



## APPENDIX E - ENGAGEMENT SUMMARY TABLE

Stakeholder	How this group was consulted	Feedback received	Project response
<b>Government authorities</b>			
NSW Department of Planning, Housing and Infrastructure (DPHI)	On Thursday, 17 April 2025 Capio met with DPHI's planning and assessment team to complete a Scoping Meeting and introduce the project team. The intent of the meeting is to present the project design to DPHI and discuss the request for SEARs.	DPHI's planning and assessment team confirmed the proposal was eligible for State Significant Development status and recommended Capio formally request the Secretary's Environmental Assessment Requirements (SEARs).	As the responsible assessing authority, DPHI will continue to be consulted by Capio through the assessment phase of the Environmental Impact Statement (EIS).  Capio has addressed feedback from DPHI during the preparation of the EIS.
	On Monday, 28 April 2025, Capio formally requested SEARs from DPHI.	DPHI issued Industry-SEARS on 14 May 2025.	
<b>Government authorities: Local</b>			
<b>Parramatta City Council: Mayor and Councillors</b> <ul style="list-style-type: none"> <li>– Martin Zaiter (Lord Mayor)</li> <li>– Dr Hayley French (North Rocks Ward)</li> <li>– Georgina Valjak (North Rocks Ward)</li> <li>– Manning Jeffrey (North Rocks Ward)</li> </ul>	<p>On Tuesday, 1 July 2025, an email was issued to Councillors at Parramatta City Council with details on the proposal.</p> <p>The email included:</p> <ul style="list-style-type: none"> <li>▪ Information about the proposal</li> <li>▪ Community newsletter</li> <li>▪ Invitation to attend a project briefing</li> <li>▪ 1800 number and email address.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lord Mayor Marin Zaiter confirmed receipt of the invitation to the briefing and declined to attend.</li> <li>▪ In response to an email received by a local resident concerning the proposal, Councillor Judy Greenwood acknowledged the objection. It was clarified that under the Environmental Planning &amp; Assessment Act 1979, Councillors do not participate in the</li> </ul>	Capio will continue to provide updates to Parramatta City Council and Councillors as the project progresses.

Stakeholder	How this group was consulted	Feedback received	Project response
<ul style="list-style-type: none"> <li>– Judy Greenwood (Parramatta Ward)</li> </ul>	<p>On Friday, 4 July, Lord Mayor Marin Zaiter responded to the email issued.</p> <p>On Sunday, July 6, 2025, a member of the community emailed Parramatta City Council Mayors and Councillors and Members of Parliament in relation to the proposal. A response was received from Councillor Judy Greenwood on Sunday, 13 July 2025.</p>	<p>assessment or determination of development applications. Additionally, it was explained that Councillors are unable to direct or discuss the merits of a DA with Council staff. Ms. Greenwood confirmed that the email had been referred to Council’s Development Assessment management team for their consideration.</p>	
<b>Elected Officials</b>			
<p>Federal Member for Parramatta</p> <ul style="list-style-type: none"> <li>– Mr Andrew Charlton</li> </ul> <p>State Member for Parramatta</p> <ul style="list-style-type: none"> <li>– Ms Donna Davis</li> </ul>	<p>On Tuesday, 1 July 2025, Urbis Engagement, on behalf of Capio issued an email providing an overview of the proposal, a copy of the community newsletter and an invitation to attend a project briefing.</p>	<p>On Friday, 11 July 2025, Ms Donna Davis confirmed receipt of the invitation to the briefing and declined to attend.</p>	<p>Capio will continue to provide updates to Members of Parliament as the project progresses.</p>
<b>Relevant agencies</b>			
<p>Transport for NSW (TfNSW)</p>	<p>Transport for NSW (TfNSW) has not been consulted in the preparation of this proposal as there is no impact on relevant assets. TfNSW has been previously consulted as part of the Development Application DA/222/2024.</p>	<p>Not applicable.</p>	<p>Transport for NSW (TfNSW) will be consulted by DPPI during the Public Exhibition process for the SSDA.</p>
<p>Sydney Water</p>	<p>On Thursday, 26 June 2023, Sydney Water was contacted via email in relation to a Before You Dig enquiry.</p>	<ul style="list-style-type: none"> <li>▪ The Sydney Water Statement of Available Pressure &amp; Flow indicates that there is adequate supply from the authority main for the domestic cold-water service</li> </ul>	<p>Capio will continue to liaise with SW, ensuring all requirements are met and necessary documentation is provided.</p>

