

5 Stakeholder and community engagement

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This chapter provides an outline of the consultation and engagement activities carried out for Sydney Metro West, and how this has influenced the project and the scope of the Environmental Impact Statement. It identifies who has been consulted, how the consultation was carried out, the issues raised and how those issues have been addressed.

5.1 Secretary’s Environmental Assessment Requirements

The Secretary’s Environmental Assessment Requirements relating to stakeholder and community engagement, and where these requirements are addressed in this Environmental Impact Statement, are outlined in Table 5-1.

Table 5-1: Secretary’s Environmental Assessment Requirements – Stakeholder and community engagement

Reference	Secretary’s Environmental Assessment Requirements	Where addressed
4. Consultation		
4.1	The Proposal must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups, affected landowners, businesses and the community with specific consultation for each station precinct and ancillary facility.	Section 5.4 to Section 5.8
4.2	The Proponent must document the consultation process and demonstrate how the Proposal has responded to the inputs received.	Section 5.7
4.3	The Proponent must describe the timing and type of community consultation undertaken, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.	Section 5.7

5.2 Overview

Stakeholder and community consultation forms an integral part of the development of Sydney Metro West as well as informing and scoping investigations for this Environmental Impact Statement.

In November 2016 the NSW Government announced Sydney Metro West, an underground metro railway which would connect Parramatta and Sydney CBD.

Engagement with the community and stakeholders began in June 2017 and has continued during preparation of the Environmental Impact Statement for the Concept and Stage 1. The consultation has pro-actively sought feedback and comments on Sydney Metro West through many forums and channels to inform the development phase and the scope of issues to be assessed in the Environmental Impact Statement.

This chapter describes the consultation and engagement activities carried out up to, and during, preparation of the Environmental Impact Statement.

Key stakeholders for Sydney Metro West include (but are not necessarily limited to):

- Directly impacted communities
- State government agencies (including but not limited to the Department of Planning, Industry and Environment, Greater Sydney Commission, other sections of Transport for NSW including the former Roads and Maritime Services, NSW Environment Protection Authority and the former Office of Environment and Heritage)
- Local government (Cumberland City Council, City of Parramatta, Municipality of Burwood, Municipality of Strathfield, City of Canada Bay, Inner West Council and the City of Sydney)
- Public utilities and business and industry groups near Sydney Metro West
- Local Aboriginal Land Councils and Aboriginal stakeholders
- Special interest groups such as peak bodies and sporting associations
- The broader community.

5.3 Communication and engagement objectives

Sydney Metro is committed to continuing extensive community and stakeholder engagement on Sydney Metro West. The communication and engagement objectives are:

- Communicate the rationale, concept and timing for Sydney Metro West and the broader network benefits it would deliver, including how it fits into the NSW Government’s plans to increase Sydney’s rail capacity and integrated transport and strategic land use plans
- Build community and key stakeholder relationships and maintain goodwill
- Encourage participation and obtain government, community and stakeholder input for consideration in development of Sydney Metro West and its future implementation
- Provide information about the planning approval process and encourage community participation
- Clearly communicate the corridor protection and property acquisition process
- Understand community and stakeholder priorities and concerns so they can be considered in the ongoing refinement and delivery of Sydney Metro West.

Sydney Metro has developed a comprehensive community and stakeholder engagement program and has been proactive in engaging with local communities, key stakeholders, industry and government agencies.

5.4 Summary of consultation activities during development phase

Since the announcement of Sydney Metro West by the NSW Government, consultation has been undertaken with state government departments and agencies, local government and peak bodies. Community and industry consultation has been undertaken over two rounds as follows:

- First round of community and industry consultation from June 2017 to September 2017
- Second round of community and industry consultation from March 2018 to May 2018.

The key consultation and engagement activities carried out during project development are described in Sections 5.4.1 and 5.4.2. Consultation carried out during preparation of the Environmental Impact Statement is described in Section 5.7.

