

Chapter 4

Stakeholder and community engagement

4 Stakeholder and community engagement

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

4.1 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. Sydney Metro has an Overarching Community Communications Strategy which guides consultation and engagement processes and systems across the project life cycle of Sydney Metro West. A copy of the strategy is included in Appendix B.

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

Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro West since 2017. Feedback gathered has helped shape the project, including station locations. Sydney Metro will continue to work with the community and stakeholders as the project progresses.

Early engagement with the community and stakeholders began in June 2017 and continued into 2018. Further engagement for the project followed the announcement of confirmed station locations between Westmead and The Bays in October 2019. From 30 April 2020 to 28 June 2020, Sydney Metro exhibited the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) and asked for the community to provide feedback.

Consultation has proactively sought feedback and comments on Sydney Metro West through different forums and channels to inform the development phase and the scope of issues to be assessed as part of the environmental assessment process.

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

- Nearby communities
- State government agencies (including but not limited to Department of Planning, Industry and Environment, Greater Sydney Commission, other sections of Transport for NSW, NSW Environment Protection Authority and the former Office of Environment and Heritage)
- Local government (Blacktown City Council, Cumberland City Council, City of Parramatta Council, Burwood Council, Strathfield Municipal Council, City of Canada Bay, Inner West Council and the City of Sydney)
- Public utilities and business and industry groups near the work covered by this proposal
- Special interest groups including Local Aboriginal Land Councils, Aboriginal stakeholders, and sporting associations and groups
- The broader community.

4.2 Communication and engagement objectives

Community and stakeholder engagement is a priority for Sydney Metro. The Sydney Metro 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, stakeholder and community 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 stakeholder and community priorities and concerns so they can be considered in the ongoing refinement and delivery of Sydney Metro West.

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

4.3 Summary of consultation activities during development phase

Since the announcement of Sydney Metro West by the NSW Government, consultation has been carried out with state government departments and agencies, local government and peak bodies.

Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro since 2017. Feedback gathered has helped shape the project, including station locations. A summary of feedback from this consultation, and how it has been considered in the development of Sydney Metro West, is included in Appendix B of the *Sydney Metro West Scoping Report – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2019).

Consultation channels were targeted at reaching different geographic areas, demographics, cultural groups and interest groups.

Public consultation included:

- Engagement with state government departments and agencies, local government, peak organisations, the community and industry
- In person and virtual Community information sessions with information sessions held in Pyrmont and the Sydney CBD in 2018 and a virtual information room in 2020 to support exhibition of *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a)
- Provision of project information via an interactive online project portal
- Letterbox drops to 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 and online surveys including a survey inviting feedback about Pyrmont as a strategic station option in 2019 and a community perceptions and priorities survey in 2021
- ‘Project Overview’ information booklets (published in June 2017, March 2018 and October 2019)
- Westmead to The Bays and Sydney CBD – Environmental Impact Statement Summary published in 2020.

The key consultation and engagement activities carried out during project development are described in Sections 5.4.1 and 5.4.2 of the *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a).

4.4 Consultation during the Sydney Metro West Concept and Stage 1 approval process

The *Sydney Metro West Environmental Impact Statement – Westmead to The Bays and Sydney CBD* (Sydney Metro, 2020a) was placed on public exhibition by the Department of Planning, Industry and Environment from 30 April 2020 to 26 June 2020. The following consultation activities were carried out to support the exhibition period:

- Virtual community engagement including an interactive portal and virtual information room
- Virtual stakeholder briefings
- Phone calls and emails.

A total of 188 submissions were received by the Department of Planning, Industry and Environment during the exhibition period. Of these submissions, 34 were from NSW Government departments/agencies, local councils, and other key stakeholders. The most frequently raised issues by government agencies and key stakeholders included:

- Development and alternatives
- Need for ongoing stakeholder and community engagement
- Construction noise and vibration.

Of the 188 submissions, 154 submissions were received from community members/residents, businesses, social infrastructure, community and interest groups, and Members of Parliament. These submissions were grouped together as community submissions. Key issues to the community included:

- Development and alternatives
- Need for ongoing stakeholder and community engagement
- Placemaking strategies and principles
- Transport and traffic, noise and vibration, Aboriginal heritage, non-Aboriginal heritage, visual, surface water, groundwater, contamination, flooding, air quality and biodiversity impacts
- Sustainability
- Cumulative impacts.