Stakeholder	How this group was consulted	Feedback received	Project response
	A Statement of Available Pressure and Flow was received from Sydney Water on responded on Monday, 21 July 2023.	<p>without the need for a pressure booster pump.</p> <ul style="list-style-type: none"> <li>▪ The Sydney Water Statement Available Pressure &amp; Flow indicates that there is not adequate supply from the mains for the combined fire hydrant and fire sprinkler service that need pressure booster pumps and tank.</li> <li>▪ Final requirements for the water-main connection shall be subject to Sydney Water Notice of Requirements and Water Application during the Development Application process</li> </ul>	
Fire & Rescue NSW	No consultation for this proposal.	Not applicable.	Fire & Rescue NSW will be consulted by DPHI during the Public Exhibition process for the SSDA.
Endeavour Energy	Endeavour Energy has been previously consulted as part of the Development Application DA/222/2024.	On 22 April 2024, Endeavour Energy responded in reference to previous submissions made to the City of Parramatta on 6 October 2023 and 22 December 2023, stating that the conditions and advice provided therein are essentially also applicable to this Development Application. Subject thereto, Endeavour Energy has no objection to the Development Application.	<p>Endeavour Energy will be consulted by DPHI during the Public Exhibition process for the SSDA.</p> <p>The project team will continue to consult with Endeavour Energy through the planning and construction process.</p>
<b>Community stakeholders</b>			

Stakeholder	How this group was consulted	Feedback received	Project response
<p><b>Residents located on:</b></p> <ul style="list-style-type: none"> <li>– Mosely Street</li> <li>– Donald Street</li> <li>– Young Road</li> <li>– Tanderra Avenue</li> <li>– Vickery Avenue</li> <li>– Post Office Street</li> </ul>	<p>A community newsletter was issued to around 1050 properties surrounding the proposed site on Thursday, 26 June 2025 and Friday, 27 June 2025 via letterbox drop.</p> <p>The newsletter provided information about the proposal and invited the community to provide feedback via the 1800 enquiry line, email and via a short survey. The newsletter also invited community members to attend a project briefing.</p> <p>On Sunday, 6 July 2025 an email was received from a resident on Young Road regarding the proposal with an attached letter.</p>	<p><b>Environmental and ecological impact</b></p> <ul style="list-style-type: none"> <li>▪ Feedback from residents indicates that the clearing of trees, even before construction has begun has already had a visible impact on the local environment. The resident reported no longer hearing frogs at night and a noticeable decrease in bird life, highlighting habitat lost.</li> <li>▪ There is an understanding that a Design Excellence Advisory Panel (DEAP) report recommended the retention of some mature trees on the site. However, residents observe that the minimal number of trees left standing suggests that these recommendations may have been overlooked or inadequately addressed. They note that Capio's approach, retaining only the bare minimum, sets a precedent for the future treatment of the site. This has led to the perception that environmental values are not being fully considered in the planning process.</li> </ul> <p><b>Translation services and project communication</b></p> <ul style="list-style-type: none"> <li>▪ Inquiries were made about the community's ability to engage with the planning process. It was noted that</li> </ul>	<p><b>Environmental and Ecological Impact</b></p> <ul style="list-style-type: none"> <li>▪ The Secretary of the Department of Planning, Housing and Infrastructure has determined that the proposed development is not likely to have a significant impact on biodiversity values. As a result, a Biodiversity Development Assessment Report is not required for this development.</li> <li>▪ An arborist report is currently being prepared relating to the State significant proposal to provide a detailed analysis of the impact of the development on existing trees. This report will provide an analysis of the impact of the development proposal on trees with additional guidance on appropriate management and protective measures.</li> <li>▪ A comprehensive landscaping scheme is being proposed to complement the proposed development and provide amenity for residents and surrounding neighbours. This scheme will include the planting of new trees in appropriate and prominent locations, aiming to restore and enhance the local environment over time.</li> </ul> <p><b>Translation services and project communication</b></p> <ul style="list-style-type: none"> <li>▪ Capio understands the importance of inclusivity and accessibility in our community engagement efforts.</li> </ul>

