

# WATERLOO METRO QUARTER OVER STATION DEVELOPMENT

Environmental Impact Statement  
Appendix DD – Engagement Outcomes Report

**SSD-79307746 Central Precinct**

Detailed State Significant Development  
Development Application

Prepared for **WL Developer Pty Ltd**

30 September 2025

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<b>D. PowerPoint Presentation</b>	<i>WL Developer Pty Ltd</i>

# Executive Summary

## Purpose of this report

This Engagement Outcomes Report has been prepared to accompany State Significant Development Applications (SSDAs) on behalf of WL Developer Pty Ltd (the Proponent) for a revised scheme for the Waterloo Over Station Development for the North and Central precincts (which were previously approved), resulting in the following activities needing to be carried out:

- An Amending Concept DA
- A modification of the existing basement SSDA
- Two new detailed SSDAs for the Northern and Central Precincts.

This Report details the approach to engagement, the various communication tools utilised, engagement activities undertaken, the feedback received to date, and recommendations for further consideration as the project progresses.

## Engagement requirements: Secretary's Environmental Assessment Requirements (SEARs)

This report has been prepared in response to the requirements contained within the Secretary's Environmental Assessment Requirements (SEARs) for the project on 13 February 2025. Specifically, this report has been prepared to respond to the SEARs requirements issued below in **Table 1**.

Engagement has also been carried out to conform with the *NSW Undertaking Engagement Guidelines for State Significant Projects 2024* and in line with the International Association for Public Participation (IAP2) standards.

**Table 1** SEARs Reference within Engagement Report

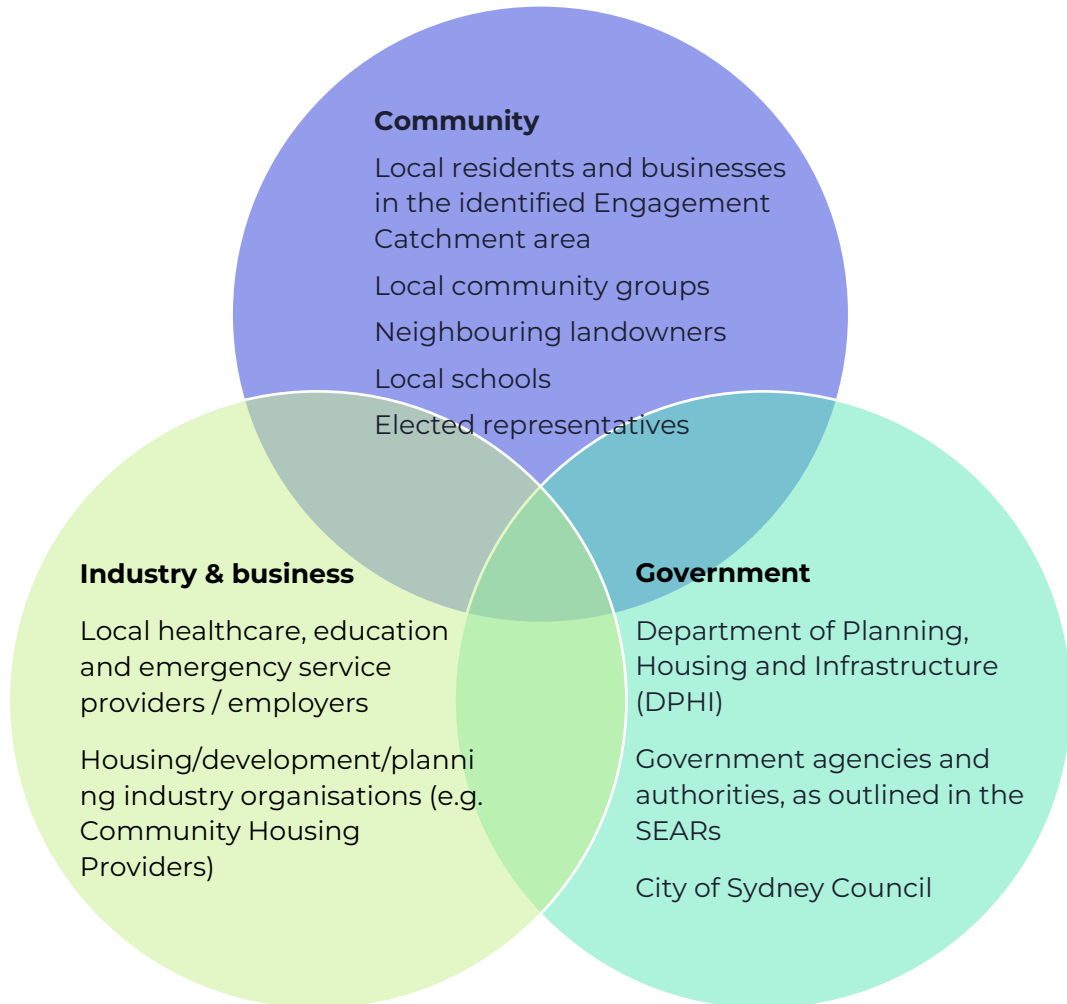
Pathway	Community and Stakeholder Engagement	Report Reference / Response
<b>Second Amending Concept SSD</b>	<b>SEARs 23. Engagement</b> Detail engagement undertaken and demonstrate how it was consistent with the <i>Undertaking Engagement Guidelines for State Significant Projects</i> .  Detail how issues raised, and feedback provided have been considered and responded to in the project. In particular, applicants must consult with: <hr/> the relevant Department assessment team. any relevant local councils. any relevant agencies. the community.	<b>Section 2.0</b> demonstrates how the engagement undertaken is consistent with Undertaking Engagement Guidelines for State Significant Projects.  <b>Section 5.0</b> outlines the feedback received from the community and stakeholders and how it has been considered in the design of the project.
	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 must be consulted.	<b>N/A</b>
<b>Northern Precinct SSD</b>	<b>SEARs 25. Engagement</b> As above (no changes or different requirements).	As above
<b>Central Precinct SSD</b>	<b>SEARs 24. Engagement</b> As above (no changes or different requirements).	As above

## Engagement snapshot

### Who we engaged








The engagement program was carried out with stakeholders considered most likely interested in or directly impacted by the proposal. The purpose of the engagement process for this submission was to ensure that these stakeholders were informed of the proposed development and had an opportunity to provide feedback and ask questions prior to lodgement.

To ensure engagement was consistent with DPHI's *Undertaking Engagement Guidelines for State Significant Projects* and complied with requirements outlined in the SEARs, engagement was undertaken with:



## Engagement activities

The following engagement activities were completed to inform and consult with stakeholders on the proposal. Excerpt supporting materials can be found at **Appendix A-D**.

Method	Key statistics	Activity summary	Purpose & supporting materials
 <b>Letterbox Drop</b>	<b>3,650</b> notification letters delivered	<ul style="list-style-type: none"> <li>Distributed to households &amp; businesses in local area</li> <li>Information about project &amp; ways to engage</li> </ul>	<ul style="list-style-type: none"> <li>Project overview</li> <li>Feedback &amp; contact channels</li> <li>Invite to learn more &amp; engage in activities</li> </ul>
 <b>Stakeholder outreach emails</b>	<b>14</b> emails sent to key stakeholders identified in the Engagement Strategy	<ul style="list-style-type: none"> <li>Emails to local businesses; community organisations; neighbouring landowners, elected representatives; and housing/development industry stakeholders</li> <li>Information about project &amp; ways to engage</li> </ul>	<ul style="list-style-type: none"> <li>Project overview</li> <li>Feedback &amp; contact channels</li> <li>Invite to learn more &amp; engage in activities</li> </ul>
 <b>Project update (EDM)</b>	<b>236</b> recipients	<ul style="list-style-type: none"> <li>Sent to Waterloo Metro Quarter database</li> <li>Information about project &amp; ways to engage</li> <li>Webinar reminder</li> </ul>	<ul style="list-style-type: none"> <li>Project overview</li> <li>Feedback &amp; contact channels</li> <li>Invite to learn more &amp; engage in activities</li> </ul>
 <b>Project Website</b>	Analytics unavailable	<ul style="list-style-type: none"> <li>Project website</li> <li>Detailed project &amp; engagement information</li> </ul>	<ul style="list-style-type: none"> <li>Community webinar presentation</li> <li>Online survey link</li> <li>Planning process &amp; feedback</li> <li>Invite to learn more &amp; engage in activities</li> </ul>
 <b>Online Survey</b>	<b>29</b> responses	<ul style="list-style-type: none"> <li>Input for Social Impact Assessment (SIA)</li> <li>Understand community priorities</li> </ul>	<ul style="list-style-type: none"> <li>Hosted on QuestionPro</li> <li>Detailed feedback</li> <li>Featured on project website</li> <li>Social Impact Assessment</li> </ul>
 <b>Community Stakeholder Session</b>	<b>11</b> attendees	<ul style="list-style-type: none"> <li>1-hour information (hosted online &amp; in-person)</li> <li>Project overview presentation</li> <li>Q&amp;A with project team</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Receive feedback</li> <li>Project overview presentation</li> <li>SIA survey promotion</li> </ul>
 <b>Community Webinar</b>	<b>14</b> attendees	<ul style="list-style-type: none"> <li>1.5-hour online information session</li> <li>Project overview presentation</li> <li>Q&amp;A with project team</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Receive feedback</li> <li>Project overview presentation</li> <li>SIA survey promotion</li> </ul>
 <b>Stakeholder Meetings</b>	<b>6 meetings</b> with government agencies and authorities per SEARs	<ul style="list-style-type: none"> <li>Formal briefings and correspondence to government agencies and authorities, per SEARs, including Sydney Metro</li> <li>Meetings with DPHI, GANSW, City of Sydney, to brief them on the project, discuss Design Excellence process, answer questions and seek feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Answer questions</li> <li>Receive detailed feedback</li> </ul>
 <b>Connecting with Country</b>	<b>Ongoing</b>	<ul style="list-style-type: none"> <li>Led by consultancy Murawin</li> <li>Engagement with First Nations stakeholders – three separate sessions (hosted online &amp; in-person)</li> </ul>	<ul style="list-style-type: none"> <li>Embed culture &amp; heritage</li> <li>Identify design opportunities</li> <li>Strategy development</li> <li>Connecting with Country Guidelines Report</li> </ul>
 <b>Project Hotline &amp; Email</b>	<b>3</b> enquiries received via phone and email channels	<ul style="list-style-type: none"> <li>Dedicated telephone line (1800 171 386) live from 22/8/25</li> <li>Dedicated email available ongoing (waterloo.community@jhg.com.au)</li> <li>Available during business hours</li> </ul>	<ul style="list-style-type: none"> <li>Answer questions</li> <li>Collect feedback</li> <li>Track enquiries</li> </ul>

## Feedback summary

The below points provide an overview of the key themes raised by the community, and how the project and its team responded to the topics raised. More detail about these issues can be found in **Section 5.0**.

- **Building height-** Community feedback raised potential concerns about scale and visual impact. The proposal maintains existing height controls and presents a design that responds sensitively to its context, aligning with surrounding developments.
- **Design-** Feedback emphasised the need for high-quality, functional design suited to co-living. The design has been refined through multiple reviews by the State Design Review Panel, ensuring it meets liveability and community standards.
- **Co-living and student housing-** There was some uncertainty around the distinction between housing models. The proposal clarifies that student housing is separate and already underway, while the co-living building offers a broader rental product with varied room types to meet market needs.
- **Affordable housing-** Stakeholders expressed a desire to retain and increase affordable housing. The current proposal improves on the previously approved scheme by increasing the number of affordable units within the precinct.
- **Parking-** Questions were raised about parking numbers and requirements. The development encourages public transport use via proximity to Waterloo Metro, with minimal parking to reduce car dependency.
- **Pedestrian connectivity-** Feedback highlighted the importance of safe and accessible walking and cycling routes. The design incorporates pedestrian desire lines and safety principles to support active transport.
- **Ancillary uses-** There is interest in community and recreational facilities being accessible and well-managed. The proposal includes a variety of community uses to meet diverse needs.
- **Retail mix-** Questions were raised about retail diversity and the inclusion of essential services. The retail spaces are designed to accommodate a range of operators, enhancing convenience and vibrancy.
- **Solar impacts-** Initial concerns about overshadowing nearby parks were noted. The proposal adheres to solar access guidelines to preserve sunlight for public and private spaces, with the modification providing an improvement to solar access in public areas.
- **Public domain and management-** Stakeholders requested clarity on delivery timelines and management responsibilities. The public domain is progressively being delivered as building stages complete. Ongoing management of those areas commences upon completion of the respective area.
- **Transition housing-** Strong support was expressed for transition housing and associated support services. The proposal includes affordable housing that can accommodate a range of needs, including transitional arrangements.
- **Housing typology-** Feedback sought clarity on the mix of housing types, especially family-sized units. The proposal includes a broad range of apartment types across various housing models to support diverse household needs.
- **Construction impacts-** Ongoing concerns about noise and disruption from the cumulative construction projects in the area were raised. A draft Construction Management Plan outlines strategies to manage and mitigate impacts throughout the construction phase of this project.
- **Planning process-** Stakeholders requested alignment with broader strategic plans and a 28-day exhibition period. The proposal complements the Botany Road Corridor Strategy and will be publicly exhibited for 28 days as required.
- **Engagement-** There is a desire for more transparent and inclusive engagement. Pre-lodgement consultation followed best practice standards, with further opportunities for feedback during the public exhibition phase.

## Next steps

Considering the detailed feedback received during pre-lodgement consultation, Ethos Urban recommends the following approach to guide ongoing engagement as the project progresses:

- **Ongoing project milestone communications**, such as following SSDA lodgement and notification of public exhibition, and ongoing planning approvals processes as the project progresses. This should continue via established communications channels such as the Waterloo Metro Quarter project EDM database.
- **Continued engagement with existing and any newly identified stakeholders** who did not provide any pre-lodgement feedback, should interest arise during the public exhibition period.
- **Maintain dedicated community relations contact** during construction (should the SSDAs be approved), for residents and stakeholders to provide feedback, ask questions and raise any concerns regarding site works. This would be opportune to demonstrate an ongoing commitment to working with neighbours to manage construction-related impacts.

# 1.0 Introduction

This report has been prepared by Ethos Urban on behalf of WL Developer Pty Ltd (the applicant) to accompany four State Significant Development Applications (SSDAs) for the development located at Waterloo Metro Quarter. Specially, this application relates to:

- The Second Amending Concept DA (SSD-79307765)
- The detailed Central Precinct SSD (SSD-79307746)
- The detailed Northern Precinct SSD (SSD-79307758)
- A Section 4.55 application, which seeks to modify State Significant Development (SSD) Waterloo Metro Quarter Over the Station Development (OSD) Basement Detailed SSD-10438.

This report has been prepared to respond to Items 23, 24 and 25 of the Planning Secretary's Environmental Assessment Requirements (SEARs) issued by Department of Planning, Infrastructure and Housing (DPHI) on 13 February 2025.

## 1.1 Project description

### Waterloo Metro Quarter - Central Precinct SSD-79307746

This application seeks consent for the design, construction and operation of a 26 storey (including plant level) mixed use building within the Central Precinct (the site) of the WMQ estate. The proposal comprises a Co-living housing tower above a three storey podium containing retail and community facility in the form of a childcare centre. Specially, the proposal comprises:

- Ground level retail tenancies, community facility, and childcare, co-living and shared basement access lobbies
- Community centre in the form of a childcare centre at Level 1 and Level 2
- A Co-living housing tower from Levels 3 to 24 comprising:
  - - Self-contained co-living accommodation rooms across 20 levels, with capacity for around 500 rooms
  - - Indoor and outdoor communal amenity at Levels 3 and 24
  - - Communal space also provided on each accommodation level;
- Ground level vehicular access from Church Square shared zone to the shared basement, delivery of a pedestrian thoroughfare through the site, landscaping and public domain works.
- Indicative building signage zones.

This application is submitted for concurrent assessment with a DA to amend the Waterloo Metro Over Station Development (OSD) Concept DA (SSD 9393) (the Concept DA) - referred to as the Second Amending Concept DA. The Second Amending Concept DA seeks consent to modify the existing concept approval as it relates to the Northern and Central Precincts, by amending the building envelopes to redistribute floor space to suit a new mix of land uses. This Central Precinct SSD will be consistent with the Concept DA as amended.

Separately, a Detailed SSDA for the detailed design, construction and operation of the Northern Precinct (SSD-79307758) and a Section 4.55 Modification Application to modify the approved detailed Basement SSDA (SSD 10438), will be concurrently submitted with this application.

## 2.0 Engagement approach

### 2.1 Engagement purpose

The purpose of this engagement process is to **ensure that all relevant stakeholders are informed** about the revised plans for the Waterloo Metro Quarter and have the **opportunity to provide feedback** to inform the development of the Environmental Impact Statements (EISs), as well as the revised Concept SSDA.

Importantly, this phase of engagement will build upon previous engagement undertaken as part of the original Concept Plan and First Amending Concept Plan, as well as more recent community and stakeholder feedback from construction works.

Documentation of engagement activities will also ensure the project's EIS meets the minimum form and content requirements as prescribed in the Secretary's Environmental Assessment Requirements (SEARs).

This section details the community and stakeholder engagement activities undertaken to support the development of the proposal. This engagement methodology and its outcomes have been informed by and are consistent with the NSW Department of Planning, Housing and Infrastructure's (DPHI) *Undertaking Engagement Guidelines for State Significant Projects*.

### 2.2 Engagement objectives

The following objectives have been developed to support the delivery of engagement activities:

- To inform stakeholders and community members about the project and the opportunity to engage;
- To ensure project benefits, impacts and constraints are presented and discussed transparently;
- To manage opposition from key influential stakeholders, including the City of Sydney Council;
- To deliver streamlined and targeted communications and activities where possible in recognition of consultation fatigue;
- Project narrative is informative and responsive to risks and issues, and is consistently applied throughout project communications;
- WL Developer's (as well as John Holland's and Mirvac's) brands and reputational interests are supported;
- Project team gains an understanding of the views of stakeholders and communities, and that this feedback is considered by the project and incorporated into the application.

## 2.3 Engagement standards

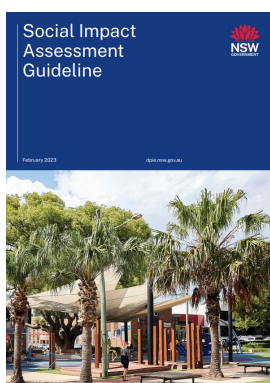
### Engagement Guidelines for State Significant Projects



The Engagement Strategy, activities and this report have adhered to DPHI's *Undertaking Engagement Guidelines for State Significant Projects (March 2024)* by:

- Engaging with relevant NSW Government agencies and close neighbours most impacted by the proposed development.
- Informing the surrounding community to the site about opportunities to consult with the project team
- Explaining how community feedback will be considered and documented
- Providing relevant information in plain English so that potential impacts and implications can be readily understood
- Providing channels of communication to gather feedback directly to the project team.