5.4.1 Stakeholder consultation

Key stakeholders including state government agencies, local government, industry groups and peak bodies were briefed via meetings, presentations and phone calls. The objectives of the briefings were to:

- Ensure stakeholders were consulted, including on station location options
- Ensure issues and concerns were understood, captured and addressed in the development of Sydney Metro West
- Receive feedback.

Consultation briefings have occurred with key stakeholders listed in Table 5-2.

Table 5-2: Key stakeholders

Stakeholder group	Stakeholder
State government agencies	<ul style="list-style-type: none"> Department of Planning, Industry and Environment Transport for NSW (including Sydney Trains, NSW Trains and the former Roads and Maritime Services) Infrastructure NSW (formerly UrbanGrowth) Greater Sydney Commission Sydney Olympic Park Authority (now part of Department of Planning, Industry and Environment) Ministry of Health Port Authority of NSW
Local councils	<ul style="list-style-type: none"> Cumberland City Council City of Parramatta City of Canada Bay Municipality of Burwood Municipality of Strathfield Inner West Council City of Sydney
Industry groups and peak bodies	<ul style="list-style-type: none"> Sydney Business Chamber Olympic Park Business Association Royal Agricultural Society Committee for Economic Development of Australia Infrastructure Partnerships Australia Sydney Olympic Park Business Association Tourism Accommodation Australia Urban Taskforce Western Sydney Business Chamber Committee for Sydney

High level project information was provided at these briefings including:

- Broader transport context
- Western Sydney Rail Needs scoping study
- Sydney Metro West network objectives
- Announced precincts at Parramatta, Sydney Olympic Park, The Bays and the Sydney CBD
- Features of the Sydney Metro Northwest and Sydney Metro City & Southwest projects to meet the needs of customers.

Stakeholder deliberative forum

A stakeholder deliberative forum was held on 30 August 2017 and was attended by 37 senior stakeholders from a range of state government departments and agencies, local government industry groups and peak bodies. The primary objective of the forum was to identify:

- Work already done on developing a future vision for the corridor by local stakeholders
- Relevant issues and constraints around the announced precincts
- Stakeholder preferences regarding the number and location of stations, journey times, land use opportunities and feedback on how to connect important destinations
- Possible stabling locations for metro trains.

Ongoing stakeholder engagement

Sydney Metro has attended meetings and workshops with stakeholders and responded to requests for advice and information. This enabled Sydney Metro to consider ongoing stakeholder input throughout the development phase.

5.4.2 Community consultation

Two rounds of community consultation have been undertaken to:

- Increase awareness
- Help define and refine the scope
- Collect community feedback.

During round one, consultation was completed along a broad study area between Greater Parramatta and the Sydney CBD as shown in Figure 5-1.

Round two of community consultation activities occurred over a refined area as shown in Figure 5-2.