Stakeholder	How this group was consulted	Feedback received	Project response
		<p>Carlingford has a significant population of residents who speak a language other than English at home. It was noted that many of their neighbours might not be aware of the initial or updated proposal or fully understand the planning processes required to formally respond.</p> <ul style="list-style-type: none"> <li>▪ It was further highlighted that the high number of tenants in the area, many of whom may not have long-term ties to the neighbourhood, results in fewer residents acting as stewards or advocates for the future of the local environment. With fewer long-term owner-occupiers and many residents facing language or system barriers, the residents indicated that there is a risk the community's voice may go unheard during the planning process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Before initiating the project, Urbis Engagement conducted a thorough demographic analysis to understand the linguistic needs of the Carlingford community.</li> <li>▪ The community profile of Carlingford is linguistically diverse. However, the majority of the community (84.5%) speak only English, or speak English very well or well. Accordingly, the engagement approach did not include a requirement for translation services to engage with Culturally and Linguistically Diverse (CALD) communities.</li> <li>▪ The insights garnered from the demographic snapshot provided in figure 6 have informed this strategy by ensuring we provide project information that is clear and easy to understand, and provide flexible engagement options including phone, email, written newsletters, and online project briefings if requested.</li> </ul>
		<p><b>Traffic and infrastructure</b></p> <ul style="list-style-type: none"> <li>▪ Residents queried the current state of local streets, particularly Moseley and Donald, which already experience significant congestion with nose-to-tail parked cars affecting traffic flow and ease of movement. It was noted that during peak times, congestion extends beyond these streets to the surrounding blocks, resulting in slow and frustrating</li> </ul>	<p><b>Traffic and infrastructure</b></p> <ul style="list-style-type: none"> <li>▪ Capio is committed to mitigating impacts on local traffic and parking in the Carlingford community. A detailed traffic study has been commissioned relating to the State significant proposal to assess these impacts for the proposed development.</li> </ul>

Stakeholder	How this group was consulted	Feedback received	Project response
		<p>conditions. A recent event when involving a tilted crane, the Meriton development site, which necessitated traffic diversions off Pennant Hills Road was provided as an example.</p> <ul style="list-style-type: none"> <li>▪ Resident questioned whether the current infrastructure can adequately accommodate this additional demand noting that the proposal includes an additional 136 homes and a childcare centre for up to 80 families.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The mixed-use development is designed with careful consideration regarding parking and traffic management. The proposal includes two separate parking areas, one for the residential component and another for the childcare centre and is anticipated to provide approximately 209 off-streetcar parking spaces. This aims to alleviate any on-street parking increases.</li> <li>▪ Vehicular connectivity for the residential parking area will be via a combined ingress/egress driveway on Donald Street, located in the south-western corner of the site. Similarly, the childcare centre will have its own ingress/egress driveway on Moseley Street, situated in the north-western corner of the site. These measures are intended to distribute traffic flow and minimise congestion on any single street.</li> <li>▪ An assessment is being conducted to investigate and report on the potential parking and traffic consequences of this development. This includes recommending appropriate measures to mitigate any adverse impacts. The scope of this assessment will ensure that all aspects of traffic and parking are thoroughly examined, and solutions are proposed to address any identified issue. The Traffic Impact Assessment will be</li> </ul>

Stakeholder	How this group was consulted	Feedback received	Project response
			available for you the public to view when the proposal is on Public Exhibition.
		<p><b>Planning pathway</b></p> <ul style="list-style-type: none"> <li>▪ Residents queried the transparency of the planning process, noting a pattern where developers gain approval for one version of a project and subsequently expand or amend it once approval is secured. Initial proposals often appear designed to minimise community opposition, only to be followed by substantial changes that increase density and reduce amenity.</li> <li>▪ This pattern, as noted by residents, makes it challenging for the community to respond meaningfully or to trust that the proposed plans will reflect the final outcome. Residents urged the panel to consider this potential for further expansion on Capio's original proposal.</li> </ul>	<p><b>Planning pathway</b></p> <ul style="list-style-type: none"> <li>▪ Feedback has been noted and will be collated as part of this Engagement Outcomes Report which will inform DPHI's assessment of the proposal.</li> <li>▪ The SSDA documentation will be submitted to DPHI in the coming months. After the SSDA is lodged, DPHI will notify the local community via a process that is called 'exhibition'. As part of this process the plans will be publicly available, and the community will be able to make a formal submission to DPHI.</li> </ul>
		<p><b>Childcare centre redundancy</b></p> <ul style="list-style-type: none"> <li>▪ Residents provided feedback regarding the proposed childcare centre, noting that there are already multiple childcare services within walking distance of the proposed site. Within the Moseley, Jenkins, and Pennant Hills Road boundaries, existing facilities include Carlingford Montessori Academy on James Street, Golden Seeds Early</li> </ul>	<p><b>Childcare redundancy</b></p> <ul style="list-style-type: none"> <li>▪ Carlingford and the broader Western Sydney area has been identified by the University of Western Sydney's Centre for Western Sydney as a childcare 'desert', where a childcare shortage contributes lower employment participation rates for women compared to the rest of Sydney.</li> <li>▪ Capio's proposal supports greater opportunities for employment for the</li> </ul>