### Social Impact Assessment (SIA) and Social and Community Needs Assessment (SCNA) considerations



A Social Impact Assessment has been prepared in accordance with the *Social Impact Assessment Guideline for State Significant Projects (NSW DPE, 2023)*.

As part of the SIA Guideline, respectful, inclusive and meaningful engagement is considered fundamental, alongside other research activities. The aim of SIA engagement is to identify people and communities likely to be affected, understand their interests in the proposed development, and consider the diverse views, concerns, and potential impacts on individuals and communities.

Appendix C of the SIA Guideline requires that the following review questions have been fulfilled when considering the scale of social impacts of the project:

Were the extent and nature of engagement activities appropriate and sufficient to canvass all relevant views, including those of vulnerable or marginalised groups?

How have the views, concerns and insights of affected and interested people influenced both the project design and each element of the SIA report?

### Alignment with IAP2 Public Participation Spectrum



To determine the appropriate level of engagement for each stakeholder, the IAP2 Spectrum of Public Participation has been applied, classifying stakeholder groups by their known and/or perceived levels of interest and influence on the project.

In relation to the overall project scope, this project sits at **Consult** level.

## 3.0 Stakeholder approach

A demographic and stakeholder analysis was undertaken to guide the engagement program for the SSDA. The below table sets out stakeholder groups identified, and how they were considered as part of the consultation strategy.

**Table 2 Stakeholder engagement methods**

Stakeholder Group	Stakeholder Details	Key methods of engagement
Local community – neighbouring residents, businesses and significant landowners	Local residents that have been impacted by ongoing construction disruptions in the area as well as key precincts (South Eveleigh), businesses and landowners.	<ul style="list-style-type: none"> <li>• Letterbox drop</li> <li>• Email correspondence</li> <li>• Community stakeholder session</li> <li>• Webinar</li> </ul>
Wider Waterloo/Alexandria community	Broader local businesses, organisations and clubs, local community advocacy and action groups, schools.	<ul style="list-style-type: none"> <li>• Letterbox drop</li> <li>• Email correspondence</li> <li>• Community stakeholder session</li> <li>• Webinar</li> </ul>
State and Federal elected representatives	Federal and State Members	<ul style="list-style-type: none"> <li>• Email correspondence</li> <li>• Project briefing offer (not taken up)</li> </ul>
City of Sydney Council staff	Planning office	<ul style="list-style-type: none"> <li>• Attendance at SDRP meetings</li> <li>• Public exhibition referral process</li> </ul>
NSW Department of Planning, Housing & Infrastructure	Urban Planning consultants to lead ongoing coordination of the Planning process.	<ul style="list-style-type: none"> <li>• Email correspondence</li> <li>• Meetings/briefings</li> </ul>
State Design Review Panel	Government Architect NSW.	<ul style="list-style-type: none"> <li>• SDRP meetings</li> </ul>
Other government agencies and authorities	Including (but not limited to): <ul style="list-style-type: none"> <li>• Sydney Metro</li> <li>• Homes NSW</li> <li>• NSW Police</li> </ul>	<ul style="list-style-type: none"> <li>• Email correspondence</li> <li>• Community stakeholder session</li> </ul>
First Nations stakeholders and organisations (including Metro LALC, Aboriginal Affairs NSW and community members)	Connecting with Country Guidelines have been developed in consultation with local First Nations community members to inform the design	<ul style="list-style-type: none"> <li>• Listening to Country sessions</li> </ul>
Service & utilities providers	Ausgrid	<ul style="list-style-type: none"> <li>• Email correspondence</li> <li>• Preliminary applications</li> </ul>

# 4.0 Engagement approach

## 4.1 Engagement collateral and activities

This section of the report outlines the tools and methods used to deliver community and stakeholder engagement during the preparation of the SSDA. Detailed feedback from these engagement activities and the project response is included in **Section 5.0** further below.

**Table 3 Engagement tools and activities**

Collateral/activity	Collateral/activity description	Reach/outcome	How this engagement informed the project	Targeted Stakeholders	Level of Engagement
<b>Collateral</b>					
<b>Project notification letter</b>	<p>Letters distributed via letterbox drop to local residents and businesses informing them of the proposal and inviting participation in engagement activities.</p> <p>A copy of the project notification letter can be found in <b>Appendix A</b>.</p> <p>A copy of the distribution zone can be found in <b>Appendix B</b>.</p>	<p><b>3,650</b> letters distributed on 22/08/25.</p>	<p>Ensured neighbouring residents and key community stakeholders who are most interested and impacted were made aware of the Project, that Project information was accessible and easy to understand, and recipients had the opportunity to attend an engagement activity, provide feedback or ask questions via Project enquiry channels.</p>	<ul style="list-style-type: none"> <li>Local residents and businesses</li> <li>Key community stakeholders - local community groups, neighbouring landowners, local schools, elected representatives</li> </ul>	Inform
<b>Direct emails</b>	<p>Direct emails were issued to local residents and businesses within the Project database and known community stakeholders who may have an interest in or be impacted by the development</p>	<p><b>14</b> direct emails issued to key community stakeholders on 20/08/25.</p> <p><b>236</b> local residents and businesses in the EDM database received a project notification on 26/08/25.</p>	<p>Directly contacting the Project database and key community stakeholders to ensure they have digital invitations to the engagement activities, particularly those who don't live within the letterbox drop distribution zone.</p>	<ul style="list-style-type: none"> <li>Local residents and businesses in Project database</li> <li>Key community stakeholders - local community groups, neighbouring landowners, local schools, elected representatives</li> </ul>	Inform
<b>Project website</b>	<p>Dedicated <a href="#">project website</a> with Project overview, information about the planning process and upcoming consultation opportunities/enquiry channels.</p> <p>Registrations for the community webinar events was also encouraged via the website and a link to the SIA survey was included.</p>	<p>Project website live since 2020 and maintained between 22/08/25 and 16/09/25.</p>	<p>Informed community and stakeholders about the Project, status, consultation opportunities, and directed to public feedback &amp; enquiry channels.</p>	<ul style="list-style-type: none"> <li>All</li> </ul>	Inform

Collateral/ activity	Collateral/activity description	Reach/outcome	How this engagement informed the project	Targeted Stakeholders	Level of Engagement
	A copy of the key website pages can be found in <b>Appendix C</b> .				
<b>Project overview presentation</b>	PPT detailing the objectives, vision and key deliverables of the site. To be used in community information sessions and any stakeholder briefings.	<b>25</b> community members and stakeholders were able to view project information at engagement events.  The PPT was uploaded to the project website following the webinar session.	Provided a visual aid to community members and stakeholders during engagement activities.	<ul style="list-style-type: none"> <li>Community briefing attendees</li> <li>Webinar attendees</li> </ul>	Inform
<b>Activities</b>					
<b>Community briefing session</b>	1-hour information session held in-person and online on 01/09/25 for community stakeholders to learn about the Project, provide feedback and ask questions.  The presentation provided an overview of the project, planning process, design overview and site considerations, followed by time for a Q&A.	The session received <b>11</b> attendees.  A feedback summary is provided in <b>Section 5.0</b>	The community briefing session provided a welcoming forum for community members to be able to find out more about the Project and provide feedback.	<ul style="list-style-type: none"> <li>Key community stakeholders - local community groups, neighbouring landowners, local schools</li> </ul>	Consult
<b>Webinar information session</b>	1.5-hour webinar on 3/09/25 for community members.  The presentation provided an overview of the project, planning process, design overview and site considerations, followed by time for a Q&A.  A copy of the presentation for the webinar session can be found in <b>Appendix D</b> .	The session received <b>14</b> attendees.  A feedback summary is provided in <b>Section 5.0</b>	Provided a digitally accessible forum for community members to be able to find out more about the project and provide feedback.	<ul style="list-style-type: none"> <li>Local residents, businesses</li> <li>Key community stakeholders - local community groups, neighbouring landowners, local schools</li> </ul>	Consult
<b>Stakeholder briefings</b>	Invited key stakeholders to meet with the Project team to learn about the Project, provide feedback and ask questions.	<b>6</b> briefings to Government agencies and authorities – including DPHI, GANSW and City of Sydney via SDRP Process, and Sydney Metro.  A feedback summary is provided in <b>Section 5.1</b> .	Created an open dialogue between stakeholders and the proponent, facilitating questions and feedback to support preparation of the SSDAs.	<ul style="list-style-type: none"> <li>Government agencies and authorities – specified in SEARs</li> </ul>	Consult
<b>SIA survey</b>	Online survey of nearby residents, businesses and landholders seeking feedback on what they perceive to be the	Survey participation invited via letterbox drop to <b>3,650</b> local residences and	Provided outlet for stakeholders to give feedback on potential positive and negative	<ul style="list-style-type: none"> <li>Local residents, businesses</li> </ul>	

Collateral/ activity	Collateral/activity description	Reach/outcome	How this engagement informed the project	Targeted Stakeholders	Level of Engagement
	potential positive and negative social impacts generated by the proposal.	<p>businesses, via direct email, the Project website, and at engagement events.</p> <p><b>29</b> complete survey responses were received (15 additional partial responses were received).</p> <p>A copy of the survey and analysis of the survey results can be found in technical report: <i>Social Impact Assessment</i> prepared by Urbis.</p>	social impacts generated by the proposal, beyond those immediately impacted by Project.	<ul style="list-style-type: none"> <li>Key community stakeholders - local community groups, neighbouring landowners, local schools</li> </ul>	
<b>Frontline engagement (1800 phone number and project email)</b>	Maintained existing Project enquiry 1800 number (1800 171 386) and established a new email address ( <a href="mailto:waterloo.community@jhq.com.au">waterloo.community@jhq.com.au</a> ) and enquiry database for community members and stakeholders, and monitored and responded to enquiries up until lodgement.	<p>Enquiry channels were promoted via notification letter to <b>3,650</b> local residences and businesses, direct email, the Project website, and at engagement events.</p> <p><b>3 public enquiries</b> have been received as at the time of preparing this report.</p>	Provided all stakeholders a direct point of contact for any enquiries and assisted them in understanding the Project.	<ul style="list-style-type: none"> <li>All</li> </ul>	Consult

## 5.0 Feedback and project response

The following section provides a summary of feedback raised across the community and stakeholder information sessions (one hybrid session and one online session) and via public enquiry channels.

**Table 4 Community feedback**

Key theme	Detail	Project response
<b>Building height</b>	Questions relating to building heights, including whether they will exceed the previously approved building envelopes, and the final proposed building heights.	<p>The proposed building heights are as follows:</p> <ul style="list-style-type: none"> <li>• Building 1A: 116.9m</li> <li>• Building 1B: 107.5m</li> <li>• Building 2: 104.2m</li> </ul> <p>The approved overall building envelopes will not change; only the shape and form within those envelopes have changed as part of the revised design scheme.</p>
<b>Design</b>	Questions about design excellence, with reference to the exterior and interior design and the co-living model – how it will operate in practice and be managed.	Co-living is a new and evolving model of housing. The focus is on ensuring a high level of amenity within relatively compact dwellings by providing generous communal areas, both indoors and outdoors, including rooftop spaces. Each floor will also feature a common room with outlooks to the park (though not every floor will be identical). The model is managed and curated, with concierge support, to create a more communal living environment than a typical residential building.
<b>Co living and student housing</b>	Clarification requested regarding the distinction between co-living and student housing	Co-living is a similar housing type to student accommodation without being limited to accommodation for students only.
	Question around the management mechanism for the co-living building.	The mechanism is still being worked through. The building will be sold to a provider that will own and manage the building.
	Question relating to the building for student accommodation and co-living end up being one or the other instead of a mix?	The intention is to include both co-living and student housing, but the final mix will depend on the provider. Flexibility to include co-living is desirable.
<b>Affordable housing</b>	Comment that while the overall floor space has not changed, the number of affordable housing units has been reduced, and seeking clarification on how this occurred.	The number of affordable housing units has increased from 29 to 39. In an earlier scheme, affordable housing was reduced; however, when the project transitioned from primarily office to residential use, the requirement for affordable housing increased, and this has now been delivered in the current proposal.
<b>Parking</b>	Questions about the provision of car parking, including the number of basement spaces and their proportion to total dwellings.	95 residential spaces (123 total) – approximately 1 for every 3 units.
<b>Pedestrian connectivity and movement</b>	Questions about pedestrian and cycling connections, including dedicated bike paths and walking routes to the Metro.	Wellington Street will have a new bike path connecting east–west. No changes are proposed on Botany Road or Raglan Street.
<b>Ancillary uses</b>	Questions about recreational and community facilities, including how community spaces will be provided, managed, and protected from privatisation.	Each apartment building will include a community space, complemented by public domain areas such as Cope Street Plaza, Raglan Walk (open to sky), Grit Lane/Plaza, and spaces alongside the church. several community/retail tenancies are also planned,

Key theme	Detail	Project response
		including a southern precinct space supported by a café, with a childcare proposed for the central precinct, and potential for community events to be held in public domain areas.
<b>Retail mix</b>	Questions about the type of retail and food businesses to be delivered, including whether a supermarket or small-scale grocer is planned.	No large supermarket is proposed. A small grocer may be included, though not yet confirmed. Ground-floor tenancies (e.g. Botany Rd/Raglan St corner) are expected to accommodate small-scale retail and food/beverage uses.
<b>Solar impacts</b>	Questions about overshadowing, including studies of Alexandria Park and surrounding residential streets.	Overshadowing studies are underway and will be included in the EIS submitted to DPHI, with all outcomes required to comply with relevant controls. For the new park adjacent to the development, solar access has improved, particularly in the afternoon between 12–3pm. For Alexandria Park, overshadowing is restricted — no overshadowing occurs after 10am, and between 9–10am it is limited to no more than 30%.
<b>Public domain and management</b>	Comment noting that the plaza was previously expected to be delivered in September, but is now anticipated for mid-next year, and seeking clarification on whether this represents a delay.	The plaza is well advanced, with its opening timed to coincide with the opening of the southern precinct to ensure passive surveillance. Discussions with Sydney Metro regarding the final timeline are ongoing.
	Comment noting that the public domain was initially to be managed by Mirvac with an ongoing presence in the building and seeking clarification on how Mirvac will manage the open spaces and retail areas.	The WL Developer will manage the public domain until completion of the Northern and Central precinct (c. 2029), when the development is fully completed. Beyond that, a long-term management strategy is being developed, with the intention that responsibility will transition to a precinct-based management body.
<b>Transition housing</b>	Comment welcoming the inclusion of a broader cohort of residents in the development, with support expressed for incorporating transition housing. Feedback suggested this location could be well suited if an appropriate mechanism for onsite support were in place.	Noted and appreciated.
<b>Housing typology and apartment mix</b>	Request for greater clarity regarding the distinction between affordable housing, co-living, and student housing, and comment that this could influence the outcomes of the Social Impact Assessment, as community perceptions of the housing mix are likely to shape survey responses.	Noted.
	Request for clarity on the apartment breakdown within the commercial residential building, including whether 3-bedroom dwellings are provided for families or if the mix is primarily 1–2 bedroom units.	A mix of 1, 2, and 3-bedroom apartments will be provided. Reflecting the nature of Waterloo, the majority will be 1–2 bedroom dwellings, though family-sized 3-bedroom units are also included.

Key theme	Detail	Project response
<b>Construction impacts</b>	Questions about managing construction noise and disruption, coordination with nearby projects, and restrictions on after-hours works.	The project team will work closely with Kurraba and Stockland to minimise impacts, although there is limited transparency on their construction programs and timelines. Stockland is expected to commence near McEvoy Street, while Kurraba is anticipated to have the greatest community impact. Kurraba has joined the stakeholder group, and the project team is in ongoing liaison with Sydney Metro. Feedback on noise and after-hours works has been noted and will inform the construction program and communications going forward.
	Comment about remuneration/vouchers not adequately covering the cost of construction impacts, with a resident noting that many housemates have moved out due to noise and disruption, leaving remaining tenants to cover higher rent.	Feedback acknowledged – this will help inform refinements to the construction program and communication approach moving forward.
	Question about receiving a dilapidation report ahead of the next phase of construction commencing.	Likely to receive a dilapidation report but this is dependent on property location, scope of work, and project approval/requirements. Dilapidation survey inspections of relevant properties are anticipated to occur approximately in 12 months' time (Q3 2026).
<b>Planning process and local strategic context</b>	Question about the extent to which the proposal is consistent with the established goals of the Waterloo-Botany commercial corridor.	The proposal is consistent with the objectives of the Waterloo-Botany commercial corridor, while noting that the site itself is not located within the corridor boundary.
	Comment that that Council originally identified Botany Road as a commercial corridor, but the proposal now focuses on apartments. Comment that there is already an oversupply of apartments and limited other uses.	Since the Botany Road Masterplan was released, market conditions have shifted significantly. Demand for office space has reduced, while housing demand has increased. The proposal responds to this change by delivering additional housing alongside a proportion of office space, ensuring the precinct remains genuinely mixed-use.
	Question about the DPPI statutory exhibition period and request for the public exhibition period to be 28 days	28-day public exhibition is the standard statutory period for State Significant Development Applications. The project team has discussed this with DPPI, and a 28-day exhibition period is anticipated.
<b>Engagement</b>	Questions about the approach to community engagement, including opportunities for participation during webinars and access to presentations.	The chat function was enabled during the meeting. Presentations will be uploaded to the project website and shared with attendees by email.
	Questions about opportunities to provide feedback, including availability of SIA survey and close date.	A feedback survey was promoted via QR code during the webinar and is also available on the project website. Submissions remained open until Sunday 7 September.

## 5.1 Stakeholder feedback

The project team undertook consultation with key State Government agencies and authorities, including various correspondence, meetings and briefings. Details of key feedback raised is included in the table below.

