



Consultation Outcomes Report ▪ Taronga Zoo, Bradleys Head Road, Mosman African Savannah and Congo Exhibits

Submitted to Department of Planning and Environment on behalf of Taronga Zoo Conservation Society Australia
▪ June 2017 ▪ 16527

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1.0 Introduction

This consultation summary report has been prepared by JBA on behalf of Taronga Zoo Conservation Society Australia, to outline the key issues raised by the local community and stakeholders during the preparation of the State Significant Development Application (SSDA) for the African Savannah and Congo Forest Exhibits.

As part of the SSDA, Taronga Zoo is committed to ongoing consultation throughout the development of this project. This report identifies the issues that were raised during the consultation period.

1.1 Project Context

Taronga Zoo is proposing to develop two new exhibits within the zoo grounds, the African Savannah and the Congo Experience. These exhibits form part of the Capital Works Program currently being undertaken by the Zoo.

Under Schedule 2 of the State Environmental Planning Policy (State and Regional Development) 2011, any development at the Zoo with a capital investment value in excess of \$10 million is considered State Significant Development (SSD) which gives the Minister for Planning and Environment the authority to determine the proposal. An SSD also requires an Environmental Impact Statement to be prepared to support the Development Application.



As part of the EIS, a communication and stakeholder engagement program is required to ensure close communication with key stakeholders who may be affected by the various projects.

1.2 Proposed Projects

1.2.1 African Savannah



The African Savannah exhibit will be designed as a tropical or subtropical woodland eco system to show the great diversity of Savannah animals and plant life. The exhibit will be designed to represent an open grassland of sub-African vegetation, and will be the home of the Giraffe, Zebra, Lion, Meerkat and Fennec Fox. The new exhibit will include:

- A number of varying size exhibits with appropriate landscape character and scale, housing a variety of Savannah animals:
 - » Giraffe and Zebras combined with large areas, giving visitors a variety of viewing experiences, state of the art animal management and environment;
 - » Innovative non-exhibit integrating with surrounding landscape and providing visitors up front experiences;
 - » Meerkat and Fennec Fox exhibits will be integrated with visitor facilities to allow up-close viewing.
- Animal management infrastructure, including holding dens, back of house facilities and containment fences.
- Landscape character associated with the environment of grassland Savannah animals.
- Themed visitor areas and circulation paths.
- Visitor amenities including café, seating, parent facilities and toilets.

1.2.2 The Congo Forest



The Congo Forest will be designed to replicate the characteristics of African tropical forests, with their extremely lush growth, high species diversity, and complex structure. By utilising the topography of the site, it will be possible to create a high density of rainforest trees with a closed canopy. This exhibit will be home to the Gorilla, Colobus Monkey and Okapi. The new exhibit will include:

- A primary focus on the appropriate housing of Gorillas in a number of complex exhibits. Exhibits will enrich the animal environment and assist in housing Gorillas in a natural habitat.
- Complex viewing experiences in a rainforest themed landscape.
- Animal management infrastructure, including holding dens, back of house facilities and containment fences.
- Landscape character associated with Gorilla habitat.

2.0 Consultation Overview



A postcard was delivered to surrounding residents and landowners on 27 April 2017 to provide local stakeholders with information about the proposed development. The postcard also invited those interested to attend a community information session where they would be able to meet the project team and ask questions about the proposed development. A copy of the postcard can be found in **Appendix A** and a map of the distribution range can be found in **Appendix B**.

A project email address and telephone number were set up to provide local residents and stakeholders with a mechanism to ask questions and provide feedback both before and after the information session.

An advertisement was placed in the Mosman Daily Newspaper on 27 April 2017, advertising the community information session. A copy of the advertisement can be found in **Appendix C**.

The community information session was held on Wednesday 10 May 2017 at Taronga Zoo, from 6pm until 7.30pm. Six interested stakeholders attended the information session. A copy of the display boards can be found in **Appendix D**.

The following stakeholders were invited to attend a briefing session about the proposed development, as outlined in the SEARs. A copy of this letter can be found in **Appendix E**.

- Department of Planning and Environment
- Environmental Protection Agency
- Transport for NSW
- Roads and Maritime Authority
- Office of Environment and Heritage
- NSW Fire Brigade
- NSW Rural Fire Service
- Mosman Mayor and Councillors
- Mosman Chamber of Commerce
- RSPCA
- PETA
- Animals Australia

3.0 Summary of Feedback Received

The section below provides a summary of the feedback received to date as a result of community and stakeholder consultation activity.

