Forum. • Roads Australia. • Sydney Chamber of Commerce. • Urban Taskforce. • Property Council NSW. 	<ul style="list-style-type: none"> • Letters. • Meetings and briefings.
Media	<ul style="list-style-type: none"> • Local media. • Metropolitan media. 	<ul style="list-style-type: none"> • Media releases. • Telephone and email contact.

7.4.1 Key consultation activities to date

Consultations carried out prior to and during the preparation of this environmental assessment include, but are not limited to, the following activities.

M5 expansion overview booklet (November 2009)

An overview booklet describing the proposed M5 corridor expansion, including the M5 West widening, was sent to all stakeholders along the M5 corridor between Camden Valley Way, Prestons and Marsh Street, Arncliffe (approximately 12,000). The booklet requested submissions to help scope the environmental assessment for the M5 West widening.

Community information line (established November 2009)

A 1800 number was set up to respond to calls about the project. The line is staffed from 9 am to 5 pm on weekdays for the project team to respond to community questions and concerns.

An interpreter service for the line was set up in July 2010.

Project website (established November 2009)

The project website is updated regularly at key milestones with the latest project information including project reports, community updates, and project team contact details.

M5 expansion postcard (December 2009)

A direct mail postcard announcing plans for the M5 corridor expansion was sent to all residents in close proximity to the M5 corridor (approximately 190,000). The postcard directed recipients to the project website and community information line for more information and to provide feedback.

Community information sessions (December 2009)

Community information sessions and shopping centre displays were held in Moorebank and Liverpool to introduce the M5 West widening proposal and provide the community with an early opportunity to comment.

A further six community information sessions will be held during the environmental assessment exhibition period. See section 7.6 for further information.

Meetings and briefings (May–June 2010)

Meetings and briefings have been held with key government agencies, councils and industry stakeholders to explain specific details of the project and gather feedback. Opportunities for meetings and briefings with stakeholders will continue throughout the life of the project.

Doorknocking (July 2010)

The project team doorknocked residents and businesses likely to be directly affected by the project, defined as those in proximity to proposed variable messages signs, construction site compounds, upgrades to bridges and underpasses or the proposed motorway control centre.

The aim was to promote awareness and gain feedback from these residents and property owners during the preparation of the environmental assessment.

In total, 496 properties were doorknocked in two separate rounds. The team conducted face-to-face talks with over 55 per cent of those doorknocked.

Community update newsletter 1 (August 2010)

A newsletter summarising the communication activities and resulting issues from the November and December 2009 consultation activities was delivered to approximately 50,000 residents and businesses along

the M5 West corridor to update the community and inform them about what has happened with their feedback so far.

Community update newsletter 2 (September 2010)

A further 50,000 community update newsletters were delivered to residents and stakeholders to provide updated information about project status, key issues and planned mitigation measures. The newsletter also provided information on how to make a formal submission and advertised the community information sessions (see section 7.6).

One-on-one meetings (September-October 2010)

Meetings have and will continue to take place with residents and property owners directly affected, positively or negatively, by noise attenuation measures. This includes residents close to new or augmented noise walls as well as residents identified for architectural noise treatment and residents not eligible for noise attenuation measures.

Press releases in local papers (September 2010)

Press releases announcing the exhibition of the environmental assessment and providing details of the information sessions and displays.

Newspaper advertising (September 2010)

Newspaper advertising in metropolitan and local newspapers is to inform the community about the project and the environmental assessment exhibition information sessions and displays.

Further information on consultation and communication activities that will be carried out during and after the environmental assessment exhibition is outlined in section 7.6.

For a more detailed break down of consultation activities, see appendix D.

7.5 Summary of issues raised during consultation

Issues raised during the consultation process by the community, government agencies and specialist interest groups have been recorded and have helped inform investigations, the environmental assessment and ongoing project development. These issues are presented below.

7.5.1 Issues raised by government agencies and councils

A program of meetings and briefings was held with key state and local government agencies, including government agencies identified in the Director-General's requirements. The meetings were designed to ensure agency issues and concerns were understood, documented and addressed, and that attendees had an opportunity to discuss any aspect of the project.