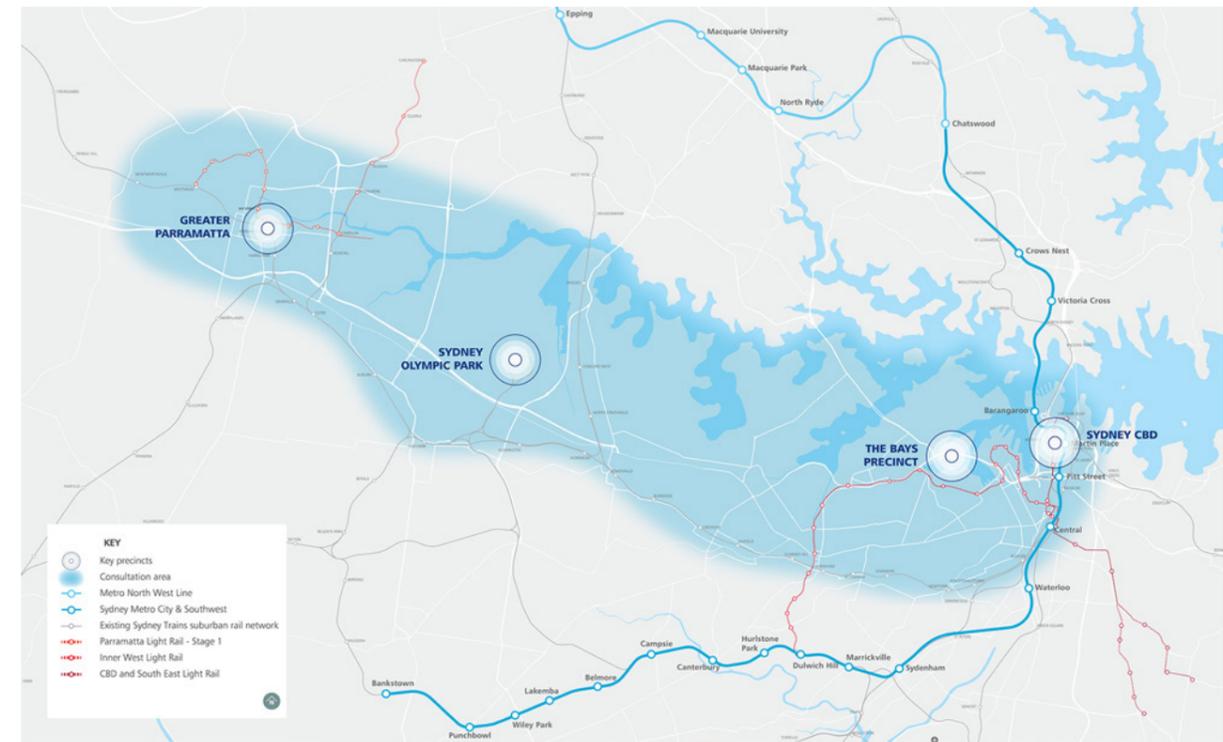


Figure 5-1: Sydney Metro West consultation area - round one

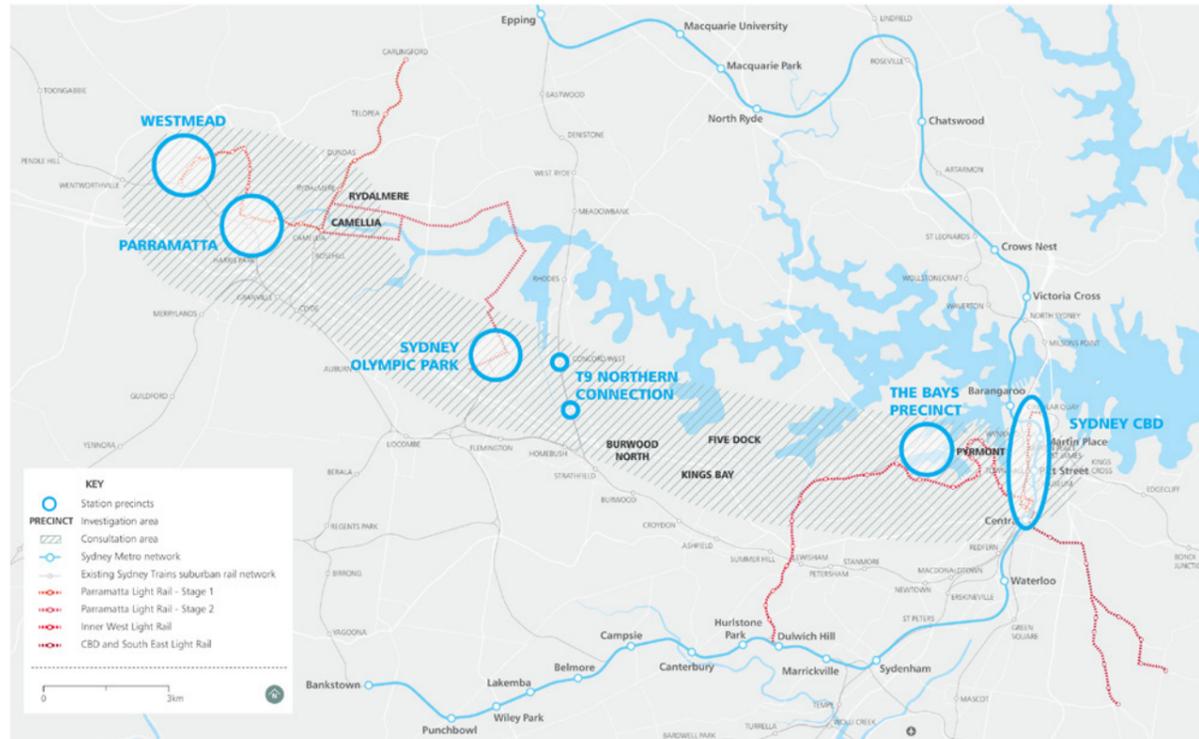


Figure 5-2: Sydney Metro West consultation area – round two

5.5 Public information and engagement

Public consultation was carried out to engage with the community prior to the planning approvals process. Sydney Metro has used all feasible channels so that it reaches as many people as possible to inform them about Sydney Metro West and call for submissions and feedback. Consultation channels were targeted to reach different geographic areas, demographics, cultural groups and interest groups. Public consultation included:

- Two rounds of community information sessions (2017 and 2018)
- Letterbox drop to more than 220,000 residents and businesses
- Proactive media strategy, which resulted in broad coverage across Sydney metropolitan and local print, radio and television outlets
- Advertisements in local and multicultural newspapers
- Email alerts to registered community members and stakeholders
- Social media via the Sydney Metro Facebook page, which has a reach of more than 50,000 people
- Paper survey – via completing a form at a public information session
- Online survey – ‘Have your say’ on the Sydney Metro and Transport for NSW websites
- Two ‘Project Overview’ information booklets (published in June 2017 and March 2018)
- Newsletter – ‘Sydney Metro West – the city’s next underground metro railway’ (September 2018), delivered via letterbox drop and placed on the project website.

In addition, since June 2017, a number of channels have been used to provide current information to the community and stakeholders and invite feedback. These are outlined in Table 5-3.

