

ENGAGEMENT OUTCOMES REPORT

12-16 Florence Street, Tweed Heads

State Significant Development:
Residential Flat Building
(infill affordable housing)

August 2025

CONTENTS

| | |
|------------------------------------------------------------------------------------------------|----|
| EXECUTIVE SUMMARY | 3 |
| 1.0 PROJECT OVERVIEW | 5 |
| 2.0 RESPONSE TO SECRETARY'S ENVIRONMENTAL ASSESSMENT REQUIREMENTS (SEARS) | 8 |
| 3.0 METHODOLOGY | 11 |
| 4.0 ENGAGEMENT ACTIVITIES..... | 15 |
| 4.1 Engagement Approach..... | 15 |
| 4.2 Engagement Area | 16 |
| 4.3 Adjoining Landowners (face to face), Flyer and Invitation to Online Briefing Session | 17 |
| 4.4 Online Briefing Session | 17 |
| 4.5 Dedicated Email and Phone number | 17 |
| 5.0 ENGAGEMENT PROGRAM..... | 18 |
| 6.0 ENGAGEMENT FEEDBACK | 20 |
| 7.0 ENGAGEMENT OUTCOMES | 22 |
| 8.0 CONCLUSION..... | 24 |

DMCK Planning acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this Community Engagement Report.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

| QUALITY ASSURANCE | |
|-------------------|-------------------------------------------------------------|
| Project: | Environmental Impact Statement: Community Engagement Report |
| Address: | 12 – 16 Florence Street, Tweed Heads |
| Consent Authority | The Minister for Planning |
| Author: | Deb McKenzie, DMCK Planning |

| Date | Purpose of Issue | Revision No. | Authorised |
|----------------|------------------|--------------|--------------|
| August 2025 | Draft to client | A | Deb McKenzie |
| September 2025 | Final | B | Deb McKenzie |
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EXECUTIVE SUMMARY

This Community Engagement Outcomes Report has been prepared by DMCK Planning on behalf of The Trustee for WAFI Property Trust for the development at 12-16 Florence Street, Tweed Heads. It accompanies the Environmental Impact Statement (EIS) for the State Significant Development (ref: SSD – 80229208) for a residential development with affordable housing (the Project), at 12 -16 Florence Street, Tweed Heads.

The report has been prepared following the *Understanding Engagement Guidelines for State Significant Projects* (Guidelines) released by the Department of Planning, Housing and Infrastructure (DPHI) in March 2024 and the Secretary’s Environmental Assessment Requirements (SEARs) for the project issued on 21 February 2025.

The Project Team has been committed to the delivery of an open, considered and evidence-based approach toward engagement, fulfilling the community participation objectives contained in the Guidelines.

This report demonstrates how planned, innovative, and transparent communication and engagement activities have met the consultation requirements prescribed by the SEARs, based on the Guidelines. The feedback received from these consultation activities will be carefully considered and where possible integrated into the design and layout of the development.

Input and feedback were investigated through community and stakeholder engagement conducted by the Proponent, Project Team, JV Urban and DMCK Planning. These were divided into three tiers – immediate neighbours and surrounds, government agencies and key community stakeholders and organisations (Aboriginal body and community members).

This report outlines the community engagement strategies used, and includes feedback provided by the three stakeholder tiers - via meetings, presentations, email, face to face and by phone.

Effective engagement processes and consideration of social impacts are underpinned by an understanding of the locality, the local and policy context, as well as the community demographics and dynamics. As such, this report is structured as follows:

- Section One of the report outlines the project, relevant SEARs and the methodology that informed the engagement program and activities.
- Section Two provides the response to the SEARs in respect of engagement requirements for the Proposal.
- Section Three outlines the methodology adopted for the engagement program and activities in accordance with the DPHI guidelines.

- Section Four documents the engagement activities undertaken up to the end of the EIS preparation phase.
- Section Five documents the engagement program implemented for the Proposal.
- Section Six provides the engagement feedback from the activities conducted.
- Section Seven outlines the outcomes of the engagement program.
- Section Eight is the conclusion.

The Project Team has considered and responded to all issues raised by the community engagement to date. The Proposal will go on Public Exhibition following lodgement of the State Significant Development (SSD) application with the Department of Planning, Housing and Infrastructure (DPHI). As part of the assessment process the community will have a further opportunity to discuss the project and have their say.

1.0 PROJECT OVERVIEW

The subject site is legally described as Lot 11 DP 1308040 and is commonly known as No. 12 - 16 Florence Street, Tweed Heads. It is located on the south-east corner of Florence and Boyd Streets, approximately 70m west of Wharf Street and within 400m walking distance, south of the Tweed Mall Shopping Centre on Wharf Street.

