



ENGAGEMENT AND COMMUNICATION OUTCOMES REPORT

Taronga Wildlife Hospital
Nutrition Centre

Prepared for
TARONGA CONSERVATION SOCIETY AUSTRALIA
10 December 2021



URBIS STAFF RESPONSIBLE FOR THIS REPORT WERE:

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Aboriginal and Torres Strait Islander people make in
creating a strong and vibrant Australian society.**

**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 Taronga Wildlife Hospital Nutrition Centre. This site is located within the Mosman Local Government Area. Taronga Zoo Sydney resides on the land of the Cammeraigal people.

1.1. RESPONSE TO SEARS

This consultation outcomes report aims to meet the Secretary's Environmental Assessment Requirements (SEARs) for SSD-17655146. Table 1 identifies the relevant SEARs requirement/s and corresponding reference/s within this report.

Table 1 Response to SEARs Taronga Wildlife Hospital Nutrition Centre SSD-17655146

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.	Section 3.
<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>	Section 4.

2. COMMUNITY AND STAKEHOLDER PARTICIPATION STRATEGY

Community and stakeholder participation throughout the development of the SSDA 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 SSDA 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.	A meeting was held with Mosman Councillors and General Manager on 9 September 2021.
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 via 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 via website link
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: <ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> ▪ WIRES 		
<p>Government authorities including:</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>Consult: Obtain feedback on the proposal as their areas of management may be impacted by the proposal.</p>	<p>Provided written information and offered meetings and briefings.</p> <p>A meeting with Mosman Council was held at Council offices on 30 March 2021 with TSCA representatives and Urbis to discuss current projects being undertaken at Taronga Zoo including the Taronga Wildlife Hospital and the Reptile and Amphibian Conservation Centre (RACC) project, which is currently under assessment.</p> <p>A follow up email relating specifically to the Nutrition Centre SSDA was sent on 17 November 2021 to Joe Vertel, Senior Planning Officer at Mosman Council and Council's generic email address.</p>

3. FORMS OF ENGAGEMENT

Initial community consultation for the Nutrition Centre was undertaken in tandem with both the Reptile and Amphibian Conservation Centre (RACC) and future Wildlife Hospital. Since the initial community consultation, the Wildlife Hospital and Nutrition Centre have now been split into two separate SSDAs.

Engagement activities were carried out from May to November 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.

A meeting was held with Mosman Councillors and General Manager on 9 September 2021 to discuss current Taronga projects including the RACC and Wildlife Hospital (including the Nutrition Centre). Since this briefing, the Wildlife Hospital and Nutrition Centre have now been split into two separate SSDAs.

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.

Given the interest from the community during the public exhibition of the RACC SSDA, TSCA offered community information sessions to both the Mosman Parks & Bushland Association Inc and Headland Preservation Group to provide an update on future projects including the Nutrition Centre.

A meeting was held on Tuesday 21 September with Mosman Parks & Bushland Association Inc and was attended by members of TSCA including the CEO, and Urbis. Since this meeting was held, the Wildlife Hospital and Nutrition Centre projects have been split into two projects and consequently are now being assessed as separate SSDAs. Nevertheless, the overall location, intent and built form has changed minimally since this meeting. Key matters discussed were:

- Visual Impact: Concerns were raised that the projects would result in visual impacts from the Harbour. It was noted that all projects (RACC, Wildlife Hospital and Nutrition Centre) would have negligible or minimal visual impact from Sydney Harbour.
- Extent of Built Form, Landscaping and Tree Loss: Concern was raised about the extent of development taking place at Taronga Zoo and its impacts on tree loss. The overall location and design of the Nutrition Centre has been designed to generally retain the overall tree canopy of Taronga Zoo, with no impacts on surrounding remnant bushland to the south-east.
- Consultation: Concerns were raised that targeted community consultation was not undertaken with Mosman Parks & Bushland Association Inc and Headland Preservation Group prior to the lodgement of

the RACC EIS. It was noted that consultation was undertaken in accordance with the level of consultation agreed in the Scoping Meeting for RACC held with the NSW Department of Planning, Industry and Environment (DPIE) (as per the SEARs) with further consultation undertaken during the preparation of the RACC Submissions Report and Nutrition Centre EIS.

- General interest in the positive wildlife conservation and education programs run by TCSA.

Following the meeting, TSCA received email correspondence from a member of the community group noting that it was very encouraging to hear that the overarching concern of Taronga Zoo is wildlife conservation. It was also noted that the degree of animal welfare and husbandry is something they were unaware of and that opportunities for the public to see behind the scenes in wildlife conservation, is a significant step forward in education.

They also noted there is concern in the community about the amount of built development that has taken place in the confined area of the zoo and the associated problems this presents. However, it was noted that it is a critical to have updated facilities on-site access to the wealth of knowledge that is found in the specialists and scientists located at the zoo.

A meeting with the Headland Preservation Group was also offered but no response was provided at the time of preparing this SSDA.