Further analysis of the issues raised in submissions and corresponding responses are provided in the *Sydney Metro West – Westmead to The Bays and Sydney CBD – Submissions Report* (Sydney Metro, 2020b).

4.5 Stakeholder information and engagement

4.5.1 Community contact and information channels

Since June 2017, a number of channels have been used to provide current information to stakeholders and the community and invite feedback. These are outlined in Table 4-1 and have remained available during preparation of this Environmental Impact Statement.

Table 4-1 Community contact and information points

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

4.5.2 Stakeholder Engagement

Since the announcement of Sydney Metro West, key stakeholders have been briefed via meetings, presentations and phone calls. The objectives of the briefings are to:

- Ensure stakeholders are consulted, where applicable
- Ensure issues and concerns are understood, captured and addressed in the development of Sydney Metro West
- Receive feedback.

Sydney Metro has been engaging with stakeholders since 2017, as identified in Table 4-2.

Table 4-2 Stakeholders that have been engaged with since 2017

Agency group/type	Stakeholders briefed/contacted
NSW Government	<ul style="list-style-type: none"> • Department of Planning, Industry and Environment • Sydney Olympic Park Authority (now the Department of Planning, Industry and Environment) • Transport for NSW <ul style="list-style-type: none"> • Greater Sydney Division • Customer Strategy & Technology Division • Parramatta Light Rail project • WestConnex Rozelle Interchange • Western Harbour Tunnel • Sydney Trains • NSW Environment Protection Authority • Heritage Council of NSW • Port Authority of NSW • Schools Infrastructure NSW • NSW Ambulance • NSW Police • NSW Fire and Rescue • Health Infrastructure NSW • Infrastructure NSW • Greater Sydney Commission • Ministry of Health
Local government	<ul style="list-style-type: none"> • Cumberland Council • City of Parramatta Council • City of Canada Bay Council • Strathfield Municipal Council • Burwood Council • Inner West Council • City of Sydney
Key local stakeholders	<ul style="list-style-type: none"> • Parramatta Chamber of Commerce – Economic Planning Committee • Urban Taskforce • Western Sydney Regional Organisation of Councils • Western Sydney Business Chamber • Lucas Gardens Public School • Arthur Philip High School • Parramatta Public School • Five Dock Public School • Rosehill Public School • Newington Public School • Westmead Public School
Major Stakeholders	<ul style="list-style-type: none"> • Sydney Olympic Park Business Association • Australian Turf Club

Pymont strategic station option feedback

In 2019, Sydney Metro invited feedback from stakeholders and the community on the project, including Pymont as a strategic station option as part of Sydney Metro West.

Stakeholders and the community were provided an opportunity to provide feedback by way of an online survey or in writing via email. This was advertised through website updates, letterbox drops and emails to local community members and stakeholders. Briefings were also offered to key stakeholders, state government agencies and local councils.

The survey results indicated:

- Strong support for more public transport options in the area
- Support for increased development density around public transport
- Support for the opportunities a metro station could bring to Pyrmont in terms of urban growth and renewal.

Written feedback highlighted the benefits a metro station could bring to Pyrmont. This included urban renewal, employment growth, development and tourism.

Feedback further underlined the importance of Pyrmont as a major employment hub connecting The Bays, Ultimo and Sydney CBD, and that a metro station could draw further companies and organisations to the suburb and encourage investment and development.

4.6 Consultation 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.

4.6.1 Community consultation

Scoping Report

In May 2021, the Scoping Report was made available to the public on the Department of Planning, Industry and Environment's Major Projects website. A total of 25,500 newsletters, providing an update on this proposal, were distributed to residents in Pyrmont and the Sydney CBD to inform residents and businesses about the station locations and the broader Sydney Metro West project. Additionally, 2,150 'Introducing your local place manager' cards were distributed to properties adjoining the Pyrmont Station and Hunter Street Station (Sydney CBD) construction sites.

Station locations and update

In May 2021, members of the Sydney Metro West project team visited properties identified as being required for this proposal 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. Sydney Metro place managers have personally contacted residents and businesses neighbouring the Hunter Street and Pyrmont stations.

On 12 May 2021, the NSW Government announced the locations of the Pyrmont and Hunter Street stations at a media conference in Martin Place. A media release was distributed and there was wide ranging television, radio, newspaper and online coverage of the announcement. An email update was also sent to 30,700 people who have subscribed for Sydney Metro updates.

