



Australian Government



**Sydney Metro –
Western Sydney Airport**

Chapter 5

Stakeholder and community engagement

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5 Stakeholder and community engagement

This chapter provides an overview of the consultation activities undertaken before and during the preparation of this Environmental Impact Statement. It provides an overview of the stakeholder and community feedback received and how it has informed the Sydney Metro – Western Sydney Airport project, as well as future consultation and engagement planned for the project.

5.1 Overview

Stakeholder and community consultation is integral to how Sydney Metro plans, builds and delivers the Sydney Metro product. With one metro line in operation and three others in planning and delivery, Sydney Metro prides itself on a ‘no surprises’ approach to project engagement. This is also true for the development of the Sydney Metro – Western Sydney Airport project. Community and stakeholder engagement has informed the scoping investigations for this Environmental Impact Statement.

On 1 June 2020, the Australian and NSW governments announced Sydney Metro – Western Sydney Airport, a new metro railway project that would have stations at St Marys, Orchard Hills and Luddenham, two stations within Western Sydney International and one at the Aerotropolis.

The project team has proactively sought feedback and comments on the broader transport needs of the local community and stakeholders as well as on the Sydney Metro – Western Sydney Airport project. This has occurred through various engagement channels to inform the development phase and the scope of issues to be assessed in this Environmental Impact Statement.

Other engagement has been undertaken in the project corridor and is referenced in Section 5.4.

5.2 Engagement objectives

Community and stakeholder engagement is a priority for Sydney Metro. The Sydney Metro communication objectives are to:

- communicate the rationale for the project and broader benefits in delivering city-shaping rail that will support nationally significant growth in Greater Western Sydney
- communicate the broader Sydney Metro product, projects 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 during and following exhibition of this Environmental Impact Statement.

5.3 Stakeholder and community consultation undertaken during preparation of this Environmental Impact Statement

Consultation was carried out as part of the preparation of this Environmental Impact Statement. Feedback received during consultation to date from the community, non-government stakeholders and government agencies is provided in the following sections.

5.3.1 Community consultation

Community consultation was carried out before and during the planning approvals process to date.

Sydney Metro used all feasible channels to reach as many people as possible to inform them about the project. Community consultation included:

- project flyer – letterbox drop to around 16,000 residents and businesses
- proactive media strategy, which resulted in broad coverage across Sydney metropolitan and local print, radio and television outlets
- 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
- online project surveys – ‘Have your say’ on the Sydney Metro website
- newsletter – delivered via letterbox drop and uploaded to the project website
- a ‘Project Overview’ information booklet (published in September 2020).

In addition, a number of channels have been established to provide information and invite feedback, which are available to the public and are advertised on all external communication materials. These channels have been used throughout the project development phase and will remain available during exhibition of this Environmental Impact Statement.

Table 5-1 Project information channels

Channel	Details
24 hour community toll-free information line	1800 717 703
Community email address	sydneymetrowsa@transport.nsw.gov.au
Project website	www.sydneymetro.info
Postal address	Sydney Metro – Western Sydney Airport, PO Box K 659, Haymarket NSW 1240

Project surveys

The community was invited to participate in two online project surveys, one in Quarter 1 and one in Quarter 3 of 2020.

The first survey was held between 17 February and 20 March 2020. The objective of this survey was to gather valuable community insights into transport priorities for Greater Western Sydney and to help shape future station precincts. The survey included a combination of multiple choice and open-ended questions, all of which are provided in Appendix D (Stakeholder and community engagement).

The survey was published on the project website. A project flyer was letterbox dropped to around 16,000 properties between St Marys and Bringelly and an email was sent to about 2,500 people who had subscribed to the project email distribution list, promoting the survey.

Stakeholders were also informed about the survey through the City Deal Communications and Engagement sub-committee, which includes members of Australian and NSW government agencies and the eight councils of the Western Parkland City.

During the online community survey:

- 1,703 people responded including 885 people responding to open-ended questions
- 3,500 people visited the survey site
- 508 people subscribed to the email distribution list to receive further project updates.

The second survey was held between 8 July and 24 July 2020. The objective of the survey was to gather insight into how the community intends to use the new metro service, and how best to keep the community informed about potential construction impacts. The survey consisted of multiple choice questions.

The survey was published on the project website. A project flyer was letterbox dropped to around 3,300 properties between St Marys and Bringelly and an email was sent to about 4,000 people who had subscribed to the project email distribution list, promoting the survey.

Stakeholders were also informed about the survey through the City Deal Communications and Engagement sub-committee.