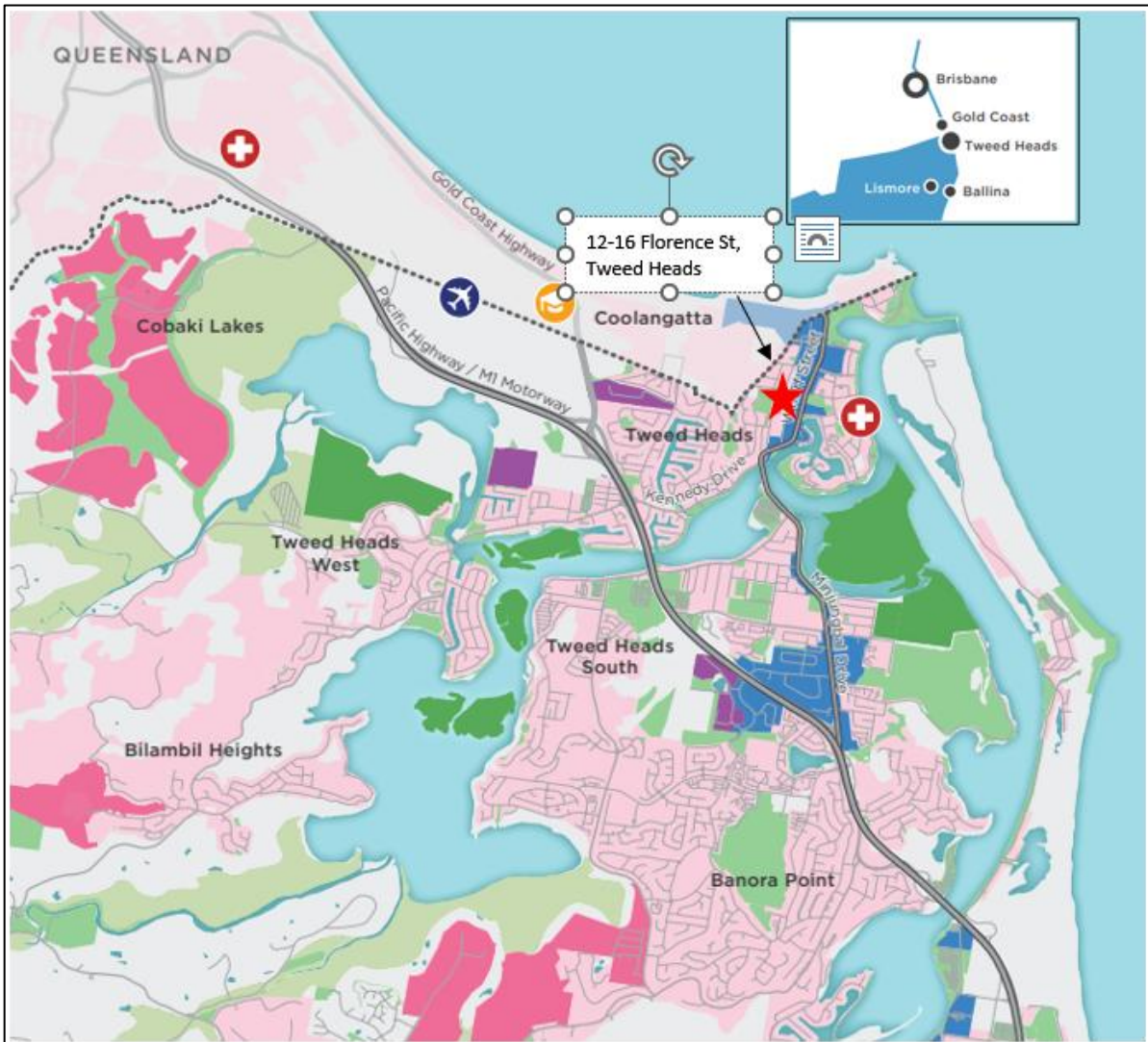


Figure 1: Location of subject site – Regional Context



Figure 2: Location of subject site – Local Context



Figure 3: Aerial of subject site

The site is currently occupied by two single storey dwelling houses and a commercial premises (Funeral Services), as illustrated in the photographs provided below.