**Table 5 Stakeholder feedback**

Stakeholder	Outreach details (meeting/phone call etc)	Engagement purpose and key topics/issues raised
<b>Elected Officials</b>		
State Member for Heffron (neighbouring electorate) – Ron Hoenig	<ul style="list-style-type: none"> <li>Via email to Ron Hoenig MP via his Electorate office. Letter informed him of the project and provide an overview of upcoming activities. The correspondence included an offer to meet and contact details were also provided to ensure the Member has a direct channel for any questions or feedback</li> </ul>	<ul style="list-style-type: none"> <li>Ensured local member was informed to answer project queries received by constituents</li> </ul>
Local Federal Member for Sydney: Tanya Plibersek	<ul style="list-style-type: none"> <li>Via email to the Hon. Tanya Plibersek MP to provide an update on the project and outline upcoming activities. The correspondence extended an offer to meet should she wish to discuss the project further and included direct contact details for any questions or feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Ensured local member was informed and empowered to answer project queries received by constituents</li> </ul>
<b>Local Council</b>		
City of Sydney Council: Director City Planning – Graham Jahn	<ul style="list-style-type: none"> <li>City of Sydney Director of City Planning Graham Jahn was engaged with through the State Design Review Panel Process as a panellist. This process included a series of four design review sessions between February and July 2025.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Government Agencies</b>		
Department of Planning, Housing and Infrastructure (DPHI)	<ul style="list-style-type: none"> <li>16 December 2024 – Scoping Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Discuss the proposed Amendment and project structure</li> </ul>
	<ul style="list-style-type: none"> <li>22 January 2025 – Meeting with GANSW and Department of Planning</li> </ul>	<ul style="list-style-type: none"> <li>Discuss Design Excellence Process</li> </ul>
	<ul style="list-style-type: none"> <li>3 February 2025 &amp; 4 February 2025 – Meetings with DPFI</li> </ul>	<ul style="list-style-type: none"> <li>Discuss Design Excellence approach and process</li> </ul>
	<ul style="list-style-type: none"> <li>Four design review sessions between February and July 2025</li> </ul>	<ul style="list-style-type: none"> <li>State Design Review Panel Process chaired by GANSW with panellist representatives for City of Sydney Council and Sydney Metro. Each session was observed by DPFI and Sydney Metro.</li> </ul>
	<ul style="list-style-type: none"> <li>Various email correspondence between December 2024 to date</li> </ul>	<ul style="list-style-type: none"> <li>Project stations, design excellence and technical assessment matters</li> </ul>
Government Architect NSW	<ul style="list-style-type: none"> <li>22 January 2025 – Meeting with GANSW, Sydney Metro and Department of Planning</li> </ul>	<ul style="list-style-type: none"> <li>Discuss Design Excellence Process</li> </ul>
	<ul style="list-style-type: none"> <li>Four design review sessions between February and July 2025</li> </ul>	<ul style="list-style-type: none"> <li>State Design Review Panel Process chaired by GANSW with panellist representatives for City of Sydney Council and Sydney Metro. Each session</li> </ul>

Stakeholder	Outreach details (meeting/phone call etc)	Engagement purpose and key topics/issues raised
		was observed by DPHI and Sydney Metro.
Sydney Metro	<ul style="list-style-type: none"> <li>State Design Review Panel Process chaired by GANSW and observed by DPHI and Sydney Metro. This process included a series of four design review sessions between February and July 2025.</li> <li>22 January 2025 – Meeting with GANSW, Sydney Metro and Department of Planning to discuss Design Excellence Process.</li> <li>20 August 2025 – Email invitation to community stakeholder session</li> <li>1 September 2025 – Attendance at community stakeholder session</li> </ul>	<ul style="list-style-type: none"> <li>No pre-lodgement feedback received.</li> </ul>
Homes NSW	<ul style="list-style-type: none"> <li>20 August 2025 – Email invitation to community stakeholder session</li> </ul>	<ul style="list-style-type: none"> <li>Did not attend community stakeholder session held 1 September 2025, however attended a previous presentation to REDWatch.</li> <li>No pre-lodgement feedback received.</li> </ul>
Aboriginal Affairs NSW	<ul style="list-style-type: none"> <li>Invitation to Listening to Country sessions held 10 June 2025</li> </ul>	<ul style="list-style-type: none"> <li>Outcomes informed Connecting with Country Guidelines Report.</li> </ul>
NSW Police	<ul style="list-style-type: none"> <li>20 August 2025 – Email invitation to community stakeholder session</li> <li>1 September 2025 – Attendance at community stakeholder session</li> </ul>	<ul style="list-style-type: none"> <li>No pre-lodgement feedback received.</li> </ul>
<b>Service Providers and Public Authorities</b>		
Ausgrid	<ul style="list-style-type: none"> <li>2 July 2025 – Preliminary design related services offer received from Ausgrid to prepare the development for the next phase of detailed design</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Heritage &amp; First Nations</b>		
Local First Nations community members, Elders and Knowledge Holders	<ul style="list-style-type: none"> <li>10 June 2025 – Listening to Country session 1 (in-person and online)</li> </ul>	<ul style="list-style-type: none"> <li>Centred on information sharing, providing updates on the project's evolution and the contributions to date from earlier engagement.</li> <li>Outcomes informed Connecting with Country Guidelines Report.</li> </ul>
	<ul style="list-style-type: none"> <li>10 June 2025 – Listening to Country session 2 (in-person and online)</li> </ul>	<ul style="list-style-type: none"> <li>Created space for reflection and connection to place, revisiting themes first surfaced in 2019 to see what continues to hold meaning for community today.</li> <li>Outcomes informed Connecting with Country Guidelines Report.</li> </ul>
	<ul style="list-style-type: none"> <li>10 June 2025 – Listening to Country session 3 (in-person and online)</li> </ul>	<ul style="list-style-type: none"> <li>A forward-looking workshop, inviting creative thinking about design, storytelling, and long-term community involvement.</li> <li>Outcomes informed Connecting with Country Guidelines Report.</li> </ul>

# 6.0 Conclusions and next steps

## 6.1 Conclusions

This Engagement Outcomes Report provides a succinct overview of communications and stakeholder engagement activities completed prior to lodgement of the SSDAs for the revised scheme for the Waterloo Metro Quarter.

In accordance with the SEARs requirements for engagement, WL Developer Pty Ltd has implemented a strategy to inform and seek feedback from a wide range of stakeholders considered most likely interested in or directly impacted by the proposal.

Community feedback centred on questions of building height, design quality, and the operation of the co-living model, along with requests for clarity on the distinction and mix of co-living, and affordable housing. There was support for transition housing if paired with onsite services. Comments also sought detail on parking provision, walking and cycling links, community facilities, and the retail offer, including whether a supermarket is planned. Information around overshadowing studies and potential impacts, plaza delivery timeframes, and Mirvac's management role was also sought. An important issue raised by nearby residents relates to ongoing construction impacts which will need to be managed and communicated carefully into the future as more projects in the vicinity commence. Feedback also highlighted the importance of clear engagement opportunities about the planning process and sufficient exhibition time for public comment.

Feedback detailed in this report has been shared with the WL Developer's technical consultant team to help refine the proposal and finalise the SSDAs and will inform ongoing planning and delivery. The SSDAs will be placed on public exhibition by DPHI, with the opportunity for interested stakeholders to provide further feedback through a formal submission process. Issues raised within the public submissions will be responded to by the WL Developer.

The WL Developer will continue to communicate project updates and engage with neighbours, the wider community and stakeholders during planning and construction. Up-to-date project information is available at <https://wisd.com.au/>

## 6.2 Next steps

Considering the detailed feedback received during pre-lodgement consultation, Ethos Urban recommends the following approach to guide ongoing engagement as the project progresses:

- **Ongoing project milestone communications**, such as following SSDA lodgement and notification of public exhibition, and ongoing planning approvals processes as the project progresses. This should continue via established communications channels such as the Waterloo Metro Quarter project EDM database.
- **Continued engagement with existing and any newly identified stakeholders** who did not provide any pre-lodgement feedback, should interest arise during the public exhibition period.
- **Maintain dedicated community relations contact** during construction (should the SSDAs be approved), for residents and stakeholders to provide feedback, ask questions and raise any concerns regarding site works. This would be opportune to demonstrate an ongoing commitment to working with neighbours to manage construction-related impacts.

There are no mitigation measures arising from this report.

# Appendix A Community and stakeholder correspondence

Community Letter – 22 August 2025

WATERLOO COLLECTIVE | JOHN HOLLAND | mirvac

22 August 2025

Dear neighbour,

## Waterloo Metro Quarter – project update and consultation opportunities

We're writing to let you know about the next stage of the Waterloo Metro Quarter – a new mixed-use precinct around the recently opened Waterloo Station. John Holland and Mirvac have completed significant works as part of the precinct's development and are now progressing plans to adapt the next stage for a new mix of homes, shops and commercial spaces, public domain, and community facilities.

### Project background and update

The Waterloo Metro Quarter is well underway in developing the southern component of the precinct, where social housing, student accommodation, community space, and the Cope St Plaza are being constructed.

The Waterloo Metro Quarter is continuing to plan for the remainder of the precinct. As part of this planning, the team is reassessing the best mix and use for the site. This change reflects current needs in Waterloo and Sydney – including reduced demand for office space, and the increased need for housing, including more diverse housing options.

The team is now preparing to submit a proposal to the Department of Planning, Housing and Infrastructure (DPHI) that will build upon the previous concept approval for the site.

### Proposal details

The proposal includes four separate applications:

- **Updated Concept Proposal State Significant Development Application (SSDA):** Seeks to amend building envelopes and land uses for the Northern and Central Precincts while maintaining overall floor space.
- **Two Detailed SSDAs:** Two detailed applications for the design, construction and operation of the Northern Precinct and Central Precinct on the site:
  - **Northern Precinct:** Two residential towers of 29 storeys and 25 storeys (providing 314 apartments including 40 affordable housing units), podium commercial space, and ground floor retail.
  - **Central Precinct:** A 26-storey building with co-living accommodation for approximately 500 residents, retail, childcare, and community facilities.
- **Basement Modification:** A separate application will update the basement layout to reflect the revised building designs.

### Project site



The Trustee for WL Developer Trust Pty Ltd  
ABN: 68 337 327 519. 78-82 Wyndham Street, Alexandra NSW 2015

**Consultation opportunities**

Thank you to members of the community who have provided feedback on site planning to date. We would now like to invite you to learn more about the revised proposal and provide feedback ahead of lodgement of the proposal to the Department of Planning, Housing and Infrastructure, which is anticipated to occur in the coming months. Consultation with the community is an important part of the planning process, and we have engaged Ethos Urban to support this process.

**Community Webinar (online)**

*Register for an online Zoom session to learn more, ask questions, and provide feedback. Includes a formal presentation with Q&A at the end of the session.*

**When:** Wednesday 3 September 2025, 6PM – 7:30PM

**Where:** Online via Zoom

**RSVP:** Registration is essential – please RSVP via QR code by Tuesday 2 September



**Community Survey**

*Share your feedback via a short, anonymous survey to help inform the Social Impact Assessment for the proposal. Survey responses will help identify positive and negative impacts, as well as measures to mitigate or enhance these impacts throughout the project's lifecycle.*

**When:** Survey live now, closing Sunday 7 September 2025

**Where:** We invite you to complete the survey by scanning the QR code



**Get in touch with the project team**

To sign up for regular project updates, assistance with registering via QR codes, or any questions, please reach out to our community engagement team at 1800 171 386 or email [waterloo.community@jhq.com.au](mailto:waterloo.community@jhq.com.au). For more information, visit our project website at <https://wisd.com.au/>.

Thank you for your interest in the Waterloo Metro Quarter project. We look forward to hearing from you.

Kind regards,

Waterloo Collective team

## Community database email update – 26 August 2025

### Waterloo Metro Quarter – project update and consultation opportunities

Good afternoon,

We're writing to let you know about the next stage of the Waterloo Metro Quarter – a new mixed-use precinct around the recently opened Waterloo Station. John Holland and Mirvac have completed significant works as part of the precinct's development and are now progressing plans to adapt the next stage for a new mix of homes, shops and commercial spaces, public domain, and community facilities.

#### Project background and update

The Waterloo Metro Quarter is well underway in developing the southern component of the precinct, where social housing, student accommodation, community space, and the Cope St Plaza are being constructed.

The Waterloo Metro Quarter is continuing to plan for the remainder of the precinct. As part of this planning, the team is reassessing the best mix and use for the site. This change reflects current needs in Waterloo and Sydney – including reduced demand for office space, and the increased need for housing, including more diverse housing options.

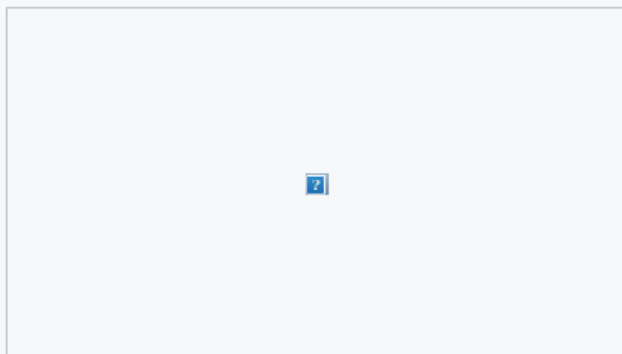
The team is now preparing to submit a proposal to the Department of Planning, Housing and Infrastructure (DPHI) that will build upon the previous concept approval for the site.

#### Proposal Details

The proposal includes four separate applications:

- **Updated Concept Proposal State Significant Development Application (SSDA):** Seeks to amend building envelopes and land uses for the Northern and Central Precincts while maintaining overall floor space.
- **Two Detailed SSDAs:** Two detailed applications for the design, construction and operation of the Northern Precinct and Central Precinct on the site:
  - o **Northern Precinct:** Two residential towers of 29 storeys and 25 storeys (providing 314 apartments including 40 affordable housing units), podium commercial space, and ground floor retail.
  - o **Central Precinct:** A 26-storey building with co-living accommodation for approximately 500 residents, retail, childcare, and community facilities.
- **Basement Modification:** A separate application will update the basement layout to reflect the revised building designs.

#### Project Site



#### Consultation opportunities

Thank you to members of the community who have provided feedback on site planning to date. We would now like to invite you to learn more about the revised proposal and provide feedback ahead of lodgement of the proposal

to the Department of Planning, Housing and Infrastructure, which is anticipated to occur in the coming months. Consultation with the community is an important part of the planning process, and we have engaged Ethos Urban to support this process.

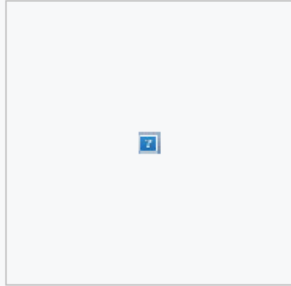
#### Community Webinar (online)

*Register for an online Zoom session to learn more, ask questions, and provide feedback. Includes a formal presentation with Q&A at the end of the session.*

**When:** Wednesday 3 September 2025, 6PM – 7:30PM

**Where:** Online via Zoom

**RSVP:** Registration is essential – please RSVP via QR code by Tuesday 2 September.

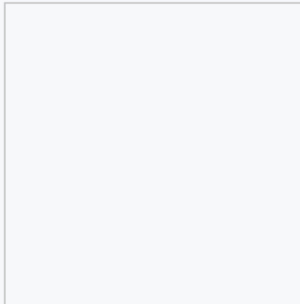


#### Community Survey

*Share your feedback via a short, anonymous survey to help inform the Social Impact Assessment for the proposal. Survey responses will help identify positive and negative impacts, as well as measures to mitigate or enhance these impacts throughout the project's lifecycle.*

**When:** Survey live now, closing Sunday 7 September 2025

**Where:** We invite you to complete the survey by scanning the QR code



#### Get in touch with the project team

To sign up for regular project updates, assistance with registering via QR codes, or any questions, please reach out to our community engagement team at 1800 171 386 or email [waterloo.community@jhg.com.au](mailto:waterloo.community@jhg.com.au). For more information, visit our project website at <https://wisd.com.au/>.

Thank you for your interest in the Waterloo Metro Quarter project. We look forward to hearing from you.

## Community Stakeholder Session Email Invitation – 20 August 2025

An example of email correspondence inviting key community stakeholders to an information session is provided below.

**From:** [Waterloo Community](#)  
**To:** [mail@redwatch.org.au](mailto:mail@redwatch.org.au)  
**Subject:** Invitation: Community Briefing Session – Waterloo Metro Quarter Development Proposal  
**Attachments:** [Image002.png](#)

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Dear Geoff,

We are pleased to invite you to a community briefing session regarding the next stage of the Waterloo Metro Quarter development.

As a valued member of the community, your feedback is important to us as we progress plans for an amendment to the Northern and Central Precincts at the Waterloo Collective—a refreshed neighbourhood proposal around the recently opened Waterloo Metro Station. The session will provide an update on the project, outline the upcoming proposal to the Department of Planning, Housing and Infrastructure, and offer opportunities for you to ask questions and share your views.

**Session details:**

**When:** Monday, 1 September at 10:00am

**Where:** 78–82 Wyndham St, or online via Microsoft Teams

Please let us know if you will attend in person or online. We will provide further details, including the Teams link, closer to the date.

We kindly request that this invitation is shared only with relevant parties within your immediate organisation. A separate briefing session will be offered to the wider public at a later date.

We look forward to your participation and feedback.

Kind regards,

## Elected Representative Email Outreach – 27 August 2025

An example of email correspondence to elected representatives with an offer for a project briefing is provided below.

**From:** [Daniel Doyle](#)  
**To:** [tanya.plibersek.mp@aph.gov.au](mailto:tanya.plibersek.mp@aph.gov.au)  
**Subject:** Waterloo Metro Quarter – Project Update  
**Attachments:** [image001.png](#)

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Dear Hon Tanya Plibersek,

I am writing to provide you with an update on the next stage of the Waterloo Metro Quarter – a new mixed-use precinct being delivered around the recently opened Waterloo Metro Station.

John Holland and Mirvac have already completed significant works within the precinct and are now progressing plans to adapt the next stage to deliver a new mix of homes, shops and commercial spaces, public domain, and community facilities.

The southern component of the precinct is well underway, including delivery of new social housing, student accommodation, community spaces, and the Cope Street Plaza.

Planning is now focused on the Northern and Central Precincts.

### Community and stakeholder consultation

A central focus of our approach is engaging closely with the community and stakeholders to ensure the plans for the precinct reflect local needs and aspirations. We have an extensive database of community members, stakeholders and organisations built over many years of engagement, and we are continuing to draw on these relationships as the project progresses.

Consultation activities underway include:

- **Direct briefings** with key stakeholders and community groups
- **A dedicated webinar** to provide project updates and answer questions
- **Website** where information can be accessed, and feedback shared

This approach ensures the precinct not only reflects community needs but also directly supports broader housing and planning priorities for Sydney.

