

Part A

Stakeholder and community engagement

3

3.0 Stakeholder and community engagement

This chapter provides an outline of the consultation and engagement activities carried out for Sydney Metro West, and how this has influenced this proposal 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.

3.1 Overview

Stakeholder and community consultation forms an integral part of the development of Sydney Metro West as well as informing this Environmental Impact Statement. Sydney Metro has an Overarching Community Communications Strategy (OCCS) that guides consultation and engagement processes and systems across the project life cycle of Sydney Metro West. A copy of the strategy is provided in Appendix C (Overarching Community Communications Strategy).

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

Since then, Sydney Metro has been engaging with the community, stakeholders and industry on Sydney Metro West to help shape the project, including station locations.

Early engagement with the community and stakeholders began in June 2017 and continued into 2018. 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). Further engagement for Sydney Metro West followed the announcement of confirmed station locations between Westmead and The Bays in October 2019.

From 30 April 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. A summary of consultation activities related to the Concept and approved major civil construction work between Westmead and The Bays is provided in Section 3.4.

The *Sydney Metro West Environmental Impact Statement – Major civil construction between The Bays and Sydney CBD* (Sydney Metro, 2021a) includes an overview of consultation in relation to the work subject to Stage 2 of the planning approval process.

Sydney Metro 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 the NSW Department of Planning and Environment, Greater Sydney Commission, other sections of Transport for NSW, NSW Environment Protection Authority, Heritage NSW, Port Authority of NSW and Schools Infrastructure NSW)
- local government (Cumberland City Council, City of Parramatta, Burwood Council, Strathfield Council, 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 including sporting associations
- the broader community.

Sydney Metro will continue to work with the community and stakeholders as Sydney Metro West progresses.

3.2 Communication and engagement objectives

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

- 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 these 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 key stakeholders (including local communities and government agencies) and industry.

3.3 Key stakeholder and industry engagement

3.3.1 Key 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.

The stakeholders Sydney Metro has engaged with since 2017 are identified in Table 3-1.

Table 3-1 Stakeholders that have been engaged with since 2017

Stakeholder group/type	Stakeholders briefed/contacted
NSW Government agencies	<ul style="list-style-type: none"> • NSW Department of Planning and Environment • Sydney Olympic Park Authority (now the NSW Department of Planning and Environment) • Transport for NSW <ul style="list-style-type: none"> - Greater Sydney Division - Customer Strategy and Technology Division - Parramatta Light Rail - WestConnex Rozelle Interchange - Western Harbour Tunnel - Sydney Trains - NSW Trains - Centre for Road Safety • 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

Stakeholder group/type	Stakeholders briefed/contacted
Local government	<ul style="list-style-type: none"> • Cumberland City Council • City of Parramatta Council • Strathfield Council • City of Canada Bay Council • Burwood Municipal Council • Inner West Council • City of Sydney Council
Key local stakeholders	<ul style="list-style-type: none"> • Deerubbin Local Aboriginal Land Council • Metropolitan Local Aboriginal Land Council • Parramatta Chamber of Commerce – Economic Planning Committee • Urban Taskforce • Western Sydney Regional Organisation of Councils • Western Sydney Business Chamber • Westmead Public School • Western Sydney University • Parramatta Public School • Arthur Philip High School • Rosehill Public School • Newington Public School • The McDonald College • Lucas Gardens Public School • Five Dock Public School
Industry groups and peak bodies	<ul style="list-style-type: none"> • Sydney Business Chamber • Royal Agricultural Society • Olympic Park Business Association • Committee for Economic Development of Australia • Infrastructure Partnerships Australia • Urban Taskforce • Western Sydney Business Chamber • Committee for Sydney
Major landholders/tenants	<ul style="list-style-type: none"> • Sydney Olympic Park Business Association • Australian Turf Club
Community members	<ul style="list-style-type: none"> • Nearby communities • Broader community

3.3.2 Industry engagement

Sydney Metro works with industry on Sydney Metro West to foster innovation and to help shape development, maximising industry input at the early stages.