3.1 Community Feedback

Feedback was received at the information session and through the project email address and telephone number during the development of the SSDA for the African Savannah and Congo Forest Exhibits, detailed in Table 1.

Table 1 – Community Feedback

ISSUE - HEIGHT
Comments
▪ Concern about the height of the giraffe canopy. ▪ Suggestion that new exhibits will be visible from the water.
Team response
▪ Sympathetic landscaping will maintain significant vegetation whilst ensuring that major structures and infrastructure are not obtrusive.
ISSUE - DESIGN
Comments
▪ Comment that the new theatre is quite apparent and that the new giraffe exhibit should be better designed to blend in with its surroundings. ▪ Query about the location of the new Eco Retreat.
Team response
▪ Views of the Giraffe enclosure have Heritage significance. The 2002 Conservation Strategy for Taronga Zoo outlines that “images of giraffes and harbour views have long been synonymous with a visit to Taronga”. ▪ The Eco Retreat will be located to the east of Wollemi Gorge. It will be sensitive to the local site, and visual impacts from Bradley’s Head Road and Sydney Harbour will be minimised.
ISSUE - TRAFFIC
Comments
▪ Concern about the impact of construction vehicles upon local traffic. ▪ The ‘Give Way’ sign on Richard Street should be renewed.
Team response
▪ A Transport Impact Assessment indicates that the proposed African Savannah and Congo Exhibits are not expected to generate additional traffic to Taronga Zoo. ▪ Noted.
ISSUE - ANIMAL WELFARE
Comments
▪ Query about where the animals for the new exhibits will come from. ▪ Concern that well-established, existing animals will be moved to make way for new animals.

Team response
- Most of the animals housed in the African Savannah and Congo Forest already live at Taronga Zoo and will be rehoused in the new and improved exhibits. - Australia and New Zealand have a regional breeding program for African Lions managed by Taronga Zoo, and while not yet confirmed where the Lions will come from, they will be strategically selected to best support the regional breeding program.
ISSUE - TREE REMOVAL
Comments
Concern that the new Eco Retreat will necessitate the removal of trees.
Team response
This project is separate from the Eco Retreat project. All details on the Eco Retreat project can be found on the Department of Planning and Environments website, along with the approval documentation and environmental impact statement which outlines potential impacts.
ISSUE - TARONGA ZOO REVENUE
Comments
Enquiry about whether the new exhibits will contribute to Taronga's overall revenue.
Team response
The new exhibits are an asset upgrade and will assist in provision of revenue to Taronga Zoo.
ISSUE - PLANNING
Comments
Why is this a State Significant Development?
Team response
The budget for the African Savannah and Congo Forest exhibits is \$49.9 million which triggers SSD as this is greater than \$10m. Any Development of the African Savannah will be during 2017–2019, with the Congo Forest to follow.

3.2 Stakeholder Workshop

A briefing session was held with the Department of Planning and Environment on 24 May 2017. The issues raised during this briefing is set out below.

Table 2 – Summary of consultation outcomes – the Department of Planning and Environment

ISSUE - HERITAGE
Comments
Enquiry about how Heritage Giraffe shelter will be protected.
Team response
Heritage Giraffe shelter to be partially removed and repurposed elsewhere in the zoo to be used for educational/ public engagement processes.

ISSUE - ACCESSIBILITY

Comments

- Enquiry about how the new program of works will improve accessibility.

Team response

- New exhibits are specifically designed to improve accessibility and movement.
- New exhibits facilitate better wayfinding.
- New works are fully DDA compliant.

ISSUE - TREE REMOVAL

Comments

- Enquiry about what trees will be removed.

Team response

- Retaining significant trees is a priority of Taronga Zoo.
- Some trees need to be relocated or removed because they are unsuitable for some animal exhibits.
- Many new trees will be strategically replanted as part of the new exhibits.

ISSUE - ANIMAL WELFARE

Comments

- Enquiry about how Taronga Zoo is improving animal welfare standards.

Team response

- The new exhibits will provide twice as much space for animals as in previous exhibits.
- The new exhibits will create a sense of enclosure and have better safety standards.

ISSUE - NOISE

Comments

- Enquiry about noise impacts.