There were 326 responses received and survey feedback identified:

- 86 per cent live or work in Greater Western Sydney
- 18 per cent were local business owners largely in:
 - building and construction
 - administration and office support
 - education and training
 - information and technology
 - transport and logistics
 - retail and sales
- 43 per cent said their local metro station would be St Marys, followed by 29 per cent Orchard Hills, 11 per cent Aerotropolis, nine per cent Airport and eight per cent Luddenham.

The survey questions and details of the feedback are in Appendix D (Stakeholder and community engagement).

Scoping Report

In June 2020, the Scoping Report was made available to the public on the Department of Planning, Industry and Environment's (DPIE) Major Projects website. A newsletter providing a project update was distributed to approximately 15,900 households along the project alignment. It was also translated into four different languages and published on the Sydney Metro website to ensure that culturally and linguistically diverse communities in the vicinity of the project area were made aware of the project and its planning status.

Station locations and project update

In September 2020, members of the project team visited properties identified as being required for the project and those located adjacent to the stations. Occupants were provided information on the release of exact station locations and the upcoming stages of the acquisition process and environmental assessment. A newsletter providing a project update was distributed to approximately 15,900 households. It was translated into four different languages and published on the Sydney Metro website.

5.3.2 Government agency and key stakeholder consultation

The Sydney Metro project team ensured that government agencies and key stakeholders were proactively engaged and informed about the project during preparation of this Environmental Impact Statement. Regular briefings were held to keep stakeholders informed and to ensure key issues raised were addressed.

A summary of key consultation activities carried out for the project is discussed in further detail below. A summary of key issues raised is provided in Table 5-2.

Consultation would continue to occur with the following stakeholders through regular meetings, presentations and phone calls:

- Australian Government:
 - Department of Infrastructure, Transport, Regional Development and Communications (DITRDC)
 - Department of Agriculture, Water and the Environment (DAWE)
 - Infrastructure Australia
- NSW Government:
 - Department of Planning, Industry and Environment (DPIE) (including the Environment Protection Authority (EPA) and Energy, Environment and Science Group)
 - Department of Premier and Cabinet (DPC) (Heritage NSW)
 - Infrastructure NSW
 - Greater Sydney Commission
 - NSW Land and Housing Corporation
 - Transport for NSW
 - Western Sydney Planning Partnership
 - Western Parkland City Authority
 - Western Sydney City Deal Delivery Office
- local government:
 - Penrith City and Liverpool City Councils
 - other Western Sydney City Deal Councils (Wollondilly, Campbelltown, Fairfield, Hawkesbury, Camden, Blue Mountains)
 - Blacktown City Council
- other key stakeholders:
 - Western Sydney Airport
- utility providers:
 - Endeavour Energy
 - TransGrid
 - Jemena Gas
 - Sydney Water
 - WaterNSW
 - Telecommunications, including Telstra, Optus, NBNCo, Nextgen, AARNet, PIPE Networks.

Planning Focus Meeting

A planning focus meeting was held with government agency stakeholders on 17 June 2020 to provide information on the project and the scope of this Environmental Impact Statement, and to assist agencies in their response to DPIE in relation to issues relevant to the Secretary's Environmental Assessment Requirements.

Participants included stakeholders from DPIE (including the Water, EPA, and Energy, Environment and Science Group); DAWE; DITRDC; WaterNSW; Western Sydney Airport; Western Sydney Planning Partnership; Greater Sydney Commission; Penrith City Council and Liverpool City Council.

Western Sydney City Deal partnership

Sydney Metro has worked collaboratively with government agencies and councils within the framework of the Western Sydney City Deal partnership. Through this partnership, representatives from local councils are embedded in the project team and are part of the process for land use planning and project development.

Industry consultation

An industry briefing session was held on 6 December 2018 at the Hilton Hotel, Sydney. Invitations to attend the briefing were announced through:

- the Sydney Metro website
- advertisements in Australian and international newspapers
- direct invitations.

The briefing detailed plans for Sydney Metro projects including an outline of the scope for Sydney Metro – Western Sydney Airport. The session was attended by approximately 700 industry representatives from Australian and international firms, who were provided with information on the process for industry to contribute to the project and take part in its delivery. Attendees received a copy of the booklet 'Sydney Metro Industry Briefing, December 2018' (NSW Government, 2018).

Targeted industry engagement

An initial targeted engagement with industry was undertaken in December 2018. The purpose of engagement was to obtain market information to inform the development of project requirements and a project definition for Sydney Metro – Western Sydney Airport. Project delivery options were explored with participants and will be further tested with industry in later stages of engagement.

Further industry engagement was undertaken in May and June 2019, to refine delivery and procurement strategies for the project. Participants across a broad section of relevant delivery market sectors were engaged during this process.