Table 5-3: Community contact and information channels

Activity	Details
Community toll free information line	1800 612 173
Community email address	sydneymetrowest@transport.nsw.gov.au
Website	www.sydneymetro.info
Postal address	Sydney Metro West PO Box K659, Haymarket NSW 1240
Facebook page	www.facebook.com/sydneymetro

5.5.1 Community consultation 2017

Round one of community consultation was carried out from 27 June 2017 to 3 September 2017 including the public release of a ‘Project Overview’ document to provide information to the community about Sydney Metro West. This document was made available on the Sydney Metro website and at all public information sessions. The residential and business community was invited to attend one of six information sessions staffed by Sydney Metro as outlined in Table 5-4. These sessions were advertised through several channels including leaflet drops to 220,000 properties, advertisements in the media, website updates, email alerts to registered community members and Facebook page updates.

Table 5-4: Community information sessions

Date	Time	Location
Thursday 20 July 2017	4-7pm	Novotel, Sydney Olympic Park
Saturday 22 July 2017	10am-2pm	
Wednesday 26 July 2017	4-7pm	Novotel, Sydney Parramatta
Saturday 29 July 2017	10am-2pm	
Thursday 3 August 2017	4-7pm	Concord Community Centre
Saturday 5 August 2017	10am-2pm	Leichhardt Town Hall

An online ‘Have your say’ survey was live during the first round of consultation and paper surveys were also available at public information sessions. The objective of the surveys was to provide people with the opportunity to provide feedback on potential station locations in addition to the four key areas that were initially identified at Parramatta, Sydney Olympic Park, The Bays and the Sydney CBD.