Team response

- Noise from construction will be addressed in a Construction Management Plan that will include measures.
- Simultaneous construction for the Taronga Wildlife Retreat will not use the same access points.
- Noise emanating from Lions will be minimised by using sound proof materials, and orienting shelters away from nearby residential areas.

ISSUE - CONSTRUCTION

Comments

- Enquiry about the staging of construction.

Team response

- The project is being funded and constructed over two stages:
 - » Stage 1: African Savannah main works will occur between 2017 and 2019
 - » Stage 2: Congo Forest main works are planned to begin in 2021.
- The works are being undertaken as a single project, albeit in two construction phases, due to the significant amount of shared infrastructure.

4.0 Conclusion and Next Steps



This consultation outcomes report provides a succinct overview of the communications and stakeholder engagement activities JBA undertook prior to lodgement of the State Significant Development Application for the African Savannah and Congo Forest Exhibits.

In accordance with the SEAR's requirements for communications and stakeholder engagement, JBA has implemented a strategy to inform local residents, landowners, businesses and key agencies about the State Significant Development Proposal for the African Savannah and Congo Forest Exhibits. This has not only ensured that the community have a clear understanding of the proposal, but has also provided an important mechanism to gather feedback prior to lodgement of the State Significant Development Application for the African Savannah and Congo Forest Exhibits, which will occur in June 2017.

JBA will continue to provide opportunities for local residents, landowners, businesses, and key agencies to make enquiries and provide feedback as the development application progresses.

COMMUNITY INFORMATION SESSION

Taronga Zoo: African Savannah and Congo Forest

Taronga Zoo is in the process of revitalising and upgrading its facilities over the next 10 years. As part of the \$150 million upgrade, a State Significant Development Application is being prepared for two new wildlife exhibits, the African Savannah and Congo Forest exhibits.

As part of the planning process, our neighbours are invited to attend an information session to view the draft concept plan, meet the project team, ask questions and provide important feedback prior to progression of the plan with the Department of Planning and Environment.

DATE: Wednesday 10 May 2017

TIME: 6pm until 7.30pm

LOCATION: Taronga Zoo, Bradleys Head Road, Mosman

Please feel free to drop in at any time between 6pm and 7.30pm

For more information, please email us at buildingbetterzoo@zoo.nsw.gov.au or call 02 9978 4714.



Appendix B Map of Distribution Range



COMMUNITY INFORMATION SESSION

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For more information, please email us at buildingbetterzoo@zoo.nsw.gov.au or call **02 9978 4714**.



WELCOME

Welcome to the community information session about Taronga Zoo's Visitor Experience program which is currently under construction and in further development.

Tonight's information session is designed to provide you with information about the State Significant Development Application (SSDA) for the African Savannah and Congo Forest exhibits, have an opportunity to meet the project team, ask any questions that you may have, and provide important feedback.



About Taronga Zoo

Taronga Conservation Society Australia (Taronga) is a not-for-profit organisation that leads in wildlife conservation, science and research; animal welfare and rehabilitation; environmental education; and tourism and guest experiences. Taronga's two zoos attract more than 1.8 million visitors annually, and contribute \$249 million per annum to the NSW economy. We are defenders, champions and ambassadors of the wild and are passionate about fostering unparalleled conservation education outcomes.

Overview

Taronga Zoo is in the process of updating and improving its animal habitats while striving to enhance its guest experience, and is well underway with its 10-stage revitalisation program.

Taronga Zoo is now planning for the next stages of the revitalisation program, and has prepared plans as part of a State Significant Development Application (SSDA) for the African Savannah and Congo Forest.

Taronga Zoo is undertaking community consultation prior to lodgement of the SSDA to ensure that local communities and stakeholders are involved in the project and can have their say throughout the planning process.

Have your say on the SSDA for the African Savannah and Congo Forest Exhibits

Taronga Zoo is keen to consult with the community and stakeholders throughout the planning process to ensure that feedback is captured during the preparation of the SSDA. Please complete a feedback form or speak to one of our project team members to ensure that your feedback is heard.