Design workshop

A design workshop facilitated by Sydney Metro was held on 5 and 6 February 2019 to workshop land use and precinct planning around the proposed project alignment. Participants included stakeholders from the DITRDC; Transport for NSW; NSW Land and Housing Corporation; DPIE; Greater Sydney Commission; Western Sydney Planning Partnership and local councils (Blacktown, Campbelltown, Liverpool, Penrith and Camden).

Aboriginal stakeholder consultation

A program of Aboriginal community consultation is ongoing, in accordance with *Aboriginal Cultural Heritage Consultation Requirements for Proponents* (Department of Environment, Climate Change and Water, 2010). This has included identification, notification and registration of Aboriginal Parties who hold cultural knowledge relevant to determining the cultural significance of Aboriginal objects and places in the study area.

A total of 68 Registered Aboriginal Parties (RAPs) have been provided with project information to date, along with the draft assessment methodology, for comment and feedback and an invitation to participate in field survey work.

An Aboriginal Cultural Heritage Assessment Report (ACHAR) has been prepared as part of the project and is provided in Technical Paper 5 (Aboriginal heritage). During preparation of the ACHAR the following feedback has been received from the Aboriginal community regarding Aboriginal cultural heritage values:

- the entire study area would have been once occupied and inhabited by Aboriginal people in the past, and is still culturally significant to the Aboriginal community of today

- in the past Aboriginal people in this area walked the land, participated in ceremonies and dance, had camp sites and used fire for cooking in the hot coals, undertook burials in soft ground, marked trees to indicate culturally significant areas, fished in waterways and used them as a source of drinking water. The waterways and their tributaries that traverse the construction footprint hold cultural significance, and were used in the past for their abundant natural resources and as natural landform boundary markers
- landscape features such as waterways provide connections between known sites, and connections of continuity from the past landscape to the present environment for the contemporary Aboriginal community
- the waterways that cross the construction footprint have cultural significance as they were used as pathways and resource areas for Aboriginal people in the past
- previously identified Aboriginal sites are markers of the past providing direct links for the contemporary Aboriginal community to their ancestors
- there is the potential for further, as yet unidentified, sites to occur. Any such sites would have associated cultural values
- there are some cultural sites as yet unregistered on the Aboriginal Heritage Information Management System (AHIMS) known by the Aboriginal community to occur in the area surrounding the construction footprint. At this stage no known cultural sites as yet unregistered on AHIMS have been identified within the construction footprint
- all Aboriginal sites are considered to be of high cultural value to the Aboriginal community as they provide a tangible link to ancestors and are a physical marker in the landscape attesting to the long-term presence of Aboriginal people in this area
- cultural values identified thus far rest in the identified sites, potential sites and landscape features such as waterways
- evidence of past Aboriginal activity does not form bounded 'sites' for the Aboriginal community but rather is seen as one connected cultural landscape
- the cumulative impact of this project with other development proposed in the region (such as the Aerotropolis) is seen by the Aboriginal community as removing/destroying the remnant Aboriginal sites and associated cultural values across a larger area
- recommendations to undertake further investigations (survey and test excavation), including the proposed methodology for these investigations, are supported prior to impacts occurring.

Further details of Aboriginal stakeholder consultation undertaken as part of the Aboriginal heritage assessment is provided in Technical Paper 5 (Aboriginal heritage).

Briefing to the Department of Premier and Cabinet

On 13 August 2020, Sydney Metro presented the project to the DPC (Heritage NSW – Aboriginal Cultural Heritage team). The presentation included an overview of the project, detail regarding the Aboriginal cultural heritage assessment approach, field investigations (including current constraints and proposed approach to future field investigations), preliminary assessment results, and Designing with Country. Heritage NSW acknowledged that further Aboriginal cultural heritage assessment, including field investigations and consultation, would be carried out during and following public exhibition of this Environmental Impact Statement.

Briefing to the Energy, Environment and Science Group

On 28 May 2020, Sydney Metro presented the project to DPIE's Energy, Environment and Science Group. The presentation included an overview of the project, detail regarding the biodiversity assessment approach, field investigations (including current constraints and proposed approach to future field investigations), and the biodiversity offset strategy.

Working groups

Heritage Working Group

The Heritage Working Group includes specialists and representatives from the DPC (Heritage NSW), DPIE, and Sydney Trains Heritage. Sydney Metro provided a presentation to the working group on 8 September 2020, which included an overview of the project, an overview of the Aboriginal and non-Aboriginal heritage assessments, design development at St Marys, and approach to mitigation.

Planning Approvals Working Group

Fortnightly sessions were held with Western Sydney Airport and the DITRDC during the preparation of this Environmental Impact Statement through the Planning Approvals Working Group. The sessions were facilitated by Sydney Metro and provided regular updates on the status of this Environmental Impact Statement, program for the project, approvals strategy, and environmental management framework.