The survey also included questions about:

- What suburb do you live in? What do you like about your suburb? This section included specific questions relating to: homes and jobs, transport, local environment, local character, community facilities and what the respondents value most about their suburb
- What the most common modes of transport used are? How commonly do you use public transport? Modes included: school bus, local bus, train, community transport, cycle, walk, private vehicle, point to point transport services, car share/ride share
- What are the purposes for using public transport? Response options included: commuting to or from work, business trips, leisure, commuting to school/education facilities, shopping, personal errands, taking children to/from school, etc.
- What do you think should be the top transport priority for your suburb in the future? Response options included: more frequent public transport services, more public transport routes, more reliable bus and train services, more accessible public transport connections, improving cycling infrastructure, improving pedestrian infrastructure and reducing road congestion

- Building a metro station is an opportunity to give people a chance to live and work closer to a public transport connection. Do you support any of the following potential benefits of Sydney Metro West? Response options included: create more homes and jobs near metro station locations, provide the opportunity to renew and revitalise areas with more cafes, restaurants and shops, a metro train service with faster, more frequent services between Parramatta and the Sydney CBD, reduced crowding on trains, improved transport connections between other transport modes including existing trains, bus and light rail, improved transport options for Western Sydney
- Is there anywhere else you think would benefit from a metro station between Parramatta and the Sydney CBD including areas to the east and west? Why?
- Do you have any concerns about a metro station being built in your suburb?

During the first round of consultation:

- 280 people attended the public information sessions
- 1,000 people completed the 'Have your say' survey
- 39 people provided submissions
- 504 people registered for project updates.

The issues raised by local government, peak bodies, representative organisations and interest groups and the community during the 2017 consultation are summarised in Appendix C (Stakeholder and community engagement).

5.5.2 Community consultation 2018

The second round of community consultation was carried out between 23 March 2018 and 18 May 2018. A 'Project Overview' Sydney Metro West: A new railway for Western Sydney - Project overview, March 2018, provided further details of the current scope of Sydney Metro West. This included station locations at Westmead, Parramatta, Sydney Olympic Park, The Bays and the Sydney CBD, and was the basis on which to comment for those lodging submissions. This document was made available on the Sydney Metro website and hard copies were provided at all public information sessions.

This consultation round included 11 community information sessions staffed by the project team and advertised using the same channels as for the first round (refer to Table 5-5).

Table 5-5: Community information sessions

Date	Time	Location
5 April 2018	4pm-8pm	Skye Hotel Parramatta
7 April 2018	10am-2pm	Skye Hotel Parramatta
10 April 2018	10am-2pm	Westmead Hospital
11 April 2018	4pm-8pm	Concord Community Centre
18 April 2018	11am-1pm	Sydney Masonic Centre CBD
18 April 2018	4pm-7pm	Sydney Masonic Centre CBD
20 April 2018	8:30am-2:30pm	Parramatta Farmer's Market
21 April 2018	10am-2pm	Novotel Sydney Olympic Park
3 May 2018	4pm-8pm	Novotel Sydney Olympic Park
5 May 2018	10am-2pm	National Maritime Museum Pyrmont
8 May 2018	10am-2pm	Westmead Walkway

A number of these sessions also included representation from other relevant projects or agencies:

- The former Department of Planning and Environment
- NSW Health and the Westmead Alliance
- Parramatta Light Rail
- Sydney Metro City & Southwest
- The former Sydney Olympic Park Authority
- Infrastructure NSW (formerly UrbanGrowth).

An online community web forum, including an interactive map, was launched during the second round of consultation to allow people to provide comments and feedback on the alignment, station locations and other relevant issues to the Concept. Feedback was sought via an online survey ('Have Your Say' survey) and the interactive map and forum (Social Pinpoint). A number of questions were posed in both the online survey and interactive forum in a staged approach to ensure regular engagement with the community.