### Proposal

The Waterloo Metro Quarter team is preparing to submit a proposal to the Department of Planning, Housing and Infrastructure (DPHI) that builds upon the previous concept approval for the site. This will include four separate applications:

- **Updated Concept Proposal SSDA** – amending building envelopes and land uses for the Northern and Central Precincts, while maintaining overall floor space.
- **Two Detailed SSDAs** – covering the design, construction and operation of the Northern and Central Precincts:
  - *Northern Precinct:* Two residential towers of 29 and 26 storeys, delivering 314 apartments (including approximately 40 affordable housing), three storeys of podium commercial space, and ground floor retail.
  - *Central Precinct:* A 26-storey building with co-living accommodation for around 500 residents, plus retail, childcare and community facilities.
- **Basement Modification** – a separate application to update the basement layout in line with the revised designs.

We would be pleased to arrange a briefing with you or your staff at a convenient time to provide further detail and answer any questions you may have about the proposal.

Kind regards,  
Daniel Doyle

## Community Webinar Reminder – 2 September 2025

**From:** [Waterloo Community](#)  
**Subject:** REMINDER - HAVE YOUR SAY - Waterloo Metro Quarter – project update and consultation opportunities  
**Date:** Tuesday, 2 September 2025 3:54:48 PM

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Dear neighbours,

This is a friendly reminder that we will be hosting an online briefing **tomorrow evening at 6:00pm** to discuss the proposed changes for Waterloo Metro Quarter Central and North. Your participation is highly valued, and we encourage you to join us for this important session.

Please note that registration is essential and can be completed via the QR code provided in the email below. In addition, we invite you to share your thoughts by completing an **anonymous** survey on social impact, accessible through the second QR code in the email below.

Your input is important to us, and we look forward to your participation.

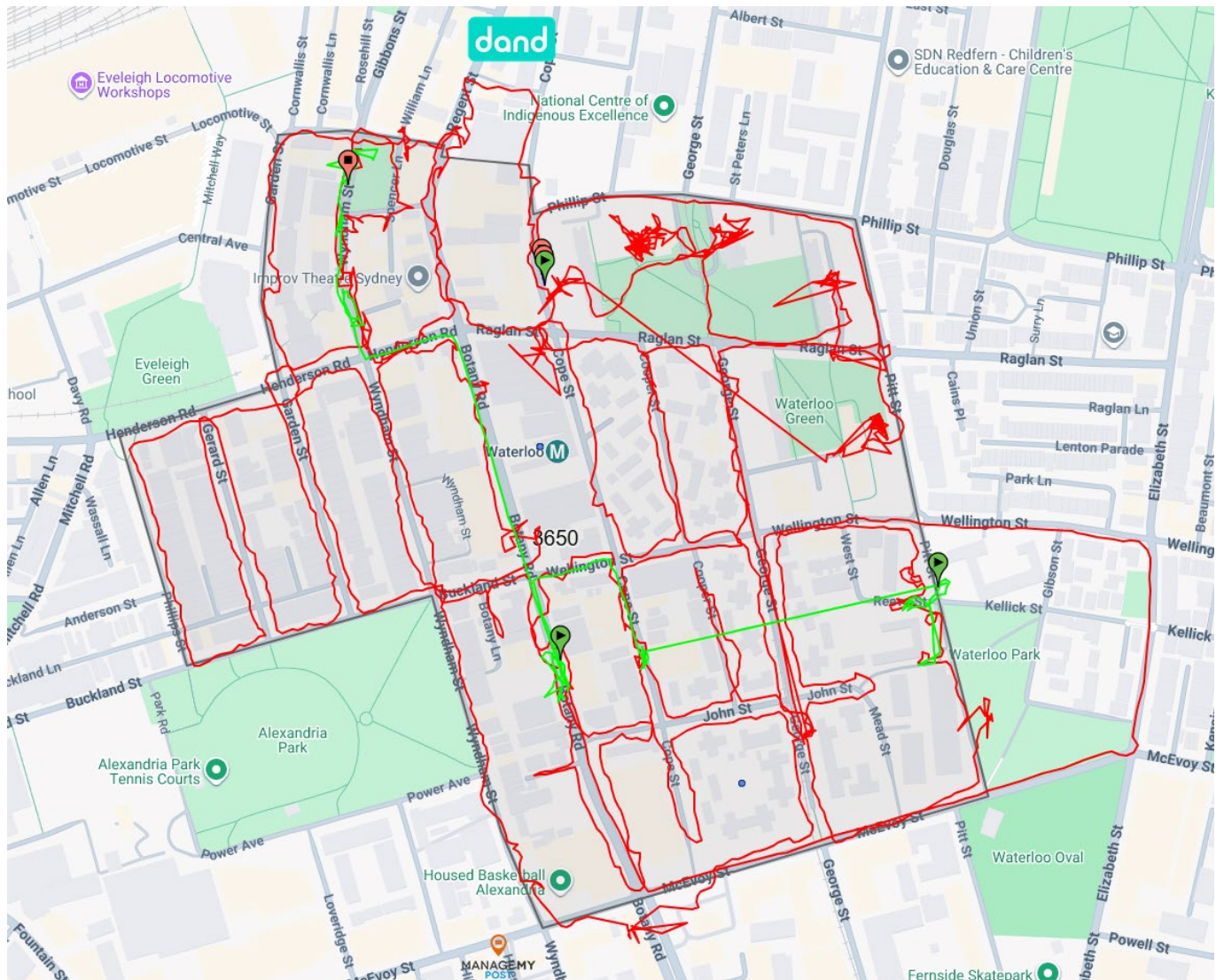
Kind regards,

Alicia

# Appendix B Community letter distribution

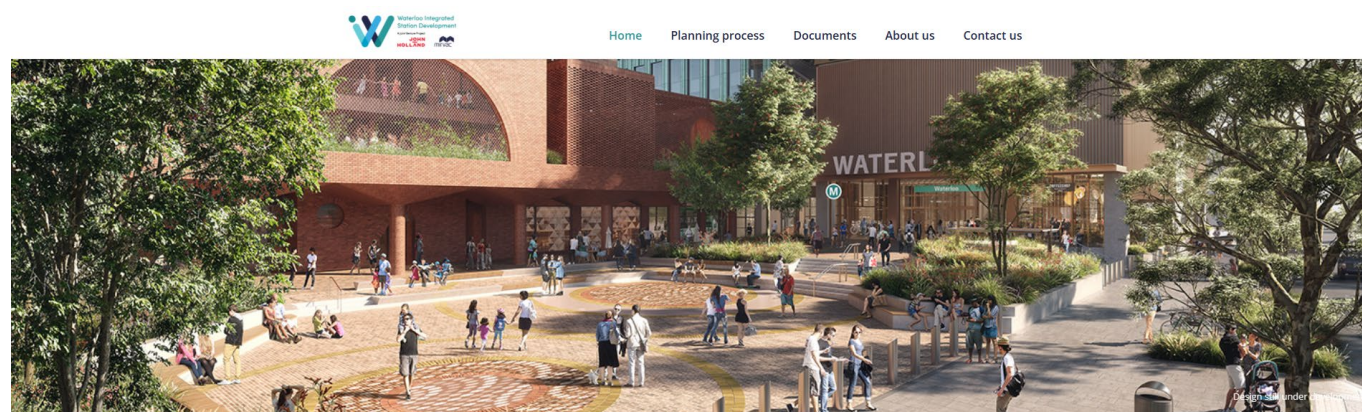
## Community Letter Distribution – 22 August 2025

3,650 notification letters distributed to local residences and businesses surrounding the site on 22 August 2025 via letterbox drop.



# Appendix C Project website

Home page: <https://wisd.com.au/>



## Waterloo Metro Quarter

The Waterloo Collective, a joint venture between John Holland and Mirvac, is progressing planning for the Waterloo Metro Quarter – a vibrant, mixed-use development above and next to the Waterloo Metro Station.

The new Waterloo Metro Quarter will be a true mixed-use precinct combining residential apartments, social housing, affordable housing, co-living spaces, student accommodation, retail and commercial spaces, a vibrant ground plane, community facilities and public open space.

The precinct is underpinned by the Waterloo Metro Station, which opened in August 2024. The Waterloo Collective is well underway in developing the southern component of the precinct and continuing to plan for the remainder of the site.

This new destination will be a 'place to gather and grow' that embraces the diverse physical, social and cultural environment, and provides inclusive spaces that benefit everyone who visits. With Sydney Metro services now up and running, the area is perfectly positioned to grow into a lively, well-connected hub for residents, workers and visitors alike.

### Get in touch

1800 171 386

[waterloometro@transport.nsw.gov.au](mailto:waterloometro@transport.nsw.gov.au)

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### Waterloo Metro Quarter – update and revised proposal

The Waterloo Metro Quarter is underpinned by the Metro Station, which opened in August 2024. The precinct is divided into three areas: the Southern, Central and Northern precincts.

The Waterloo Collective is well underway in developing the Southern precinct, where social housing, student accommodation, community space, and the Cope St Plaza are being constructed.

The Waterloo Collective is continuing to plan for the Central and Northern precincts. As part of this planning, the team is reassessing the best mix and use for the Central and Northern precincts. This change reflects current needs in Waterloo and Sydney – including reduced demand for office space, and the increased need for housing, including more diverse housing options.

#### Revised proposal

A revised proposal is being prepared to seek approval for these changes. The Waterloo Collective is currently preparing to submit a proposal to the NSW Department of Planning, Housing and Infrastructure.

This proposal includes four separate applications:

- **Updated Concept Proposal State Significant Development Application (SSDA):** Seeks to amend building envelopes and land uses for the Northern and Central Precincts while maintaining overall floor space.
- **Two Detailed SSDAs:** Two detailed applications for the design, construction and operation of the Northern Precinct and Central Precinct on the site:
  - **Northern Precinct:** Two residential towers of 29 storeys and 25 storeys (providing 314 apartments including 40 affordable housing units), podium commercial space, and ground floor retail.
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---

## Waterloo Metro Quarter

A concept plan for the Waterloo over station development was approved in late 2019 after public consultation.

The John Holland and Mirvac joint venture has prepared State Significant Development applications (SSDAs) for the detailed design, including a modification to the approved concept for the new Waterloo Metro Quarter.

The applications were lodged with the NSW Department of Planning, Housing and Infrastructure and on public exhibition for 28 days, from 5 November to 2 December 2020. Submissions on the development have now closed.

The [Waterloo Metro Quarter overview booklet](#) provides a snapshot of the full environmental impact statements and development applications. The [presentation](#) shown at the community webinars held in November also has information about the development.

The Minister for Planning and Public Spaces has provided final approval for the Waterloo Metro Quarter over station development including the *SSD Concept Approval and the Detailed SSD Applications*.

- [Amending Concept DA – Waterloo Metro Quarter OSD](#)
- [Waterloo Metro Quarter OSD – Northern Precinct Detailed Design SSDA](#)
- [Waterloo Metro Quarter OSD – Central Precinct Detailed Design SSDA](#)
- [Waterloo Metro Quarter OSD – Basement Car Park Detailed Design SSDA](#)
- [Waterloo Metro Quarter OSD – Southern Precinct Detailed Design SSDA](#)

[Visit the DPIE website for more information.](#)

## Waterloo Station Design and Precinct Plan

Sydney Metro received planning approval for Waterloo Station in January 2017.

John Holland carried out community consultation on the SDPP in June and July 2020.

The Waterloo Station Design and Precinct Plan (SDPP) was lodged in early 2021 to meet the conditions of this Critical State Significant Infrastructure approval for Sydney Metro City & Southwest.

The Department of Planning, Industry and Environment (DPIE) approved the Station Design and Precinct Plan (SDPP) in April 2021. The SDPP outlines the urban, landscaping and architectural design for Waterloo metro station and shows how it will integrate with the Waterloo Metro Quarter and surrounding precinct. It identifies the design objectives and principles, and discusses opportunities to improve public spaces, connectivity, transport and access.

## Sydney Metro – Chatswood to Sydenham


Critical State Significant Infrastructure (CSSI) approval documents relating to the integrated station development can be found at the NSW Department of Planning, Housing and Infrastructure Major Projects website [here](#).

Email us at [waterloo.community@jhg.com.au](mailto:waterloo.community@jhg.com.au) to register for email updates.

---

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# Appendix D PowerPoint presentation

To be attached as a compiled pdf during report finalisation stage

# Waterloo Over Station Development

Community Webinar



## ACKNOWLEDGEMENT OF COUNTRY

John Holland and Mirvac would like to acknowledge the Traditional Owners and Custodians of the Country on which Waterloo Collective stands, the Gadigal people of the Eora Nation. We pay our respects to Elders past and present.

The project recognises the Aboriginal and Torres Strait Islander people's connection to Country and the continuation of cultural, spiritual and educational practices.

# Presenters



**Daniel Doyle**  
Project Director  
*Waterloo Collective*



**Danielle Blakely**  
Associate Director  
*Urbis*



**Georgie Hunt**  
Associate Director  
*Ethos Urban*



**Matt Davis**  
Director  
*Bates Smart*

# Why are we here?

- To Provide an update on the Waterloo Metro Quarter development including the proposed change in use
- To provide an overview of the proposal and planning process
- To provide an opportunity for participants to ask questions and provide feedback

# Agenda

1. Introduction
2. Project background and overview
3. Planning context and process
4. Design overview
5. Other Items
6. Q&A and feedback
7. Next steps

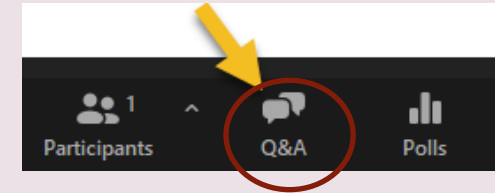
# Webinar etiquette



We will address your questions during a Q&A at the end of the presentation but please add questions as they come to mind via the Q&A function.



The Q&A function is at the bottom of the screen.



Please respect other people's time and contributions and be respectful with your questions or comments

# Project background and overview

With Daniel Doyle (Mirvac)



# Who is Waterloo Collective?

The Waterloo Collective, a joint venture between **John Holland** and **Mirvac**, is progressing planning for the Waterloo Metro Quarter – a vibrant, mixed-use development above and next to the Waterloo Metro Station.

**WATERLOO**  
**C**  **LECTIVE**

**JOHN**  
**HOLLAND** |  **mirvac**

## John Holland

John Holland is one of Australia's largest infrastructure and property companies, with more than 70 years' experience delivering major transport, building, and urban development projects across the country. From hospitals and schools to rail networks and city-shaping precincts, the company focuses on creating places that improve everyday life for Australians.

## Mirvac

Mirvac is a leading Australian property group established in 1972, with a strong track record in residential communities, workplaces, retail centres, and build-to-rent housing across Australia's major cities. Known for its focus on sustainability and design excellence, Mirvac has helped shape the way Australians live, work and shop for more than 50 years.

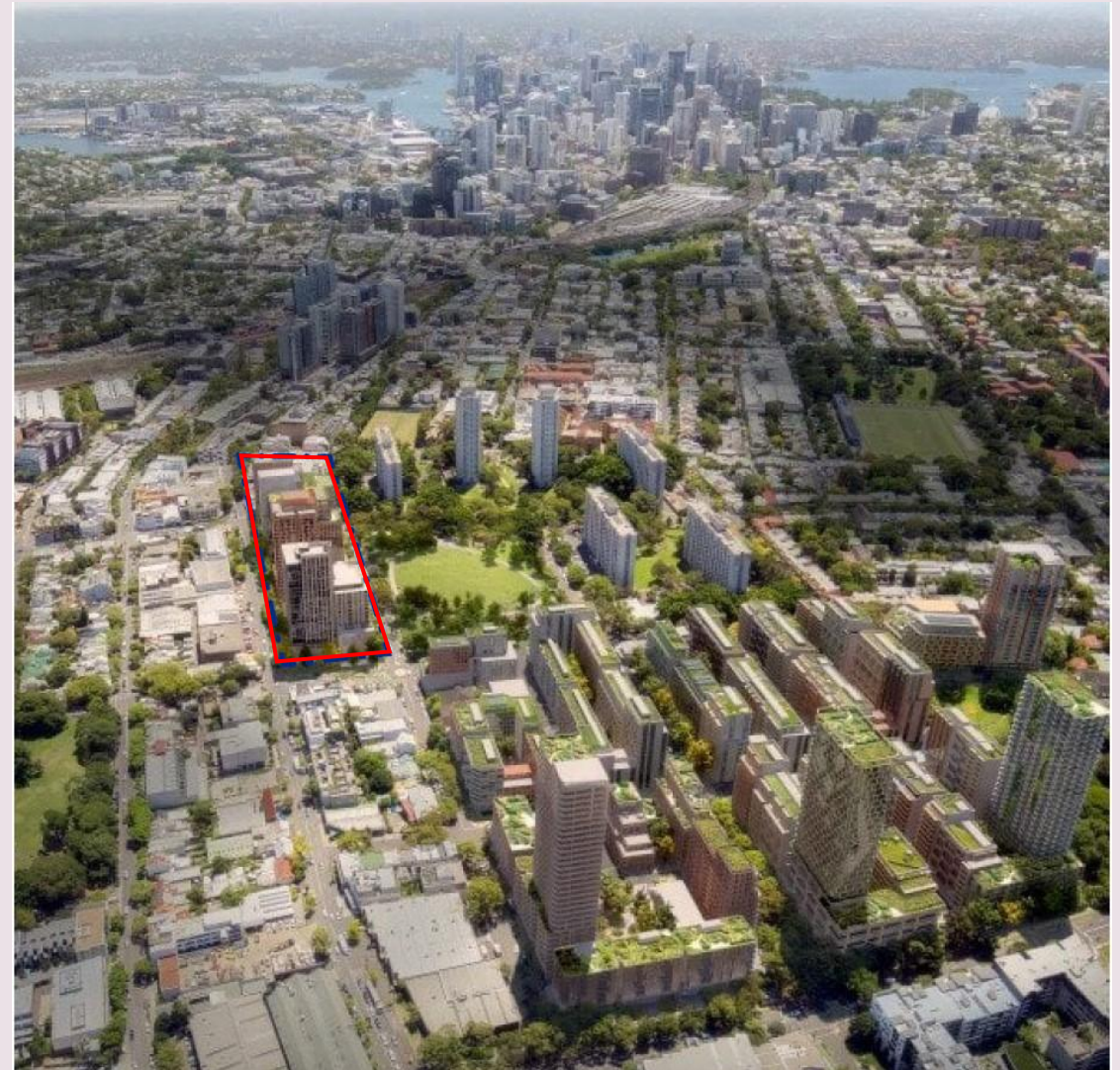
# Site context

## 83-91 Botany Road, Waterloo

Located in the City of Sydney LGA, about 3.3km south of the CBD and 8km from Sydney Airport.

Waterloo Metro Quarter comprises the entire city block bound by Cope Street to the east, Botany Road to the west, Raglan Street to the north and Wellington St to the south, excluding the Congregational Church

Significant activity already underway, including the opening of the Waterloo Metro Station and construction of the South precinct nearing completion.