Figure 4: View of site from Florence Street



Figure 5: Public domain at corner of Florence and Boyd Streets

The subject site has a site area of 1,558m², is irregular in shape with frontage to Florence Street of 50.295m and to Boyd Street of 26.448m. Existing on the site are non-descript single storey dwellings at No.s 12 and 14, and a commercial building (Easton Funeral Services) at No. 16. There are no significant vegetation or topographical features on the site or immediate perimeter. The site is generally regarded as flat and is fully serviced with town water and sewer services, Council's stormwater network, electricity, and telecommunications.

This application seeks consent for demolition of the existing buildings on the site, excavation for two basement levels, construction of a residential flat building containing 59 residential apartments, and the operation of the included affordable housing units by a community housing provider, at No. 12-16 Florence Street Tweed Heads.

The development proposes the construction of a residential flat building with infill affordable housing, comprising of:

- 13 storeys with 12 storeys of high-quality residential apartments
- 59 apartments, including 12 units) of affordable housing to be managed by a Social Housing provider
- Parking for 71 vehicles within two basement levels
- Access via a two-way crossover and driveway from Boyd Street
- Associated landscaping and public domain works



Figure 6: Proposed development viewed from the intersection of Florence St and Boyd St (BMA, 2025)

2.0 RESPONSE TO SECRETARY'S ENVIRONMENTAL ASSESSMENT REQUIREMENTS (SEARs)

Engagement under the Planning Secretary’s Environmental Assessment Requirements (SEARs) for Housing includes the requirement for an ‘Engagement Report’ to demonstrate how it was consistent with DPHI’s *Undertaking Engagement Guidelines for State Significant Projects* Guidelines. Table 1 summarises the key requirements of the guidelines and relevant SEARs requirements.

Table 1: SEARs and DHPI Requirements

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>SEAR’s requirement:</p> <p>Demonstrate that engagement and consultation activities have been undertaken in accordance with the <i>Undertaking Engagement Guidelines for State Significant Projects</i> and identify how issues raised, and feedback received have been considered in the design of the project.</p> <ul style="list-style-type: none"> ○ 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. | <p>Proponent-led consultation and engagement</p> |
| <p>NSW DPHI Team</p> | <p>SDRP – Review and comment on proposal prior to lodgement of the SSD application.</p> <p>SSDA Assessment Team</p> |
| <p>Local Council</p> | <p>Tweed Heads Council (Council)</p> |
| <p>Agencies and Organisations</p> | <p>Including considerations in relation to:</p> <p>Accessibility: (Council)</p> <ul style="list-style-type: none"> – Site access and parking <p>Servicing:</p> <ul style="list-style-type: none"> – Water (Council) – Sewerage (Council) – Electricity infrastructure Essential Energy – Telecommunications (nbn) |

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Social and Cultural (DEECCW – Heritage, DPHI, Council):</p> <ul style="list-style-type: none"> – Heritage - Aboriginal Cultural heritage (TBLALC) – Contributions and public benefit (Council) |
| <p>The community</p> | <p>Adjoining landowners Surrounding residential area Local business in proximity to Site</p> |
| <p>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</p> | <p>Roads Act (s138 – crossover and driveway) (Council’s Engineers as part of Pre-Lodgement consultation) and post approval.</p> |

3.0 METHODOLOGY

The methodology and structure of this report are informed by the following documents and guidelines.

1. Engagement

DPHI's *Undertaking Engagement Guidelines for State Significant Projects* (March 2024) outlines key considerations for engagement, including:

- Early and Ongoing Engagement: Proponents are encouraged to initiate engagement activities early in the project planning process and maintain continuous communication throughout the project's lifecycle.
- Proportional Engagement: The level of community engagement should be commensurate with the scale and potential impacts of the project.
- Clear Communication: Engagement activities must be transparent, providing stakeholders with accessible and understandable information about the project and its potential impacts.

Tweed Heads Council's Engagement and Participation expectations for community engagement are based on their *Community Engagement and Participation Plan 2019–2024*, including the following objectives:

- That deliberative, early, and broad-based engagement provides community-led recommendations to inform Council decision-making.
- Encourage the community to understand, be understood and learn from each other through a productive and inclusive exchange of views.
- Ensure that people receive timely information in plain language that is free of bias and easy to access.
- Be transparent and provide feedback on decisions, strengthen relationships, and build mutual respect through ongoing engagement activities.
- Having the community partners value the professional staff for their guidance role in the engagement process.

Drawing on both these sets of objectives, the Proposal adopts, in general terms, Council's principles of community engagement and participation, being:

- Engagement is based on social justice principles of access, equity, participation, and rights.
- The community has a right and a responsibility to be informed and contribute to their community's future and matters that affect it.
- Information is in plain language, easily accessible and in a form that facilitates community participation.
- The community is encouraged to participate in effective and on-going partnerships to provide meaningful opportunities for community participation in the proposal.

