



# ROOTY HILL MATERIALS RECYCLING FACILITY

Community and Stakeholder  
Participation Outcomes Report

Prepared for  
**PROJECT STRATEGY C/O CHARTER HALL AND  
CLEANAWAY**  
17 January 2022



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# 1. INTRODUCTION

This Community and Stakeholder Participation Outcomes Report has been prepared by Urbis Engagement for Project Strategy on behalf of Charter Hall and partner Cleanaway to inform the EIS (Environmental Impact Statement) for the development approval of the proposed Materials Recycling Facility (MRF) at 600 Woodstock Ave, Rooty Hill (the site).

In line with SEARs requirements, Charter Hall and Cleanaway commenced early engagement with immediate neighbours ahead of the EIS lodgement. As this early engagement was undertaken close to Christmas (mid-December), Charter Hall and Cleanaway will undertake additional consultation with the community in early February. We understand this additional community consultation post-lodgement is essential to ensure adequate engagement, in line with DPIE's best practice.

## 1.1. OVERVIEW OF THE PROJECT

Charter Hall and Cleanaway are preparing a proposal for a Materials Recycling Facility (MRF) at 600 Woodstock Ave, Rooty Hill. The site at 600 Woodstock Avenue, Rooty Hill, has been carefully selected to meet strict site criteria for a purpose-built MRF that will process materials including paper, cardboard, glass, aluminium, plastic and steel.

The proposal seeks approval through a State Significant Development Application (SSDA) through the Department of Planning, Industry and Environment (DPIE).

The development approval for the project includes:

- Demolition of some of the existing structures
- Retention and refurbishment of the existing office building will be retained
- Construction and operation of a Materials Recycling Facility.

When complete, the proposed facility will include:

- Around 580sqm of associated office space
- Around 6,730sqm of operational warehouse space, including a standalone weighbridge office
- Around 40 on site car spaces for visitors and staff
- Four truck weighbridges.

## 1.2. RESPONSE TO SEARS

This Community and Stakeholder Participation Outcomes Report aims to meet the Secretary's Environmental Assessment Requirements (SEARs) for SSD-29999239. Table 1 identifies the relevant SEARs requirement/s and corresponding reference/s within this report.

Table 1 Response to SEARs - SSD-29999239

SEARs Item	Project Response
<b>Key issues: Community and Stakeholder Engagement</b>	
Participation strategy identifying key community members and other stakeholders, including:	This document
<ul style="list-style-type: none"><li>▪ details and justification for the proposed consultation approach(s)</li></ul>	The Strategy was prepared and implemented to ensure Charter Hall and Cleanaway delivered an engagement program consistent with DPIE's Undertaking Engagement Guide: Guidance for State Significant Projects.

SEARs Item	Project Response
	<p>The Strategy outlined opportunities for the community and stakeholders to learn about the proposal, understand the process and provide feedback that will inform part of the SSDA submission.</p> <p>Refer to Section 2 of this report for more detail.</p>
<ul style="list-style-type: none"> <li>issues raised by the community and surrounding landowners and occupiers</li> </ul>	<p>The outcomes of the consultation approach (including issues raised by the community) been captured in the Outcomes Report (this document).</p> <p>Refer to Section 5 of this report for more detail.</p>
<ul style="list-style-type: none"> <li>clear details of how issues raised during consultation have been addressed and whether they have resulted in changes to the development</li> </ul>	As above
<ul style="list-style-type: none"> <li>details of the proposed approach to future community and stakeholder engagement based on the results of consultation.</li> </ul>	<p>The proposed future approach has been captured in the Outcomes Report (this document).</p> <p>Refer to Section 6 of this report for more detail.</p>
<b>Consultation</b>	
<p>During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, service providers, community groups and affected landowners.</p> <p>In particular you must consult with:</p> <ul style="list-style-type: none"> <li>Blacktown City Council</li> <li>NSW Environment Protection Authority</li> <li>Environment, Energy and Science Group, DPIE</li> <li>NSW Fire and Rescue</li> <li>Sydney Water</li> <li>Transport for NSW (including Road and Maritime Services).</li> </ul> <p>The EIS must detail the engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guide: Guidance for State Significant Projects. The EIS must detail how issues raised and feedback provided have been considered and responded to in the project.</p>	<p>Charter Hall and Cleanaway engaged with relevant local and Commonwealth Government authorities, service providers, community groups and affected landowners.</p> <p>Refer to Sections 3 and 5 of this report for detail on feedback, methods of consultation and project response.</p> <p>The engagement Strategy was prepared and implemented to ensure Charter Hall and Cleanaway delivered an engagement program consistent with DPIE's Undertaking <i>Engagement Guide: Guidance for State Significant Projects</i>.</p>

