



# Sydney Metro City & Southwest

## Crows Nest Over Station Development:

### Consultation with Stakeholders Report

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<b>Author:</b>	Sydney Metro Authority
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# 1 Introduction

## 1.1 Purpose of this report

The purpose of this report is to support the stakeholder and community engagement process detailed in Chapter 5 of the Environmental Impact Statement (EIS) for the Crows Nest over station development (Crows Nest OSD). It outlines the engagement activities carried out in the lead up to the exhibition of the concept State Significant Development application (concept SSD Application) to ensure all stakeholders are aware of the project and have the opportunity to provide input into the planning and assessment stages. A summary of the key issues raised during the consultation undertaken and how Sydney Metro has responded to these issues is provided in Chapter 5 of this EIS.

Further detail of the consultation undertaken, the issues raised and how those issues have been addressed is contained in Chapter 5 of the Environmental Impact Statement.

## 1.2 Communication objectives

Sydney Metro has been and continues to be interested in community and stakeholder feedback on the project. The Sydney Metro communication objectives include to:

- Communicate the rationale for the project and the broader network benefits it would deliver, including how it fits into the NSW Government's plans to increase Sydney's rail capacity
- Communicate the Sydney Metro concept and timing
- Build community and key stakeholder relationships and maintain goodwill
- Provide information about the planning approvals process and encourage community participation
- Clearly communicate the corridor protection and property acquisition process.

The project team has developed a comprehensive community and stakeholder engagement program to proactively engage with local communities, key stakeholders and government agencies.

## 1.3 Key stakeholders

Feedback from stakeholder and community engagement for Sydney Metro City & Southwest has formed an integral part of informing and scoping investigations for the Crows Nest integrated station development.

Key stakeholders for the project include (but are not necessarily limited to):

- State government agencies.
- Local councils.

- Public utilities.
- Business and industry groups.
- Public transport customers.
- Directly impacted stakeholders.
- Directly impacted communities and businesses.
- The broader community.

## 2 Community engagement timeline

Sydney Metro City & Southwest began its broad engagement with the community and stakeholders in June 2014, including consultation about Crows Nest Station. Community engagement has continued through all of the planning approval stages, including the preparation of the Chatswood to Sydenham Environmental Impact Statement and all subsequent modifications.

The concept of integrated station development was formally announced to the community on November 2017 and a range of early engagement activities were undertaken prior to lodgement of the application to engage with industry, the local community and stakeholders about integrated station development at Crows Nest station. Consultation aimed to keep the community informed and to provide opportunities for feedback. Specific engagement activities for integrated station development at Crows Nest are outlined in the following table.

**Table 2.1** Integrated Station Development engagement activities

Activity	Content	Date
Industry briefing	Booklet updating industry on project contract packages, delivery strategy and future market soundings	2 November 2017
Media release	‘New City Metro stations to shape Sydney’ <i>Issued by Minister for Transport and Infrastructure, Andrew Constance</i>	1 November 2017
Website	New Integrated Station Development page uploaded to Sydney Metro website	November 2017
Facebook	Integrated Station Development post uploaded to Sydney Metro Facebook page	1 November 2017
Integrated Station Development book	Booklet of Sydney Metro’s concept proposals for Integrated Station Development	November 2017

Activity	Content	Date
Industry briefing	Booklet updating industry on project contract packages, delivery strategy and future market soundings	19 April 2018
Crows Nest OSD early consultation	Crows Nest Integrated Station Development booklet	5 July 2018
Community information sessions	Displays, information and expert members of the project team made available to answer questions from the community	July 2018
Early feedback update /Request for SEARs	Crows Nest Integrated Station Development update newsletter	4 September 2018

## 3 Community engagement

### 3.1 Community contact and information points

The table below outlines community contact and information points in use on the project.