Traffic and Transport Working Group

Sydney Metro's consultation focussed on cross-agency integration and communication through a Traffic and Transport Working Group, which is a fortnightly meeting with the Transport Coordination and Planning and Programs teams within Transport for NSW. The group was consulted on the project's transport assessment, potential project impacts and management strategies. This included a presentation to the working group on 15 July 2020 regarding the project's transport assessment, including discussion regarding any issues raised during the review of draft assessment documents. Key issues raised include parking impacts, and construction traffic and transport impacts at St Marys.

Land Use Working Group/Precinct and Place Working Group

A number of sessions were held with the Land Use Working Group (which later became the Precinct and Place Working Group). The working group included representatives from DPIE (including the Greater Penrith to Eastern Creek team), Western Sydney Planning Partnership, Western Parkland City Authority, Greater Sydney Commission, Penrith City Council and Liverpool City Council. The sessions provided an opportunity to work collaboratively across key land use agencies and included project updates, as well as discussions regarding precinct plans, land use and strategic planning.

Collaboration with Western Sydney Airport

Sydney Metro has participated in ongoing consultation with Western Sydney Airport regarding the project's interface with Western Sydney International. This has included sessions regarding the design of the project, construction program, construction impacts, and environmental management approach.

Council briefings

Penrith City Council

A number of meetings have been held between Sydney Metro and representatives from Penrith City Council regarding the project, impacts at St Marys, and construction program.

On 8 September 2020, Sydney Metro participated in a site visit to St Marys Station with representatives from Penrith City Council. The site visit included discussion on the general station concept plan, including interface with Sydney Trains, construction impacts (including construction traffic) and impacts to council at-grade car parks.

Fortnightly sessions are also held with Sydney Metro and representatives from Penrith City Council to provide an update on the status of the project and address any issues or concerns.

Sydney Metro provided a briefing regarding this Environmental Impact Statement to representatives from Penrith City Council.

Liverpool City Council

A number of meetings have been held between Sydney Metro and representatives from Liverpool City Council regarding the project and construction program.

Sydney Metro provided a briefing regarding this Environmental Impact Statement to representatives from Liverpool City Council.

Provision of draft assessment documents

Draft assessment documents, including this Environmental Impact Statement and technical papers, were also provided to various government agencies and key stakeholders for review. This included representatives from:

- Western Sydney Planning Partnership
- DPIE’s Cumberland Plain Conservation Plan team
- Western Sydney Airport
- DITRDC
- Western Parkland City Authority
- WaterNSW.

Draft assessment documents were also provided to agencies within Transport for NSW for review, including the M12 Motorway project team, and teams responsible for corridor preservation, transport integration and freight.

Comments received and issues raised were considered and incorporated (where relevant) when updating the assessment documents.

5.3.3 Summary of feedback received

Feedback received throughout consultation with local, State and Australian government agencies, infrastructure and service providers, special interest groups, businesses and the community has been summarised in Table 5-2.

Table 5-2 Key issues raised during consultation

Issue category	Key issues raised	Where addressed in this EIS
Station locations and future rail lines	<ul style="list-style-type: none"> • suggestions for desired station locations • support for or objections to known station locations • additional future metro stations at locations such as Marsden Park • safeguarding for future rail lines 	Chapter 6 (Project development and alternatives) provides a discussion on the station location option evaluation process and potential future extensions of the project
Precinct planning	<ul style="list-style-type: none"> • support for integrated precincts to be developed around metro stations • comments around public spaces at new metro stations 	Chapter 7 (Project description – operation) provides a discussion regarding placemaking and the provision for potential future integrated station and precinct developments
Surrounding infrastructure	<ul style="list-style-type: none"> • ensuring sufficient surrounding infrastructure to support the new metro, including transport links such as buses and active transport • roads and existing public transport infrastructure insufficient to support new metro 	Chapter 9 (Transport) provides an assessment of the impacts of the project on the existing road network, including public transport
Accessibility	<ul style="list-style-type: none"> • ensuring that stations are accessible and consider vulnerable people and people with disability 	Chapter 7 (Project description –operation) provides a discussion regarding key metro characteristics, including accessibility

