



Photo by Madeline Smitham

OUTCOMES REPORT

Reptile and Amphibian
Conservation Centre

Prepared for
TARONGA CONSERVATION SOCIETY AUSTRALIA
23 June 2021



URBIS STAFF RESPONSIBLE FOR THIS REPORT WERE:

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We acknowledge, in each of our offices, the Traditional Owners on whose land we stand.

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1. INTRODUCTION

The communications and engagement outcomes report has been prepared by Urbis Pty Ltd (Urbis) for the Taronga Conservation Society Australia (TCSA) to support a State Significant Development Application (SSDA) for the Reptile and Amphibian Conservation Centre (RAAC). This site is located within the Mosman Local Government Area. Taronga Zoo Sydney resides on the land of the Cammeragal people.

1.1. RESPONSE TO SEARS

This consultation outcomes report aims to meet the Secretary's Environmental Assessment Requirements (SEARs) for SSD-17483577. Table 1 identifies the relevant SEARs requirement/s and corresponding reference/s within this report.

Table 1 Response to SEARs Taronga Zoo Reptile and Amphibian Conservation Centre SSD - 17483577

SEARs item	Reference within this report
<p>During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, utility providers, community groups and affected landowners, as identified in any meeting with the Department before the DA is lodged.</p> <p>In particular you must consult with:</p> <ul style="list-style-type: none"> ▪ Mosman Council ▪ Environment Protection Authority ▪ Transport for NSW ▪ Transport for NSW – Roads and Maritime Services ▪ NSW Environment, Energy and Science Group ▪ Heritage Council of NSW ▪ NSW Rural Fire Service ▪ NSW Department of Primary Industries ▪ Fire and Rescue NSW ▪ National Parks and Wildlife Service ▪ Animal Welfare ▪ NSW Aboriginal Land Council 	<p>Section 3.</p>
<p>The EIS must describe the consultation process and the issues raised and identify where the design of the development has been amended in response to these issues. Where amendments have not been made to address an issue, a short explanation should be provided.</p>	<p>Section 4.</p>

2. COMMUNITY AND STAKEHOLDER PARTICIPATION STRATEGY

Community and stakeholder participation throughout the development of the SSSA was achieved through the implementation of the engagement strategy outlined in this section.

2.1. ENGAGEMENT OBJECTIVE AND APPROACH

The engagement objective was adapted from the International Association of Public Participation's (IAP2) Public Participation spectrum. The spectrum (Figure 1) describes goals for public participation and the corresponding promise to the public. For this engagement strategy, the engagement objective aligned to the goal of informing or consulting with stakeholders and the community. This means our objective was to either:

- Provide balanced and objective information to assist stakeholders in understanding the proposal
- Obtain public feedback on the proposal.

Figure 1 - IAP2 Spectrum of Public Participation

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
PROMISE	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: IAP2 Spectrum of Public Participation

To achieve these objectives, the engagement approach involved:

- Providing consistent, relevant, jargon-free and up to date information on the proposal, impacts, benefits, and the SSSA process through accessible, tailored open lines of communication
- Adapting communication to different stakeholders depending on their needs
- Responding appropriately and in a timely manner to concerns or questions raised by the community and stakeholders
- Facilitating information flow to the project team by establishing working relationships to ensure stakeholder and community views and local knowledge are appropriately incorporated into the design of the proposed fresh food distribution centre
- Managing expectations by closing the feedback loop through sharing how stakeholder and community views influenced the proposal.

2.2. STAKEHOLDERS

Stakeholders are individuals, groups of individuals or organisations that may be impacted by or have an interest in a proposal. Urbis Engagement collaborated with TCSA to select the stakeholders engaged. The engagement objective for impacted stakeholders was to consult and for interested stakeholders to inform. The stakeholder matrix in Table 2 outlines the stakeholders, engagement objective and forms of engagement. The forms of engagement are described in detail in Section 3. The issues raised through engagement are described in Section 4.