**Table 3.1** Community contact and information points

Activity	Detail
Community information line (toll free)	1800 171 386
Community email address	<a href="mailto:sydneymetro@transport.nsw.gov.au">sydneymetro@transport.nsw.gov.au</a>
Website	<a href="http://www.sydneymetro.info">www.sydneymetro.info</a>
Postal address	Sydney Metro City & Southwest, PO Box K659, Haymarket, NSW 1240
Transport for NSW community information centre	388 George Street, Sydney

### 3.2 Sydney Metro City & Southwest website

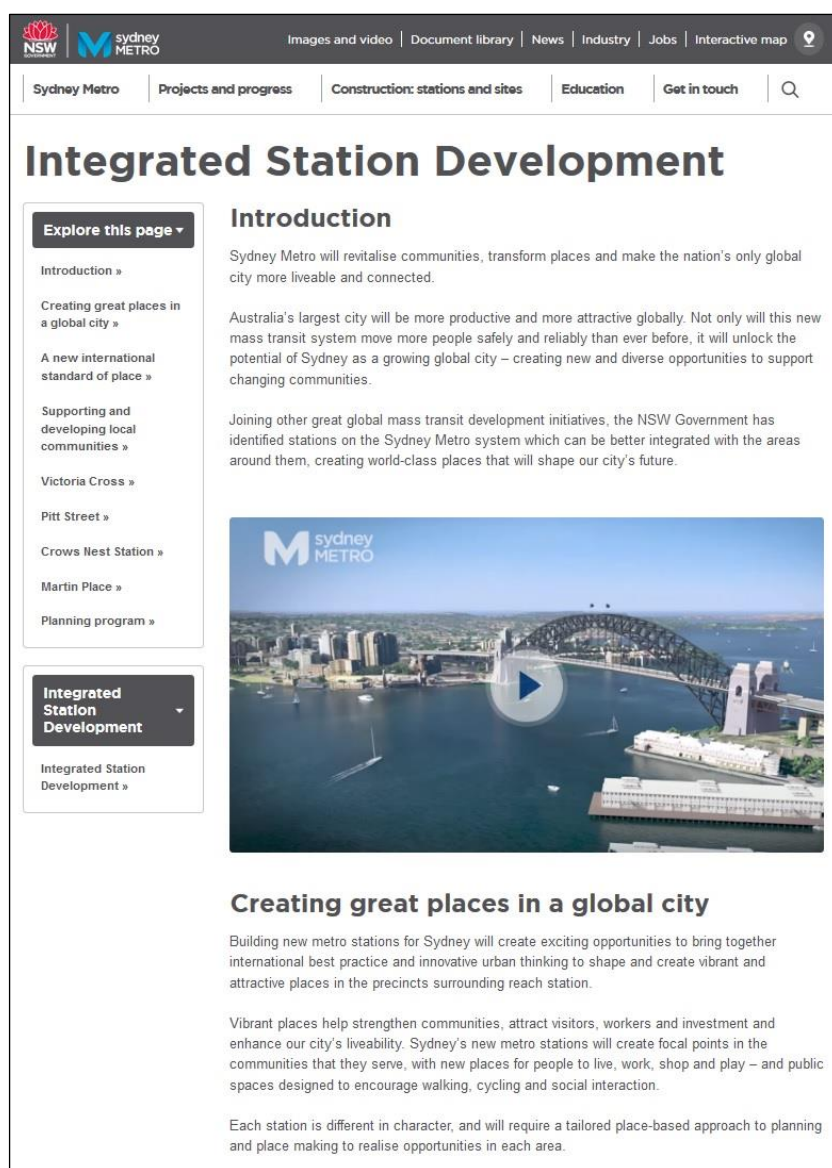
The Sydney Metro City & Southwest website was launched on 4 June 2015 to provide information on the project. The website is a central point of up to date information for the community and stakeholders. Information on the website includes:

- Project overview:
  - Customer experience.
  - Benefits (economic, employment and sustainability).
  - Strategic context.
- Chatswood to Sydenham:
  - Project features.
  - Station and dive sites.
- Sydenham to Bankstown.
- Resources, including:
  - Project overviews.



- Environmental Impact Statements.
- State significant infrastructure application reports.
- Community consultation submissions reports.
- Newsletters.
- Industry briefing presentations and documentation.
- Videos and animations.
- Online forums.
- Online submission function.
- Contact information.