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 over 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	<p>Key matters raised were:</p> <ul style="list-style-type: none"> ▪ Traffic and parking: It was noted that the Nutrition Centre was a replacement of an existing zoo facility and would not generate additional traffic or parking requirements. ▪ Visual Impact: It was noted that both projects would have negligible or minimal visual impact from Sydney Harbour. ▪ Consultation: It was noted that this session was very informative. It was agreed at this meeting that TCSA would provide more regular updates to Councillors on Taronga Zoo capital works projects. ▪ General interest in the positive wildlife conservation and education programs run by TCSA. 	TCSA will continue to reach out to stakeholders throughout the approval process and welcomes any feedback.
Mosman Council Planning Team	<p>The key areas of discussion included the following:</p> <ul style="list-style-type: none"> ▪ Council was generally supportive of the overall redevelopment of the RACC and Wildlife Hospital given both projects are consistent with the core use of the Zoo. ▪ Council identified the importance of providing assessment of the 	As of 10 December 2021, no response was received to email correspondence.

Stakeholder	Feedback	Response
	<p>cumulative impacts of any construction traffic and relevant mitigation measures.</p> <ul style="list-style-type: none"> ▪ Council will be notified of the proposed development during public exhibition of the EIS. 	
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 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>	The Taronga Wildlife Hospital Nutrition Centre, together with the proposed Wildlife Hospital project (subject to a separate SSDA) will be world-class nutrition, veterinary and education facility, which will showcase Taronga's significant role in general conservation and animal care.

Stakeholder	Feedback	Response
		There will be some internal road closures associated with construction of these projects. A plan is currently being established to minimize detours and 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

Stakeholder	Feedback	Response
		approval process and welcomes any feedback.
Animal interest groups: <ul style="list-style-type: none"> ▪ RSPCA ▪ World Animal Protection ▪ WIRES 	Requested individual briefings on the project, once designs and operations are well progressed	TCSA will arrange these briefings.
Environment Protection Authority	An email was sent on 17 November 2021 to Stuart Clark, Michael Simpson and EPA's generic email address.	Confirmation of receipt of email received on 17 November 2021. Confirmation was received via email on 18 November 2021 that the EPA has no comment at this stage of the development.
Transport for NSW	Email sent on 17 November 2021 to Robert.Rutledge, Transport Planning Manager (TfNSW) Catherine Burton and TfNSW's email address	Confirmation of receipt of email received on 18 November 2021. The email also confirmed that TfNSW and RMS would provide a collective response once the EIS is lodged. No further correspondence has been received.
Transport for NSW – Roads and Maritime Services	Email sent on 17 November 2021 to Robert.Rutledge, Transport Planning Manager (TfNSW) Catherine Burton and TfNSW's email address	As noted above RMS will provide a collective response with TfNSW once the EIS is lodged.
NSW Environment, Energy and Science Group	Email sent on 17 November 2021 to Richard Bonners, Senior Conservation Planning Officer and the EESG info email	Confirmation of receipt of email received on 17 November 2021. No further correspondence has been received.
Heritage Council of NSW	Email sent on 17 November 2021 to Joshua Madden, Senior Historical Archaeology Officer, Specialist Services at Heritage NSW, Corey O'Driscoll, Archaeologist, Aboriginal Cultural Heritage Regulation North and Sam Higgs, Senior Team Leader Aboriginal Heritage Regulation Branch - North	A response was received on 19 November 2021 from Felicity Barry, A/Senior Team Leader, Specialist Services confirming that HNSW has no comment at this stage of the development and will review the EIS during public exhibition.

Stakeholder	Feedback	Response
NSW Rural Fire Service	Email sent on 17 November 2021 to Alastair Patton, Development Assessment and Planning Coordinator	Urbis discussed the application via phone call on 26 November 2021, RFS confirmed via email they are happy to review a bushfire report once the EIS has been lodged.
NSW Department of Primary Industries	Email sent on 17 November 2021 to Paul Garnett Agricultural Land Use Planning Officer Department of Primary Industries and the Animal Welfare Mailbox	Confirmation of receipt of email received on 23 November 2021. No further correspondence has been received.
Fire and Rescue NSW	Email sent on 17 November 2021 to Superintendent John Hawes Manager Fire Safety, Infrastructure Liaison Unit Community Safety Directorate and the Fire Safety Infrastructure Liaison Mailbox	As on 10 December 2021, no response has been received.
National Parks and Wildlife Service	Email sent on 17 November 2021 to National Parks email.	Confirmation of receipt of email received on 17 November 2021. No further correspondence has been received.
Animal Welfare	Email sent on 17 November 2021 to Animal Welfare Mailbox	Confirmation of receipt of email received on 23 November 2021. No further correspondence has been received.
NSW Aboriginal Land Council	Metropolitan Local Aboriginal Land Council were notified of the development as part of Stage 1 of the Aboriginal Cultural Heritage Assessment on 8 February 2021 with follow up throughout the ACHA process.	No comments were provided. The NSW Aboriginal Land Council will be notified of the public exhibition of the EIS as part of the SSDA assessment and were provided the final 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.

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All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and on the basis of information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and budgets set out in this report will depend, among other things, on the actions of others over which Urbis has no control.

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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.

Figure 2 GPS tracking of letterbox drop