Table 2 Stakeholder matrix

Stakeholder	Engagement objective	Forms of engagement
Mosman Mayor and Councillors	Consult: Obtain feedback on the proposal as their constituents may be impacted by noise, traffic or views. They may be concerned with the heritage impacts of the proposal. They may benefit from employment opportunities.	Provided written information and website link Offered briefings
NSW Minister for Environment and Energy – The Hon. Matt Kean	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Provided written information and website link Offered briefings
Federal Member for Warringah – Ms Zali Steggall MP	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Provided written information and website link Offered briefings
NSW Minister for Jobs, Investment, Tourism and Western Sydney – The Hon. Stuart Ayres	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Provided written information and website link Offered briefings
NSW Minister for Planning and Public Spaces – The Hon. Rob Stokes	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Provided written information and website link Offered briefings
NSW Member for North Shore – Ms Felicity Wilson MP	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Provided written information and website link Offered briefings
Federal Member NSW Senate - Senator Andrew Bragg	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link Offered briefings
Directly adjacent residential near neighbours	Consult: Obtain their feedback on the proposal as they may be	Letter box dropped fact sheet

Stakeholder	Engagement objective	Forms of engagement
	concerned with any impacts to their residences.	Invited to community information session Posted social media advertisements Provided details of 1800 number and email
Taronga Zoo members, visitors and guests	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link Invited to community information session
Taronga Zoo staff and volunteers	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided information through internal communications, email and workplace.
Taronga Aboriginal Advisory Group (TAAG)	Consult: Obtain their feedback on the proposal as they may be concerned with any impacts to Indigenous history and heritage or native animals and conservation	Provided information through regular meetings.
Mosman Chamber of Commerce	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link
Tourism and Transport Forum	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link
Destination NSW	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link
Zoo and Aquarium Association	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link
Animal interest groups: RSPCA World Animal Protection	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits	Provided written information and website link

Stakeholder	Engagement objective	Forms of engagement
WIRES		
Government authorities including: Mosman Council Environment Protection Authority Transport for NSW NSW Environment, Energy and Science Group Heritage Council of NSW NSW Rural Fire Service NSW Department of Primary Industries Fire and Rescue NSW National Parks and Wildlife Service NSW Aboriginal Land Council.	Consult: Obtain feedback on the proposal as their areas of management may be impacted by the proposal.	Provided written information and offered meetings and briefings.

3. FORMS OF ENGAGEMENT

Engagement activities were carried out between May and June 2021. These activities and their purpose are outlined below. The issues raised through engagement are described in Section 4.

3.1. STAKEHOLDER BRIEFINGS

TCSA provided written project information and offered briefings to the Federal Minister for Warringah, the NSW Minister for Environment and Energy, the NSW Minister for Jobs, Investment, Tourism and Western Sydney, the NSW Minister for Planning and Public Spaces, the NSW Member for North Shore, the Federal Member NSW Senate and the Mosman Mayor and Councillors in June 2021.

3.2. FACT SHEET

The fact sheet outlined key features of the proposal and invited feedback. It included details of the project email, phone number and website managed by Urbis Engagement to answer questions and collect feedback. The fact sheet also included an invitation to attend the community information session.

It was distributed by letterbox drop to approximately 439 households on 22 May 2021. The fact sheet was also emailed to stakeholders in Table 2.

The fact sheet is in Appendix A and the distribution area in Appendix B.

3.3. SOCIAL MEDIA ADVERTISEMENTS

Social media advertisements on Facebook and ran from 26-31 May 2021. The advertisements were targeted to reach users in Mosman. The ads had a reach of 33,122 users. 571 users clicked on the advertisements.

3.4. COMMUNITY INFORMATION SESSION

An online and in-person community information session was scheduled for 2 and 3 June 2021. One person registered for each. Given the low registration numbers for the sessions, these were cancelled, and the interested people were offered private briefings as an alternative. Both declined and their questions were answered by email.

3.5. PROJECT WEBSITE

The project websites (www.taronga.org.au/about/building-a-better-zoo + <https://taronga.org.au/donate/wild-futures>) went live on 22 May 2021 and provided information about the proposed development, the planning process and contact details for enquires. There were 680 views of the websites.

3.6. ENGAGEMENT EMAIL AND PHONE LINE

The fact sheet and website provided a dedicated phone number and email address managed by Urbis to enable people to provide feedback on the project and ask questions.

No enquiries have been received at the time of writing this report.

4. ISSUES RAISED

The following table outlines the issues raised by the community and stakeholders and the project response. Key themes that arose during the consultation period included:

- Impacts on the current zoo experience
- Feedback on the current design.