**Figure 3.1** Sydney Metro website information



### 3.3 Community information sessions

Four community information sessions have been held in Crows Nest since the beginning of the project, including:

- 17 June 2015 at the North Sydney Harbour View Hotel, 17 Blue Street, North Sydney (EIS event)
- 9 July 2018 at Northside Conference Centre, Oxley St, St Leonards

- 11 July 2018 at Northside Conference Centre, Oxley St, St Leonards
- 21 July 2018 at Northside Conference Centre, Oxley St, St Leonards
- 23 July 2018 at Northside Conference Centre, Oxley St, St Leonards

Figures 3.2 and 3.3 show an example of the advertisement used for the community information sessions on these dates. Figure 3.4 shows an example of the flyer distributed to properties within 500m of the site

Display boards at these sessions included information such as:

- Project overview
- Tunnelling under the harbour
- Project benefits
- Metro trains
- Fast, frequent metro
- Saving time
- Train features
- Connectivity
- Proposed timeline
- New Sydney Metro stations, including Crows Nest
- Integrated Station Development at Crows Nest
- How to have your say

Figure 3.5 shows examples of the information boards used at the event.

**Figure 3.2** Community information session - advertisement examples (including with translation)



## City & Southwest

### A modern, accessible precinct to complement the local village feel of Crows Nest

Sydney Metro is Australia's biggest public transport project. It will transform Sydney, delivering more trains and faster services for customers across the network.

The NSW Government has identified stations on the Sydney Metro system which can be better integrated with the buildings above them and the surrounding area, creating world-class places that will shape our city's future.

The concept for Crows Nest includes four buildings - two residential buildings, a commercial building and a fourth building which could be a hotel or a commercial building.

**Information sessions**

The Sydney Metro team will hold four community information sessions as part of early consultation on the integrated station development for Crows Nest.

Community feedback will be reviewed and considered before the next step in the planning process.

There is no need to make a booking. Expert members of the project team will be available to answer any questions you have.

Community information sessions	
<b>Location</b>	Northside Conference Centre Corner of Oxley Street and Pole Lane, Crows Nest
<b>Date and time</b>	Monday 9 July 2018, 4-7pm
	Wednesday 11 July 2018, 4-7pm
	Saturday 21 July 2018, 10am-1pm
	Monday 23 July 2018, 4-7pm

sydnymetro.info  
facebook.com/sydnymetro  
1800 171 386

18048-CSW 146275 0618



## City & Southwest



### 烏鴉巢區將建便利的現代化新區，與的本地鄉村風格相輔相成

悉尼地鐵(Sydney Metro)是澳大利亞最大的公共交通項目。它將改善悉尼的交通狀況，讓沿線乘客享受更頻繁的發車和更快捷的服務。

新南威爾士州政府已確定悉尼地鐵系統中的火車站，這些火車站將能更好地與地面建築物以及周邊環境相融合，打造世界一流，塑造城市未來。

烏鴉巢區 (Crows Nest) 的規劃預想包括四棟建築——兩棟住宅樓、一座商業大廈，以及一座四層建築，可作飯店或商業建築。

**信息會**

作為烏鴉巢綜合火車站開發項目早期協商的一部分，悉尼地鐵團隊將舉行四場社區信息會。在下一步規劃過程中參考社區反饋意見。

參加信息會無需預約。

項目團隊的專家成員將親臨現場解答您的任何問題。

社區信息會	
<b>地點</b>	Northside Conference Centre Corner of Oxley Street and Pole Lane, Crows Nest
<b>日期和時間</b>	2018年7月9日 (週一) 16:00-19:00
	2018年7月11日 (週三) 16:00-19:00
	2018年7月21日 (週六) 10:00-13:00
	2018年7月23日 (週一) 16:00-19:00