Stakeholder	How this group was consulted	Feedback received	Project response
		<p>Learning on Post Office Street, and Papilio Early Learning on the corner of Pennant Hills Road and Moseley Street. It was suggested that all three centres are within easy walking distance of the development and offer places across the early years age range.</p> <ul style="list-style-type: none"> <li>▪ Additionally, the Meriton development on Pennant Hills Road is set to include its own large-scale childcare centre. Given the number of existing and upcoming options, residents questioned whether the proposed childcare centre is necessary and suggested it may have been included to enhance the planning merits of the proposal rather than in response to actual community demand</li> </ul>	<p>Carlingford community with the provision of a 76-place childcare centre, making it easier for families to access care services close to home and transport connections, breaking down barriers to workforce participation.</p>
		<p><b>Visual amenity</b></p> <ul style="list-style-type: none"> <li>▪ Residents of a mid-level apartment on Young Road have reported potential impacts of the proposed development on their sunlight exposure and western outlook. They noted that the development would block the limited sunlight they currently receive and potentially obstruct their view entirely. These changes are perceived to directly affect the liveability of their home and potentially its value.</li> <li>▪ When purchasing their apartment, the residents accepted the late afternoon light, valuing the open view for its positive impact on their wellbeing. They indicated</li> </ul>	<p><b>Visual amenity</b></p> <ul style="list-style-type: none"> <li>▪ Capio has commenced preliminary massing studies to ensure the development minimises overshadowing on neighbouring properties, in line with the principles of the NSW Government's Apartment Design Guide (ADG).</li> <li>▪ Based on these detailed studies, Capio's approach for the proposed development aims to ensure that all residential apartments are sufficiently setback from adjoining properties to ensure a high level of amenity in relation to solar access, natural ventilation and privacy and outlook.</li> </ul>

Stakeholder	How this group was consulted	Feedback received	Project response
		<p>that the proposed development would eliminate this benefit.</p> <ul style="list-style-type: none"> <li>▪ Additionally, residents have highlighted the scale of the development in relation to its immediate surroundings, suggesting it has not been considered alongside the numerous other builds in the area, which collectively represent a case of overdevelopment. They noted the already evident environmental impact, inadequate infrastructure, and the challenges faced by community members, particularly those with language barriers or transient residency, in effectively engaging with the planning process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Capio’s approach includes a thorough evaluation of existing developments, potential future developments on neighbouring sites, and any current development applications proposing uplift in the immediate area.</li> <li>▪ The site’s position on a corner allotment, with access via both Donald Street to the south and Moseley Street to the north, will provide a natural design benefit that will result in effectively managing privacy for neighbouring properties, and providing dual vehicle access.</li> <li>▪ The design is set back from adjoining properties and will incorporate design measures to ensure the façade aligns with the ADG and visual privacy principles. Additionally, the design includes deep soil planting which will enable the growth of large tree species, particularly around the edges of the site. By providing the potential for tall tree screening, this will further minimise impacts on visual amenity and preserve the privacy of neighbouring residents.</li> </ul>
<p><b>Local businesses</b></p> <ul style="list-style-type: none"> <li>– Sydney Steamer Pty Ltd</li> <li>– Befit Physiotherapy</li> <li>– Real Blinds</li> <li>– Distribution Services</li> </ul>	<p>A community newsletter was issued to around 1050 properties, including local businesses surrounding the proposed site on Thursday, 26 June 2025 and Friday, 27 June 2025 via letterbox drop.</p>	<p>At the time of writing this report, no community enquiries or feedback have received.</p>	<p>Capio will continue to provide updates to local businesses as the project progresses.</p>