Waterloo Metro Quarter site boundary shown in red.

# What is approved?

## Northern Precinct

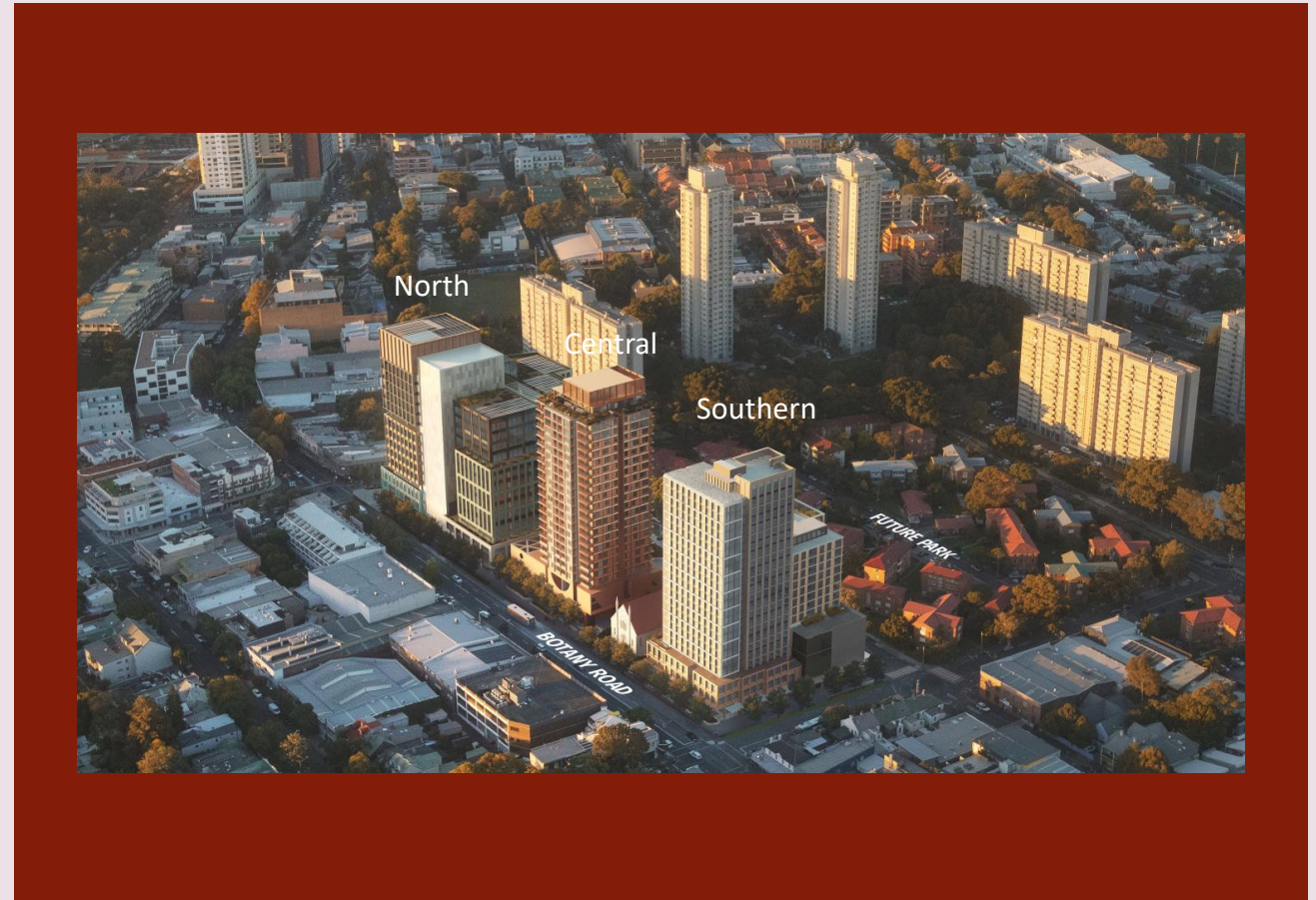
- Commercial Office
- Activated ground floor retail

## Central Precinct

- Residential apartments
- Affordable housing
- Community childcare space within the podium
- Activated ground floor retail
- Incorporate a community space overlooking the plaza

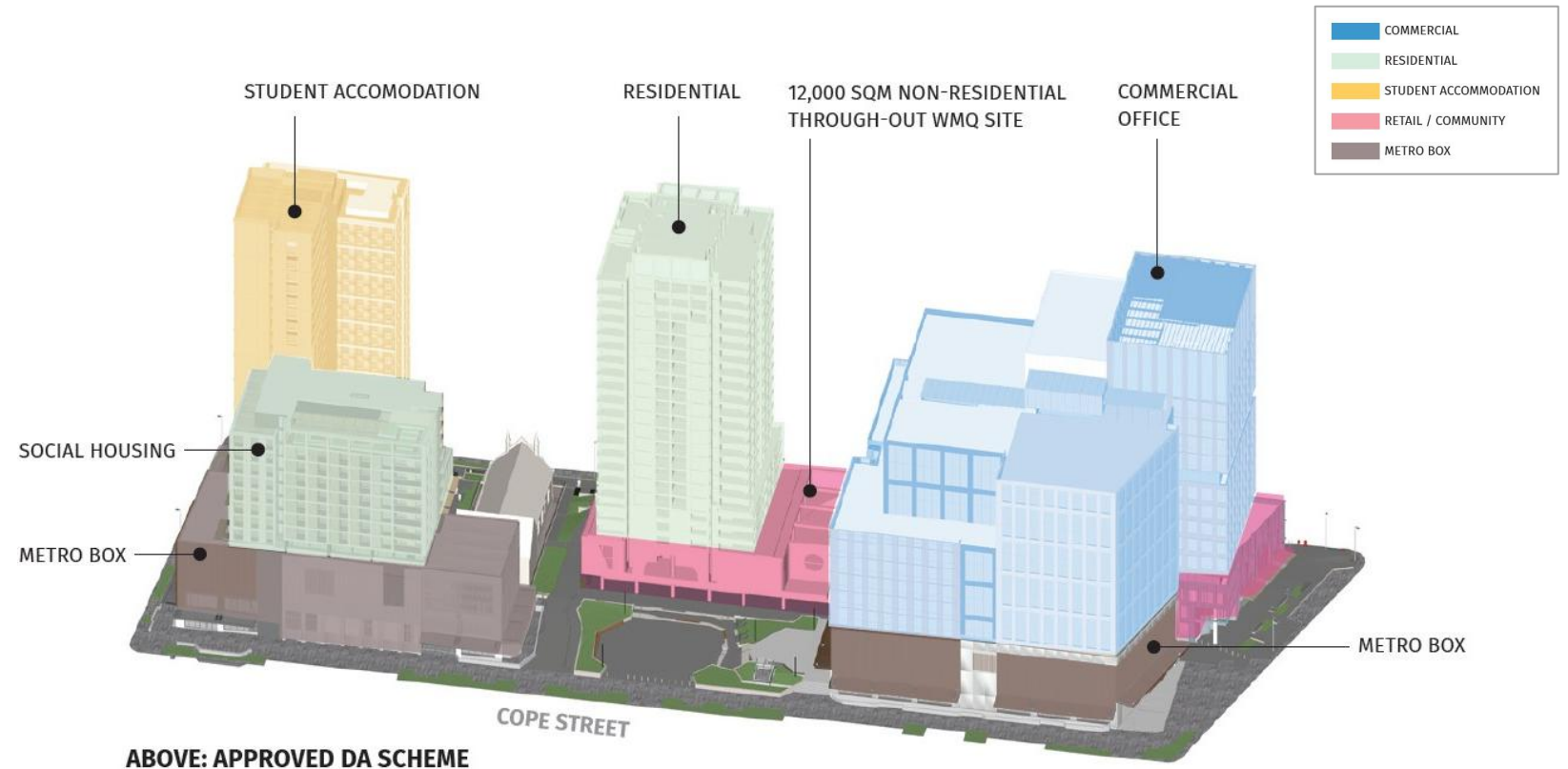
## Southern Precinct & Cope St Plaza

- Social Housing building
- Student Accommodation
- Activated ground floor retail
- Public Plaza



# Drivers for change (since 2021)

- Less demand for office space
- Need for housing in Waterloo area



# What is proposed?

## Northern Precinct

- Residential apartments
- Affordable housing
- Commercial office
- Activated ground floor retail

## Central Precinct

- Co-living apartments
- Community childcare space within the podium
- Activated ground floor retail
- Incorporate a community space overlooking the plaza

## Southern Precinct & Cope St Plaza

- No change

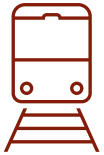


# Project benefits



## **More housing choice**

Contributing to much-needed housing supply and housing diversity in NSW and the Waterloo area – including co-living accommodation, social and affordable housing, and market rate housing



## **Direct access to jobs and services via Waterloo Metro**

Close proximity to metro services from Waterloo Station which will enable fast and reliable travel to employment hubs in the CBD, North Sydney, Barangaroo and Macquarie Park



## **New public spaces and community facilities**

A range of new public spaces and community facilities, including plazas, walkways and gathering spaces



## **Sustainable design outcomes**

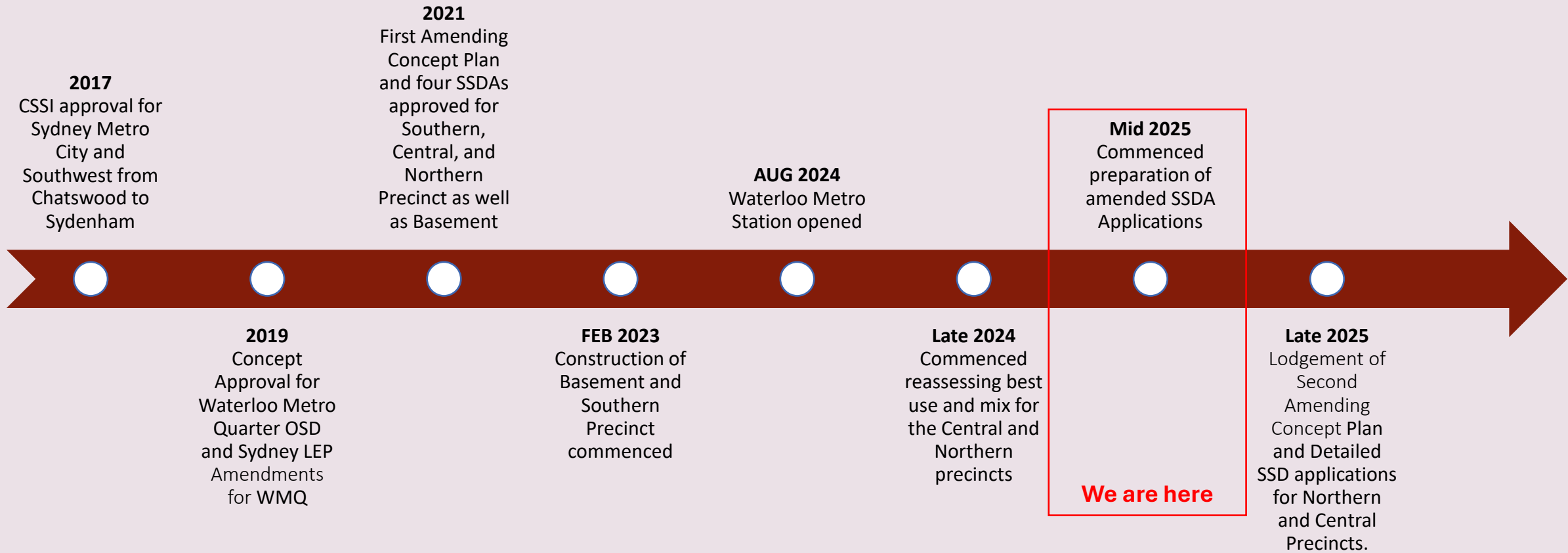
Deliver sustainable environmental and social outcomes for existing and future residents and the broader Waterloo community

# Planning context and process

With Danielle Blakely (Urbis)



# Planning timeline to date



\*SSDA = State Significant Development Application

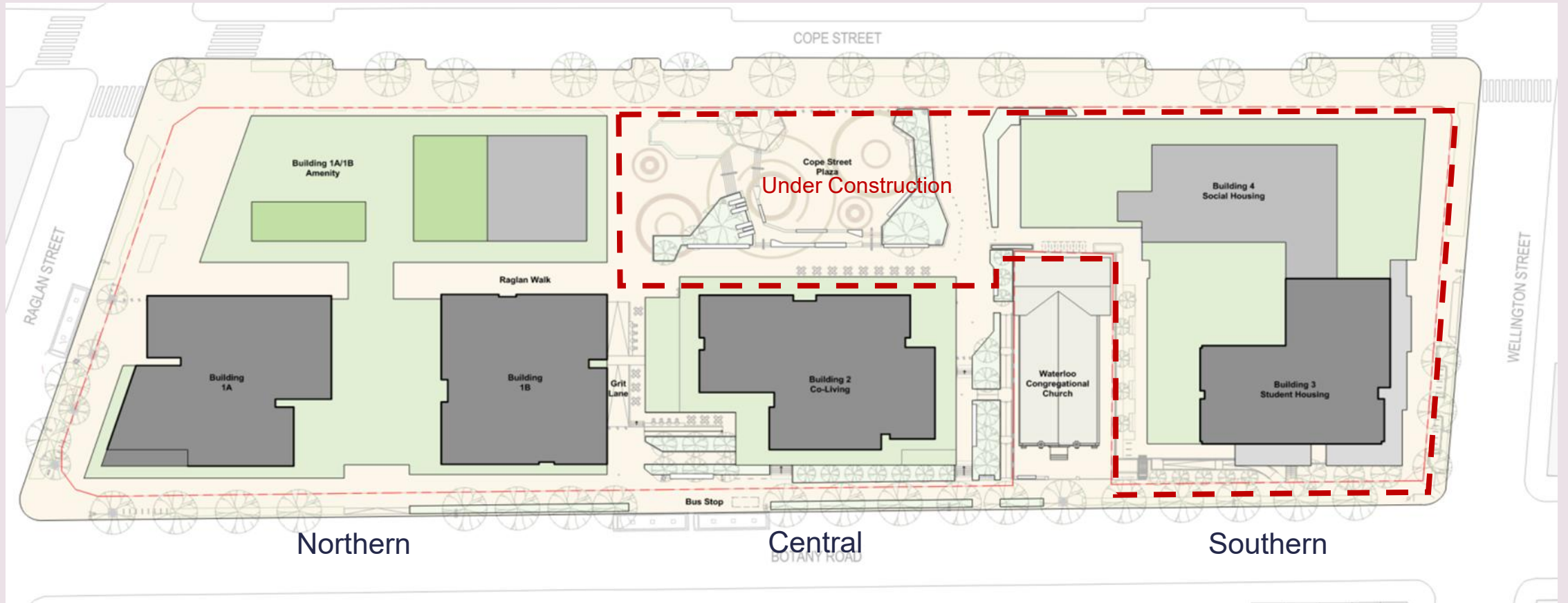
# Planning application process

- Waterloo Metro Quarter is designated a State Significant Development
- The Approved Concept Development Application contains a design amenity guideline which will continue to apply to the development
- The proposal will include the following Development Applications
  - Second Amending Concept Development Application
  - Detailed SSDA – Northern Precinct
  - Detailed SSDA – Central Precinct
  - Modification – Basement SSDA
- The proposal will be assessed by the **NSW Department of Planning, Housing and Infrastructure**.
- Each application will include an Environmental Impact Assessment (EIS) to accompany the proposal.

Following lodgement, the application will be exhibited. Submissions will be invited from:

- City of Sydney Council
- Government agencies
- General public

# Site layout



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# Key components of this proposal

1.

## **Second Amending Concept SSDA**

Seeks to amend building envelopes and land uses for the Northern and Central Precincts while maintaining overall floor space.

2.

## **Detailed SSDA Northern Precinct**

Two residential towers of 29 storeys and 26 storeys (providing approximately 314 apartments including approximately 39 affordable housing apartments), podium commercial space, and ground floor retail.

3.

## **Detailed SSDA Central Precinct**

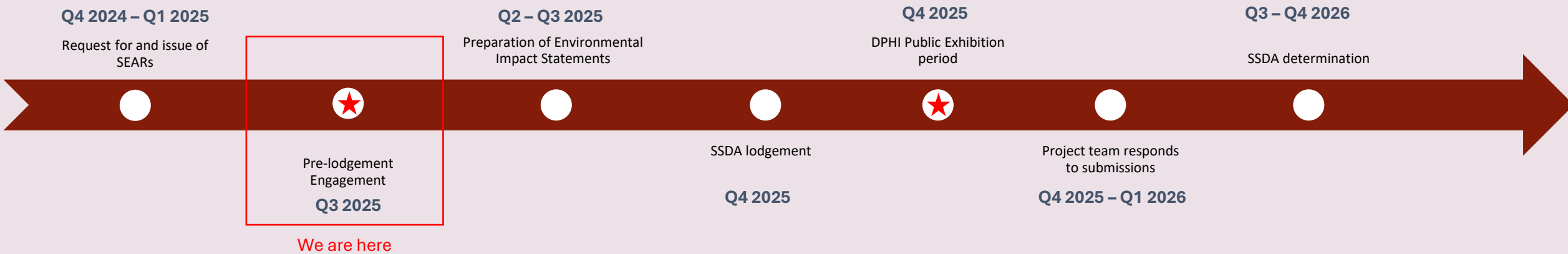
A 26-storey building with co-living accommodation for approximately 500 residents, retail, childcare, and community facilities.

4.

## **Modification Basement SSDA**

A separate application will update the basement layout to reflect the revised building designs.