sydnymetro.info  
facebook.com/sydnymetro  
1800 171 386

18048-CSW 146275 018



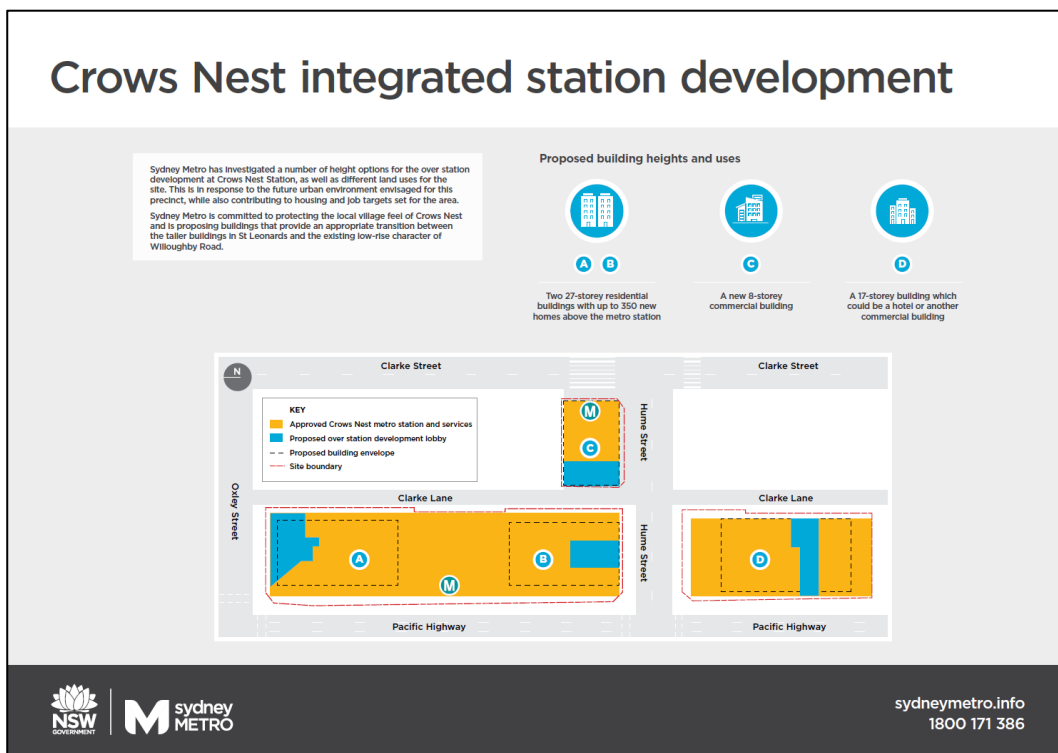
**Figure 3.3** Community information session – flyer example



(Reverse side)



**Figure 3.4** Community information session - Information boards example



**Figure 3.5** Example of digital stakeholder survey questions



## Crows Nest Integrated Station Development

Sydney Metro

swipe to the left to engage





Crows Nest Integrated Station Development

If yes, what type of retail and services would you like to see at the station?  
rank your top three in order of importance

- Supermarket
- Pharmacy
- Dry cleaner
- Gym
- Cafes and restaurants
- Newsagent
- Food court
- Doctor/health clinic
- Not applicable
- Reset



Crows Nest Integrated Station Development

What do you like about Crows Nest?  
rank your top three in order of importance

- The local village feel
- Nightlife and bars
- New homes and jobs
- Access to the health precinct
- Parks, gardens and open space
- Cafes and restaurants
- It's close to the city
- It's close to the harbour
- Reset



Crows Nest Integrated Station Development

Are you a local business owner?








### **3.4 Integrated Station Development communication materials**

In November 2017, an information booklet on integrated station development was published. This booklet provided further information on how the stations at Crows Nest, Victoria Cross, Pitt Street and Martin Place could be better integrated with the areas around them. The booklet also provided information to the community and stakeholders on the opportunity for Sydney Metro to create exciting opportunities to bring together international best practice and innovative urban thinking to shape and create vibrant and attractive places in the precincts surrounding each station.

In July 2018, prior to the lodgement of the SEARs request, Sydney Metro held four community information sessions aimed at seeking early feedback from the community on a concept proposal for the development above Crows Nest Station. 482 people attended the sessions.

For the purposes of this consultation, the concept proposal comprised two 27-storey residential buildings (Site A), a 17 storey hotel or commercial office building (Site B) and an 8 storey commercial office building (Site C).

Collateral used for engagement during this period included newspaper advertisements, a media release, information on the Transport for NSW and Sydney Metro City & Southwest websites, distribution of a community information booklet and email updates to the station database.

Following the conclusion of the consultation period on 29 July 2018, an update newsletter was also emailed to the project distribution list and letterbox dropped to all properties within 500 metres of the station after the early engagement, explaining how community feedback had been incorporated into the proposal.



**Figure 3.6** Media release



**Figure 3.7** Integrated Station Development booklet



## Crows Nest Station

A vibrant, accessible precinct

The new metro station at Crows Nest will be a welcoming and inclusive transport hub, boosting accessibility for businesses and residents in the Crows Nest-St Leonards area.

It supports the continued growth in the area and the village atmosphere that makes Crows Nest an attractive place to live, work and relax. Separated from the shopping and dining precinct of Willoughby Road by Hume Street Park, the new integrated station development will boost productivity and increase accessibility in the Crows Nest area.

The planning process for the integrated station development at Crows Nest Station will start in 2018.