## 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

Urbis Pty Ltd (Urbis) was engaged by Project Strategy on behalf of Charter Hall and partner Cleanaway to prepare and execute a Community and Stakeholder Participation Strategy (Strategy) to support the State Significant Development Application (SSDA) for a Materials Recycling Facility (MRF) at 600 Woodstock Ave, Rooty Hill (the site).

In accordance with NSW Department of Planning, Industry and Environment (DPIE) expectations around early and effective engagement for state significant projects, the Strategy was prepared and implemented to ensure Charter Hall and Cleanaway delivered an engagement program consistent with DPIE's *Undertaking Engagement Guide: Guidance for State Significant Projects*.

The engagement approach 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 balance and objective information to assist stakeholders in understanding the proposal
- Obtain public feedback on the proposal.

Figure 1 IAP2 Public Participation spectrum

	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

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
- 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 project
- Managing expectations by closing the feedback loop through sharing how stakeholder and community views influenced the proposal.

### 3. STAKEHOLDERS

As outlined in the SEARs, DPIE defines stakeholders as the relevant Department assessment team, local councils, any relevant agencies and the community. As described in DPIE's *Undertaking Engagement Guide: Guidance for State Significant Projects*, the community is anyone (individuals, groups of individuals or organisations) interested in or are likely to be affected by the project. The stakeholders for the project have been categorised by group, as shown in the figure below.

Figure 2 Stakeholder categorisation

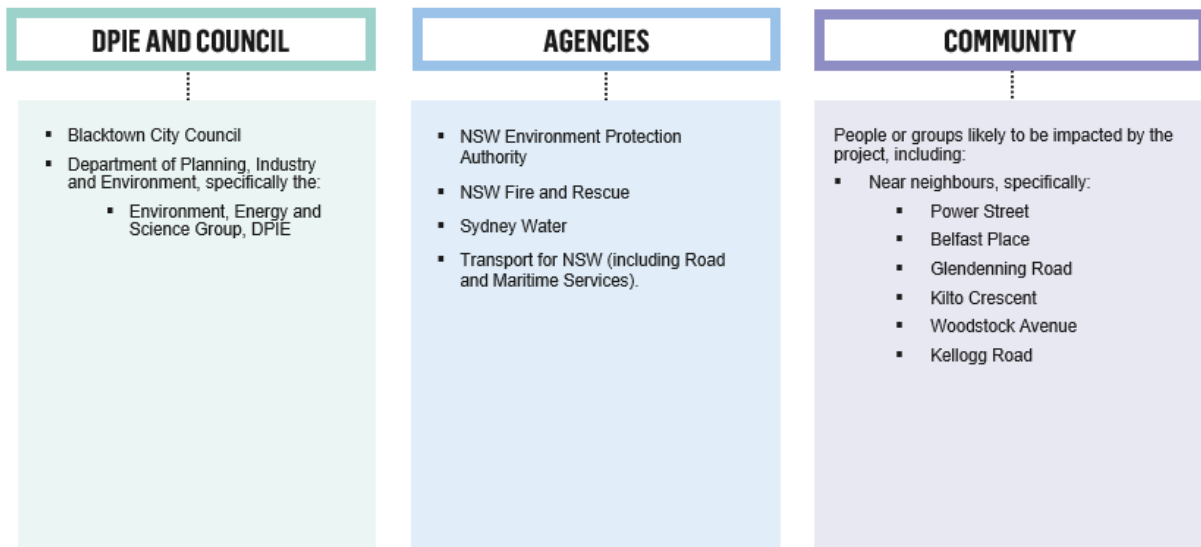


Figure 2 shows the site and the community likely to be impacted or interested during construction and operation. This includes the nearby industrial sites and businesses that could potentially be impacted by noise, traffic and access due to the proposal.