- The proponent engages with the community as early as possible to enable community views to be genuinely considered and to provide a framework for ongoing consultation.
- Community participation is inclusive, and the Proponent actively seeks views that are representative of the community.
- The Proponent uses appropriate methods of engagement that are relevant to the Florence Street Proposal and the likely impacts.
- Decisions are based on evidence-based information and the representative views of the community.
- Decisions are made in an open and transparent way, and the community is provided with reasons where required for those decisions (including how community views have been taken into account).

2. IAP2 Spectrum

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

The Spectrum adopts five goals for public participation, as follows in Figure 7 below. The engagement program for the Proposal ranged from inform to involve with final decisions and design solutions adopted by the Proponent and then the determining authority (the Minister for Planning, or delegate).


| INCREASING IMPACT ON THE DECISION  | | | | | |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| | INFORM | CONSULT | INVOLVE | COLLABORATE | EMPOWER |
| PUBLIC PARTICIPATION GOAL | To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions. | To obtain public feedback on analysis, alternatives and/or decisions. | To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution. | To place final decision making in the hands of the public. |
| PROMISE TO THE PUBLIC | We will keep you informed. | We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. | We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision. | We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. | We will implement what you decide. |

Figure 7: IAP2 Spectrum matrix

Source: Federation of International Association for Public Participation 2024

3. Technical Considerations

Technical reports prepared for preliminary engagement with Council, the Scoping Report for the attainment of the SEARs and in response to the SEARs have informed the engagement and respond to matters raised through the engagement. These reports have also informed mitigation and enhancement measures for potential impacts identified. These reports include detailed analyses and targeted assessments that follow the relevant guidelines and consultation requirements of the relevant agency and authority.

Table 2 shows where consideration of relevant agency and authority requirements has been undertaken as part of technical studies and key areas if/where consultation was needed as part of the pre-lodgement and EIS preparation phases.

Table 2: Agency Consultation and Response

| Report Name and Consultant | Status | Agency/Authority consultation requirements |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connect with Country Prepared by: TBLALC Cultural Heritage Unit, Maurice Gannon Conservation Planning Officer. | The Connect with Country Report has been prepared in accordance with the Aboriginal Heritage Information Management System (AHIMS) and local cultural knowledge, site visit and consultation with the project team. | Extensive consultation with the TBLALC and community representatives has taken place as part of the design and layout of the development. Tangible and relevant elements raised by reference to Country are incorporated in the development. |
| Transport Impact Assessment (TIA) Prepared by Stanbury Traffic Planning | The findings of the TIA conclude that the traffic and parking aspects of the proposed development are satisfactory and have been prepared in accordance with the processes and methodology recommended in relevant policy and regulations including the Tweed Heads LEP and DCP. | Council was consulted as part of the Pre-lodgement meeting. Their feedback was taken into consideration and addressed in the design and layout of the development without the need for further targeted engagement. |
| Utility Services Feedback from Tweed Head Council | Preliminary consultation with relevant staff from Tweed Heads Council regarding provision of water, sewer & stormwater for the development. | Their feedback was taken into consideration and addressed in the design and layout of the development without the need for further targeted engagement until the post approval stage. |

| | | |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Gold Coast Airport</p> | <p>By email dated 6 March 2025 GCA notified the applicant that <i>‘proposed activity will not impact the controlled airspace of the airport and has been approved to commence on the 01 Jul 2026 AEST and conclude on the for the period of 24 hours daily with the following conditions:</i></p> <ul style="list-style-type: none"> • <i>The building must not exceed 44.20 Meters AGL (48.2 Meters (AHD).</i> • <i>If the operation does not fall within the proposed date/time frame you must advise the airport of the operational date(s)/times ‘.</i> | <p>The proponent will ensure that an application for approval to operate construction equipment will be obtained prior to any commitment to construct. This will form part of construction management planning.</p> |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

4.0 Engagement Activities

4.1 Engagement Approach

Analyses of the Proposal, stakeholders, and the surrounding area informed a tiered approach to engagement. This approach ensured engagement was proportionate to the potential impacts of the project on different stakeholders while providing open and transparent channels for communication and opportunities for stakeholders to provide meaningful feedback.

Table 3 outlines the engagement process of key stakeholders and the community as part of the Pre-lodgement and then the EIS preparation phases of the SSD application process.