# Proposal timeline



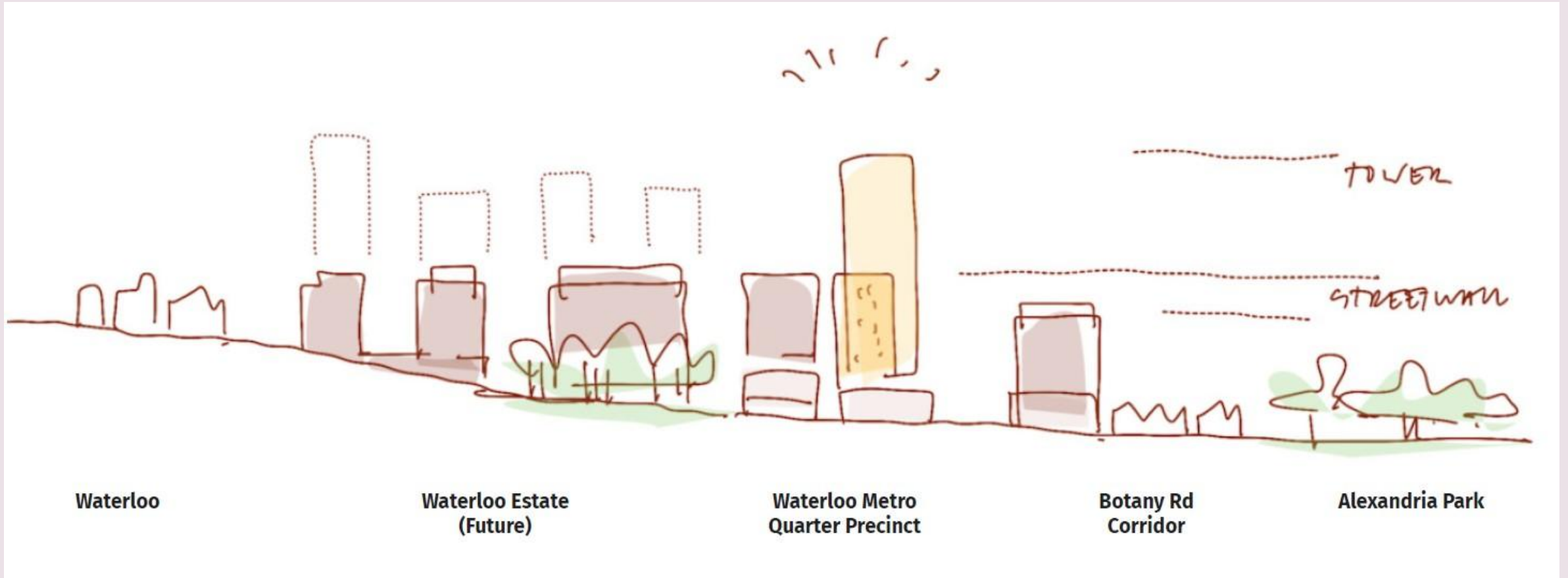
Feedback opportunities ★

# Design overview

With Matt Davis (Bates Smart)



# Evolving urban context



# Site analysis

## Observations

### 1. Connectivity

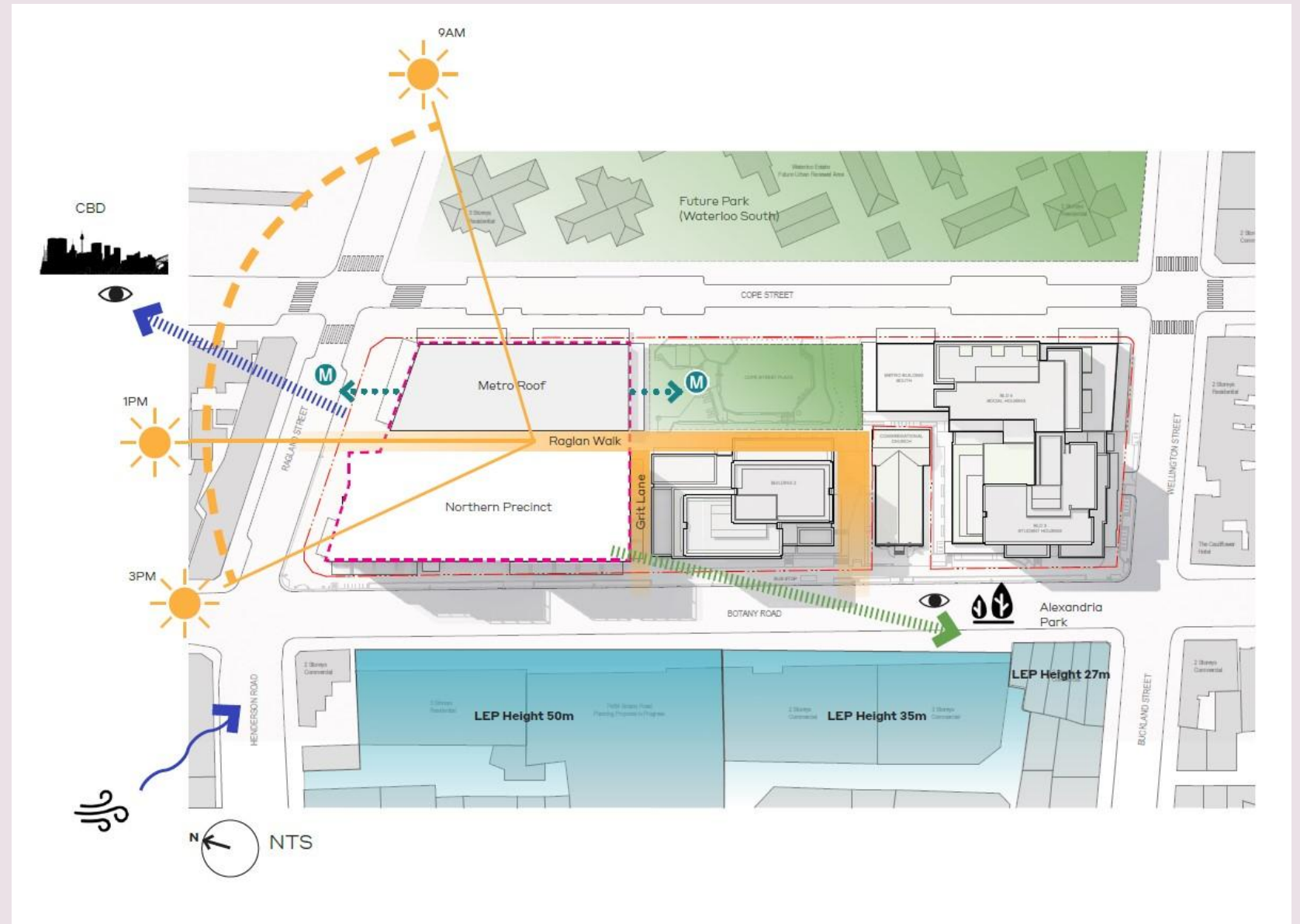
- Adjacent to Metro Station
- Bounded by pedestrian laneways

### 2. Density

- Future density is biased towards Botany Rd
- Future main park to the East

### 3. Amenities

- CBD View to NE
- Future park view to E
- Alexandria park view to SE
- Good solar access to N and E



# Proposal

## Northern Precinct

**Building 1A:** 29 storey residential tower

**Building 1B:** 26 storey residential tower  
(incl Affordable Housing)

**Podium:** 3 storeys of office space

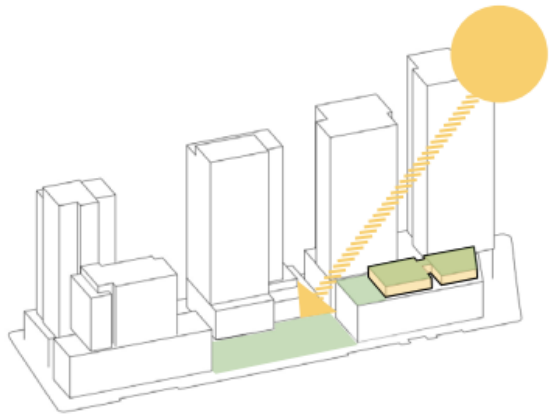
## Central Precinct

**Tower:** 26 storey co-living tower

**Podium:** 2 storey childcare



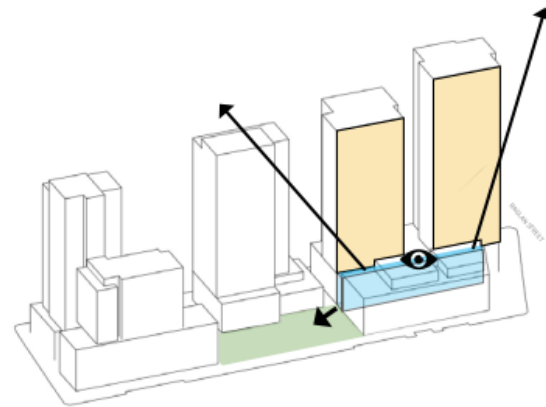
# Benefits of revised scheme



## 1. Solar Access & Communal Amenity

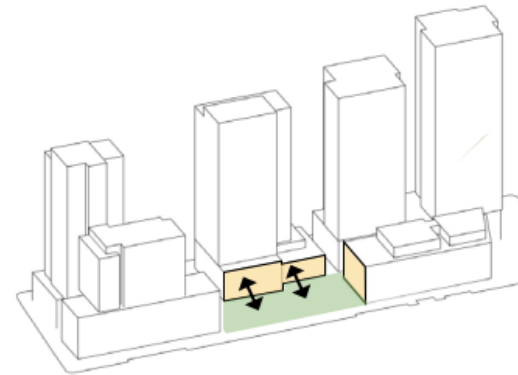
Revised massing creates more open Cope Street Plaza with better solar access.

Resident amenity spaces above the Metro entry box overlook the future Waterloo Estate park.



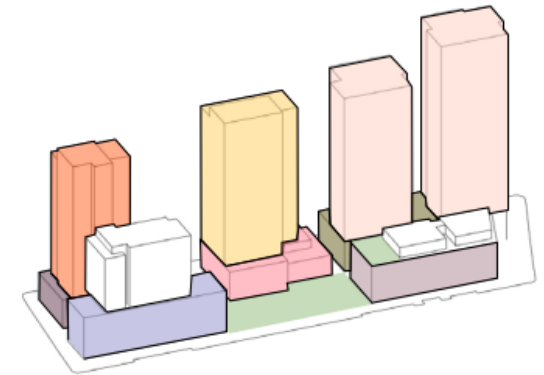
## 2. Raglan Walk

Revised massing improves the legibility of the metro entry building and creates an open air laneway to Raglan Walk



## 3. Cope St Plaza + Community Uses

Adjustments to the central building (2) podium creates a more open plaza with community uses facing into this important public space.



## 4. Architectural Expression

The Metro, heritage church, and a variety of podium forms and expression provide a rich character across the precinct.

The south, central and northern developments present distinct and diverse tower expression, consistent with the Design Amenity Guidelines.



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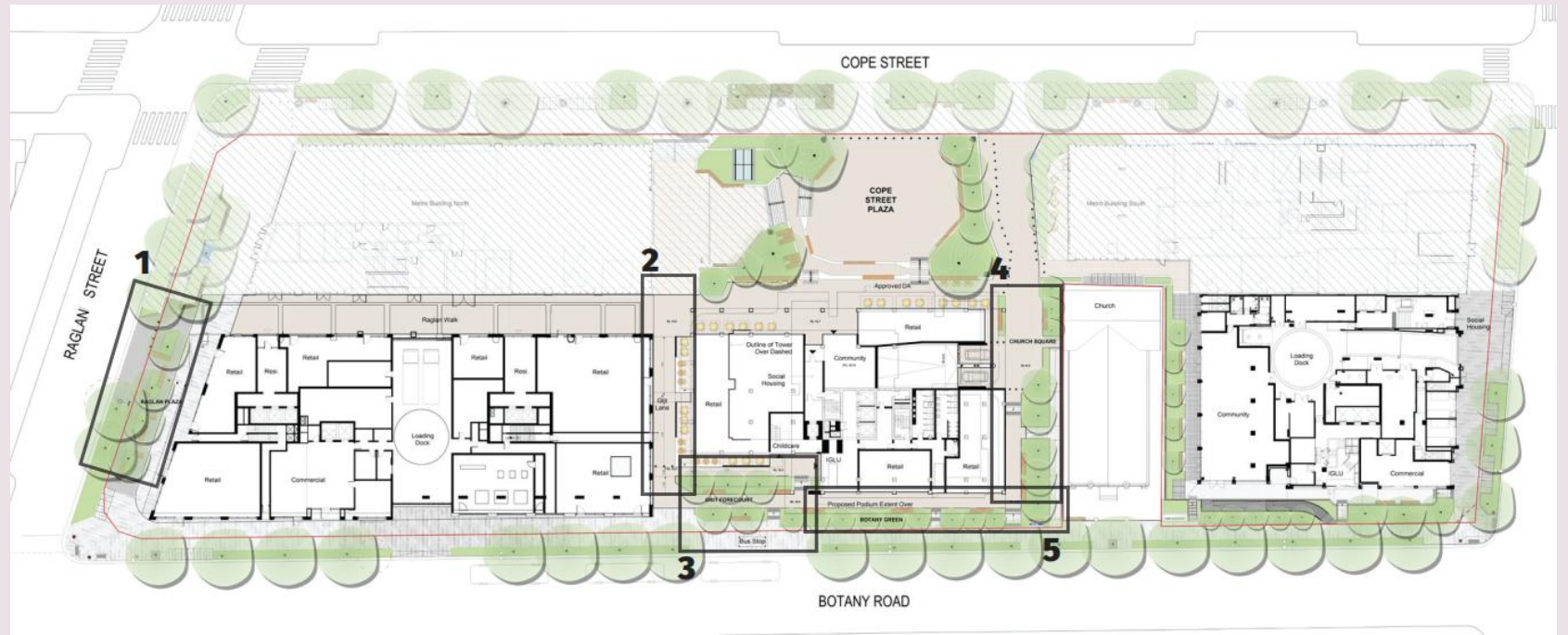
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**mirvac**

# Public domain

## Key spaces



1

Raglan Plaza



2

Grit Lane



3

Grit Forecourt



4

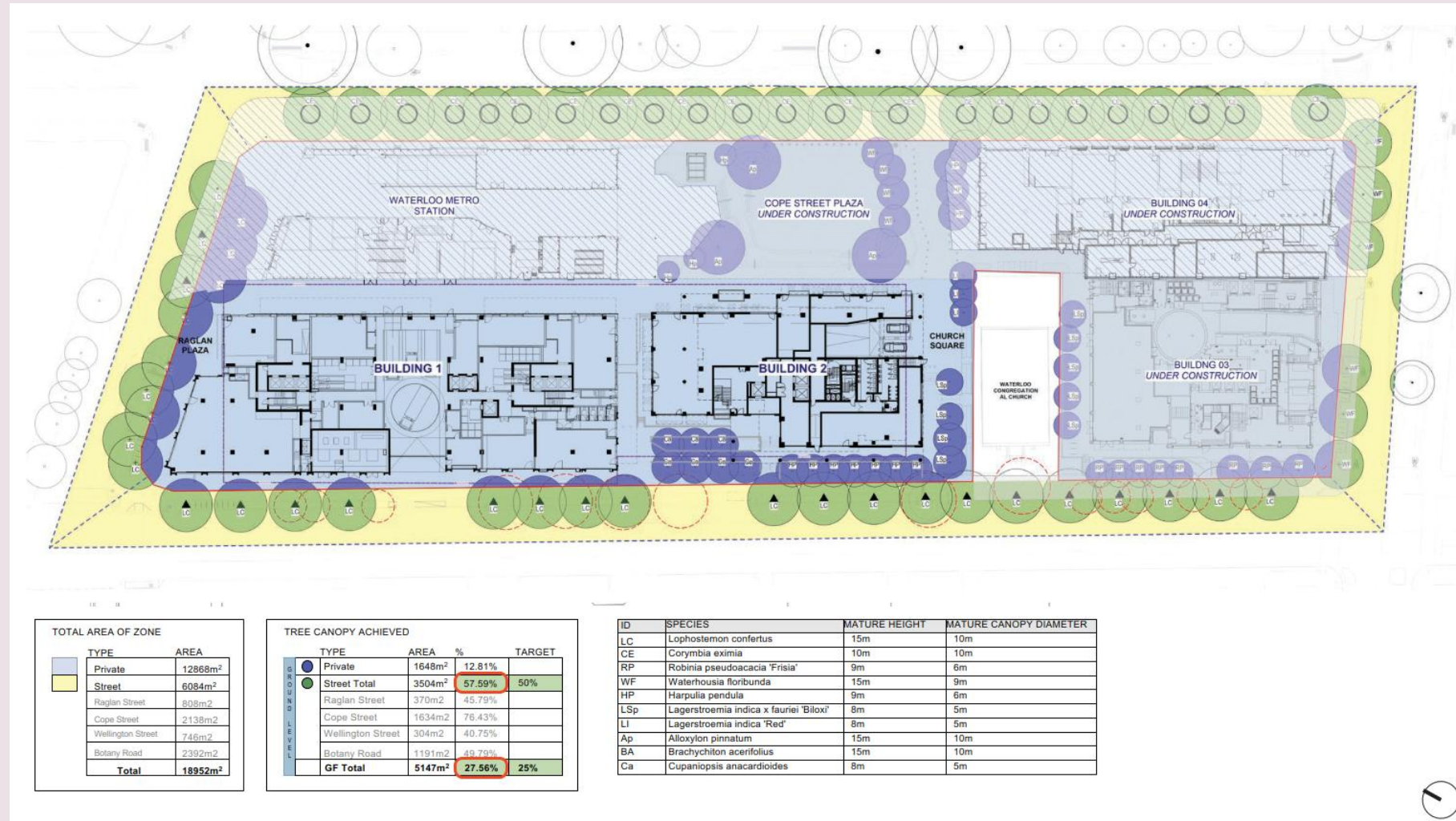
Church Square



5

Botany Green

# Public Domain – Canopy Cover



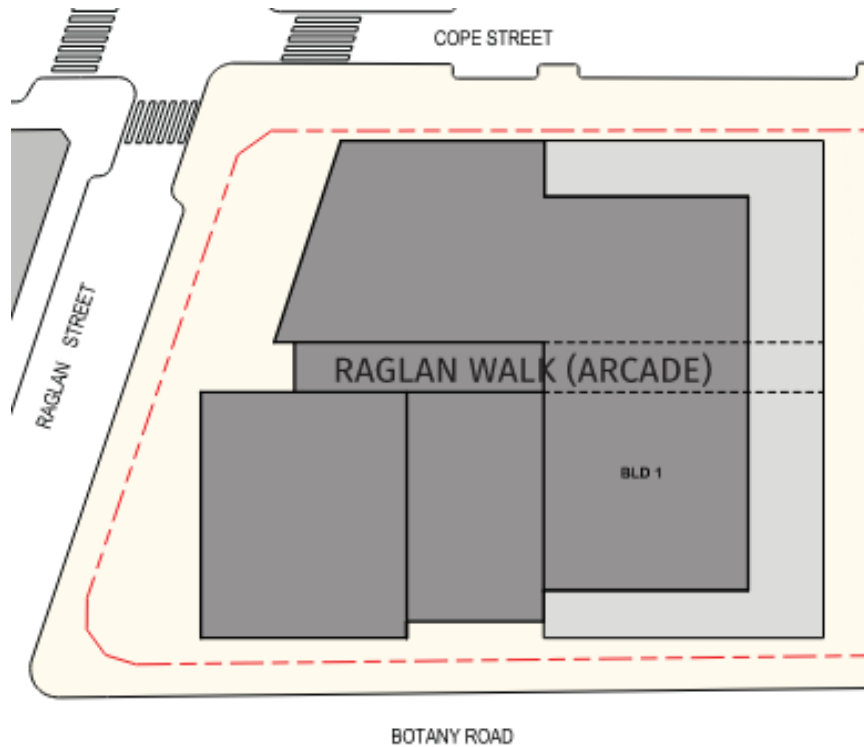
TOTAL AREA OF ZONE	
TYPE	AREA
Private	12868m <sup>2</sup>
Street	6084m <sup>2</sup>
Raglan Street	808m <sup>2</sup>
Cope Street	2138m <sup>2</sup>
Wellington Street	746m <sup>2</sup>
Botany Road	2392m <sup>2</sup>
<b>Total</b>	<b>18952m<sup>2</sup></b>

