

GYDE

Community Consultation and Engagement Plan

Crows Nest OSD Site A – Detailed SSDA
Detailed SSDA (SSD-75660711)

Prepared by Gyde Consulting on behalf of Third.i

3 March 2025

Acknowledgment of Country



Towards Harmony by Aboriginal Artist Adam Laws

Gyde Consulting acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples past, present, Traditional Custodians and Elders of this nation and the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people. We recognise the deep and ongoing connections to Country – the land, water and sky – and the memories, knowledge and diverse values of past and contemporary Aboriginal and Torres Strait communities.

Gyde is committed to learning from Aboriginal and Torres Strait Islander people in the work we do across the country.

This report was prepared by:

Approver: Anthony Kazacos
Reviewer: Camilla Firman
Author: Caroline Anthony
Project: Crows Nest OSD Site A – Detailed SSSA
Report Version: Final
Date: Monday 3 March 2025

Disclaimer

This report has been prepared by Gyde Consulting with input from a number of other expert consultants (if relevant). To the best of our knowledge, the information contained herein is neither false nor misleading and the contents are based on information and facts that were correct at the time of writing. Gyde Consulting accepts no responsibility or liability for any errors, omissions or resultant consequences including any loss or damage arising from reliance in information in this publication.

Copyright © Gyde Consulting
ABN 58 133 501 774

All Rights Reserved. No material may be reproduced without prior permission.

Contents

1.	Project Overview	1
2.	Engagement Background	3
3.	Community Consultation and Engagement	4
4.	Stakeholders	4
5.	Engagement Methods	5
6.	Key messages.....	6

I Caroline Anthony confirm this Community Consultation and Engagement Plan addresses the requirements of the Conditions of Consent - B38 Construction Impact Assessment - Item C Community Consultation and Engagement Plan I further confirm that none of the information contained in this Community Consultation and Engagement Plan is false or misleading.



1. Project Overview

1.1 Purpose of the Plan

This Community Consultation and Engagement Plan has been prepared by Gyde Consulting (Gyde) on behalf of Third.i to support the Crows Nest Over Station Development (Site A) – Detailed SSDA (SSD-75660711).

This Plan will support stakeholder and community engagement during the delivery of the project, and reflects Condition of Consent B38 - Construction Impact Assessment.

The purpose of the Plan is to identify impacted stakeholders, and manage construction impacts during construction with an appropriate consultation and engagement program.

1.2 The Proposal

The subject site, referred to as Crows Nest Over Station Development (Site A), is located within Crows Nest and within the North Sydney LGA. The site is located at 32 Hume Street, Crows Nest. The site is located directly above and adjacent to the operational Crows Nest Metro Station.

The detailed SSDA seeks approval for the construction and operation of a residential mixed use (including affordable housing and commercial/retail components) over station development (known as Crows Nest OSD – Site A).

Crows Nest OSD – Site A will be located above and integrated with the Crows Nest Metro Station. An additional tower, situated at the corner of Hume Street and Pacific Highway, is proposed to be affordable housing, extending down to the ground level. The ground floor, adjacent to the metro station between grids 11 and Hume Street, will feature a mix of retail spaces and service areas.

Conceived by Third.i and Phoenix Property Investors with architecture by Woods Bagot, this new precinct will lead the way in innovative design, wellness and community integration.

Site A, known as Stage 2, at Hume Place will include:

- Build-to-rent apartments
- Affordable apartments for essential workers (Minimum 15% of total GFA)
- Dedicated health & wellness space and co-working space
- Retail, cafes and restaurants offerings
- Landscaped streets and extension of the green open space
- Housing near jobs in a growing health and education precinct
- Safe and efficient pedestrian and cycling connections.

Affordable housing

Hume Place has a vision to support frontline key and essential workers in the area.

With hospitals representing the second-largest employer in Crows Nest, The North Sydney Health District is currently facing a housing affordability challenge, directly impacting our essential workers.

By providing affordable housing, Third.i will ensure that low and moderate income households will also have opportunities to access to high quality apartment living in a central location.

Build-to-Rent

The proposal will deliver purpose built rental apartments, providing more stable, consistent and long-term rental conditions for tenants.

Providing dedicated rental apartments will increase the diversity of rental supply in a constrained market, and offer a high level of service and amenity to attract long term tenants.