Table 3: Levels of engagement

| Key Stakeholders | Strategic Intent | IAP2 Level of Engagement | Engagement Activity & Tools |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local Councils, Government Agencies and Authorities | | | |
| DPHI Assessment Officers SDR Panel Tweed Heads Council Essential Energy NBN | To gain technical input, requirements, and feedback on the Proposal | Involve and collaborate | SDRP – face to face presentations (x2), verbal feedback, and meeting minutes to Project Team DPHI Assessment Team – technical feedback on SEARs detail for inclusion in EIS, plans, and technical reports. Direct approach by Project Team’s technical consultants as needed to meet SEARs requirements (emails & meetings) and agency feedback |
| Adjoining Neighbours | | | |
| Neighbouring residents in proximity of the site including: <ul style="list-style-type: none"> Florence Street Boyd Street Beryl Street Landowners/occupiers of residences, businesses, and community services within approx. 500 metres of the site. | Encourage and facilitate involvement in the consultation process Raise awareness and provide opportunities for engagement and feedback on the proposal | Consult and involve Consult | Community letter via letterbox drop Face to face door knock Invitation to presentation by architects – video Provision of project email address and phone number for feedback |

| Community Stakeholders | | | |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TBLALC and community representatives | Recognition of country and facilitate involvement in the design elements of the development in a meaningful way | Involve | Meet and introduce project to representatives Listen to local history and knowledge of area and elements particular to the area Include tangible and meaningful design elements into the development. |

4.2 Engagement Area

The community engagement area was identified following initial site inspection, and the pre-DA meeting with Tweed Heads Council, desktop analysis of the local community profile, scoping of potential preliminary environmental impacts, adoption of the engagement approach outlined in the sections above. The engagement area (refer Figure 8), therefore, includes the surrounding community within approx. 500m of the Site as well businesses in close proximity to the site.

Within this 'Distribution Area' area, there are approximately 600-650 addresses, with the majority being residential.

Figure 8 is a map of the letterbox drop area. Appendix A is a copy of the letter distributed.

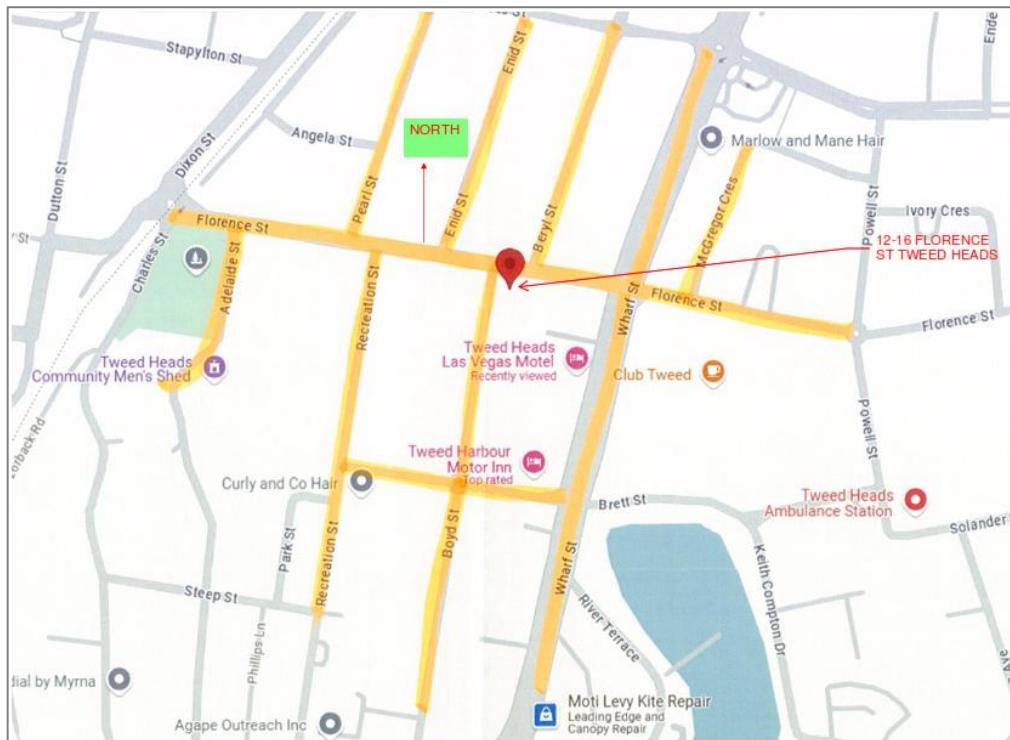


Figure 8: Map of letterbox drop area (streets shaded in gold colour)

The stated objective of the letter was:

“We are reaching out to inform you as a neighbour and member of our local community that we have been engaged to undertake an exciting new project in the locality.”