Industry engagement has been carried out since 2017 to build initial awareness of the project, and obtain market information to shape its scope, definition and delivery strategy so that the desired transport and land use outcomes are met.

3.4 Summary of consultation activities during Stage 1 of the planning 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 NSW Department of Planning and Environment for an extended period, from 30 April 2020 to 26 June 2020.

The following consultation activities were undertaken 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 NSW Department of Planning 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 community and stakeholder 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 raised by the community included:

- development and alternatives
- need for ongoing community and stakeholder 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.

Some submissions also made suggestions regarding the scope of assessment for future planning approval stages. Issues and comments raised in these submissions that are relevant to the scope of this proposal have been considered as part of this Environmental Impact Statement.

The key issues and comments raised in these submissions related to:

- station design and placemaking
- transport integration and interchange
- property and land use, specifically related to future development around stations
- operational ground-borne noise and vibration
- operational traffic.

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

3.5 Summary of consultation activities during Stage 2 of the planning approval process

The *Sydney Metro West Environmental Impact Statement – Major civil construction between The Bays and Sydney CBD* (Sydney Metro, 2021a) was placed on public exhibition by the NSW Department of Planning and Environment for an extended period, from 3 November 2021 to 15 December 2021.

Consultation activities undertaken during preparation of the *Sydney Metro West Environmental Impact Statement – Major civil construction between The Bays and Sydney CBD* (Sydney Metro, 2021a) included the following:

- virtual community engagement including an interactive portal
- distribution of newsletters, emails and 'Introducing your local place manager' cards to residents and businesses in Pyrmont and the Sydney CBD
- consultation with affected property occupants and owners, as well as residents and businesses neighbouring the Hunter Street (Sydney CBD) and Pyrmont stations
- media conference and media release to announce the locations of the Hunter Street (Sydney CBD) and Pyrmont Stations in May 2021
- ongoing contact with local communities through Sydney Metro's place managers (further detail on the role of place managers is provided in Section 3.6.3)

- consultation with government agencies and key stakeholders, including briefings, working groups and a planning focus meeting
- email alerts to registered community members and stakeholders
- consultation with Aboriginal stakeholder groups.

During the exhibition period, Sydney Metro provided stakeholders and the community with opportunities to view the Environmental Impact Statement and engage with the project team. The details of engagement activities were 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.

A total of 18 submissions were received by the NSW Department of Planning and Environment during the exhibition period. Of these submissions, 16 were from community members/residents, community and interest groups and other organisations. Two submissions were from local councils. Key comments raised in submissions were related to transport and traffic, noise and vibration, non-Aboriginal heritage, visual, flooding, contamination, air quality, loss of trees, business and cumulative impacts.

In addition to the 18 submissions, seven NSW government agencies provided agency advice in relation to their respective areas of responsibility. Sydney Metro is currently reviewing submissions received during the exhibition period and preparing a response to submissions report.

Further detail on consultation activities during Stage 2 of the planning approval process is provided in Chapter 4 of the *Sydney Metro West Environmental Impact Statement – Major civil construction between The Bays and Sydney CBD* (Sydney Metro, 2021a).

3.6 Consultation during preparation of this Environmental Impact Statement

This section provides an overview of consultation carried out as part of the preparation of this Environmental Impact Statement and to inform the development of this proposal. Further detail on feedback received during design development for this proposal, specific to each precinct, is provided in 'design development' sections in Part B (Environmental assessment) of this Environmental Impact Statement. These sections include an overview of key features or changes to the design to avoid or minimise impacts, and respond to feedback from stakeholders.

3.6.1 Community consultation

Scoping report

In June 2021, the Scoping Report for this proposal was made available to the public on the NSW Department of Planning and Environment's Major Projects website.

An email was sent to the registered stakeholders (over 30,000 people) informing them of the release of the Scoping Report. A news story was also published on the Sydney Metro website.