Community survey

The community was invited to participate in a survey from 12 July 2021 to 29 July 2021. Due to the COVID-19 pandemic, face-to-face consultation was not able to be carried out during the nominated time-frame. Surveys were instead conducted over the phone, with responses recorded digitally by Sydney Metro place managers. The objective of the survey was to gather valuable insights into community perceptions and priorities.

During the community survey, results were collected from a sample size of 51 respondents who resided in neighbouring properties along the entire Sydney Metro West alignment. The key outputs are summarised below:

- Respondents indicated that open space and access to services are highly important, and they value services that support their wellbeing, provide essential services, and connect them to places that they need to go
- Respondents also viewed the opportunity for revitalisation and development of station precincts and transport oriented development as a positive benefit
- Where construction impacts on the community are unavoidable, respite and communication are the most valued mitigation measures. Respondents emphasised the importance of being able to have a break from construction, and wanted certainty on construction work
- Mitigation measures should be considered and respond as best as possible to the cumulative impacts in areas that have experienced a high volume of recent construction from other major projects.

Aboriginal stakeholder consultation

An Aboriginal Cultural Heritage Assessment Report has been prepared as part of this proposal and is provided as Technical Paper 4 (Aboriginal cultural heritage assessment report). On 16 July 2021, a representative from the Metropolitan Local Aboriginal Land Council representatives carried out a site survey for the Pyrmont Station construction sites, and the Hunter Street Station (Sydney CBD) construction sites. The representative identified the following:

- The areas surrounding the construction sites and waterways have high cultural significance and importance to the local Gadigal people and surrounding clan groups
- There are numerous sites of high cultural significance nearby, including initiation ceremonial sites and cockle shell deposit sites within Sydney Harbour
- Streets within the Sydney CBD are old walking tracks that the local Gadigal people followed to move about (e.g. for ceremonies and cultural practices and use of fresh water sources)
- Large amounts of the original sandstone have been disturbed and or removed from these areas.

As a result, the representative recommends monitoring throughout the duration of the proposal to ensure minimal impacts or further loss of any artefacts or cultural properties.

Additional consultation will occur with Aboriginal community groups as part of Sydney Metro's Connect with Country pilot program, as well as throughout the Sydney Metro West program of work.

4.6.2 Place managers 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 proposal 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 this proposal.

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.

4.6.3 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 4-1 and have remained available during early consultation and preparation of this Environmental Impact Statement.

4.6.4 Government agency and key stakeholder consultation

The Sydney Metro West project team ensured that government agencies and key stakeholders were proactively engaged and informed about this proposal 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 this proposal is discussed in further detail below. A summary of key issues raised is provided in Table 4-3.

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

- NSW Government
 - Department of Planning, Industry and Environment (including the NSW Environment Protection Authority)
 - Transport for NSW
 - Port Authority of NSW
 - Infrastructure NSW

- Local government
 - Inner West Council
 - City of Sydney
- Utility providers
 - Ausgrid
 - Endeavour Energy
 - Sydney Water
 - Water Utilities Australia Aquanet Sydney
 - Jemena
 - NBN
 - Telstra
 - Optus/Uecomm
 - Vocus Communications (Axicom/Nextgen/ M2/Dodo/primus/Engine/Commander)
 - TPG (AAPT/PowerTel/Pipenetworks/Soul Australia Communications)
 - Verizon/Worldcom
 - AARNet
 - Vodafone.

Planning focus meeting

A planning focus meeting was held with government agency stakeholders on 26 May 2021 to provide information on this proposal and the scope of this Environmental Impact Statement, and to assist agencies in their response to the Department of Planning, Industry and Environment in relation to issues relevant to the Secretary's Environmental Assessment Requirements.

Participants included the following stakeholders:

- Department of Planning, Industry and Environment (including the Environment, Energy and Science Group and NSW Environment Protection Authority)
- City of Sydney
- Sydney Water
- Heritage NSW
- Port Authority of NSW
- Place Management NSW.

Working groups

Sydney Metro Heritage Working Group

The Heritage Working Group includes specialists and representatives from the Department of Premier and Cabinet (Heritage NSW), Transport for NSW, Department of Planning, Industry and Environment, and Sydney Trains Heritage. Sydney Metro provided a presentation to the working group on 17 March 2021, which included an overview of this proposal, and an update to Sydney Metro West progress and planning pathways.

Traffic and Transport Working Group

Sydney Metro's internal consultation focused on cross-agency integration and communication through a Traffic and Transport Working Group, which is a fortnightly meeting with the Customer Journey Planning and Planning and Programs teams within Transport for NSW.