It contained an invitation to residents and businesses in the area, as follows:

“If you would like to attend the online meeting and receive project updates for this development, please provide your preferred contact details (your name, address, phone and email address) to our email: pieta@dreambuild.com.au.”

4.3 Adjoining Landowners (face to face), Flyer and Invitation to Online Briefing Session

A door-knock of adjoining properties for face-to-face consultation with residents, including a flyer of contact information about the Proposal. A letter was distributed to adjoining landowners and key stakeholder groups, asking them to register their interest in attending an online briefing session to hear more about the project, and ask any questions they might have. A copy of the flyer is provided in Appendix A.

4.4 Online Briefing Session

An online briefing session of the community was planned to be held on 7th August 2025. Only three (3) people registered to attend. When a reminder and request to confirm attendance was issued on the 7th of August 2025 (via email), each participant declined the invitation. The session was cancelled.

4.5 Dedicated Email and Phone number

A dedicated project email and phone number was established to provide the avenue for enquiries and direct feedback to be provided by community members.

The email was monitored daily, meaning that bespoke replies could be provided on specific issues raised. Community members were also able to phone DreamBuild directly through the nominated our phone number provided.

5.0 ENGAGEMENT PROGRAM

A summary of the implementation of the Engagement Strategy, including activities undertaken, stakeholders engaged, and responses received, is detailed in Table 4 below.

Table 4: Engagement Program, activities, and response summary

| Date | Targeted Stakeholders | Activities | Response Summary |
|------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 27 February 2025 | Connect with Country consultation | Teams (video) meeting held with knowledge stakeholders and Project Design Team. | Information provided is to be incorporated into the preliminary design. Project Team to revisit the Site. |
| 14 April 2025 | Connect with Council consultation | Site meeting held with stakeholders to discuss preliminary proposals for inclusion of cultural elements in design. | Information provided incorporated into the preliminary design. |
| 21 May 2025 | Tweed Heads Council | Pre-lodgement meeting with Council to development (prior to progressing SSDA pathway) | Number of items addressed through preliminary design and Scoping Report prior to commencement of EIS process. |
| 30 June 2025 | Targeted local residents | Preliminary plans to all people that emailed us for more information. Also issued directly to residents of No. 2 Boyd St. | EOI provided an overview of the proposal and SEARs confirmed requirements of assessment team. |
| 30 June 2025 | No. 2 Boyd Street | Notification issued to residents of No. 2 Boyd St offering face to face consultation with Proponent and author to discuss proposal. Issue of flyers to neighbours providing information about where to find out more information and invitation to online briefing. | Completed. |
| 15 July 2025 | Neighbours of Site | Door knock and face-to-face consultation with neighbours of the Site. Issue of flyers to all neighbours (in person or in | Completed by Proponent and author. |

| | | | |
|---------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | letter box) providing details of how to get more information and invitation to online briefing. | |
| 7 August 2025 | Broad community – neighbours, businesses, surrounding area and general community | Online briefing via video link (Teams) to be conducted by Project Architect outlining proposal, including slide-based presentation, Q&A session for proponent and Project Planner. | Only 3 residents registered for the online presentation, however confirmation emails were received 07 08 25 advising that each one could no longer attend. A drop-box link of the proposed presentation was provided to each of the registered persons with an invitation to send through any questions or concerns. No were received. |

6.0 ENGAGEMENT FEEDBACK

6.1 Council

On the 21 August 2024, the Proponent and members of the Project Team development team met with Tweed Heads Council's Development Assessment Panel, as part of the Pre-DA Meeting regarding the Proposal. The Pre-DA Minutes of that meeting were issued by Council in September 20254.

The Pre-DA Minutes made the following notes, based on a Part 4 DA being lodged with Council, not the proposed SSD application:

- Generally consistent with the intent of the R3 Medium Density Residential zone and the Boat Harbour Precinct Character as identified in the Tweed DCP.
- General support for the amalgamation of the site to achieve an appropriate level of density.
- Site isolation of No. 2 Boyd Street raised as consideration for further amalgamation.
- Provision of affordable housing is consistent with the intent of the draft Tweed Affordable Housing Strategy [since adopted].
- Building should be contained within the allowable building height envelope.
- Suggestion to move vehicle access from Florence to Boyd to avoid essential services along Florence Street.
- Further resolution of ground floor rear communal open space is required.
- Higher number of one-bedroom units is recommended.
- Conceptual modulation of the building, as proposed, is encouraged.
- Design competition waiver supported by Council (resolution date 1 August 2024).
- Preliminary costings of \$30M deems Proposal a SSD under the SEPP Housing pathway.