**St Leonards and Crows Nest Station Precinct**  
The St Leonards and Crows Nest Station Precinct is identified as a Strategic Centre in the Greater Sydney Commission's (GSC) draft North District Plan.

The Department of Planning and Environment started a strategic planning investigation in 2016 and a land use and infrastructure implementation plan is being prepared to guide future development in the area over the next 20 years.

The importance of the precinct as a key employment centre in Sydney combined with the new Crows Nest Station presents a unique opportunity for renewal and activation. The precinct has also been identified as a key area for housing growth.



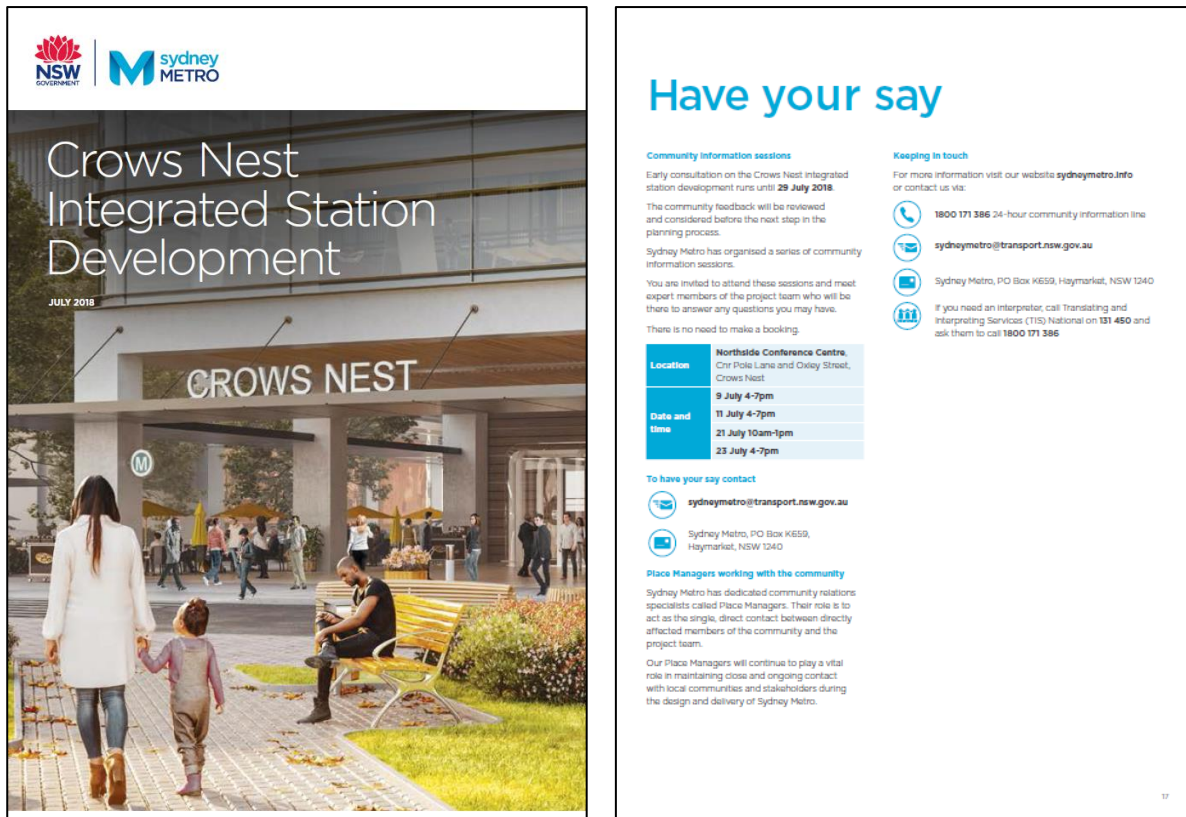


Artist's impression of Crows Nest Station