The interactive map and forum was in an icon drag-and-drop format where respondents could add their responses and comments and pinpoint it to a location on the online interactive map.

Examples of the questions posted on the interactive map and forum include:

- What defines your community? What words come to mind when you think of where you live?
- What benefits do you think Sydney Metro West might bring to you and your community? Response options included: More transport options, access to jobs, cafes and restaurants, local retail, access to recreational activities, faster and reliable transport service and reduced crowding on trains
- Tell us about your current modes of transport? What is the most common mode of transport you currently use? Modes included: train, bus, ferry, personal vehicle, light rail, other
- Are there local issues that Transport for NSW should consider when planning the alignment and station locations for Sydney Metro West?
- Click on any blue precinct area (information about the area pops up and scrolls down during the survey). Which amenities do you think will be the most important at the station? (please rate by order of importance). Options included open space or plaza area, retail shops, community facilities (such as libraries, community centres, cafes and restaurants, bike locking facilities, kiss and drop), other (please specify)).

The responses to the questions received were considered in ongoing design development.

During round two of consultation:

- There were 12,468 views of the Sydney Metro West overview web page
- 325 people registered for updates
- 1,245 people attended public information sessions
- 194 submissions were received via email, post, phone through the website or in person
- 854 comments were made on the interactive online map
- 600 survey questions were answered on the interactive online map.

The issues raised by local government, peak bodies, representative organisations and groups and the community during the 2018 consultation are summarised in Appendix C.

5.6 Industry engagement

The NSW Government has been working with industry on Sydney Metro West to foster innovation and to help share development by maximising industry input at the early stages.

5.6.1 Industry consultation 2017

The first stage of the industry engagement process took place in the second half of 2017 to build awareness of Sydney Metro West and to obtain market information to shape its scope and definition, so that the desired transport and land use outcomes are met. An industry briefing session was held by Sydney Metro on 2 November 2017 at the International Convention Centre. This briefing included information about Sydney Metro West.

There was a high level of interest with local and international industry stakeholders with:

- 209 enquiries from interested parties
- 178 registrations to participate in the industry engagement process
- 136 applications for one-on-one meetings
- 34 written submissions received
- 43 one-on-one meetings undertaken.

5.6.2 Industry consultation 2018

A second industry briefing session was held on 19 April 2018 which released an initial delivery strategy for Sydney Metro West and an industry survey. This stage also sought feedback on:

- The level of industry appetite and preference for packaging, contracting, and transaction process options as identified in the initial delivery strategy
- The initial delivery strategy, particularly the relation to the packaging of metro operations and maintenance, and integrated place-making, stations and development
- Specific issues to inform the development of the definition design and implementation considerations
- Options to enhance the benefits of Sydney Metro West through value sharing or the possible use of non-government land in partnership with the private sector to deliver greater value for money to the people of NSW.

Feedback has been used to develop a preferred delivery strategy for Sydney Metro West and inform the broader implementation strategy and objectives.

A broader industry briefing was also held on 6 December 2018 which outlined further development of the initial delivery strategy for Sydney Metro West.

5.7 Consultation during preparation of the Environmental Impact Statement

5.7.1 Community consultation

Community along the proposed Sydney Metro West corridor

A survey ('swipEngage') was open to the community along the proposed corridor between 6 November and 16 December 2019, with 135 people participating in the survey. Half of those who took the survey lived in Five Dock, Burwood North or North Strathfield. Survey responses identified the following:

- The largest first preference for getting around was by train
- More than 85 per cent of those surveyed had a strong attachment to their suburb
- Almost 80 per cent thought their area had a strong sense of community
- Over 85 per cent highly valued their open space and community spaces
- Almost 60 per cent of people were concerned about construction impacts
- More than 85 per cent of people looked forward to having a metro station in their suburb
- Around half of those surveyed spoke more than one language at home.

A summary of the key issues raised by survey comments and Sydney Metro responses is provided in Appendix C.