Given that the proposal is located within an industrial precinct in Rooty Hill, the project's potential impacts on the industrial neighbours immediately neighbouring the site will be minimal and limited to construction impacts and traffic during construction and operation.

While a residential neighbourhood is located to the west of the site, they are unlikely to be impacted given the Westlink M7 separates the community and the project.

The surrounding community are familiar with development within this industrial precinct and will likely understand the type of impact from this proposal. Therefore, engagement with the community has focused on the industrial neighbours directly surrounding the site.



Figure 3 Surrounding community



To ensure a coordinated approach, Urbis Engagement collaborated with Project Strategy on behalf of Charter Hall and partner Cleanaway to engage with various stakeholder groups for the proposal.

The stakeholder matrix in Table 2 outlines the stakeholders, engagement objective and forms of engagement.

Table 2 Stakeholder identification

Stakeholder	Engagement objective	Forms of engagement
<b>Council</b> <ul style="list-style-type: none"> <li>Blacktown City Council</li> </ul>	Consult: Obtain feedback on the proposal.	Written correspondence Stakeholder briefing / virtual meeting
<b>Department of Planning, Industry and Environment</b> <ul style="list-style-type: none"> <li>Environment, Energy and Science Group</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Written correspondence Stakeholder briefing / virtual meeting
<b>Any relevant agencies, specifically:</b> <ul style="list-style-type: none"> <li>NSW Environment Protection Authority</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Stakeholder briefing / virtual meeting
<ul style="list-style-type: none"> <li>NSW Fire and Rescue</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Stakeholder briefing / virtual meeting

Stakeholder	Engagement objective	Forms of engagement
<ul style="list-style-type: none"> <li>Sydney Water</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Written correspondence
<ul style="list-style-type: none"> <li>Transport for NSW (including Road and Maritime Services)</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Written correspondence
<ul style="list-style-type: none"> <li>Greater Sydney Parklands</li> </ul>	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Written correspondence
Surrounding community (Near neighbours) <ul style="list-style-type: none"> <li>Power Street</li> <li>Belfast Place</li> <li>Glendenning Road</li> <li>Kilto Crescent</li> <li>Woodstock Avenue</li> <li>Kellogg Road</li> </ul>	Inform: Provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Fact sheet 1800 Number