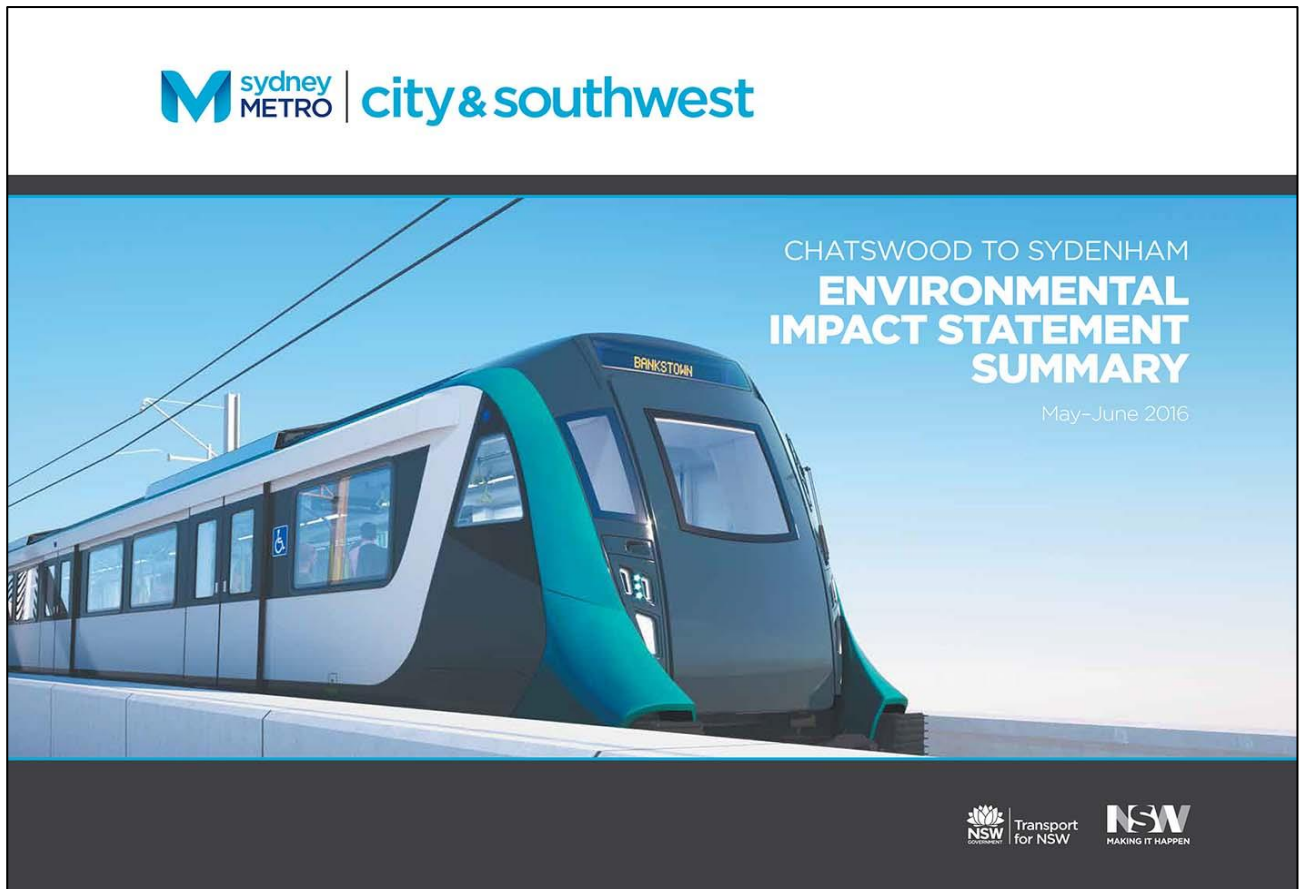




**Figure 3.8** Crows Nest Integrated Station Development booklet



**Figure 3.9** Crows Nest EIS summary





**Figure 3.10 Early Engagement Update Newsletter (September 2018)**



## 4 Stakeholder engagement

### 4.1 Project-wide stakeholder engagement

Sydney Metro's stakeholder consultation team has ensured all stakeholders are proactively engaged and informed about the project. Regular briefings via meetings, presentations and phone calls were held to keep stakeholders informed and to ensure key issues raised are addressed by the project.

The table below outlines stakeholders who were briefed on the Sydney Metro project between 11 June 2014 and 1 November 2018.