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.

3.6.2 Aboriginal stakeholder consultation

During development of Sydney Metro West, targeted consultation was undertaken with the local Aboriginal community and knowledge holders, including an Aboriginal Focus Group.

Sydney Metro is piloting the Connect with Country Framework with the Office of Government Architect. As part of the pilot Sydney Metro is working with Aboriginal knowledge holders in the development of heritage interpretation and throughout design development. Sydney Metro will produce a Connect with Country framework to guide future stages of design of Sydney Metro West.

The design of Sydney Metro West will respect and respond to the culture and stories embedded within the land it passes through. Further detail on how the design would respond to feedback from Aboriginal stakeholders is provided in Section 5.2 (Placemaking and design) of this Environmental Impact Statement. An overview of Sydney Metro's approach to Connecting with Country, and heritage and archaeology design guidelines are provided in the station and precinct design guidelines in Appendix E (Design Guidelines).

Aboriginal community consultation was conducted with general reference to the principles and process set out in the Aboriginal Cultural Heritage Consultation Requirements for Proponents 2010 (DECCW, 2010). Sydney Metro has continued to consult with those Registered Aboriginal Parties (RAPs) identified as part of the previous Sydney Metro West planning applications.

A letter was issued to RAPs via email on 10 September 2021 informing them of the scope of this proposal and inviting them to respond with questions or feedback. Responses were received from three RAPs. Two respondents noted they were thankful for the update, and one respondent requested no further correspondence as they are no longer undertaking cultural heritage work.

Further to this, a letter was issued to RAPs via email on 12 November 2021 inviting them to review the methodology for the Aboriginal heritage assessment for this proposal. Five responses were received, which expressed support for the methodology.

A field investigation was undertaken on 11 January 2022 for the additional footprint required for this proposal at Sydney Olympic Park, North Strathfield and The Bays with participation from a RAP representative from the Metropolitan Local Aboriginal Land Council. A field investigation was also undertaken on 12 January 2022 for the additional footprint required for this proposal at Westmead with participation from a RAP representative from the Deerubbin Local Aboriginal Land Council. Results of consultation undertaken during the field investigations have been included in the relevant Aboriginal heritage assessments in Part B (Environmental assessment) of this Environmental Impact Statement.

An Aboriginal cultural heritage summary report was provided to RAPs for review and feedback on 14 January 2022. The report included the methodology, relevant sections of the proposal description, and Aboriginal cultural heritage assessments from the draft Environmental Impact Statement. In accordance with the guidance in the Aboriginal Cultural Heritage Consultation Requirements for Proponents 2010 (DECCW, 2010), all RAPs were given a 28-day period to review and provide feedback to the summary report. A total of 15 responses were received, including five written responses via email and nine verbal comments via phone call.

In 14 of the responses, RAPs indicated that they supported the assessment outcomes and the proposed work, and/or had no further comments. One response stated that the RAP was no longer involved in consultation for this proposal and requested no further correspondence.

A representative from the Darug Custodian Aboriginal Corporation stated that portions of the proposal were located on Darug lands. The response recommended that the proposal include the use of sustainable materials; planting of locally-native vegetation; use culturally-appropriate terminology; and ensuring that it is "clear throughout the development that this always has been and always will be Aboriginal land."

A representative from the Kamilaroi Yankuntjatjara Working Group acknowledged the importance of the study area as a whole, noting areas of cultural significance due to the presence of waterways and the Dreaming stories linked to them. The response recommended Aboriginal cultural heritage interpretation be undertaken as part of the proposal, for example through artwork, replicas of artefacts, native gardens and digital displays.

A Draft Heritage Interpretation Strategy has been prepared for this proposal (refer to Appendix K (Draft Heritage Interpretation Strategy)) which provides for the interpretation of Aboriginal cultural heritage values.