Stakeholder	How this group was consulted	Feedback received	Project response
<ul style="list-style-type: none"> <li>- Fur Baby Holidays</li> <li>- Armian Rendering services</li> </ul>	<p>The newsletter provided information about the proposal and invited the community to provide feedback via the 1800 enquiry line, email and via a short survey. The newsletter also invited community members to attend a project briefing.</p>		
<p><b>Local shopping centres</b></p> <ul style="list-style-type: none"> <li>- Carlingford Court Centre Management</li> <li>- Carlingford Village Centre Management</li> <li>- Bunnings Carlingford</li> </ul>	<p>On Tuesday, 1 July 2025, an email was issued to local shopping centres with details on the proposal.</p> <p>The email included:</p> <ul style="list-style-type: none"> <li>▪ Information about the proposal</li> <li>▪ Community newsletter</li> <li>▪ Invitation to attend a project briefing</li> <li>▪ 1800 number and email address.</li> </ul> <p>On Thursday, 10 July a response was received from a representative of Carlingford Court Shopping Centre.</p>	<p>A representative of Carlingford Court Shopping centre sought confirmation of a briefing meeting to gain a better understanding of the project and its potential impacts.</p> <p>A prospective briefing was scheduled on Wednesday, 30 July with Carlingford Court Shopping Centre with Urbis Planning and Urbis Engagement, however it was later noted that the stakeholder could not attend.</p> <p>Carlingford Court provided questions via email to the project team on Monday, 8 August regarding what the status of the technical assessments, engagement outcomes report and SSDA documentation were for proposal.</p>	<p>The project team responded to Carlingford Court Shopping Centre's questions from Monday, 8 August stating that all technical assessments required by SEARs for the SSSA were in the process of being completed, as is the Engagement Outcomes Report, in anticipation of submitting to DPHI in August 2025. Furthermore, the project team advised the stakeholder that DPHI will notify the community of the Public Exhibition process.</p> <p>Capio will continue to consult with Carlingford Court Shopping centre the project progresses.</p> <p>Capio will continue to provide updates to local shopping centres as the project progresses.</p>
<p><b>Local community groups and organisations</b></p>			

Stakeholder	How this group was consulted	Feedback received	Project response
<b>Local schools</b> <ul style="list-style-type: none"> <li>– James Ruse High School</li> <li>– Cumberland High School</li> <li>– Carlingford West Public School</li> <li>– Carlingford Public School</li> <li>– Papilio Early Learning Carlingford</li> </ul>	<p>On Tuesday, 1 July 2025, an email was issued to Local Schools with details on the proposal.</p> <p>The email included:</p> <ul style="list-style-type: none"> <li>▪ Information about the proposal</li> <li>▪ Community newsletter</li> <li>▪ Invitation to attend a project briefing</li> <li>▪ 1800 number and email address.</li> </ul>	<p>At the time of writing this report, no community enquiries or feedback have received.</p>	<p>Capio will continue to provide updates to local schools as the project progresses.</p>
<b>Places of worship</b> <ul style="list-style-type: none"> <li>– St Paul’s Anglican Church Carlingford</li> <li>– Sydney Australia Temple</li> <li>– Iranian Church Sydney</li> </ul>	<p>A community newsletter was issued to around 1050 properties, including places of worship surrounding the proposed site on Thursday, 26 June 2025 and Friday, 27 June 2025 via letterbox drop.</p> <p>The newsletter provided information about the proposal and invited the community to provide feedback via the 1800 enquiry line, email and via a short survey. The newsletter also invited community members to attend a project briefing.</p>	<p>At the time of writing this report, no enquiries or feedback have received from places of worship.</p>	<p>Capio will continue to provide updates to places of worship as the project progresses.</p>
<b>Community organisations</b> <ul style="list-style-type: none"> <li>– Carlingford Sports Club</li> <li>– Carlingford Branch Library</li> <li>– Roselea FC</li> </ul>	<p>On Tuesday, 1 July 2025, an email was issued to local community organisations with details on the proposal.</p> <p>The email included:</p> <ul style="list-style-type: none"> <li>▪ Information about the proposal</li> <li>▪ Community newsletter</li> </ul>	<p>At the time of writing this report, no enquiries or feedback have received from community organisations.</p>	<p>Capio will continue to provide updates to community organisations as the project progresses.</p>

Stakeholder	How this group was consulted	Feedback received	Project response
	<ul style="list-style-type: none"> <li>▪ Invitation to attend a project briefing</li> <li>▪ 1800 number and email address.</li> </ul>		
<b>Wider community</b>			
<b>Wider surrounding community</b> (Neighbours and businesses with a 500m radius of the project site)	<p>A community newsletter was issued to around 1,050 addresses surrounding the proposed site on Thursday, 26 June 2025 and Friday, 27 June 2025.</p> <p>The newsletter provided information about the proposal including:</p> <ul style="list-style-type: none"> <li>▪ Invitation to attend a community webinar</li> <li>▪ Invitation to provide feedback via the 1800 enquiry line, email address and SIA online survey.</li> </ul>	<p>At the time of writing this report, no enquiries or feedback have received from the wider community.</p>	<p>Capio will continue to provide updates to the wider community as the project progresses.</p>