**Table 4.1** Stakeholder engagement

Stakeholder engagement	
Federal Government	
Australian Rail Track Corporation	
NSW Government	
<ul style="list-style-type: none"> <li>• Barangaroo Delivery Authority</li> <li>• CBD Coordination Office</li> <li>• Department of Planning &amp; Environment</li> <li>• Environmental Protection Authority</li> <li>• Harbour Trust</li> <li>• Health NSW</li> <li>• Heritage Council of NSW</li> <li>• NSW Health – Sydney Local Health District</li> </ul>	<ul style="list-style-type: none"> <li>• Port Authority of NSW</li> <li>• Roads and Maritime Services</li> <li>• State Emergency Service</li> <li>• Sydney Harbour Foreshore Authority</li> <li>• Sydney Light Rail</li> <li>• Sydney Trains</li> <li>• Transport Management Centre</li> <li>• UrbanGrowth NSW</li> </ul>
Local government	
<ul style="list-style-type: none"> <li>• Bankstown Council</li> <li>• City of Canterbury</li> <li>• City of Sydney</li> <li>• Hills Shire Council</li> <li>• Lane Cove Council</li> </ul>	<ul style="list-style-type: none"> <li>• Liverpool City Council</li> <li>• Marrickville Council</li> <li>• North Sydney Council</li> <li>• Willoughby City Council</li> </ul>

Stakeholder engagement	
Regional organisation of councils	
<ul style="list-style-type: none"> <li>Northern Sydney Regional Organisation of Councils – Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, North Sydney, Ryde and Willoughby Councils</li> <li>Southern Sydney Regional Organisation of Councils – Ashfield, Bankstown, Botany, Burwood, Canada Bay, Sydney, Hurstville, Kogarah, Leichhardt, Marrickville, Randwick, Rockdale, Sutherland, Waverley and Woollahra Councils</li> </ul>	<ul style="list-style-type: none"> <li>Western Sydney Regional Organisation of Councils – Auburn, Fairfield, Blacktown, Blue Mountains, Bankstown, Hawkesbury, Holroyd, Liverpool, Parramatta and Penrith Councils</li> </ul>
Federal Members of Parliament	
<ul style="list-style-type: none"> <li>Member for Bradfield</li> </ul>	<ul style="list-style-type: none"> <li>Member for North Sydney</li> </ul>
State Members of Parliament	
<ul style="list-style-type: none"> <li>Member for Canterbury</li> <li>Member for Holsworthy</li> <li>Member for Ku-ring-gai</li> <li>Member for Lane Cove</li> </ul>	<ul style="list-style-type: none"> <li>Member for North Shore</li> <li>Member for Summer Hill</li> <li>Member for Sydney</li> <li>Member for Willoughby</li> </ul>
Member of the Legislative Council	
<ul style="list-style-type: none"> <li>The Hon. Shayne Mallard</li> </ul>	
Peak bodies	
<ul style="list-style-type: none"> <li>10,000 Friends of Greater Sydney</li> <li>Action for Public Transport</li> <li>Australasian Railway Association</li> <li>Australian Institute of Architects</li> <li>BusNSW</li> <li>Committee for Economic Development of Australia</li> <li>Committee for Sydney</li> <li>Consult Australia</li> <li>Housing Industry Association</li> <li>Infrastructure Partnerships Australia</li> </ul>	<ul style="list-style-type: none"> <li>Metropolitan Local Aboriginal Land Council</li> <li>NRMA Motoring and Services</li> <li>NSW Business Chamber</li> <li>NSW Commuter Council</li> <li>Planning Institute of Australia</li> <li>Property Council</li> <li>Sydney Business Chamber</li> <li>Tourism and Transport Forum</li> <li>Urban Taskforce</li> <li>Warren Centre for Advanced Engineering</li> <li>Western Sydney Business Chamber</li> </ul>