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

3.6.3 Place managers

Sydney Metro West's place managers play a vital role in building and maintaining strong relationships with local communities and businesses during the planning and delivery of the project. Their key role is to engage with the community, address concerns and provide accurate and transparent information to ensure the community's understanding of Sydney Metro West and any potential impacts.

Place managers have been available during preparation of this Environmental Impact Statement and would continue to play a vital role in maintaining close and ongoing contact with local communities and stakeholders during the design and delivery of Sydney Metro West. Place managers can be contacted via the community information line (1800 612 173) or project email (sydneymetrowest@transport.nsw.gov.au).

3.6.4 Government agency consultation

Consultation has continued with local councils and key government agencies during preparation of the Environmental Impact Statement.

Planning focus meeting

A planning focus meeting was held with government agency stakeholders on 6 July 2021 to provide information on this proposal and the scope of this Environmental Impact Statement, and to assist agencies in their response to the NSW Department of Planning and Environment in relation to issues relevant to the Secretary's environmental assessment requirements.

Participants invited to attend included the following stakeholders:

- NSW Department of Planning and Environment
- NSW Department of Planning and Environment (Environment, Energy and Science)
- NSW Environment Protection Authority
- Local councils including:
 - Cumberland City Council
 - Parramatta City Council
 - Strathfield Council
 - City of Canada Bay Council
 - Burwood Council
 - Inner West Council
 - City of Sydney
- Sydney Olympic Park Authority
- Sydney Water.

Working groups

Sydney Metro has consulted with several specialist working groups in relation to this proposal. Details of this consultation are included in Table 3-2.

Table 3-2 Consultation with working groups

Working group	Details
Sydney Metro Heritage Working Group	The Heritage Working Group includes specialists and representatives from the NSW Department of Premier and Cabinet (Heritage NSW), NSW Department of Planning and Environment, and Sydney Trains Heritage. Sydney Metro meets regularly with the Heritage Working Group to discuss key heritage design items and impact assessment outcomes. The group was consulted on this proposal's heritage assessment, potential impacts and management strategies. Ongoing engagement with the group would continue during the preparation of the Heritage Interpretation Strategy.

Working group	Details
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 Transport Coordination, Planning and Programs, and Customer Journey Planning teams within Transport for NSW. The group was consulted on this 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 and other parts of Transport for NSW. The group meets to discuss construction and traffic management planning within The Bays.

Council briefings

Consultation with relevant local councils has continued throughout the design of the stations, precincts and ancillary infrastructure. This has included seeking feedback on the relevant designs, integration with the local area and future council plans and potential impacts during construction. Sydney Metro has commenced briefings with local councils to discuss the key findings of this Environmental Impact Statement.

Further detail on how the design of the stations and ancillary facilities has responded to stakeholder feedback is provided in Chapter 7 (Westmead metro station) to Chapter 17 (Clyde stabling and maintenance facility and Rosehill services facility) of this Environmental Impact Statement.

Consultation with Sydney Olympic Park Authority

Consultation with Sydney Olympic Park Authority has included fortnightly meetings between August 2020 and September 2021, and monthly meetings from October 2021 onward. Representatives from the NSW Department of Planning and Environment also attended these meetings from January 2021 onward. Consultation has generally focused on the inclusion of the metro station in the Sydney Olympic Park Master Plan 2030, including consideration of elements such as event mode operations, transport interchange elements, station and precinct design.

Further detail on how the design of Sydney Olympic Park metro station has responded to stakeholder feedback is provided in Chapter 9 (Sydney Olympic Park metro station) of this Environmental Impact Statement.

Consultation with the NSW Department of Planning and Environment

Sydney Metro has engaged with the NSW Department of Planning and Environment in relation to The Bays through several forums, including:

- fortnightly Project Working Group meetings since July 2020 (including attendance from Port Authority of NSW)
- fortnightly Transport Working Group meetings since November 2020 (including attendance from other parts of Transport for NSW)
- monthly Project Control Group meetings since August 2020 (including attendance from the Government Architect NSW and Place Management NSW)
- quarterly Steering Committee Meetings since August 2020 (including attendance from several key Bays West stakeholders).