6.2 Agencies and Authorities

No significant issues were raised by agencies, authorities or identified by technical consultants that required additional agency specific engagement prior to finalisation of the EIS and submission of the SSD application to the NSW DPPI.

6.3 Community Feedback

In total, very little community feedback from neighbouring residents, nearby residents, businesses, or community services was received to the community engagement program undertaken as part of the Design Phase and EIS preparation.

This does not include the Tweed Heads Aboriginal Land Council or local Aboriginal community representatives. The feedback and involvement of those representatives have been significant and welcomed by the Project Team.

Table 5: Community Group Feedback

| Community Feedback | Topics Raised |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Residents of No. 2 Boyd Street | Car parking – enough for all the units? Funeral business moving too? |
| Face-to-face door-knocks | When will the building commence? |
| Registrations for on-line briefing (via email) | Three people registered to participate, but upon confirmation prior to date each person advised they were no longer available. |

6.4 Online Briefing Session Feedback

The Online briefing session was set down for 7th August 2025.

Three people registered to participate, but upon confirmation prior to the date each person advised they were no longer available.

A copy of the Proposal Presentation was sent out to each of the registered participants with an invitation to provide feedback directly to the DreamBuild email address or by phone to the number provided.

Therefore, no issues were raised as a result of offering to provide the broader community with an on-line briefing.

6.5 Written Submissions

No community members provided written enquiries / feedback via email.

7.0 ENGAGEMENT OUTCOMES

7.1 Summary of Engagement Feedback and Project Response

There is a distinct separation of the level of input and feedback received regarding the Proposal in general and in its detail when reflecting on the agency and government feedback compared to the community-based reaction and feedback.

Agency and government feedback in the preliminary design and EIS preparation phase has provided a high level of detail for consideration and incorporation into the planning of the site and the layout of the internal spaces and facilities. This has driven modifications to the design since inception and ensures that the technical aspects of the Proposal are well researched and have been resolved early in the development process. This includes to technical responses to strategic and statutory policy that applies to the site and to the Proposal, local context and requirements specific for the site and the Tweed Heads LGA and the infrastructure providers that will need to service the site in the construction and post-construction phases of the development.

The TBLALC and community representative inputs into the preliminary design phase and up to submission of the SSD Application has been proactive and welcomed by the Project Team. The understanding gained on local indigenous history, important cultural places, colours, animals, spirituality have provided real, genuine, and tangible elements that have been adopted by the Project Team and incorporated into the design and layout of the Proposal.

Feedback and/or questions from neighbouring residents and those nearby, including businesses and community services, were very limited. Comments were mostly general in content and where an issue was specific such as the amount of onsite parking, there was no secondary reaction once the issue was addressed by the Project Team. Overall, the community was very neutral in their consideration and response to the Proposal.

Drawing from feedback received, a summary of issues raised through engagement, and responses to these matters is provided in Table 6 below.

Table 6: Summary of Engagement Feedback and Responses

| Feedback | Response |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u>Aboriginal Cultural Heritage</u></p> <ul style="list-style-type: none"> Acknowledgement of local Aboriginal cultural heritage and inclusion of elements in the design and layout of the Proposal | <ul style="list-style-type: none"> A Connecting with Country Report is included in the EIS submission. Directed engagement was undertaken with the Tweed Byron Local Aboriginal Land Council and community representatives, asking them to provide local context and feedback on the proposed development. The Project Team has proactively engaged with the Aboriginal Community and incorporate tangible elements in the design and materiality of the Proposal that acknowledges and respects the Indigenous local history and culture. |
| <p><u>Traffic</u></p> <ul style="list-style-type: none"> Resolution of access to the site in terms of street activation and streetscape. Provision of onsite parking – location, numbers and mix of spaces appropriate to the likely occupants of the building | <ul style="list-style-type: none"> A Traffic Impact Assessment (TIA) is included in the EIS. The results of the analyses from the TIA reveal that Florence and Boyd Street will operate satisfactorily from a capacity perspective, with very limited vehicle queuing and delays around the intersection or access driveway into the site. No external roadworks are required to support the proposal, from a capacity or parking perspective. Entry from Boyd Street is provided from Boyd Street, post consultation with Council. |
| <p><u>Infrastructure</u></p> <ul style="list-style-type: none"> Resolution of infrastructure needs for the development | <ul style="list-style-type: none"> Technical inputs for the provision of essential infrastructure services for the development, including but not limited to water, sewer, stormwater, power, and telecommunications. Reports and plans for each of the services are submitted with the EIS. |
| <p><u>Open Space</u></p> <ul style="list-style-type: none"> Location, connectivity, and design | <ul style="list-style-type: none"> Response to inputs from Council, SRDP, TBLALC and community representatives in terms of communal open space areas Project team has incorporated design solutions into the plans addressing communal open space design, function, access, planting scheme and connectivity. |