Issue category	Key issues raised	Where addressed in this EIS
Timing of the project	<ul style="list-style-type: none"> immediate need for the project to commence and be open prior to passenger services commencing at Western Sydney International 	Chapter 8 (Project description – construction) provides an indicative timeframe for construction of the project
Integration with strategic planning documents	<ul style="list-style-type: none"> integration with existing local council and State strategic planning documents and guidelines 	<p>Chapter 2 (Strategic need and justification) provides an overview of the strategic planning documents that have guided the project</p> <p>Chapter 19 (Land use and property) provides an assessment of the project's impact on existing and planned land use</p>
Impacts during construction	<ul style="list-style-type: none"> comments and concerns around potential temporary construction impacts (e.g. noise and vibration, traffic impacts, air quality, and cumulative impacts) 	Potential temporary impacts of the project during construction are assessed in Chapter 9 (Transport) to Chapter 24 (Cumulative impacts)
Impacts on transport	<ul style="list-style-type: none"> congestion due to increased traffic congestion on local streets due to commuters consideration of active transport links to increase connectivity consideration of operational impacts to Station Street at St Marys location of the bus interchange at St Marys 	Chapter 9 (Transport) provides an assessment of impacts on the road network during construction and operation of the project
Impacts on parking	<ul style="list-style-type: none"> ensuring there is sufficient parking at stations concerns about on-street parking on residential streets concerns regarding the removal of car parking at St Marys 	Chapter 9 (Transport) provides an assessment of the project's impacts on parking
Impacts on property	<ul style="list-style-type: none"> questions and uncertainty around property acquisition damage to property during tunnelling work 	<p>Chapter 19 (Land use and property) provides an assessment of the project's impact on land use and property</p> <p>Chapter 21 (Social and economic) provides an assessment of health and wellbeing impacts resulting from uncertainty caused by the project</p> <p>Chapter 15 (Groundwater and geology) provides an assessment of potential settlement impacts and damage to property</p>
Social impacts	<ul style="list-style-type: none"> comments and concerns around loss of rural lifestyles 	Chapter 21 (Social and economic) provides an assessment of impacts on lifestyle during construction and operation of the project
Impacts on flora and fauna	<ul style="list-style-type: none"> comments and concerns regarding potential impacts on flora and fauna 	Chapter 11 (Biodiversity) provides an assessment of the project's impact on flora and fauna

Issue category	Key issues raised	Where addressed in this EIS
Impacts on utilities	<ul style="list-style-type: none"> protection of the Warragamba to Prospect Water Supply Pipeline coordination of utility services 	Chapter 8 (Project description – construction) provides a discussion on utility protection, adjustment and relocation
Integration with Western Sydney International	<ul style="list-style-type: none"> integration of the on-airport stations with the Western Sydney International master plan consideration of the operating hours for the project site access issues during concurrent construction activities discussion regarding the rail easement, the vertical and horizontal rail alignment, site drainage assumptions and remediation works on-airport land 	Appendix J (Draft Environmental impact assessment of on-airport works (EPBC 2019/8541)) provides a discussion and assessment of the on-airport component of the project

5.4 Other relevant consultation undertaken in the corridor

5.4.1 Western Sydney International consultation undertaken

Consultation as part of the planning process for the *Western Sydney Airport – Environmental Impact Statement* (Department of Infrastructure and Regional Development, 2016b) and *Western Sydney Airport – Airport Plan* (Airport Plan) (Department of Infrastructure and Regional Development, 2016a) was carried out in three phases:

- phase 1: preparation of the draft *Western Sydney Airport – Environmental Impact Statement* and draft Airport Plan, from September 2014 to October 2015
- phase 2: public exhibition of the draft *Western Sydney Airport – Environmental Impact Statement* and draft Airport Plan, from October 2015 to December 2015
- phase 3: finalisation of the *Western Sydney Airport – Environmental Impact Statement* and preparation of the revised draft Airport Plan, from 19 December 2015 onwards, including consultation associated with publication of the final Environmental Impact Statement.

During the three phases, a number of community and stakeholder engagement activities were carried out to raise awareness, provide further information and answer questions raised by community members about the project. Opportunities for engagement included information sessions and community information stalls held at locations across Western Sydney and the Blue Mountains. These were supported by a range of communications products including a series of fact sheets and the project website.

Separate communication and stakeholder management activities are being carried out in relation to Western Sydney International (including the construction of Stage 1), through the *Western Sydney Airport Community and Stakeholder Engagement Plan* (Western Sydney Airport, 2019a) for the airport. These include the quarterly Forum on Western Sydney Airport (FOWSA). FOWSA links the community, government and Western Sydney Airport during planning and construction of Western Sydney International and provides a consultative forum for the exchange of information and ideas. FOWSA members have a responsibility to inform their communities about planning and progress of the airport project and share information on a range of issues relating to the broader airport development. In turn, members will raise community concerns to be discussed at FOWSA meetings. A FOWSA meeting in September 2019 included discussion around rail development for Western Sydney International.