2. Engagement Background

2.1 SSSA Engagement

As the project meets the threshold for State Significant Development, a comprehensive program of community and stakeholder engagement was carried out in accordance with the NSW Government *Undertaking Engagement Guidelines for State Significant Projects (2024)*.

The *Guidelines* require the proponent to:

- **Plan early** – identify stakeholders and consider appropriate and effective engagement activities
- **Engage as early as possible** – to identify, avoid or manage issues without significant cost or delay
- **Ensure engagement is effective** - provide the information and opportunities that allow stakeholders to engage in a meaningful way
- **Ensure engagement is proportionate to the scale and impact of the project**
- **Be innovative** – use innovative means to enable participation from a broad spectrum of the community
- **Be open and transparent about what can be influenced.**
- **Implement the community participation objectives**

A Community and Stakeholder Engagement Strategy was prepared, identifying key stakeholders and interest groups, and detailing a program of engagement activities to target key stakeholders, immediate neighbours and the wider community.

The engagement program was also designed to meet the requirements of the Social Impact Assessment.

The comprehensive engagement approach was designed to give community members and stakeholders multiple opportunities to hear about the proposal and provide meaningful feedback to inform the final design of the project.

2.2 SEARs

The Community and Stakeholder Engagement Strategy responded to item 29 of the Secretary's Environmental Assessment Requirements (SEARs) received on 18 October 2024, which requires the proponent to:

Detail engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guidelines for State Significant Projects.

Detail how issues raised, and feedback provided have been considered and responded to in the project. In particular, applicants must consult with:

- the relevant Department assessment team.
- any relevant local councils.
- any relevant agencies.
- the community.
- if the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation.

2.3 Engagement Outcomes Report

Following delivery of all engagement activities, an Engagement Outcomes Report was prepared. The Report provides a full summary of engagement activities, participation of stakeholders and the wider community, and how the project has responded to issues raised.

The Community and Stakeholder Engagement Strategy, Engagement Outcomes Report and Social Impact Assessment were all submitted as part of the SSSA package.

3. Community Consultation and Engagement

The purpose of the Community Consultation and Engagement Plan is to understand and mitigate construction impacts for the community through ongoing consultation and engagement during project delivery.

The Community Consultation and Engagement Plan aims to:

- Provide a range of channels for members of the community to seek information, raise concerns and provide feedback to the project team
- inform the community about the project, current works, anticipated impacts and expected project timeframes
- consult with the public about construction impacts
- seek feedback from impacted stakeholders
- work with impacted stakeholders to mitigate project impacts
- manage complaints and issues arising

A variety of engagement methods will be applied to ensure that the community has a range of opportunities to view information about the project and provide feedback directly to the project team.

The aim of this plan is to reduce construction impacts for the community by providing clear, informative and transparent information about what to expect during project delivery.

Engagement principles

The following principles will guide consultation and engagement for Hume Place project delivery:

- **Proactive:** – we will engage with neighbouring residents and other impacted stakeholder frequently
- **Accessible:** - a range of engagement methods will be used to ensure that the project information is readily available to impacted stakeholders and the wider community
- **Transparent** – we will openly share information regarding project delivery, anticipated impacts and project timeframes
- **Clear** – we will be clear about the decisions within the development that stakeholders can provide feedback on, and those which are non-negotiable.
- **Collaborative** – we will work with neighbours and impacted residents to respond to any issues, complaints or concerns







4. Stakeholders

The following table outlines the stakeholders that will be targeted for engagement. Engagement with stakeholders will be ongoing throughout project delivery.

Local and State Authorities	Project Interest
<p>North Sydney Council</p>	<ul style="list-style-type: none"> • Local planning compliance • Scope of work and delivery timing. • Construction impacts, eg noise, dust, heavy vehicles and parking
<p>Government agencies and peak bodies</p> <ul style="list-style-type: none"> • Department of Planning, Housing and Infrastructure • Sydney Metro • Transport for NSW • Utility providers 	<ul style="list-style-type: none"> • Scope of work and delivery timing • Integration with the Crows Nest Metro station • Compliance with standards, policy, and regulatory requirements • Construction impacts, eg noise, dust, heavy vehicles and parking
Wider Community	Project Interest
<p>Impact residents</p>	<ul style="list-style-type: none"> • Scope of work and delivery timing. • Construction impacts, eg noise, dust, heavy vehicles and parking • Specific impacts to individual properties such as road access, site hours, and work program
<p>Local residents</p>	<ul style="list-style-type: none"> • Scope of work and delivery timing. • Construction impacts, eg noise, dust, heavy vehicles and parking • Specific impacts to the local area such as road access, site hours, and work program
<p>Wider community</p>	<ul style="list-style-type: none"> • Scope of work and delivery timing. • Construction impacts, eg noise, dust, heavy vehicles and parking

5. Engagement Methods

A range of engagement methods will be in place to ensure that the community and relevant stakeholders have access to information about project delivery and the mitigation of construction impacts.