Table 3 Issues raised and project response

Stakeholder	Feedback	Response
Mosman Mayor and Councillors	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
NSW Minister for Environment and Energy – The Hon. Matt Kean	Thanked the project team for the information.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Federal Member for Warringah – Ms Zali Steggall MP	Advised the information will be included in upcoming electorate communications.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
NSW Minister for Jobs, Investment, Tourism and Western Sydney – The Hon Stuart Ayres	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
NSW Minister for Planning and Public Spaces – The Hon Rob Stokes	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
NSW Member for North Shore – Ms Felicity Wilson MP	Thanked the project team for the information.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Federal Member NSW Senate -Senator Andrew Bragg	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Directly adjacent residential near neighbours	<p>Two neighbours responded and asked about how the conservation project will impact the current zoo experience.</p> <p>Both stakeholders registered for community information sessions however as these were cancelled, engagement was conducted via the engagement feedback email.</p>	<p>The Reptile and Amphibian Conservation Centre will be an educational and multi-layered experience for guests that showcases the beauty and diversity of some of the most misunderstood and most imperilled creatures on the planet under threat, from climate change, disease and habitat modification.</p> <p>There will be some internal road closures associated with construction of these projects. A plan is currently being established to minimize detours and</p>

Stakeholder	Feedback	Response
		inconvenience for our valued guests. Guests will be kept updated on site impacts through Taronga's website.
Taronga Zoo members, visitors and guests	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Taronga Zoo staff and volunteers	Provided general positive feedback.	This positive feedback on the proposal is noted. TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Taronga Aboriginal Advisory Group (TAAG)	TAAG has provided important feedback in the development of the design, particularly with reference to the Connecting with Country framework.	TCSA will continue to involve the TAAG in this and all developments going forward to ensure the best outcome is achieved for the important cultural heritage values of the wider Taronga Zoo site and their interpretation in design and visitor experience.
Mosman Chamber of Commerce	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Tourism and Transport Forum	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Destination NSW	None to date.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Zoo and Aquarium Association	Thanked the project team for the information.	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Animal interest groups: RSPCA World Animal Protection WIRES	Requested individual briefings on the project later in 2021/22, once designs and operations are well progressed	TCSA will arrange these briefings.
Mosman Council Executive	TCSA and Urbis Planning met with Mosman Council at Council offices on 30 March to discuss current projects at Taronga Zoo including the RACC project. The key	This positive feedback on the proposal is noted. Council will be notified of the public exhibition of the EIS. The EIS will assess the cumulative impacts of any

Stakeholder	Feedback	Response
	<p>areas of discussion included the following:</p> <ul style="list-style-type: none"> ▪ Council was generally supportive of the overall redevelopment of the RACC. ▪ Council identified the importance of providing assessment of the cumulative impacts of any construction traffic and relevant mitigation measures. 	<p>construction traffic and outline relevant mitigation measures.</p>
Environment Protection Authority	None to date.	EPA will be notified of the public exhibition of the EIS as part of the SSDA assessment.
Transport for NSW	None to date.	EPA will be notified of the public exhibition of the EIS as part of the SSDA assessment.
NSW Environment, Energy and Science Group	None to date.	NSW Environment, Energy and Science Group will be notified of the public exhibition of the EIS as part of the SSDA assessment.
Heritage Council of NSW	None to date.	Heritage Council of NSW will be notified of the public exhibition of the EIS as part of the SSDA assessment.
NSW Department of Primary Industries	None to date.	NSW Department of Primary Industries will be notified of the public exhibition of the EIS as part of the SSDA assessment.
Fire and Rescue NSW	None to date.	Fire and Rescue NSW will be notified of the public exhibition of the EIS as part of the SSDA assessment.
National Parks and Wildlife Service	None to date.	National Parks and Wildlife Service will be notified of the public exhibition of the EIS as part of the SSDA assessment.
NSW Aboriginal Land Council	None to date.	<p>Within the RACC investigation area, only the sandstone boulder has been identified as significant by other Aboriginal parties (the TAAG) and this will be kept on Country and interpreted in the design.</p> <p>The NSW Aboriginal Land Council will be notified of the public exhibition of the EIS as part of the SSDA assessment and will</p>

Stakeholder	Feedback	Response
		be provided the draft Aboriginal Cultural Heritage Assessment (ACHA) in Stage 4 of the ACHA Consultation process.

5. FUTURE COMMUNITY AND STAKEHOLDER ENGAGEMENT

Taronga Conservation Society Australia welcomes feedback on the proposal. Taronga Conservation Society Australia will continue to keep stakeholders and the community informed of the project approval process through the exhibition and determination phases by:

- Continuing to engage with the community about the project, its impacts, and the approval process
- Providing information on how the community's views have been addressed in the EIS on the project website and through a letterbox drop
- Enabling the community to seek clarification about the project through the two-way communication channels.