Table 7.3 Summary of issues raised by government agencies and councils

Government agency/group	Issue	Addressed in EA chapter
Transport NSW	<ul style="list-style-type: none"> • Alignment with Metropolitan Transport Strategy. • Congestion impacts on surrounding regional and State road network. • Impacts on traffic volume and speed on the motorway and feeder routes. • Impacts on the performance of the strategic bus corridor network and on journeys to work by public transport during peak hours. • Impacts on State Plan targets for container freight movements to and from Port Botany. 	<ul style="list-style-type: none"> • Section 3.2 • Section 8.1 • Section 8.1 • Section 8.1 • Section 4.1
Department of Environment, Climate Change and Water	<ul style="list-style-type: none"> • Impacts on threatened species, air quality and water quality. • Construction and operational noise and vibration impacts. • Impact on options for energy efficiency and conservation, including initiatives to encourage increased public transport use, cycling and walking. • Management of unavoidable impacts. • Incidence and likelihood of disturbance of acid sulfate soils, and management of these soils. Impacts on Aboriginal and cultural heritage values. 	<ul style="list-style-type: none"> • Section 8.3 • Section 8.2 • Sections 8.1 and 9.4 • Chapters 8 and 9 • Sections 9.1 and 9.5
Department of Industry and Investment	<ul style="list-style-type: none"> • Impacts on aquatic habitats in Georges River and Salt Pan Creek (including impacts on marine vegetation and riparian areas, erosion and sediment control, management of stormwater runoff and road drainage). 	<ul style="list-style-type: none"> • Sections 8.3, 9.1 and 9.2
Liverpool City Council	<ul style="list-style-type: none"> • Traffic planning in the vicinity of the proposed intermodal facility at Moorebank. • Preference for west-facing ramps at Hume Highway to be included in the scope. In particular, a westbound lane entering on the southern side of the motorway from Hume Highway. • Impact of construction and operational noise on residents, particularly in the vicinity of Georges River East bridge. • Preference to see off-road bikeway included in the scope. • Impact on safety in relation to traffic weaving at Hume Highway, Moorebank Road and Heathcote Road. • Environmental and visual impact of removal of landscaped median strip. • Concern that large-scale growth in Liverpool and surrounds is accommodated. • Concern that the project would impact on public transport usage/patronage. • Concern that the project would undermine the Sydney Metropolitan Strategy and State Plan. 	<ul style="list-style-type: none"> • N/A¹ • Section 4.1 • Section 8.2 • Section 8.1 • Section 4.1 • Section 8.4 • Sections 3.5 and 8.1 • Section 8.1 • Section 3.2

Government agency/group	Issue	Addressed in EA chapter
Bankstown City Council	<ul style="list-style-type: none"> • Need to identify strategic locations of on/offramps from M5 to serve Milperra Industrial Precinct and include in scope of project. • Need for network development and efficiency upgrade at Fairford Road, Stacey Street/Hume Highway, Henry Lawson Drive, The River Road and Canterbury Road. • Need to consider an entry statement at Fairford Road. • Need to resolve any outstanding drainage issues arising from original M5 construction. • Need to consider environmental and visual impacts of removal of landscaped median strip. • Impacts on the habitat corridor, hydrological behaviour of nearby creeks and aquatic remnant terrestrial vegetation. • Need for innovative strategies/opportunities to allow downstream re-use of increased stormwater runoff. • Impact on air quality and noise pollution from proposed construction and operation. 	<ul style="list-style-type: none"> • N/A¹ • N/A¹ • Section 8.4 • Section 9.2 • Section 8.4 • Sections 8.3 and 9.2 • Section 9.1 • Sections 8.2 and 9.3
Canterbury City Council	<ul style="list-style-type: none"> • Effect on existing infrastructure, open space, private property, bikepath and road alignments at Kingsgrove Road intersection. • Effect of additional traffic on feeder roads and local streets, notably King Georges Road. • Possible noise problems adjacent to residential precincts. • Cost/benefit of providing increased capacity while there is a lack of capacity to receive increased traffic into the street system at the eastern end of the M5. 	<ul style="list-style-type: none"> • N/A¹ • Section 8.1 • Section 8.2 • Section 3.6

¹ Issue raised was reviewed but considered beyond the scope of the M5 West widening. It was therefore not directly considered in the environmental assessment.

7.5.2 Issues raised by industry stakeholders

The RTA has and will continue to consult with relevant industry stakeholders that have a specific interest in the M5 corridor expansion and the M5 West widening.

Since November 2009, over 10 industry groups have made submissions concerning the M5 West widening or mentioning issues concerning the whole corridor. A summary of the issues raised is listed in Table 7.4.