Community at Pyrmont and Rydalmere

In November 2019, Sydney Metro asked the community and stakeholders for feedback on Rydalmere and Pyrmont as strategic station options. Feedback was received via online survey, at stakeholder meetings or via emailed submissions. The feedback received will form part of the project team's assessment on Rydalmere and Pyrmont as station options. This will be subject to a separate assessment process and is not included as part of this Environmental Impact Statement.

5.7.2 Aboriginal stakeholder consultation

Aboriginal community consultation has been conducted in accordance with the Aboriginal cultural heritage consultation requirements for proponents 2010 (DECCW, 2010b). A consultation log has been maintained which details all correspondence with the registered Aboriginal parties for Metro West (see Technical Paper 4 – Aboriginal Cultural Heritage Assessment Report).

In accordance with Stage 4.1.2 of the Aboriginal cultural heritage consultation requirements for proponents 2010, correspondence was sent to Aboriginal Land Councils, Local Councils and Aboriginal stakeholders in May 2019 to identify Aboriginal people who may hold cultural knowledge relevant to determining the Aboriginal significance of Aboriginal objects and/or places within the Stage 1 study area.

In accordance with Stage 4.1.3 of the Aboriginal cultural heritage consultation requirements for proponents 2010, advertisements were also placed in the Koori Mail and Sydney Morning Herald on 8 May 2019 and 6 May 2019 respectively. The advertisement invited all Aboriginal persons and organisations who hold cultural knowledge relevant to determining the significance of Aboriginal objects and places in the study area to register their interest. Responses to the advertisements were requested by 22 May 2019.

Also, in accordance with Stage 4.1.3, letters and/or emails were sent on 23 July 2019 to all Aboriginal persons and organisations identified through responses from the agencies contacted during Step 4.1.2 as well as organisations which had previously been contacted during the development of Sydney Metro West. The letters provided details on the location and nature of Sydney Metro West, as well as an invitation to register as an Aboriginal stakeholder. Fourteen days were allowed for registrations.

Where initial stakeholder contact failed, secondary methods of contact were attempted for potential stakeholders. The registration of interest time period was extended to those groups who were contacted by secondary means with the final registration of interest period closing on 5 September 2019.

A total of 59 Aboriginal stakeholder groups registered their interest in the consultation process.

Deerubbin Local Aboriginal Land Council representatives carried out a site survey for construction sites between, and inclusive of, the Westmead metro station construction site and the Clyde stabling and maintenance facility construction site which fall within the boundaries of Deerubbin Local Aboriginal Land Council. Further assessment was recommended within the Clyde stabling and maintenance facility construction site and within the Parramatta metro station construction site.

Metropolitan Local Aboriginal Land Council representatives carried out a site survey for construction sites between, and inclusive of, the Silverwater services facility and The Bays Station construction sites which fall within the boundaries of the Metropolitan Local Aboriginal Land Council. Representatives identified construction sites within the vicinity of water sources as containing potential for archaeological remains given the importance of water as a resource. It was also acknowledged that many of the construction sites had been heavily modified by current development. It was recommended that the telling of Aboriginal stories through heritage interpretation within the future stations should be a priority.

5.7.3 Place managers

Sydney Metro has dedicated community relations specialists called Place Managers who can be contacted for information specific to an area. Place Managers have been available during the project development phase and during preparation of the Environmental Impact Statement to support Sydney Metro's role in creating places and achieving good outcomes for each station precinct. Place Managers continue to be available.

Sydney Metro has also appointed Personal Managers to offer affected residents and small businesses assistance and support throughout the property acquisition process.

5.7.4 Community contact information

Since June 2017, a number of channels have been used to provide current information to the community and stakeholders and invite feedback. These are outlined in Table 5-3 and have remained available during the project development phase and during preparation of the Environmental Impact Statement.