Method	Purpose
 <p>Community enquiries and complaints management</p>	<p>A construction email address and phone number will be made available to provide a point of contact for community and stakeholder to find out more information about the project status, raise issues and lodge complaints.</p> <p>A complaints handling process will be developed to establish set guidelines for response to community enquiries and complaints. The process will include informing relevant parties of the complaint, and maximum timeframes for response to complaints.</p>
 <p>Project website</p>	<p>Information about project delivery will be made available at https://humeplace.com.au/site/stage-2/.</p> <p>The page will form part of the broader Hume Place website, providing information about all project phases in one place at https://humeplace.com.au/site/</p>
 <p>Construction notifications</p>	<p>Construction notifications will provide important information about construction to site neighbours and the local community. Notifications will be issued for high impact works – such a large deliveries, asbestos removal or high noise works, as well as for significant changes to traffic and parking arrangements in the local area.</p>
 <p>Project newsletters</p>	<p>Community newsletters will provide regular project updates with the latest information about what is happening on site, anticipated impacts to the community and delivery milestones.</p> <p>Updated project newsletters and information will be made available on the project website throughout construction.</p>
 <p>Stakeholder meetings</p>	<p>Meetings will be held with key stakeholders to ensure that they are informed about project delivery as required.</p>
 <p>Media response</p>	<p>A process will be in place to ensure accurate and prompt response to media enquiries about the project. This will ensure that information about the project in the public realm is accurate and provides up to date information about construction impacts and project delivery.</p>

6. Key messages

Hume Place

Hume Place is a future focused precinct set to transform Crows Nest into Sydney's most connected and progressive village.

Hume Place will enhance the close-knit community of Crows Nest, with sustainability, social responsibility and connectivity at its heart.

This transformative project has redefined how Sydneysiders live, work, and play, linking the Lower North Shore to the rest of the city like never before.

Amenity for residents

The proposal will offer the following amenity for residents.

- Build-to-rent apartments crafted for comfort, making the most of abundant natural light and commanding views of the Harbour City.
- Affordable apartments for essential workers
- Dedicated health & wellness space and co-working space
- Retail, cafes and restaurants offerings
- Landscaped streets and extension of the green open space
- Housing near jobs in a growing health and education precinct
- Safe and efficient pedestrian and cycling connections.

Transport accessibility

This is Sydney's most connected residential development, offering unparalleled access to the Sydney Metro network.

The proposal offers direct access to the Sydney Metro network, 7 minutes from the CBD and 4 minutes from Chatswood.

Crows Nest Metro, located 25 meters below ground, is a rapid, accessible hub connecting the Lower North Shore to Sydney like never before.

The Crows Nest Metro will include a number of upgrades to the area, from new pedestrian crossings, to bike parking and cycle links.

Build-to-Rent

High quality rental housing is in short supply across Greater Sydney.

The proposal will deliver purpose built rental apartments, providing more stable, consistent and long-term rental conditions for tenants.

Providing dedicated rental apartments will increase the diversity of rental supply in a constrained market, and offer a high level of service and amenity to attract long term tenants.

Affordable housing

Hume Place has a vision to support frontline key and essential workers in the area, with a proposed 15% dedicated to key and essential worker affordable housing.

By providing affordable housing, Third.i will ensure that low and moderate income households will also have opportunities to access to high quality apartment living in a central location.

Connecting with Country

Hume Place has been designed in careful consultation with our Indigenous partners.

At every stage, Hume Place has been designed to create and maintain a sense of connection to place.

Every detail is intended to support the unique history of the area, and provide opportunities for people to connect with land, water and sky.

Construction impacts

While construction of a new development can be disruptive, we would like to work with the community to provide regular project updates and minimise construction impacts.

Community members can contact the project team at any time for information about the project delivery, or to lodge and enquiry or complaint with the project team.

GYDE