DISCLAIMER

This report is dated 23 June 2021 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Taronga Conservation Society (**Instructing Party**) for the purpose of Outcomes report (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A

FACT SHEET

TARONGA ZOO IS EVOLVING



COMMUNITY UPDATE

May 2021



Artist impression of the entry to
Taronga Wildlife Hospital, Sydney

Taronga Wildlife Hospital, Sydney and Reptile & Amphibian Conservation Centre

Established in 1916, Taronga Zoo is home to more than 320 animal species and welcomes more than 1.5 million guests each year with its purpose to save wildlife, inspire people and drive change. As a world leading conservation zoo, Taronga is a hub for breeding critically endangered species, conservation science and education.

Through its two Zoos, Taronga Conservation Society Australia aims to offer inspiring and fun experiences that connect people to wildlife, shape wildlife friendly attitudes, beliefs and behaviours.

Importantly, Taronga is also a global industry leader in wildlife care and welfare. In line with these strategic objectives and our Centenary Capital Plan, we are planning to construct two new centres for wildlife, conservation and education – the Taronga Wildlife Hospital, Sydney and the Reptile & Amphibian Conservation Centre.

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Taronga Wildlife Hospital, Sydney

Did you know Taronga is the largest contributor to veterinary services in wildlife rescue and rehabilitation in NSW and a major national training ground for veterinary staff specialising in native wildlife treatment?

The new facility will replace the existing veterinary, quarantine and animal nutrition facilities. The relocated and expanded hospital will not only provide modern facilities for wildlife care, nutrition and research but also significantly increase capacity for the treatment of resident animals in addition to expanding and improving capacity for the treatment and rehabilitation of wildlife species.

A central part of the design and purpose of the new hospital is the critical role it will play in education. The proposed new facilities will double the current teaching space and upskill future conservationists, students, veterinary practitioners, scientists and wildlife carers.

This new specialist hospital will also play a vital role in engaging the public in wildlife conservation by deeply engaging Taronga Zoo's visitors in previously 'back of house' activities including opportunities to view animal treatment, surgeries, and breeding centres.

The new hospital will:



Increase Taronga's emergency treatment and care capacity.



Provide Australia's first purpose-built wildlife nutrition centre.



Be fitted with latest equipment for life-saving surgeries.



Provide training for thousands of veterinary professionals, students and wildlife carers.

Australia's first specialist wildlife veterinary teaching hospital



Photo by Marcia Riederer

Artist impression of the Taronga Wildlife Hospital, Sydney



Reptile & Amphibian Conservation Centre

Taronga is a leader in reptile and amphibian conservation in Australia. We have brought back seven reptile and amphibian species from the brink of extinction.

The development of the new centre will allow Taronga to continue to lead the recovery of species that would otherwise be lost to future generations. It will provide critical breeding facilities to support zoo-based conservation programs to ensure important species, such as Corroboree Frogs, are protected for decades to come.

The proposed centre will provide a new modern experience for guests to engage with reptiles and amphibians which will be designed with the latest best-practice standards for animal care and welfare. It will be an educational and multi-layered experience for guests that showcases the beauty and diversity of some of the most misunderstood and most imperilled creatures on the planet under threat, from climate change, disease and habitat modification.