5.7.5 Government agency consultation

Consultation has been carried out with local Councils and government agencies during preparation of the Environmental Impact Statement (between October 2019 and April 2020). Consultation has been carried out with:

- Burwood Council
- City of Canada Bay Council
- Cumberland City Council
- Inner West Council
- City of Parramatta
- NSW Environment Protection Authority
- Heritage Council of NSW
- Transport Coordination
- Other relevant parts of Transport for NSW

The issues raised and Sydney Metro responses are provided in Appendix C.

5.7.6 Contact statistics

Table 5-6 outlines the contacts received by Sydney Metro during preparation of the Environmental Impact Statement (between October 2019 and February 2020).

Table 5-6: Contact statistics between October 2019 and February 2020

Activity	Number of contacts
Calls to 1800 612 173	410
Emails (in and out) sydneytrowest@transport.nsw.gov.au	630
Project update subscriptions	1,926
Website visitors	317,557
Online survey	135
Doorknocks	683
Community information sessions	2
Stakeholder briefings and events	27
Industry engagement	2

5.8 Future consultation and engagement

5.8.1 Public exhibition of the Environmental Impact Statement

The Department of Planning, Industry and Environment will place this Environmental Impact Statement on public exhibition for a minimum of 28 days (as per Schedule 1 of the *Environmental Planning and Assessment Act 1979*). During the exhibition period, government agencies, stakeholders and the community will be able to review the Environmental Impact Statement and will have an opportunity to make a written submission to the Department of Planning, Industry and Environment for consideration in its assessment of the project.

Sydney Metro will ensure stakeholders and the community are provided with opportunities to view the Environmental Impact Statement and engage with the project team. The details of engagement activities will be advised at the commencement of public exhibition through advertising (print and digital), a newsletter delivered to properties, emails to registered parties and information provided on the Sydney Metro website.

As a minimum, consultation activities would meet relevant statutory requirements in place at the time.

Submissions report

At the completion of the public exhibition period for the Environmental Impact Statement, the Department of Planning, Industry and Environment will collate and provide Sydney Metro with a copy of all submissions received. After reviewing the submissions, Sydney Metro will prepare a submissions report that responds to the relevant issues raised. The submissions report will be made publicly available on the Department of Planning, Industry and Environment website. Anyone making a public submission will receive a letter notifying them of the publication of the submissions report on the Department of Planning, Industry and Environment website.

If changes are required to the Concept or Stage 1 as a result of the issues raised in submissions or to minimise environmental impact, a Preferred Infrastructure Report and/or an Amendment Report may also be required. If this is required, Sydney Metro would prepare the report to address the changes to the design and submit this for review to the Department of Planning, Industry and Environment. This report may be made available for public review.

5.8.2 Ongoing consultation and engagement activities

Sydney Metro will continue to work with stakeholders and the community to ensure they are informed about Sydney Metro West and have opportunities to provide feedback. A list of indicative activities is provided in Table 5-7.

Table 5-7: Ongoing consultation and engagement activities (indicative)

Activity	Design	Delivery (Construction)	Operation
Project overview document		●	
Media releases		●	
Community information sessions	●		
Traditional and social media engagement	●	●	●
Doorknocks with neighbouring properties	●	●	●
Newsletter letterbox drop	●	●	●
Project website and online forums	●	●	●
Newspaper advertising	●	●	●
Stakeholder meetings	●	●	●
Local business engagement	●	●	●
Government stakeholder engagement	●	●	●

Sydney Metro would also specifically consult with stakeholders to fulfil mitigation measures outlined in this Environmental Impact Statement. These consultation activities are identified in the relevant mitigation measures in Chapter 27 (Synthesis of the Environmental Impact Statement).

Should the Concept and Stage 1 be approved, Sydney Metro would continue to consult with the community and key stakeholders during construction and the planning for future stages. In general, this consultation would involve:

- Ongoing consultation with key stakeholders, local councils and other government agencies
- Provision of regular updates to the nearby communities
- Development and implementation of a community complaints and response management system.