There would be ongoing consultation and coordination with Western Sydney Airport for areas surrounding the airport site.

Volume 5 (Submissions Report) of the *Western Sydney Airport – Environmental Impact Statement –* (Department of Infrastructure and Regional Development, 2016b) outlines concerns raised relating to the development of rail infrastructure on-airport, or cumulative impacts of the project with the construction and operation of Western Sydney International. Table 5-3 outlines the key project-relevant feedback received and where these concerns are addressed in this Environmental Impact Statement.

A large number of submissions expressed strong support for the planning and delivery of a multi-modal transport network to service the proposed airport. In particular, a rail link to the airport site was seen by the community as necessary to enhance the economic and social benefits of the proposed airport, to minimise environmental impacts and to support growth in the Western Parkland City.

Table 5-3 Project-relevant feedback received during Western Sydney Airport – Environmental Impact Statement 2016 consultation

Issues raised	Where considered in this EIS
<p>Suggested options for the rail link, including:</p> <ul style="list-style-type: none"> • continuing the South West Rail Link from Leppington to the airport site as a priority and continuing on to the Western Line near St Marys • establishment of a north–south rail connection between urban centres to the north and southwest connecting to the airport site • expansion of the Sydney Metro network by extending the Metro North West Line to the airport site, extending the Southwest line from Bankstown (potentially via Liverpool) to the airport site, or a combination of both 	<p>Options considered for the project and the development of the project design are discussed in Chapter 6 (Project development and alternatives), including transport mode, corridor and alignment options. Chapter 7 (Project description – operation) also demonstrates that the project has been designed to not preclude future extensions to connect to the airport site</p>
<p>Concern that the Stage 1 development of the airport would not be able to commercially support the need for a rail link</p>	<p>The strategic context and need for the project is discussed in Chapter 2 (Strategic need and justification)</p>
<p>Concern around the assessment of impacts of the airport and a rail link to better understand the difference in direct and cumulative impacts that would result, including impacts on traffic and transport, noise and vibration, air quality, social and economics, and planning and land use</p>	<p>An assessment of cumulative impacts of the project is provided in Chapter 24 (Cumulative impacts)</p>
<p>Requests for clarity and commitment to the timing of provision of rail services through the airport site</p>	<p>An indicative construction program for the project, and further information regarding the estimated time of opening, is outlined in Chapter 8 (Project description – construction)</p>
<p>Submissions called for coordinated planning of the airport and other transport infrastructure including the Outer Sydney Orbital corridor, M12 Motorway and various rail connections</p>	<p>It is noted that a number of transport infrastructure projects are currently being carried out or proposed within Western Sydney. The development of this infrastructure is being coordinated using a whole of government approach to ensure that planning in this region is undertaken in an organised and efficient manner.</p> <p>An overview of how the project interfaces with other existing and proposed major transport projects is provided in Chapter 24 (Cumulative impacts).</p>

5.4.2 North South Rail Line Corridor consultation undertaken

The identification and development of the rail corridor is discussed in Chapter 2 (Strategic need and justification) and Chapter 6 (Project development and alternatives).

The North South Rail Line Corridor (of which Sydney Metro – Western Sydney Airport is a part) is one of Transport for NSW’s long-term transport corridors, referred to as the Western Sydney corridors. Transport for NSW has undertaken extensive consultation exhibiting the North South Rail Line Corridor, in conjunction with the South West Rail Link Extension (refer to Figure 2-1 in Chapter 2 (Strategic need and justification)), as part of a broader program of engagement on the Western Sydney corridors. This consultation process was outlined in detail in the *Sydney Metro – Western Sydney Airport Scoping Report* (Sydney Metro, 2020b).

On 30 June 2020, the NSW Government confirmed the final North South Rail Line Corridor. All submissions received during community consultation were considered and adjustments were made to the final corridor alignment to minimise impacts on nearby residents. Affected property owners have been notified and further details are being provided by Transport for NSW.

There were several key themes gathered from the consultation feedback on the rail corridor. Table 5-4 outlines the feedback received and where these key issues are addressed in this Environmental Impact Statement.