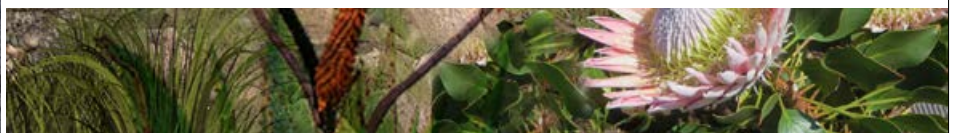
TARONGA ZOO REVITALISATION PROGRAM



In March 2015, the NSW Government announced co-funding of a multi million dollar Visitor Experience program for both Taronga and Taronga Western Plains Zoos, transforming visitors' experiences over the next 10 years, boosting wildlife tourism offerings for NSW and fostering unparalleled conservation education outcomes.

PROJECT TIMELINE

Sumatran Tiger Experience	CONSTRUCTION												OPERATION													
Taronga Institute of Science and Learning	CONSTRUCTION												OPERATION													
Taronga Wildlife Retreat	CONSTRUCTION												OPERATION													
African Savannah	CONSTRUCTION												OPERATION													
Congo Forest	CONSTRUCTION												OPERATION													
	2017				2018				2019				2020				2021				2022					
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1



PROJECT OVERVIEW

The African Savannah and Congo Forest exhibits will provide modern enclosures and larger exhibit spaces for functional, best-practice and safer operations and management. These projects will improve animal welfare standards and enhance the visitor experience.

The new exhibits will provide Taronga with a world-class visitor experience by upgrading the existing African Safari and Gorilla exhibits. These exhibits will be replaced with the African Savannah and Congo Forest, and will be delivered in two stages. If approved, the following construction timeframes should occur:

- Stage 1: African Savannah main works will occur between 2017 and 2019.
- Stage 2: Congo Forest main works will occur between 2021 and 2022.

SITE PLAN

The African Savannah and Congo Forest exhibits will enhance the visitor experience and improve access and circulation throughout the zoo. Importantly, new purpose-built facilities will deliver larger and more modern enclosures, holding dens and exhibit areas for zoo animals.

The two new exhibits will be designed in thematic zones that will connect to each other seamlessly. They will include:

- The Giraffe/Zebra Savannah
- The African Waterhole
- Cliff edge village
- Viewing tower of the rocky hillside to the cliff edge village
- Lion Kopje country
- Lion Kopje and woodland edge
- The edge of the forest
- Central visitor path (transition zone between the African Savannah and the Congo Forest)
- The Congo forest
- Gorilla forest



THE AFRICAN SAVANNAH



The African Savannah exhibit will be designed as a tropical or subtropical woodland ecosystem to show the great diversity of Savannah animals and plant life. The exhibit will be designed to represent an open grassland of sub-African vegetation, and will be the home of the Giraffe, Zebra, Lion, Meerkat and Fennec Fox. The new exhibit will include:

- a number of varying size exhibits with appropriate landscape character and scale, housing a variety of Savannah animals
 - » Giraffe and Zebras combined with large areas, giving visitors a variety of viewing experiences, state-of-art animal management and environment
 - » innovative non-exhibit integrating with surrounding landscape and giving visitors up-close experiences
 - » Meerkat and Fennec Fox exhibits will be integrated with visitor facilities to allow up-close viewing
- animal management infrastructure, including holding dens, back-of-house facilities and containment fences
- landscape character associated with the environment of grassland Savannah animals
- themed visitor areas and circulation paths
- visitor amenities including cafe, seating, parent facilities and toilets.

THE CONGO FOREST



The Congo Forest will be designed to replicate the characteristics of African tropical forests, with their extremely lush growth, high species diversity, and complex structure. By utilising the topography of the site, it will be possible to create a high density of rainforest trees with a closed canopy. This exhibit will be home to the Gorilla, Colobus Monkey and Okapi. The new exhibit will include:

- a primary focus on the appropriate housing of Gorillas in a number of complex exhibits. Exhibits will enrich the animal environment and assist in housing Gorillas in natural habitat
- complex viewing experiences in a rainforest-themed landscape
- animal management infrastructure, including holding dens, back-of-house facilities and containment fences
- landscape character associated with Gorilla habitat