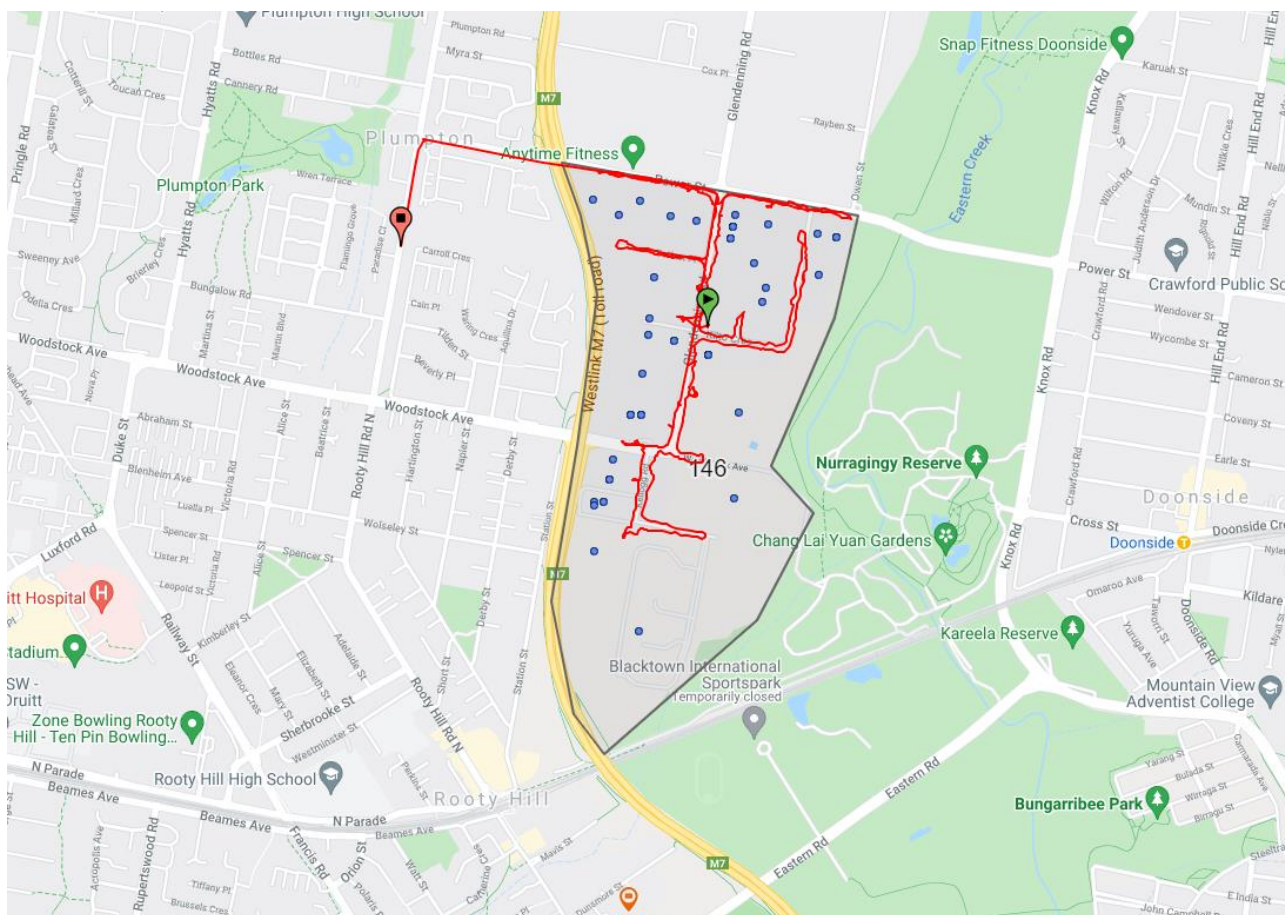
## 4. FORMS OF ENGAGEMENT

### 4.1. FACT SHEET (COMMUNITY NEWSLETTER)

The fact sheet outlined key features of the proposal and invited feedback. It included details of the project email and phone number managed by Urbis Engagement to answer questions and collect feedback.

It was distributed on Tuesday, 14 December 2021 by letterbox drop to 146 properties (industrial neighbours). The fact sheet distribution footprint is outlined in Figure 4 below.

Figure 4 Community distribution zone (the surrounding community)



## 4.2. ENGAGEMENT EMAIL AND PHONE LINE

Members of the public were invited to contact Project Strategy on behalf of Charter Hall and Cleanaway through a dedicated phone number and email address. These contact details were managed by Urbis to enable stakeholders and the community to provide feedback on the project.

At the time of writing this report, no community enquiries have been submitted through to the dedicated phone number and email address.

## 5. ISSUES RAISED

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

- Operation and requirements of the facility
- Odours and emissions
- Driveways
- Fire systems
- Site contamination

Table 3 Issues raised and response

Stakeholder	How this group was consulted	Feedback	Project response
<p>Council</p> <ul style="list-style-type: none"> <li>Blacktown City Council</li> </ul>	<p>Virtual meeting on 30 August 2021 between Urbis Planning and the following Council departments:</p> <ul style="list-style-type: none"> <li>Planning</li> <li>Drainage</li> <li>Development engineering</li> <li>Traffic engineering</li> </ul>	<p>Key topics discussed include:</p> <ul style="list-style-type: none"> <li>Introduction and description of the works</li> <li>Operation and requirements of the facility</li> <li>Odours and emissions</li> <li>Acoustics</li> <li>Drainage</li> <li>Splays</li> <li>Driveways</li> <li>Fire systems</li> <li>Design</li> <li>Setbacks</li> <li>Site contamination</li> <li>Traffic</li> <li>Water</li> </ul>	<p>Project Strategy on behalf of Charter Hall and Cleanaway will continue to reach out to Blacktown City Council as required throughout the approval process.</p>
<p>Department of Planning, Industry and Environment</p> <ul style="list-style-type: none"> <li>Environment, Energy and Science Group</li> </ul>	<p>Meeting held with DPIE on 2 August 21. Meeting specifically with:</p> <ul style="list-style-type: none"> <li>Chris Ritchie</li> <li>William Hodgkinson</li> </ul>	<p>Key topics discussed include:</p> <ul style="list-style-type: none"> <li>Operation on the facility and activities to be undertaken on site</li> <li>Number of vehicle movements per day</li> <li>Materials processed in the facility</li> <li>Other stakeholders required to be engaged</li> </ul>	<p>Project Strategy on behalf of Charter Hall and Cleanaway will continue to reach out to Environment, Energy and Science Group and relevant DPIE agencies as required throughout the approval process.</p>
<p>NSW Environment Protection Authority</p>	<p>Meeting held with NSW Environment Protection Authority</p>	<p>Key topics discussed include:</p>	<p>Project Strategy on behalf of Charter Hall and Cleanaway will continue to</p>