Table 5-4 Feedback from the rail corridor consultation

Topic	Key issues raised	Where considered in this Environmental Impact Statement
Alternative options	<ul style="list-style-type: none"> • consideration should be given to alternative alignments, upgrades to existing infrastructure, public transport projects, and tunnelling • request for stations at particular locations 	<ul style="list-style-type: none"> • Chapter 6 (Project development and alternatives) includes a discussion of strategic alignment options, and a description of the preferred tunnel portal locations • Chapter 6 (Project development and alternatives) includes information on the station location option evaluation • Sydney Metro has consulted with the community, government and key stakeholders on the development of the project design and considered feedback on potential station locations and the alignment of the project
Local issues	<ul style="list-style-type: none"> • connection to place, lifestyle and amenity, health and safety, division of communities, and proximity of the corridors to residents and vulnerable members of the community 	<ul style="list-style-type: none"> • Chapter 6 (Project development and alternatives) includes information on the station location option evaluation taking into account issues raised around amenity and connectivity • Chapter 9 (Transport) includes a traffic, transport and access assessment of areas impacted by construction and operation of the project • Chapter 21 (Social and economic) includes an assessment of amenity impacts, community severance and health and safety impacts on the community

Topic	Key issues raised	Where considered in this Environmental Impact Statement
Corridor planning	<ul style="list-style-type: none"> • need for, and the potential benefits of, a corridor identification process including consultation activities, and suggested future staging of the protection investigations and corridor infrastructure • questions around the southern tie-in of Western Sydney International to the proposed rail alignment • request to take the rail corridor through vacant blocks instead of homes and to better utilise the large lots in North Bringelly 	<ul style="list-style-type: none"> • Chapter 6 (Project development and alternatives) includes a discussion of strategic alignment options • Chapter 7 (Project description – operation) provides discussion on the alignment through Western Sydney International
Property and acquisition	<ul style="list-style-type: none"> • compensation for affected and adjacent properties, the acquisition process and timing, and property values • property and local character impacts at Orchard Hills • request to put the rail line in the Outer Sydney Orbital corridor • request to extend the indicative tunnel southwards to minimise impacts on Orchard Hills 	<ul style="list-style-type: none"> • Chapter 19 (Land use and property) includes an assessment of the potential property and land use impacts of the project and proposed management measures to minimise potential impacts • Chapter 6 (Project development and alternatives) includes a discussion of strategic alignment options, and a description of the preferred tunnel portal locations • Chapter 6 (Project development and alternatives) includes information on the station location option evaluation, taking into account the issues raised around amenity and connectivity • Sydney Metro is committed to working closely with homeowners during property acquisition to ensure they receive the support they need, and to make sure the process is as easy as possible • Sydney Metro has consulted with the community, government and key stakeholders regarding the development of the project design and considered feedback on potential station locations and the alignment of the project
Business impacts	<ul style="list-style-type: none"> • impacts of the corridor on agricultural businesses and food production, local business and tourism 	<ul style="list-style-type: none"> • Chapter 21 (Social and economic) includes a business impact assessment and community infrastructure assessment of areas impacted by construction and operation of the project

5.5 Consultation and engagement during public exhibition

Communication tools and channels that will be implemented during public exhibition include:

- project overview book
- newsletter letterbox drop
- online Environmental Impact Statement portal featuring a virtual community drop-in session, interactive map, Environmental Impact Statement chapters and technical papers
- traditional and social media engagement
- videos with Subject Matter Experts
- a project webpage
- displays at local councils and libraries
- stakeholder meetings
- government stakeholder engagement.

The community contact and information tools outlined in Table 5-5 will remain in place while this Environmental Impact Statement is on exhibition and for the remainder of the planning and approval process.

Table 5-5 Community contact and information points

Community contact method	Contact details / information points
Community information line (toll free)	1800 717 703
Community email address	sydneymetrowsa@transport.nsw.gov.au
Website	www.sydneymetro.info
Postal address	Sydney Metro – Western Sydney Airport PO Box K659, Haymarket, NSW 1240

5.5.1 Public exhibition of the Environmental Impact Statement under EP&A Regulation

This Environmental Impact Statement is on public exhibition in accordance with Schedule 2 of the Environmental Planning and Assessment Regulation 2000 (NSW) (EP&A Regulation).

During this exhibition period, government agencies, project stakeholders and the community can review the Environmental Impact Statement and make a written submission to DPIE for consideration in its assessment of the project. Advertisements have been placed in newspapers to advise of the public exhibition, where the Environmental Impact Statement can be viewed and details of community consultation activities.

5.5.2 Public exhibition of the Draft Environmental Impact Assessment under Airports Act

This Environmental Impact Statement includes the assessment of matters that require assessment under the provisions of the *Airports Act 1996* (Cth) (Airports Act) in accordance with the requirements of the Commonwealth Environment Minister for the on-airport components of the project (refer to Chapter 4 (Planning and assessment process)).

Appendix J (EPBC Act Draft Environmental Impact Assessment of on-airport proposed action (EPBC 2019/8541)) consolidates the assessment for the on-airport components of the project in a single document which meets the requirements of the Commonwealth Environment Minister for the proposed action. This assessment is on public exhibition and during this exhibition period, government agencies, project stakeholders and the community can review Appendix J (EPBC Act Draft Environmental Impact Assessment of on-airport proposed action (EPBC 2019/8541)) and make a written submission via sydneymetrosubmissions@transport.nsw.gov.au.