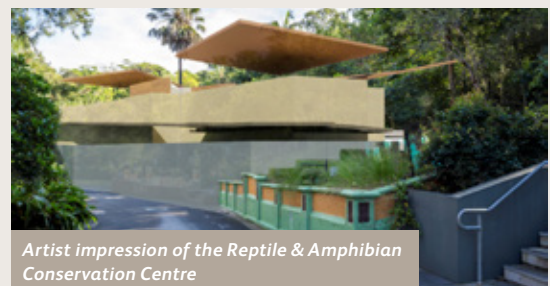
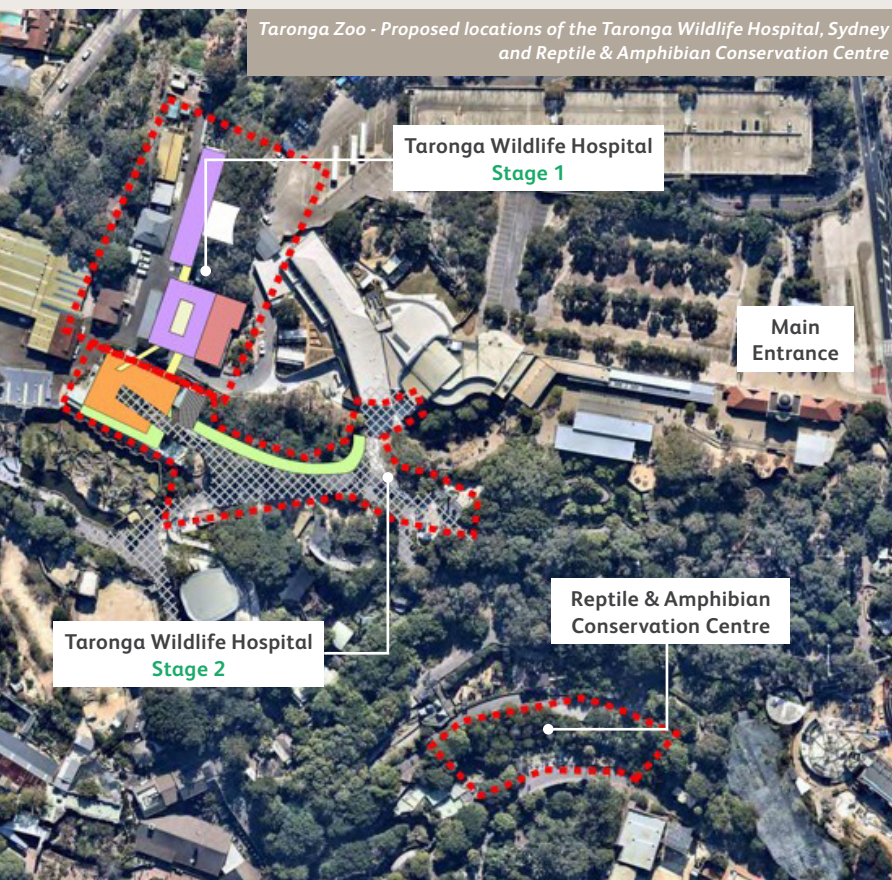
The new centre will:



Provide new accessible exhibition spaces for guests to enjoy.



Maximise guest engagement through specially designed facilities for keeper talks, animal encounters and behind-the-scene tours.



Bolstering reptile and amphibian species from the brink of extinction



Photo by Paul Fahy

COMMUNITY INFORMATION SESSIONS

Join us at our upcoming community information sessions to learn more about the projects, ask questions and provide your feedback. Attend either an in-person or online session:

02
JUN
ONLINE:
Wed 2 June 2021
6.00pm to 7.30pm

03
JUN
IN-PERSON:
Thur 3 June 2021
6.00pm to 7.30pm

For more information and to register, visit www.taronga.org.au/about/building-a-better-zoo

FURTHER DETAILS

No views will be impacted by the presented projects and the height of the proposed buildings are the same or lower than existing buildings.

To enable the construction of the new hospital, the 'Reptile World' will be removed. Animals will be moved to other areas of the Taronga site including many to their new home in the Reptile & Amphibian Conservation Centre.

The proposal involves the reconfiguration and upgrade of existing Zoo facilities and animal enclosures and will not change the Zoo's guest capacity or staff numbers.

The projects will be funded through a joint initiative between the NSW Government and the Taronga Foundation.

More questions?

Taronga Conservation Society Australia is committed to keeping its near neighbours informed and has commissioned Urbis to collect your feedback on the plans and answer any questions you may have. Please contact us at any time.

t: 1800 244 863 e: engagement@urbis.com.au



PLANNING PROCESS

As with all proposals over a certain value, the NSW Department of Planning, Industry and Environment will assess the application through the State Significant Development pathway. We are engaging with Mosman Council and government agencies on the proposal, along with neighbours and the local community.

The timeline below outlines anticipated project milestones:

- June 2021:** Community consultation
- July 2021:** State Significant Development Application is lodged with the NSW Department of Planning, Industry and Environment.
- Late July - Early August 2021:** Applications are on public exhibition and available for community comment.
- Late 2021:** Early site preparation works will commence.
- Early 2022:** Subject to approval, construction will start.



Photo by Laura Minns



APPENDIX B

DISTRIBUTION AREA

Figure 2 GPS tracking of letterbox drop