Stakeholder	How this group was consulted	Feedback	Project response
	<p>on 17 August 21. Meeting specifically with:</p> <ul style="list-style-type: none"> <li>▪ Cleanaway</li> <li>▪ Urbis</li> <li>▪ Charter Hall</li> <li>▪ EPA – Operations</li> <li>▪ James Goodwin</li> <li>▪ Rob Hogan</li> <li>▪ Project Strategy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Odour</li> <li>▪ Vehicular movements</li> <li>▪ Leachate</li> <li>▪ Levy</li> <li>▪ Licensing / Approval</li> </ul>	<p>reach out to NSW Environment Protection Authority as required throughout the approval process.</p>
NSW Fire and Rescue	<p>Meeting held with NSW Fire and Rescue on 26 October 21. The FRNSW representatives were Lachlan Haar and John Dawes.</p>	<p>Key topics discussed include:</p> <ul style="list-style-type: none"> <li>▪ FRNSW chief concern, containment of potential contaminants</li> <li>▪ Important to notify FRNSW even if fire is extinguished by on site staff. This is due to the potential risk of deep-seated fire</li> <li>▪ FRNSW queried whether the fire monitors could be operated remotely or set to run without someone being present</li> <li>▪ FRNSW believe a level of smoke exhaust is required – the conditions the proposed system will provide is to be presented and agreed to by FRNSW. Manual clearance not expected to be acceptable due to</li> </ul>	<p>A Fire Engineering Brief Questionnaire (FEBQ) will be submitted.</p> <p>Project Strategy on behalf of Charter Hall and Cleanaway will continue to reach out to NSW Fire and Rescue as required throughout the approval process.</p>

Stakeholder	How this group was consulted	Feedback	Project response
		increased fire ignition risk	
Sydney Water	Project Strategy on behalf of Charter Hall and Cleanaway has worked closely with Sydney Water to generate tap in reports to support the development of design.	<p>Key topics discussed include:</p> <ul style="list-style-type: none"> <li>▪ S73 application will be required</li> <li>▪ •Utility services report is already being commissioned</li> </ul>	Sydney Water provided a pressure flow statement to determine available flows and pressures in the water main. S73 will be submitted post DA approval.
Transport for NSW (including Road and Maritime Services)	Email correspondence on 23 August and 2 December 2021 between TffNSW and TfNSW.	<p>TfNSW noted if further details regarding trip generation rates and distribution on the classified road network are to be reviewed, further comments regarding traffic analysis can be made.</p> <p>Request for meeting with TfNSW on 2 December 2021.</p>	Project Strategy on behalf of Charter Hall and Cleanaway will continue to reach out to Transport for NSW as required throughout the approval process.
Greater Sydney Parklands	Direct contact between GSP and Charter Hall.	Plans issued to GSP for review and comment.	Waiting to hear response from GSP.
<p>Community (people or groups likely to be impacted by the project):</p> <p>Power Street</p> <p>Belfast Place</p> <p>Glendenning Road</p> <p>Kilto Crescent</p> <p>Woodstock Avenue</p> <p>Kellogg Road</p>	<p>Fact sheet sent on 14 December 2021 to 146 residents and business located nearby the proposed site.</p> <p>The fact sheet included details of the project, enquiry line and invitation to attend a briefing with the project team.</p>	No feedback received to date.	Charter Hall and Cleanaway will continue to reach out to the community throughout the approval process to keep them informed of any updates and changes to the proposal.