TREE CANOPY ACHIEVED			
TYPE	AREA	%	TARGET
Private	1648m <sup>2</sup>	12.81%	
Street Total	3504m <sup>2</sup>	57.59%	50%
Raglan Street	370m <sup>2</sup>	45.79%	
Cope Street	1634m <sup>2</sup>	76.43%	
Wellington Street	304m <sup>2</sup>	40.75%	
Botany Road	1191m <sup>2</sup>	49.79%	
<b>GF Total</b>	<b>5147m<sup>2</sup></b>	<b>27.56%</b>	<b>25%</b>

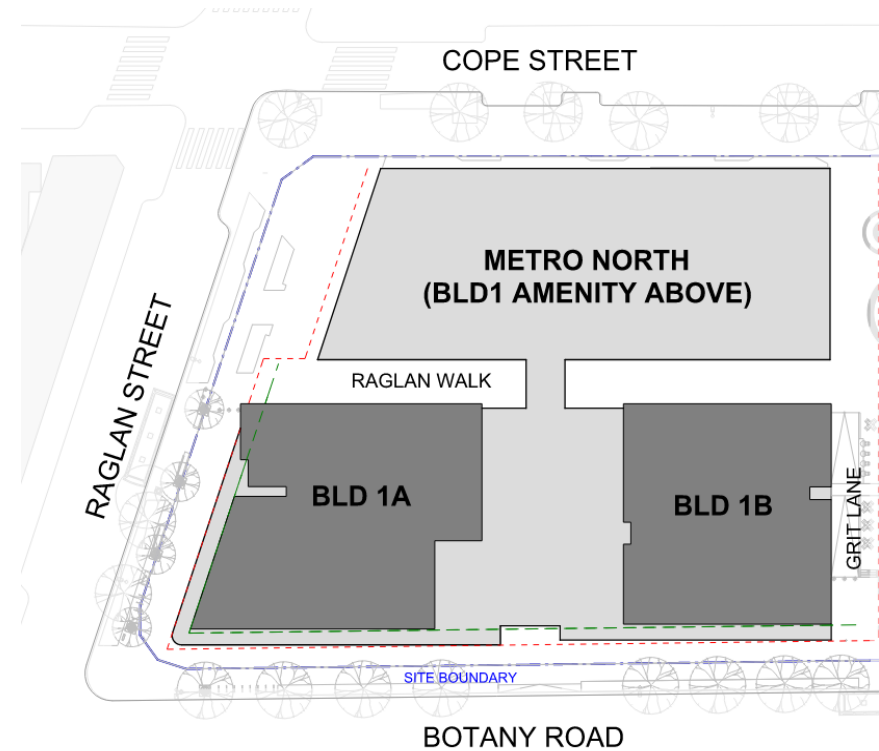
ID	SPECIES	MATURE HEIGHT	MATURE CANOPY DIAMETER
LC	Lophostemon confertus	15m	10m
CE	Corymbia eximia	10m	10m
RP	Robinia pseudoacacia 'Frisia'	9m	6m
WF	Waterhousia floribunda	15m	9m
HP	Harpulia pendula	9m	6m
LSp	Lagerstroemia indica x fauriei 'Biloxi'	8m	5m
LI	Lagerstroemia indica 'Red'	8m	5m
Ap	Alloxylon pinnatum	15m	10m
BA	Brachychiton acerifolius	15m	10m
Ca	Cupaniopsis anacardioides	8m	5m

# Northern Precinct

## Approved DA scheme



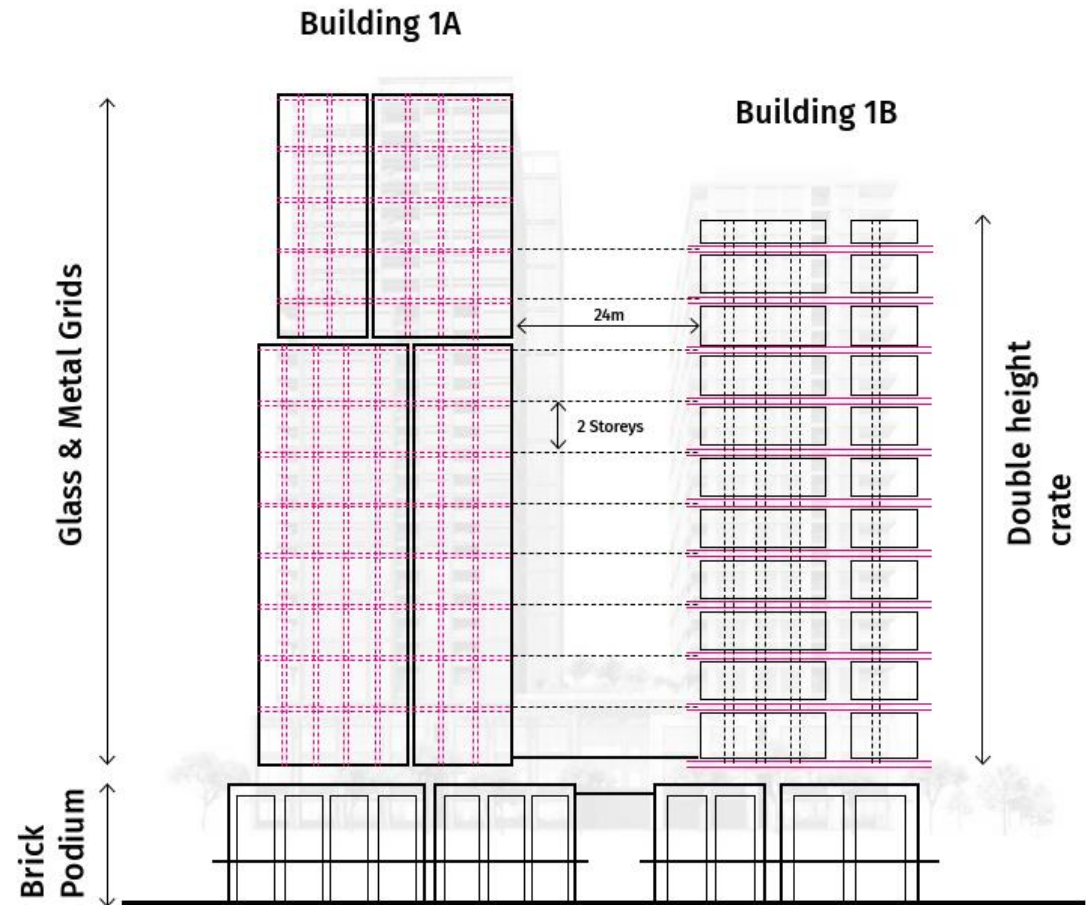
## Proposed DA scheme



# Northern Precinct



**Materiality and Characters**



# Northern Precinct – Raglan St



# Northern Precinct – Raglan Walk



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# Northern Precinct – Raglan Walk



# Northern Precinct – Towers



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# Northern Precinct



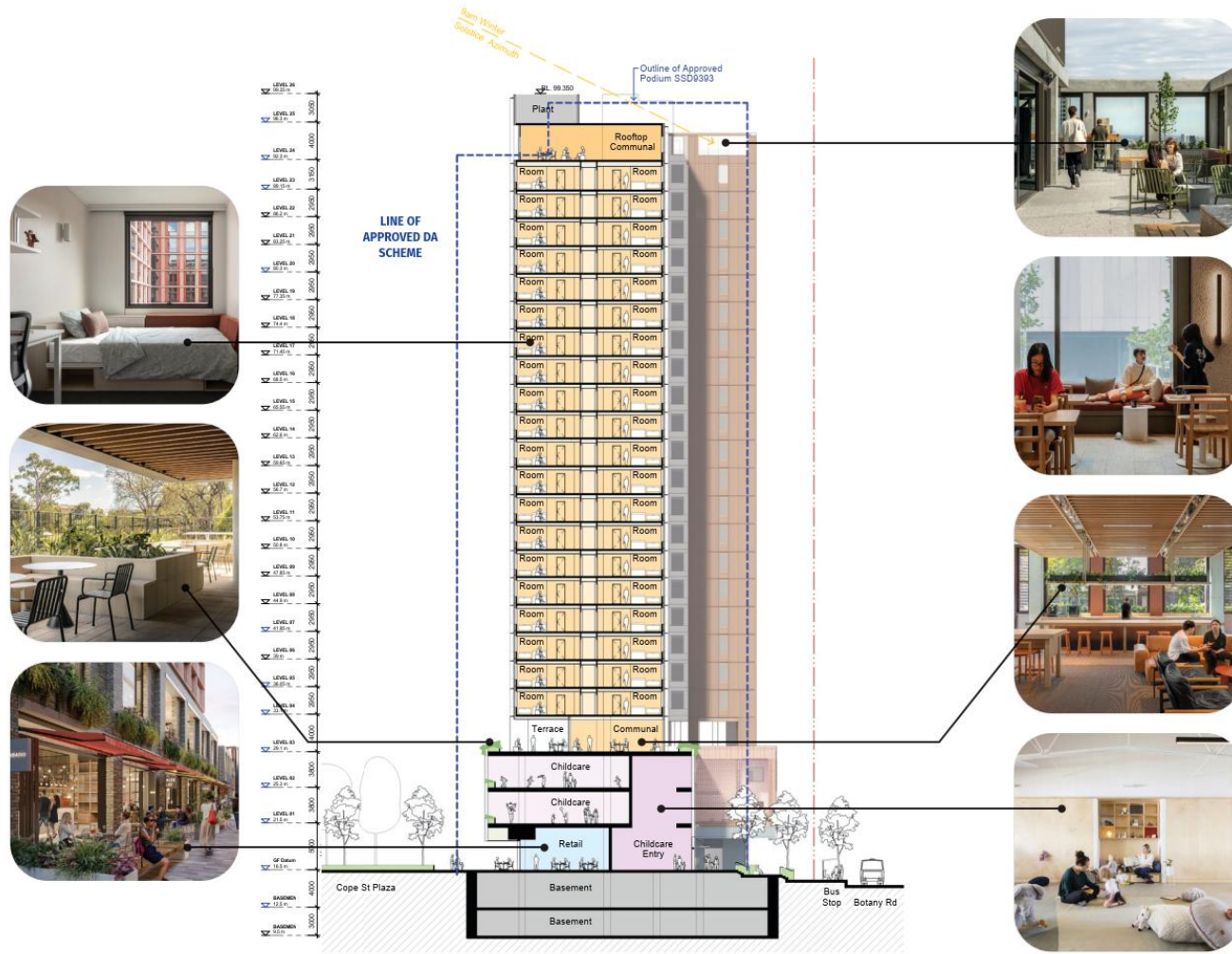
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# Central Precinct

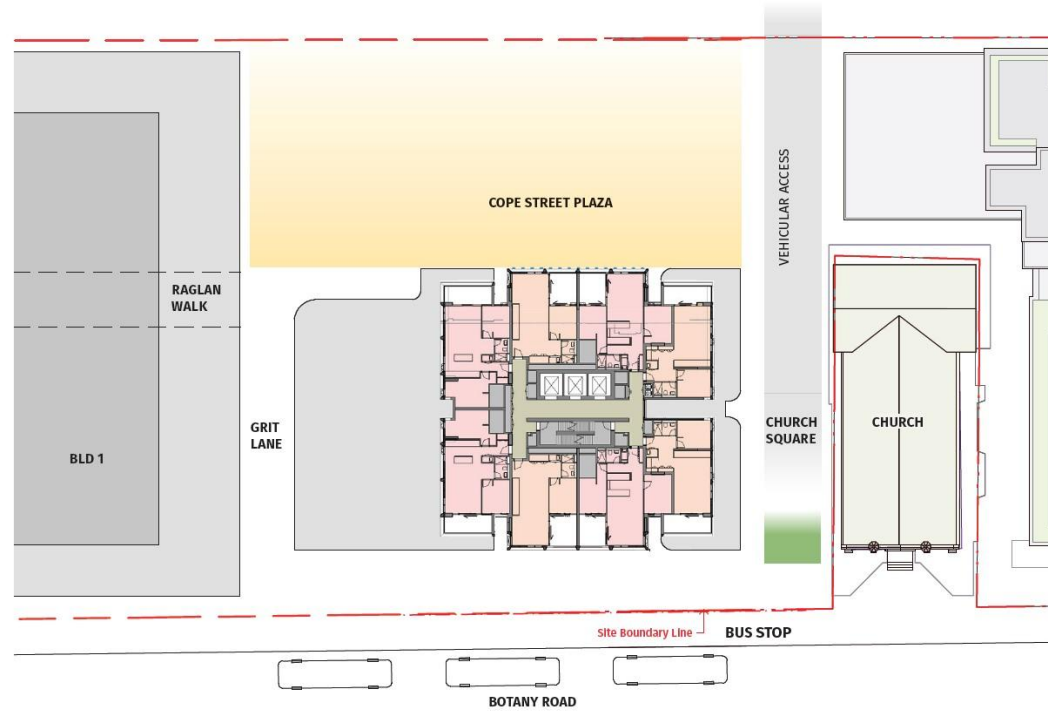
## Central Precinct Co-living building



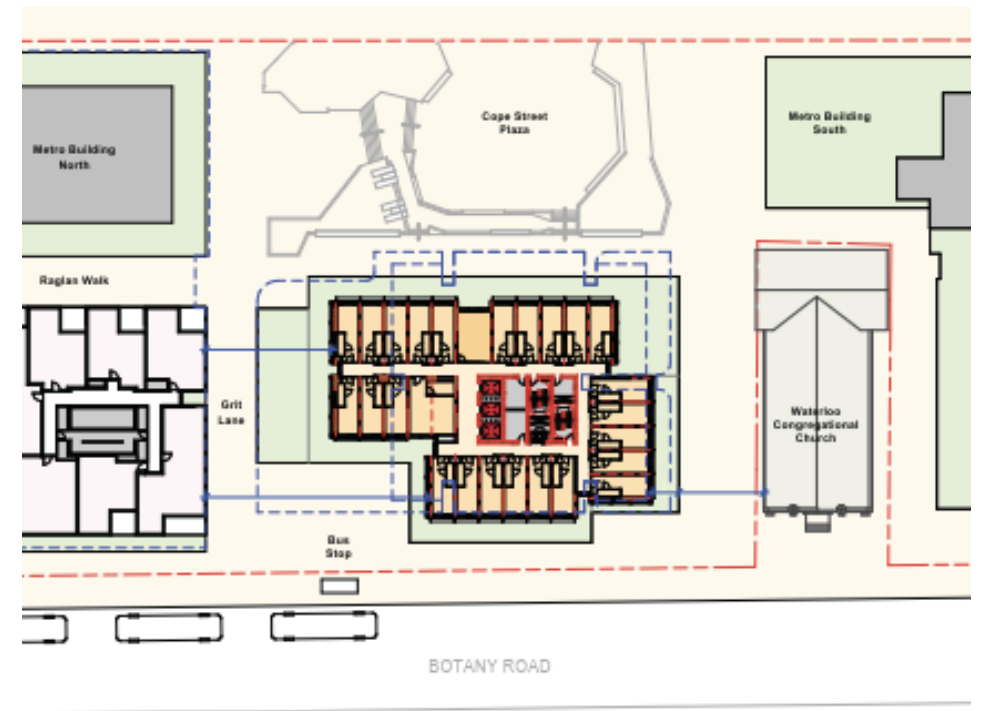
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# Central Precinct

## Approved DA scheme



## Proposed DA scheme



# Central Precinct



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# Central Precinct



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# Central Precinct



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# Central Precinct



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# Central Precinct



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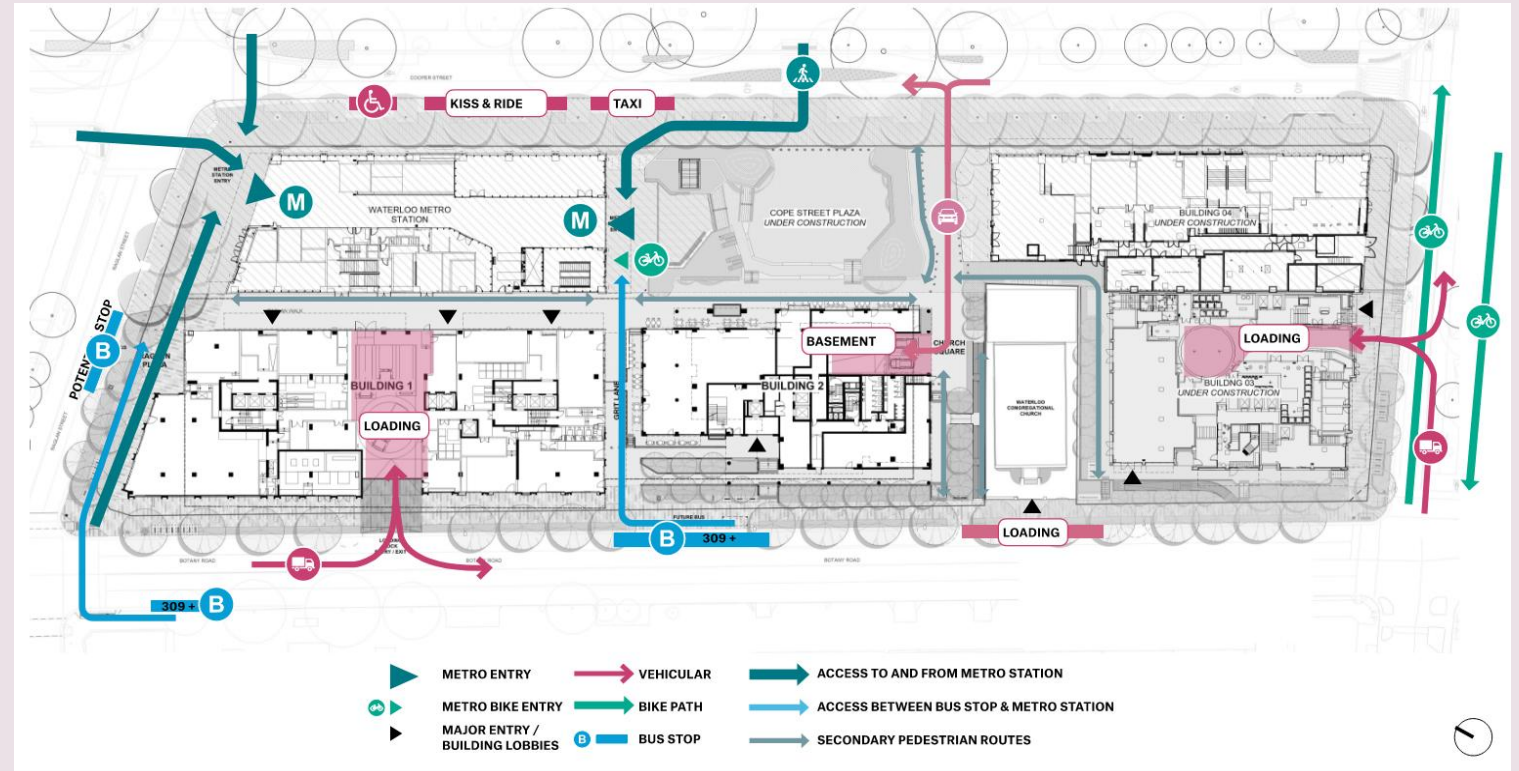
# Other considerations