Stakeholder engagement	
Educational Institutions	
<ul style="list-style-type: none"> <li>• Church of England Grammar School (SHORE)</li> <li>• Monte Sant' Angelo Mercy College</li> <li>• The University of Sydney</li> </ul>	<ul style="list-style-type: none"> <li>• University of Wollongong</li> <li>• Western Sydney University</li> </ul>
Transport specialists	
<ul style="list-style-type: none"> <li>• Dr Gary Glazebrook</li> </ul>	<ul style="list-style-type: none"> <li>• Mr Ron Christie</li> </ul>
Community and interest groups	
<ul style="list-style-type: none"> <li>• Alexandria Residents actions Group</li> <li>• Artarmon Bushcare Group</li> <li>• Artarmon Progress Association</li> <li>• Chatswood West Ward Progress Association</li> <li>• Groundswell: Coalition of local organisations including Inner Sydney Voice, REDWatch, Counterpoint, Redfern Legal Centre, Shelter NSW and the Tenant's Union</li> <li>• Friends of Sydney Harbour</li> <li>• Holtermann Precinct Committee</li> <li>• Ian Kiernan</li> <li>• Lavender Bay Precinct Committee</li> <li>• Millers Point Community Working Party</li> <li>• Millers Point, Dawes Point &amp; The Rocks Public Housing Tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Naremburn Progress Association</li> <li>• North Shore Historical Society</li> <li>• North Sydney Sunrise Rotary Club</li> <li>• REDWatch</li> <li>• Stanton Precinct Committee</li> <li>• Waterloo Redevelopment Group</li> <li>• Waverton Precinct Committee (Berry's Bay)</li> <li>• WestConnex Action Group</li> <li>• Willoughby District Historical Society</li> <li>• Wollstonecraft Precinct Committee</li> </ul>
Utilities	
<ul style="list-style-type: none"> <li>• AARNet</li> <li>• AMCOM/Vocus</li> <li>• Ausgrid</li> <li>• iPrimus</li> <li>• Jemena</li> <li>• NBN Co</li> <li>• Nextgen/Visionstream</li> </ul>	<ul style="list-style-type: none"> <li>• Optus/Uecomm</li> <li>• Sydney Water</li> <li>• Telstra</li> <li>• TPG (AAPT/Powertel/PipeNetworks)</li> <li>• TransGrid</li> <li>• Verizon/Worldcom</li> <li>• Viva Energy</li> </ul>



## 5 Industry engagement

Industry briefings have detailed plans for Sydney Metro City & Southwest, the scope of works and the process for industry to contribute to the project and take part in its delivery.

Sydney Metro has held seven industry briefings since 2015 with more than three thousand attendees. Industry representatives have attended from Australia and overseas including from the United Kingdom, USA, Singapore, Hong Kong, Spain, South Korea, Japan, Italy, Germany, China, Austria and France.

This engagement process has maximised industry input at this early stage and helps ensure an outcome that provides an outstanding transport product, which is value for money and puts the needs of the customer first.

Since the concept of the integrated station development was launched in November 2017, two industry briefings have been held in Sydney (November 2017 and April 2018). These events provided detailed information on integrated station development and early consultation. Events were attended by over 1,000 representatives from Australian and international firms. Attendees to the sessions were invited via:

- Sydney Metro website
- Advertisements in The Australian
- Direct invitations

The briefing provided the industry with information on:

- Integrated station development including at Crows Nest
- Progress with the development of Sydney Metro City & Southwest
- Details of the updated project delivery strategy
- Timing of next steps, including upcoming procurement processes

Attendees received a copy of a booklet *titled Sydney Metro City & Southwest Industry Briefing* (November 2017 or April 2018) which is also published on the Sydney Metro website.

Sydney Metro will continue to engage with the industry in the development of the wider Sydney Metro project.

## 6 Environmental Impact Statement consultation- Crows Nest OSD

### 6.1 Public exhibition and consultation

The concept SSD Application for the Crows Nest OSD including the Environmental Impact Statement will be required to be publicly exhibited. Advertisements will be placed in newspapers to advise of the public exhibition and where the Environmental Impact Statement can be viewed. This process will be undertaken by the Department of Planning and Environment, as part of its statutory obligations under the *Environmental Planning & Assessment Act 1979*.

Sydney Metro will also undertake consultation and engagement activities during the statutory public exhibition of the Environmental Impact Statement including:

- Awareness and marketing campaigns
- Community event stalls
- Community information centres
- Community information sessions
- Displays at council offices
- Doorknocks
- Email updates
- Enquiries and complaints hotline
- Environmental Impact Statement summary document
- Fact sheets
- Government stakeholder engagement
- Local business engagement
- Media releases
- Newsletter
- Newspaper advertising
- Place Managers
- Project briefings and presentations

- Social media updates
- Stakeholder meetings
- Website, animations and online forums.

## **6.2 Submissions**

During the exhibition period, all stakeholders will be invited to make submissions to the Department of Planning and Environment in response to the environmental assessment.

Once the exhibition period closes, a submissions report will be prepared to address the issues raised in the submissions received. The report will then be submitted to the Department of Planning and Environment and made publicly available.

Stakeholders who made public submissions will be formally advised of receipt of their submission by Sydney Metro and provided with a submission number, which will then be referenced in the submissions report.