Consultation has been carried out regarding integration of The Bays Station with planning for the Bays West area, including elements such as:

- traffic arrangements within Bays West
- interface between ongoing port operations and the metro station
- interface with the White Bay Power Station such as design, heritage and visual considerations.

Further detail on how the design of The Bays Station has responded to stakeholder feedback is provided in Chapter 13 (The Bays Station) of this Environmental Impact Statement. Sydney Metro would continue working with the NSW Department of Planning and Environment during the detailed design of this proposal in accordance with the development of the *Bays West Place Strategy*, the Bays West Urban Design Framework and sub-precinct master plans (NSW Department of Planning, Industry and Environment, 2021a).

Sydney Metro has and is continuing to engage with the NSW Department of Planning and Environment in relation to the following:

- the Sydney Metro West Design Guidelines (monthly meetings)
- to inform the finalisation of the Draft Pyrmont Peninsula Design Guidelines
- the integration of the Clyde stabling and maintenance facility with the draft Camellia-Rosehill Place Strategy (bi-monthly meetings), including potential active transport links and the use of residual land.

Consultation with the NSW Environment Protection Authority

Consultation with the NSW Environment Protection Authority has included continued engagement in relation to the potential noise and vibration, and contamination impacts of this proposal, as well as to discuss mitigation strategies in line with the Sydney Metro West Construction Noise and Vibration Standard (CNVS) and Construction Environmental Management Framework (CEMF).

3.6.5 Community contact and information

The community contact and information channels established for Sydney Metro West since 2017 (as outlined in Table 3-3) were in place during the preparation of the Environmental Impact Statement for this proposal and will remain in place for the remainder of the planning approval process.

Table 3-3 Community contact and information points

Activity	Details
Community information line (toll free)	1800 612 173
Community email address	sydneymetrowest@transport.nsw.gov.au
Sydney Metro website	sydneymetro.info
Sydney Metro West interactive portal	sydneymetrowest.info/metrowest
Postal address	Sydney Metro West, PO Box K659, Haymarket NSW 1240
Direct contact	Sydney Metro West place managers via phone or email

3.7 Public exhibition of this Environmental Impact Statement

The NSW Department of Planning 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 can review this Environmental Impact Statement and make a written submission to the NSW Department of Planning and Environment for consideration in its assessment of this proposal.

Sydney Metro has advised stakeholders and the community of public exhibition of this Environmental Impact Statement through advertising (print and digital), a newsletter delivered to properties, emails to registered parties and information provided on the Sydney Metro website.

Consultation activities have met the relevant statutory requirements.

3.7.1 Submissions Report

At the completion of the public exhibition period for this Environmental Impact Statement, the NSW Department of Planning 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 NSW Department of Planning and Environment website. Anyone making a public submission will receive a letter notifying them of the publication of the submissions report on the NSW Department of Planning and Environment website.

If changes are required 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 NSW Department of Planning and Environment. This report may be made available for public review.

3.8 Ongoing consultation and engagement activities

Sydney Metro will continue to work with key stakeholders (including local communities) so that they are informed about this proposal and have opportunities to provide feedback. A list of indicative activities and their timing is provided in Table 3-4.

Table 3-4 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	●	●

Should this proposal be approved, 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 20 (Synthesis) of this Environment Impact Statement.

Sydney Metro would continue to consult with key stakeholders (including local communities) during construction. Consultation would be in accordance with the OCCS (refer to Appendix C), which includes details on the approach to:

- ongoing consultation with key stakeholders, local councils and other government agencies
- approaches and communication tools to support consultation with diverse communities; people who come from culturally and linguistically diverse backgrounds; speak languages other than English; vulnerable communities; and Aboriginal and Torres Strait Islander communities
- provision of regular updates to the nearby community
- development and implementation of a community complaints and response management system.