8.0 CONCLUSION

The Engagement Outcomes Report outlines the outcomes of community and stakeholder engagement activities conducted prior to lodging the SSDA for the proposed development at 12-16 Florence Street, Tweed Heads.

In accordance with the SEARs engagement requirements, and in line with DPHI's *Undertaking Engagement Guidelines for State Significant Projects*, engagement was undertaken to inform and consult with stakeholders and the community about the residential development with affordable housing Proposal at 12-16 Florence Street. This included consideration of agencies, 'authorities' and council's requirements as well as targeted consultation with local community members and key stakeholders such as the Tweed Heads Local Aboriginal Land Council and community representatives.

Analyses of the proposal, stakeholders, and the surrounding area informed a tiered approach to engagement, aligned with the IAP2 Public Participation Spectrum for Engagement. This ensured engagement was proportionate to the likely scale and impact of the project, in line with DPHI's engagement guidelines.

Agency, authority, and council considerations relating to issues such as scale, design, traffic, environment, and landscaping were able to be addressed with technical and design response incorporated into the expert consultant reports and architectural plan set. Key stakeholder inputs from Council, the State Design Review Panel (SRDP) and the local aboriginal community included acknowledging and integrating Aboriginal cultural heritage elements in the design, SDRP detailed comments on built form, urban design, social impacts, and functionality of the design.

The opportunity for community engagement was offered to up to 650 community stakeholders during pre-lodgement engagement, with very limited response received by way of direct email responses, verbal face-to-face comments, and no interest in the online briefing session.

Responses to issues raised have helped inform the refinement of the Proposal during EIS preparation phase.

In conclusion, this Report confirms that appropriate, proportionate, and inclusive engagement has been undertaken by the Proponent to ensure stakeholders, and the community were provided with clear, relevant, and timely information about the Proposal and its potential impacts. It demonstrates that the community and stakeholders interested in or likely to be affected by the project were given meaningful opportunities to provide feedback. In this context, the proposal is considered suitable for progressing to a detailed assessment stage.

APPENDIX A – LETTER TO RESIDENTS



ADDRESS 6/37A KING ROAD, HORNSBY NSW 2077
T: (02) 9482 3511 E: enquiries@dreambuild.com.au

15 July 2025

Invitation to Community Consultation

12-16 Florence Street, Tweed Heads.

Dear Neighbour,

We're following up on our recent letterbox drop regarding the proposed residential development at 12–16 Florence Street, Tweed Heads. As a nearby resident, we'd like to speak with you in person to hear your thoughts and answer any questions about the project. If we've missed you today, please find the latest updates below.

The proposal includes 59 residential apartments, including 12 affordable rental units to support diverse housing needs in the area.

You can view the latest plans and learn more about the development on our website: www.dreambuild.com.au/firenzetweedheads/

We will also be hosting an online community meeting, via Microsoft Teams, where our architects and primary consultants will present the design and be available to answer your questions.

If you'd like to attend the Teams presentation please contact us with your name and preferred contact details at pieta@dreambuild.com.au

Your input is important to us, and we genuinely value your time and feedback.

Warm Regards



Stefano Macri
Managing Director



ADDRESS 6/37A KING ROAD, HORNSBY NSW 2077
T: (02) 9482 3511 E: enquiries@dreambuild.com.au

15 July 2025

Thank you for your time today.

12-16 Florence Street, Tweed Heads.

Dear Neighbour,

We appreciate you taking time to chat with us about the proposed development at the corner of Florence Street and Boyd Street.

As discussed, the building is to comprise 59 residential apartments, with 12 allocated as affordable rental housing.

If you'd like to learn more here are the next steps:

You can view the plans of the development on our website:
www.dreambuild.com.au/firenzetweedheads/

We'd love you to join an online community meeting via Microsoft Teams, where our architects and primary consultants will present the design and be available to answer your questions.

If you'd like to attend, please contact us with your name and preferred contact details at pieta@dreambuild.com.au

Your input is important to us, and we genuinely value your time and feedback.

Warm Regards



Stefano Macri
Managing Director