The group was consulted throughout the development of this Environmental Impact Statement on the proposal's transport assessment, potential impacts and management strategies.

Bays West Traffic Management Working Group

The Bays West Traffic Management Working Group includes representatives from Port Authority of NSW, Transport for NSW and Customer Journey Planning. The Group meets to discuss construction and traffic management planning within The Bays.

4.6.5 Summary of feedback received

Feedback received throughout consultation with local and State government agencies, infrastructure and service providers, special interest groups, businesses and the community has been summarised in Table 4-3.

Table 4-3 Key issues raised during consultation

Issue category	Key issues raised	Where addressed in this Environmental Impact Statement
Impacts from construction	<ul style="list-style-type: none"> Noise impacts (including disturbance for residents who work from home) Vibration impacts on buildings (including residential homes) Concern over tunnel alignment and general tunnelling activities Dust management in urban areas Construction fatigue amongst communities living in areas impacted by construction from multiple major projects 	Chapter 5 (Project description) Chapter 7 (Noise and vibration) Chapter 13 (Social impacts) Chapter 14 (Groundwater and ground movement) Chapter 19 (Air quality) Appendix G (Cumulative impacts assessment methodology)
Impacts on transport and traffic	<ul style="list-style-type: none"> Improvements to pedestrian routes during construction period (e.g. from Pyrmont to Blackwattle Bay and Darling Harbour) Traffic impacts on De Mestre Place Construction vehicle routing via George Street/ Margaret Street Traffic movements around The Bays and impacts on local traffic from construction vehicles Transport interface with Port Authority of NSW Responsibility of local road upgrades Cumulative traffic impacts due to multiple major projects occurring simultaneously Loss of on-street parking in local areas during construction due to contractors parking on residential streets 	Chapter 6 (Transport and traffic) Technical Paper 1 (Transport and traffic)
Impacts on heritage	<ul style="list-style-type: none"> Protection of the Tank Stream Impacts of vibration on heritage items 	Chapter 8 (Non-Aboriginal heritage) Technical Paper 3 (Non-Aboriginal heritage) Chapter 7 (Noise and vibration) Chapter 14 (Groundwater and ground movement)
Impacts on flora and fauna	<ul style="list-style-type: none"> Retention of street trees and vegetation 	Chapter 11 (Landscape and visual amenity) Chapter 18 (Biodiversity)
Integration with broader strategic planning	<ul style="list-style-type: none"> Consideration and integration with the Pyrmont Peninsula Place Strategy Strategic alignment with Central Sydney Strategy 	Chapter 3 (Planning and assessment process) Chapter 5 (Project description)
Precinct Planning	<ul style="list-style-type: none"> Street interface and design Connectivity and alignment with public domain network Retention of street trees and public amenity 	Chapter 11 (Landscape and visual amenity) Technical Paper 5 (Landscape and visual assessment)

4.7 Public exhibition of this Environmental Impact Statement

The Department of Planning, Industry and Environment has placed 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 are able to review this Environmental Impact Statement. They have an opportunity to make a written submission to the Department of Planning, Industry and Environment for consideration in its assessment of this proposal.

Sydney Metro has ensured 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 meet relevant statutory requirements in place at the time.

4.8 Future consultation and engagement

4.8.1 Submissions report

At the completion of the public exhibition period for this Environmental Impact Statement, the Department of Planning, Industry and Environment will collate and provide Sydney Metro with a copy of all submissions received with individuals identities removed (if requested). 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.

If changes are required to this proposal as a result of the issues raised in submissions or to minimise environmental impact, a Preferred Infrastructure Report 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 at the discretion of the Department of Planning, Industry and Environment (on behalf of the Planning Secretary).

4.8.2 Ongoing consultation and activities

Sydney Metro will continue to engage with key stakeholders and the local community as the project progresses to ensure they are informed about this proposal and the wider Sydney Metro West project and have opportunities to provide feedback. A list of indicative activities and their timings is provided in Table 4-4.

Table 4-4 Ongoing consultation and engagement activities (indicative)

Activity	Design	Delivery (construction)
Project overview document	●	●
Media releases	●	●
Traditional and social media engagement	●	●
Doorknocks with neighbouring properties	●	●
Newsletter letterbox drop	●	●
Project website and online forums	●	●
Newspaper 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 23 (Synthesis of the Environmental Impact Statement).

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