With Daniel Doyle (Waterloo Collective)



# Parking, site access and traffic impact

- **Parking:** Onsite parking provided for 123 cars
- **Site access:** Via and Cope Street to support smooth traffic flow
- **Traffic impact:** A Traffic Impact Assessment is underway



# Shadowing – Alexandria Park

## Alexandria Park 9am Solar Access



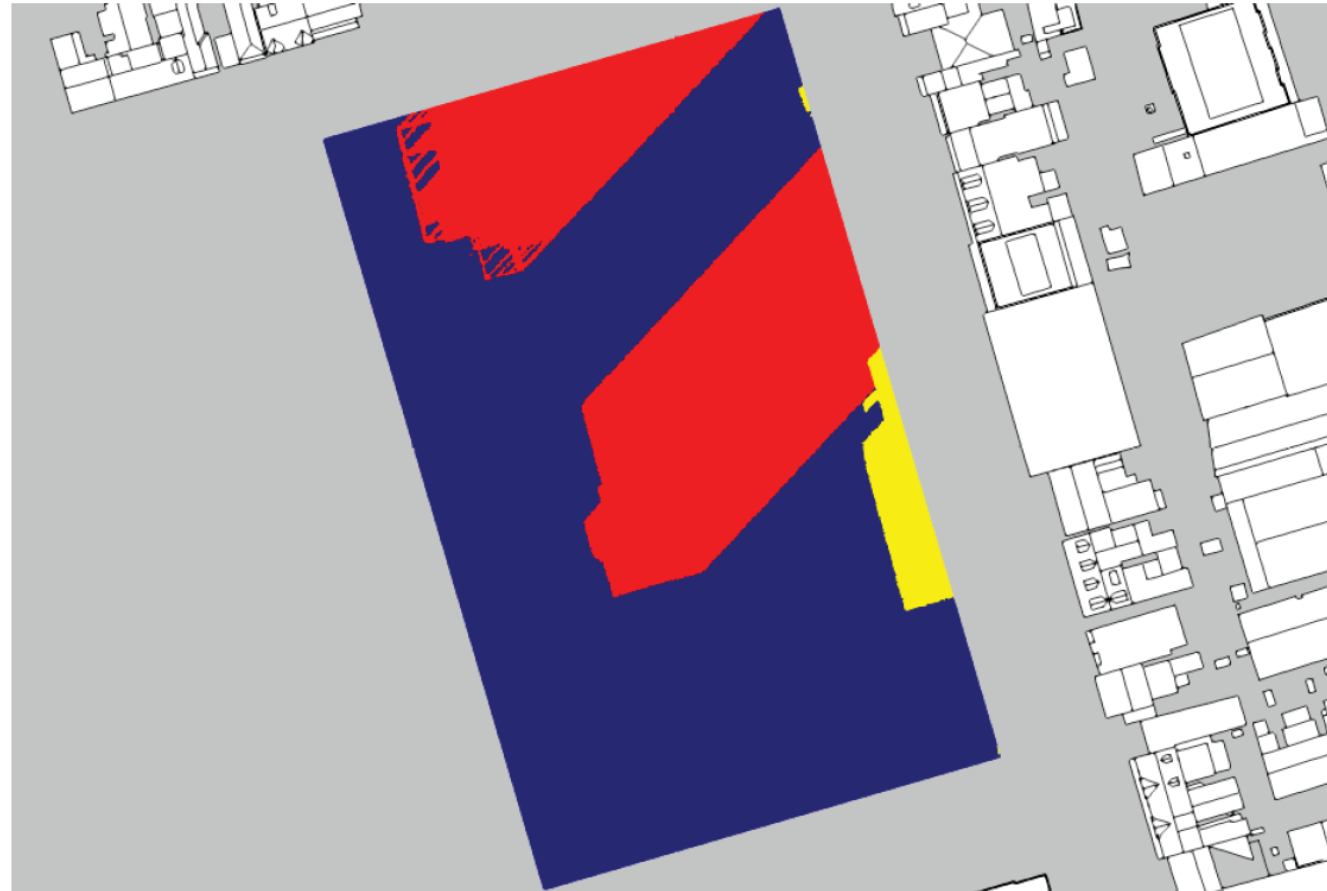
### LEGEND

- No Shadow
- Existing Shadow
- New Shadow

### Simulation results by RWDI:

The simulation predicted that for Alexandria Park:

30.0% additional overshadowing of Alexandria Park at 9 am, 21 June and no additional overshadowing after 10 am, 21 June.



DRP 3 Option A "Collection of Volumes" scheme solar access to Alexandria Park at 9am  
IMAGE & TEXT COURTESY OF RWDI




# Shadowing – Future Waterloo Park

## Waterloo Estate Park

### Solar Access

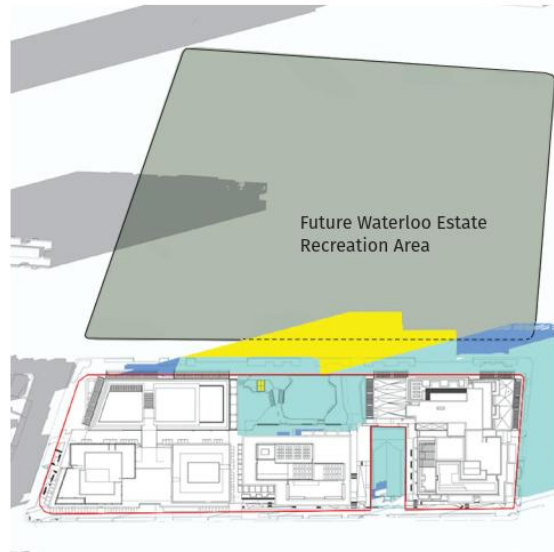
The massing significantly improves the solar access to the future Waterloo Estate recreation area. Less new overshadowing at 3 pm on 21 June is predicted compared to the Approved DA's envelope.

This is primarily due to relocating mass away from the top of the metro box.

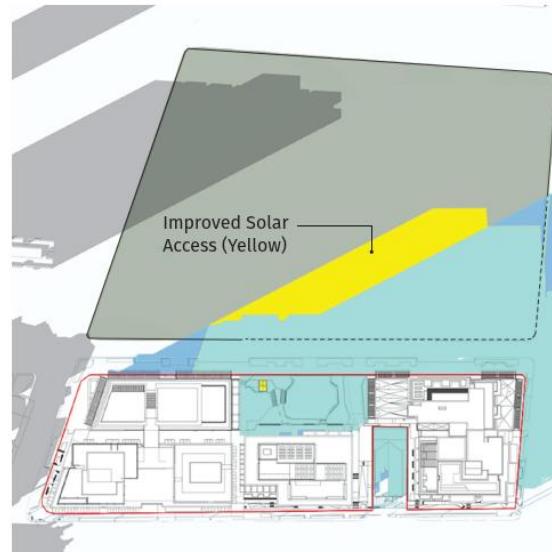
-  Improved solar access: areas receiving sunshine that were previously overshadowed by the Approved DA.
-  Additional shadow created by the proposed scheme that was not already created by the Approved DA.
-  Overshadowing created by both the Approved DA and the proposed scheme.

**Note: The images on this page are based on the DRP2 scheme and have not yet been updated to show the DRP 3 scheme.**

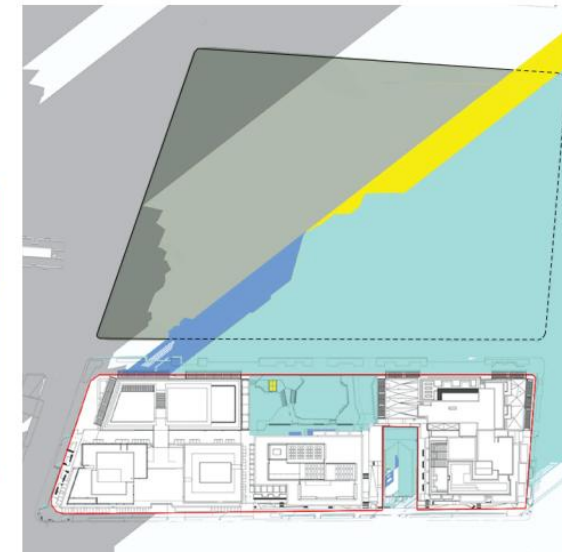
However, the solar access performance to the Waterloo Estate Park available under the current DRP 3 scheme is reasonably similar to the solar access available under the DRP 2 scheme. As such, the following studies still have some value despite not being updated.



2:00pm 21st June 2025



3:00pm 21st June 2025






4:00pm 21st June 2025

# Shadowing – Cope St Plaza

## Cope Street Plaza Solar Access

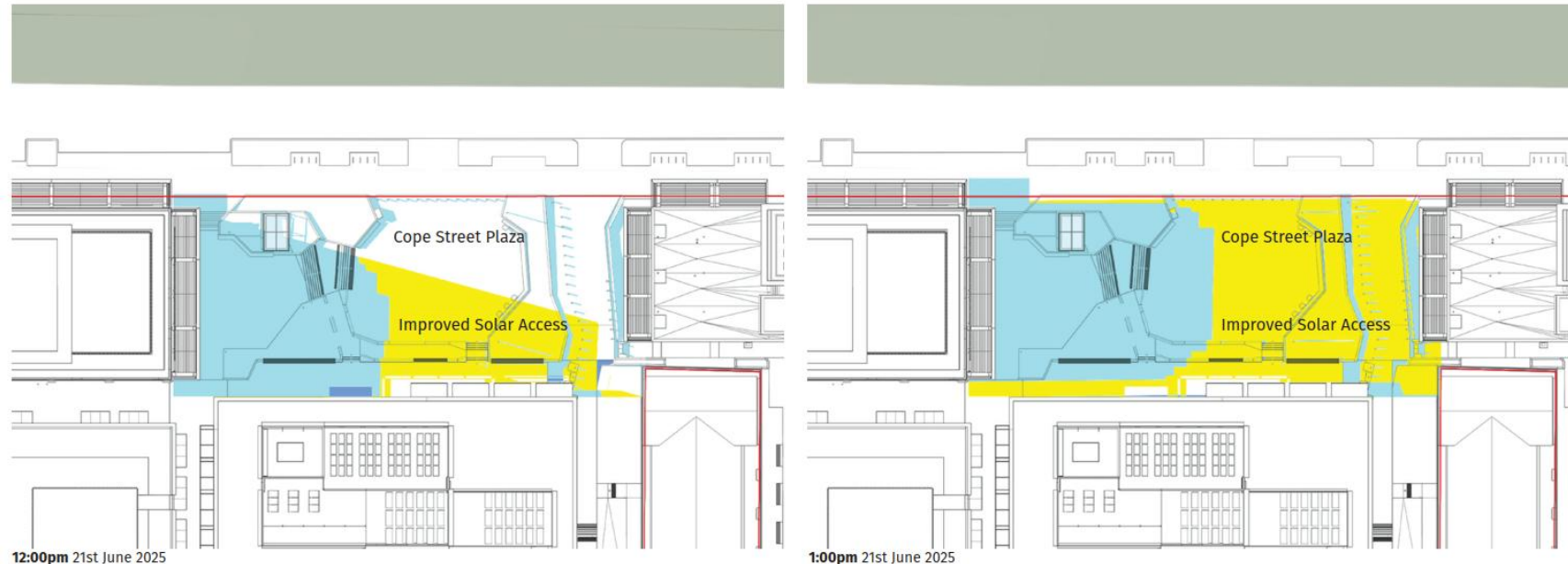
The DRP2 massing extends the solar access through the important lunchtime period.

There is a significant increase in solar access to Cope Street plaza as compared to the Approved DA massing.

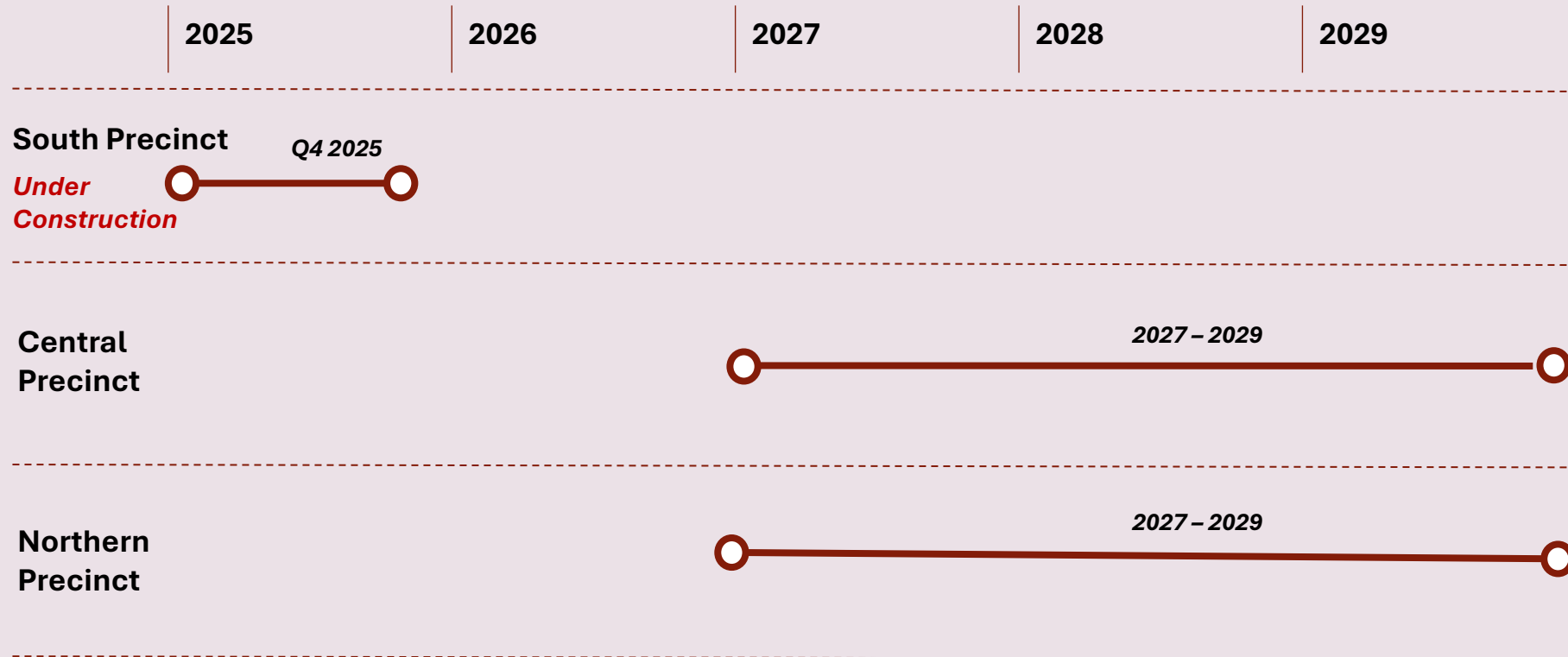
-  Improved solar access: areas receiving sunshine that were previously overshadowed by the Approved DA.
-  Additional shadow created by the proposed scheme that was not already created by the Approved DA.
-  Overshadowing created by both the Approved DA and the proposed scheme.

**Note: The images on this page are based on the DRP2 scheme and have not yet been updated to show the DRP 3 scheme.**

However, the solar access performance to Cope Street plaza available under the current DRP 3 scheme is reasonably similar to the solar access available under the DRP 2 scheme. As such, the following studies still have some value despite not being updated.



# Indicative construction program



# Q&A and feedback

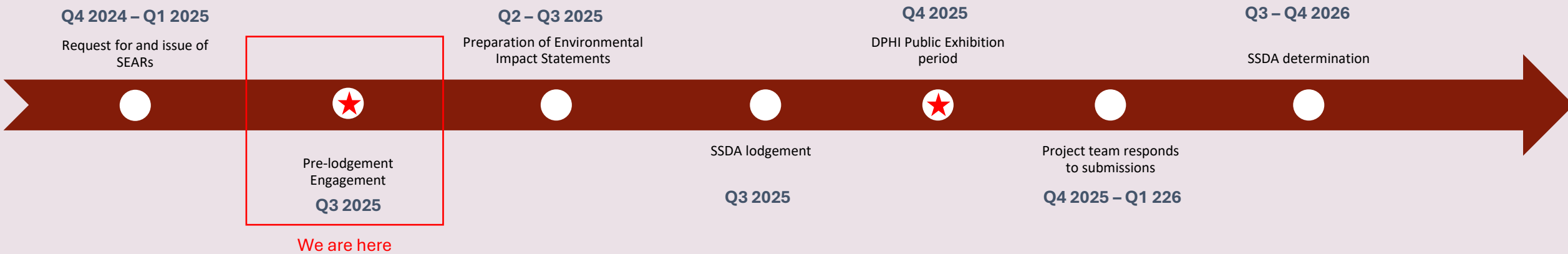
With Georgie Hunt (Ethos Urban)



# Next steps



# Next steps



Feedback opportunities ★

# Thank you

Complete the Social Impact Assessment Survey,  
closing Sunday 7 September 2025



Powered By QuestionPro

## More questions or feedback?

The project's Community Engagement Team  
will be available for any feedback or  
questions regarding the project



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