Table 7.4 Summary of issues raised by industry stakeholders

Industry group	Issue	Addressed in EA chapter
Sydney Airport Corporation Ltd. (SACL)	<ul style="list-style-type: none"> • Future growth of airport and port are necessary to help underpin economic growth, prosperity and productivity nationwide. • Existing road and public transport infrastructure services to and from the airport are currently inadequate or expensive for most users. • Increase road capacity in the M5 corridor and improve public transport, as both are vital to support long-term sustainability, growth and productivity. 	<ul style="list-style-type: none"> • Section 3.5 • Noted • Noted
Tourism and Transport Forum	<ul style="list-style-type: none"> • Widen the M5 South West Motorway to at least three lanes in each direction. • Recommend the immediate improvement of public transport to the airport and surrounding areas, including rationalising fares for airport link trains, increasing bus services to airport terminals and nearby employment hubs. • Recommend bringing forward the timeline for project delivery and providing necessary funding. 	<ul style="list-style-type: none"> • Section 5.3 • N/A¹ • Noted
Infrastructure Partnerships Australia	<ul style="list-style-type: none"> • Recommend finalising approvals ASAP, recognising the critical nature of the corridor upgrade to alleviate congestion and provide for future freight and passenger growth. • Recommend immediately prioritising the widening of M5 South West Motorway in partnership with private sector. • Recommend considering the implementation of a network tolling regime for Sydney Orbital Network to improve demand management and drive new investment. 	<ul style="list-style-type: none"> • Noted • Noted • Section 4.1
Property Council of Australia	<ul style="list-style-type: none"> • Project should be considered in the presence of the Transport Blueprint. • Appropriate support to accommodate residential growth beyond 2031 in dedicated growth centres should be at the forefront of project. • Government implementation of 40 per cent growth target for rail freight essential or key assumptions about project will be undermined, as it will need to take even more freight traffic. • Ensure there is sufficient capacity to foster and support employment growth in Sydney's west. • Final design solutions need to ensure integration with other strategic corridors is possible. • Consider demand management through tolling. 	<ul style="list-style-type: none"> • Section 3.2 • Sections 3.2 and 3.5 • Noted • Sections 3.2 and 3.5 • Section 3.4 • Section 4.1
Urban Taskforce Australia	<ul style="list-style-type: none"> • Transport solutions for Sydney must include significant upgrades to roads. The M5 West widening is crucial to make the south west an integrated part of the metropolitan area. • Improvements to roads are essential to enable the expansion of bus services and for journeys (private or freight) that cannot be transferred to rail. 	<ul style="list-style-type: none"> • Noted • Noted
NATROAD	<ul style="list-style-type: none"> • Recommend levelling King Georges Road intersection to avoid the current situation in which trucks need to stop and start on an incline, which takes longer and slows traffic. 	<ul style="list-style-type: none"> • N/A[#]

¹ Issue raised was reviewed but considered beyond the scope of the M5 West widening. It was therefore not directly considered in the environmental assessment.

[#] To be considered as part of planning for M5 East improvements.

7.5.3 Issues raised by the community

To date, over 200 submissions have been received through the preliminary submissions process that took place between November 2009 and March 2010.

Since then, doorknocking of approximately 500 properties has taken place and 14 enquiries have been made through the project website, project email and community information line. Numerous meetings, briefings and presentations have also been held with a wide range of individuals, groups and interested parties.

A summary of the community's most frequently raised issues is listed in Table 7.5, which also describes where each issue is considered in the environmental assessment. It should be noted that other issues raised by the community that do not appear in Table 7.5 were entered into a database, and considered by the project team as part of the environmental assessment.

Table 7.5 Summary of issues raised by the community

Issue	Addressed in EA chapter
M5 West widening project	<ul style="list-style-type: none"> Opinion that road widening will not solve traffic congestion in the long term, and that public transport, freight rail and other transport alternatives should be prioritised over road projects to not contribute to car growth. • Chapter 4 Opinion that road is not being widened enough to meet growing demand in the south west. • Section 8.1 Questioning of the suitability of proposed VMS locations and added value to drivers. • Section 5.4.1 Concern that project will not go ahead. • Section 6.2
Project inclusions and enhancements	<ul style="list-style-type: none"> Would like to see improvement to bicycle path considered. Suggestion to complete bicycle path as per M7. • Section 5.4.3 Would like to see dedicated busway and motorcycle path included. • Section 5.3 Would like to see widening to at least four lanes each direction. • Section 8.1 Would like to see improved and increased signage. • Section 5.4.1 Would like to see additional on/off ramps included to reduce heavy vehicle use of local roads, notably at Hume Highway. • Section 4.2 Opinion that heavy vehicles should be restricted to left lanes after widening. • N/A*
Tolling	<ul style="list-style-type: none"> Opinion that cash-only booths should be removed to stop dangerous lane changes and congestion created by vehicles moving to cashless lane. • Section 5.1 Perceived inequities from residents in the M5 South West corridor who believe they are paying for the M5 East trough tolls. Suggesting to remove tolling on M5 South West or introduce tolling to M5 East. • Section 1.2.3 Suggestions to remove toll cash back scheme. • Section 1.2.3 Belief that local roads should be tolled to discourage 'rat-runners'. • Section 1.2.3
Land acquisition	<ul style="list-style-type: none"> Concern over the potential need for land acquisition as part of the widening project. • Chapter 2