## 6. FUTURE COMMUNITY AND STAKEHOLDER ENGAGEMENT

As this early engagement was undertaken close to Christmas (mid-December), Charter Hall and Cleanaway will undertake additional consultation with the community in early February. We understand this additional community consultation post-lodgement is essential to ensure adequate engagement, in line with DPIE's best practice.

Charter Hall and Cleanaway welcome ongoing feedback on the proposal. They will continue to keep stakeholders and the community informed of the project approval process through the exhibition and determination phases through:

- 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.
- Enabling the community to seek clarification about the project through the two-way communication channels.



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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**



# MATERIALS RECYCLING FACILITY

**600 WOODSTOCK AVENUE,  
ROOTY HILL**

Charter Hall and Cleanaway are preparing a proposal for a Materials Recycling Facility (MRF) at 600 Woodstock Ave, Rooty Hill.

Cleanaway is Australia's largest waste, recycling, industrial and liquids service provider with a large portfolio of state-of-the-art facilities.

The site at 600 Woodstock Avenue, Rooty Hill, has been carefully selected to meet strict site criteria for a purpose-built MRF that will process materials including paper, cardboard, glass, aluminium, plastic and steel.

When complete, the proposed facility will include:

- Around 580sqm of associated office space
- Around 6,730sqm of operational warehouse space, including a standalone weighbridge office
- Around 40 on site car spaces for visitors and staff
- Four truck weighbridges.

## ABOUT THE PROJECT

The proposal seeks approval through a State Significant Development Application (SSDA) through the Department of Planning, Industry and Environment (DPIE).

The proposed facility intends to process recyclables from the Blacktown LGA by early 2023.

The development approval for the project includes:

- Demolition of some of the existing structures
- Retention and refurbishment of the existing office building
- Construction and operation of a Materials Recycling Facility.

## MANAGING IMPACTS

As part of the SSDA process, Charter Hall and Cleanaway are preparing a detailed Environmental Impact Statement (EIS) to ensure potential impacts of the facility's construction and operation are thoroughly assessed and mitigated. The EIS will be available for public comment during exhibition.

The proposal considers all potential impacts on the local road network during both the construction and operational phases. All heavy vehicle access will be via Kellogg Road and private vehicles via Woodstock Avenue.

Plans are at an early stage, and the construction program and timing will be finalised following the approval of

the proposal. Neighbours will be notified before construction starts.

During construction, care will be taken to restrict and minimise noise and traffic impacts. Best practice measures will be taken, including barriers and screens to contain dust and maintaining a clean worksite.

Charter Hall and Cleanaway are committed to keeping the community informed throughout each stage of the planning and construction phases.



## PLANNING PATHWAY



### WE ARE HERE

Charter Hall and Cleanaway are preparing a State Significant Development Application (SSDA), which includes an Environmental Impact Statement (EIS). The EIS will assess any potential impacts from the construction and operation and suggest mitigation measures.

Formal lodgement is expected in January 2022. Before taking this step, Charter Hall and Cleanaway are engaging with neighbours and the community.

### MARCH 2022

Following the SSDA lodgement, DPIE will publicly exhibit the proposal, and the community will be consulted further. At this point, the community can make formal submissions with the DPIE.

### LATE 2022

Charter Hall and Cleanaway are expecting a determination within six to nine months of lodging the SSDA.

### EARLY 2023

Construction likely to begin

## STAY IN TOUCH

Charter Hall and Cleanaway have commissioned Urbis Engagement to collect your feedback and provide further information about the Materials Recycling Facility (MRF) proposed for 600 Woodstock Ave, Rooty Hill.

Charter Hall and Cleanaway are committed to open and transparent engagement with the community and welcome all feedback. We encourage the community to share views, thoughts and feedback.

All feedback received will be collated and will inform part of the SSDA submission to DPIE. From here, plans will be assessed, and revised amendments considered based on the feedback received from the community.

### You can reach the team on:

✉ [engagement@urbis.com.au](mailto:engagement@urbis.com.au)

☎ (02) 7202 1239