5.5.3 Public exhibition of the Draft Environmental Impact Assessment under EPBC Act

This Environmental Impact Statement includes the assessment of matters that require assessment and approval under the *Environment Protection and Biodiversity Conservation Act 1999* (Cth) (EPBC Act) in accordance with the requirements of the Commonwealth Environment Minister for the off-airport components of the project to the north of Western Sydney International (refer to Chapter 4 (Planning and assessment process)).

Appendix K (EPBC Act Draft Environmental Impact Assessment of off-airport proposed action (EPBC 2020/8687)) consolidates the assessment of the off-airport components of the project to the north of Western Sydney International under the requirements of the EPBC Act. This assessment is on public exhibition and during this exhibition period, government agencies, project stakeholders and the community can review the draft environmental impact assessment and make a written submission via sydneymetrosubmissions@transport.nsw.gov.au.

5.5.4 Post-exhibition process

Submissions Report under EP&A Act

At the completion of the public exhibition period for the Environmental Impact Statement under the EP&A Act, DPIE 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 DPIE website. Anyone making a public submission will receive a letter notifying them of the publication of the Submissions Report.

If changes are required to the project as a result of the issues raised in submissions or to minimise environmental impact, a Preferred Infrastructure Report or 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 DPIE. This report may be made available for public review.

Final Environmental Impact Assessment of on-airport works under Airports Act

Submissions received in relation to the draft environmental impact assessment of on-airport works (Appendix J of this Environmental Impact Assessment) will be considered under the provisions of the Airports Act, leading to the preparation of a final environmental impact assessment of on-airport works. The Commonwealth Infrastructure Minister would then provide a draft Airport Plan Variation to the Commonwealth Environment Minister for advice. Western Sydney Airport would then submit a formal application to vary the Airport Plan, and the Commonwealth Infrastructure Minister would decide whether to vary the Airport Plan taking into account the advice from the Commonwealth Environment Minister.

Final Environmental Impact Assessment under EPBC Act

Following exhibition of the Environmental Impact Statement in respect of the matters controlled under the provisions of the EPBC Act on land north of the airport (as discussed in Section 5.5.3), the environmental assessment documentation and submissions received under the EPBC Act process will be considered, and the environmental assessment documentation finalised and submitted to the Commonwealth Environment Minister for approval.

5.6 Ongoing consultation and engagement

Sydney Metro will continue to work with stakeholders and the community to ensure they are informed about the project and have opportunities to provide feedback to the project team. An Overarching Community Communications Strategy has been prepared for the project (see Appendix C) which will guide Sydney Metro's approach to engagement with communities, stakeholders and businesses. The strategy includes the approach for managing ongoing consultation and coordination with Western Sydney Airport regarding activities within Western Sydney International.

A list of activities that would be undertaken and their timing is provided in Table 5-6.

The existing contact methods (see Table 5-5) would remain in place throughout the duration of the project. Translated materials and content would continue to be provided on the Sydney Metro website. All publications provide information on translation services through Translating and Interpreting Service National and where appropriate, Sydney Metro would ensure translators are made available at meetings with stakeholders.

Table 5-6 Ongoing consultation and engagement activities

Activity	Design	Delivery	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	●	●	●
Newsletter advertising	●	●	●
Stakeholder meetings	●	●	●
Local business engagement	●	●	●
Local Aboriginal Land Councils and Aboriginal stakeholder 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).

Place and Personal Managers

Sydney Metro has dedicated community relations specialists called Place Managers who provide a vital role in maintaining close and ongoing contact with local communities and stakeholders. Place Managers are a key point of contact between the project and the community and are available to answer questions and receive feedback and/or complaints from the community.

Place Managers have been available during early consultation and preparation of this Environmental Impact Statement, and will continue to be available during the design and construction of the project.

Sydney Metro has also appointed Personal Managers to offer support to affected property and business owners throughout the property acquisition process. Personal Managers are community engagement professionals specifically trained to assist residents and small business owners affected by property acquisition. They act as a primary point of contact between affected residents and Sydney Metro.

5.6.1 Consultation during construction and complaints handling

Should the project be approved, the project team would continue to consult with the community and key stakeholders during construction in accordance with the Overarching Community Communications Strategy (see Appendix C). In general, this consultation would involve:

- ongoing consultation with key stakeholders, local councils and other government agencies on relevant environmental issues (and meetings or project briefings where required)
- provision of regular updates to the nearby community
- development and implementation of a community complaints and response management system.