SITE PLAN



POTENTIAL IMPACTS

TREES	TRAFFIC	NOISE	HERITAGE
A number of trees may have to be removed or relocated to enable the development of the new exhibits. Some trees are already in existing poor health. All remaining trees will be provided with appropriate measures to ensure their protection.	The new exhibits are not expected to increase the daily amount of traffic to and from Taronga Zoo. However, during construction, it is anticipated that additional vehicle movements between the hours of 7am and 6pm will include: • Six worker vehicles per hour • Four construction trucks per hour • Two delivery trucks per hour movements.	Taronga Zoo will undertake a number of mitigation measures to ensure construction impacts do not have a significant adverse effect on surrounding neighbours. Hoarding and noise attenuation measures will be implemented, which include: • Noisy plants associated with construction will be located in areas away from surrounding neighbours • All worksites will be enclosed with hoarding • All equipment used will be used during agreed work hours and will be maintained to manufactures standards to limit excess noise from machinery. There may be some additional noise impacts associated with the new exhibits, given lions will be reintroduced to Taronga Zoo. A noise assessment will be undertaken prior to lodgement of the SSDA, and mitigation measures will be put in place once construction is complete. Mitigation measures will include: • Rotating the lion dens away from residential areas • Using appropriate sound absorptive materials for the walls and structures facing the outdoor lion areas • Utilising appropriate animal management activities where necessary.	Taronga Zoo has occupied this site since 1916, and is home to a number of historically significant exhibits such as the Tahr Mountain. In addition, an Aboriginal archaeological site has been identified adjacent to the Free-flight bird show. However, the investigation conducted for the proposed project has not identified obvious archeological constraints. We will continue to implement appropriate management measures to ensure that existing and potential sites of significance are not adversely impacted.

PLANNING PROCESS AND NEXT STEPS

STEP 1

Taronga Zoo lodges an SSDA and Environmental Impact Statement (EIS) for the African Savannah and Congo Forest Exhibits.

STEP 2

Taronga Zoo undertakes stakeholder and community consultation. Engagement outcomes to be included in the EIS.

WE ARE HERE

STEP 3

SSDA and EIS are lodged with the Department of Planning and Environment (DP&E) for assessment.

STEP 4

DP&E places SSDA and EIS on public exhibition to enable the community, State agencies and stakeholders to review plans and make submissions.

STEP 5

DP&E analyse submissions and instruct Taronga Zoo to make amendments to the EIS and SSDA, if required.

STEP 6

Taronga Zoo prepares response to submissions addressing comments received and amendments requested.

STEP 7

DP&E makes determination



Thank you for visiting today's session. Please fill out a feedback form so that your suggestions, concerns or support for the project can be considered. The Department of Planning and Environment will place the Development Application on exhibition in the coming months. At this time, you will have another opportunity to view the plans and make a submission. We look forward to continuing to work with you to build a better zoo together.



For further information, please contact us by emailing buildingbetterzoo@zoo.nsw.gov.au or calling 02 9978 4714.



Dear

RE: REDEVELOPMENT PROPOSAL, TARONGA ZOO

As you may be aware, Taronga Zoo is in the process updating and improving our animal habitats while striving to enhance our guest experience.

In March 2015, the NSW Government announced co-funding of a multi-million dollar Visitor Experience for Taronga and Taronga Western Plains Zoos, transforming guests' experiences over the next 10 years, boosting wildlife tourism offerings for NSW and fostering unparalleled conservation education outcomes.

In total, \$200 million has been committed over a 10-year program to revitalise our two Zoos, produce compelling animal exhibits that inspire guests to commit to a shared future for wildlife and people.

We are well underway with our 10-stage revitalisation program, with the Sumatran Tiger Experience nearing completion, work underway on the Taronga Institute of Science and Learning and the first phase of the Australia Habitat redevelopment in the planning phase.

We are now planning for the next stages of the revitalisation program, and have prepared plans as part of a State Significant Development Application (SSDA) for the following projects:

African Savannah: a multi-species habitat including a Lion breeding facility, expanded savannah for Giraffes, Zebras and Fennec Foxes, as well as a specialised Meerkat and encounter space.

Congo Forest: a lush forest exhibit for the growing Gorilla family, adjoining Pygmy Hippo pools and a tree-filled landscape for the rare Bongo Antelope.

As part of the development of these planning documents, we would welcome the opportunity to provide you with a detailed briefing on the plans, and to answer questions and gather important feedback prior to lodgement of the Environmental Impact Statement and associated SSDA.

If you would like to arrange a briefing or any further information, please contact us by emailing buildingbetterzoo@zoo.nsw.gov.au or calling 02 9978 4714.

We look forward to working with you on this exciting project.

Yours sincerely,

True Swain

Head of Capital Programs: Property, Infrastructure and Operations

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