	Issue	Addressed in EA chapter
Operational impacts	<ul style="list-style-type: none"> Concerns about increased noise due to more traffic. Some community members would like to see new/improved noise walls included and the road to be resurfaced as part of the project. 	<ul style="list-style-type: none"> Section 5.3.5
	<ul style="list-style-type: none"> Concerns about merging between Hume Highway and Moorebank Avenue. 	<ul style="list-style-type: none"> Chapter 4
	<ul style="list-style-type: none"> Concerns about increased congestion on local roads caused by increase in traffic numbers and traffic trying to avoid tolls. 	<ul style="list-style-type: none"> Section 8.1
	<ul style="list-style-type: none"> Concerns about the placement of off-motorway VMS. <ul style="list-style-type: none"> Blocking of driveways, existing business signs and signage. Safety issues as VMS distract drivers. Visual pollution and possible glow and noise emitting from signs. 	<ul style="list-style-type: none"> Section 5.4
	<ul style="list-style-type: none"> Concern about air quality. 	<ul style="list-style-type: none"> Section 9.3
	<ul style="list-style-type: none"> Concern about the motorway coming closer to properties due to widening activities. 	<ul style="list-style-type: none"> Section 9.2 Chapter 5
Construction impacts	<ul style="list-style-type: none"> Concern about proposed location of construction compounds on or near private property. 	<ul style="list-style-type: none"> Section 9.7
	<ul style="list-style-type: none"> Concern about restriction of access to underpasses and the on-motorway cycleway during construction. 	<ul style="list-style-type: none"> Section 6.3
	<ul style="list-style-type: none"> Concern about construction noise and impact on private property during construction. <ul style="list-style-type: none"> Noise from construction site compounds. Noise during construction of variable message signs. Noise from motorway constructions. Noise from building of motorway control centre. 	<ul style="list-style-type: none"> Section 8.2

* Issue raised was reviewed but considered beyond the scope of the M5 West widening. It was therefore not directly considered in the environmental assessment.

All stakeholder activity is recorded in a secure database called Consultation Manager. The database records contact details, type of activity and issues raised. All information recorded is used and managed in accordance with the *Privacy Act 1988*.

For a listing of more detailed issues raised, see appendix D.

7.6 Future and ongoing consultation

The project team will continue to identify and manage issues of interest or concern to the community during the assessment and approval process and, if the project is approved, during its construction.

7.6.1 Consultation and community involvement during exhibition of the EA

The Department of Planning is responsible for the public exhibition of the environmental assessment. The public exhibition period for the assessment extends for at least 30 days.

During the exhibition period, the public is able to review the environmental assessment and send submissions to the Department of Planning for consideration in its assessment of the project.

During this time, the RTA will provide opportunities for the community to discuss the environmental assessment with key members of the project team and to provide comments (see below).

The RTA will advertise the dates and venues of the public exhibition period in the local and metropolitan press, and provide the environmental assessment on the RTA website (for reading and downloading).

At the completion of the public exhibition period, the Director-General of the Department of Planning will provide the RTA with a copy of all submissions or a summary of the issues raised. The RTA will then prepare a submissions report that will respond to these issues. This report will include a revised statement of commitments and a preferred project report if required.

It should be noted that due to recent changes in legislation, all submissions made to the Department of Planning during the public exhibition period will be posted on the department's website. Privacy of submitters will be protected by removing names from submissions at the submitters' request.

Community information sessions will take place at the following times and the following times and venues, with staff present to discuss the project:

- Thursday 30 September from 5pm to 8pm, Moorebank Community Centre.
- Wednesday 6 October from 5pm to 8pm. Revesby Community Hall.
- Saturday 9 October from 10am to 1pm, Casula Public School Hall.
- Tuesday 12 October from 5pm to 8pm, Hannans Road Public School Hall.
- Saturday 16 October from 10am to 2pm, University of Western Sydney Bankstown Campus.
- Saturday 23 October from 10am to 2pm, Punchbowl Community Centre.

Community information sessions will include display boards describing the M5 West widening project, the planning process, the environmental assessment process and impacts and issues raised as part of the assessment. In addition, unstaffed information displays will be set up at the following locations:

- Liverpool City Library (with copies of the environmental assessment available for viewing at the associated smaller local libraries).
- Bankstown Library.
- Riverwood Library.
- Department of Planning, Bridge Street Sydney.

7.6.2 Community involvement during construction

Should the M5 West widening project proceed to construction, the project team would continue to work with the community to ensure they are informed about the project and have opportunities to provide feedback to the project team. Key involvement activities and tools would include:

- Development and implementation of a detailed construction communications plan.
- Notification of works (including targeted letterbox drops).
- 24-hour toll-free project information phone line.
- Complaints management process.
- Regular updates to the RTA website and/or a project website.
- Newsletters, information brochures and fact sheets.
- Clear signage at construction sites.
- Media releases and project advertisements in local and metropolitan papers.
- Construction updates (including for councils, emergency services and bus operators).