

COMMUNITY AND STAKEHOLDER INVOLVEMENT

CHAPTER FOUR



4 Community and stakeholder involvement

4.1 Consultation overview

The Environmental Impact Statement was exhibited for 48 days from 11 May to 27 June 2016. During this time, consultation activities were carried out to engage key stakeholders and the community on information in the Environmental Impact Statement, encourage participation in exhibition activities and provide guidance on the submissions process.

Submissions on the project were received by the NSW Department of Planning and Environment during the exhibition period. The issues raised, and responses to them, are presented in Chapters 6, 7 and 8.

4.2 Communication objectives

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

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

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

4.3 Consultation activities prior to Environmental Impact Statement exhibition

Engagement with the community and stakeholders began in June 2014 and has continued throughout the preparation of the Environmental Impact Statement.

Consultation activities carried out prior to the public exhibition of the Environmental Impact Statement are outlined in Section 5.7.2 and Appendix C of the Environmental Impact Statement and included:

- Stakeholder consultation following the announcement of Sydney Rapid Transit in June 2014
- Consultation and engagement on the project scope following the announcement of Sydney Metro City & Southwest in June 2015
- Consultation with industry in June and December 2015
- Engagement following the project update announcement in November 2015
- Engagement following the announcement of the Waterloo Station location in February 2016
- Engagement regarding the Blues Point temporary site in February 2016
- Engagement regarding the Marrickville dive site (southern) pre-cast facility in April 2016.

Contact statistics from the various activities prior to exhibition of the Environmental Impact Statement are provided in Chapter 5 of the Environmental Impact Statement.

4.4 Environmental Impact Statement exhibition consultation

The Environmental Impact Statement and its accompanying documents were made available to view on the Department of Planning and Environment’s website: www.majorprojects.planning.nsw.gov.au and the project website: www.sydneymetro.info.

Hard copies of the document were also available at Community Information Sessions and Information Stalls and at the following locations:

- NSW Department of Planning and Environment Information Centre: 23–33 Bridge Street, Sydney
- Transport for NSW Community Information Centre: 388 George Street, Sydney
- Sydney Metro Northwest Community Information Centre: Shop 490, Castle Towers Shopping Centre, Castle Hill
- Crows Nest Centre: 2 Ernest Place, Crows Nest
- State Library: Macquarie Street, Sydney
- Nature Conservation Council: Level 2, 5 Wilson Street, Newtown
- Willoughby Council
 - ◆ Customer Service Centre: Level 4, 31 Victor Street, Chatswood
 - ◆ Chatswood Library on The Concourse: 409 Victoria Avenue, Chatswood
 - ◆ Artarmon Library: 139 Artarmon Road, Artarmon
- North Sydney Council
 - ◆ Customer Service Centre: 200 Miller Street, North Sydney
 - ◆ Stanton Library: 234 Miller Street, North Sydney
- Lane Cove Council
 - ◆ Customer Service Centre: 48 Longueville Road, Lane Cove
- City of Sydney Council
 - ◆ Customer Service Centre: Town Hall House Level 2, 456 Kent Street, Sydney
 - ◆ Haymarket Library: 744 George Street, Sydney
 - ◆ Waterloo Town Hall Library: 770 Elizabeth Street, Waterloo
- Inner West Council
 - ◆ Customer Service Centre: 2–14 Fisher Street, Petersham
 - ◆ Marrickville Town Hall Library: Corner Marrickville and Petersham Roads, Marrickville
 - ◆ St Peters Town Hall Library: Unwins Bridge Road, Sydenham.

The Sydney Metro project team supported the public exhibition of the Environmental Impact Statement through a variety of engagement methods and communication materials, as outlined below.

Engagement methods

- Community contact and information points
- Community Information Sessions
- Community Information Stalls
- Stakeholder engagement
- Place Managers.

Engagement materials

- Media releases
- Newspaper advertisements
- Email alerts to the project mailing list
- Project website
- Environmental Impact Statement Summary document
- Project newsletter.

4.4.1 Community contact and information points

Table 4-1 outlines community contact and information points in use on the project.

Table 4-1 Community contact and information points

Activity	Detail
Community information line (toll free)	1800 171 386
Community email address	sydneymetro@transport.nsw.gov.au
Website	www.sydneymetro.info
Postal address	Sydney Metro City & Southwest: PO Box K659, Haymarket, NSW 1240
Transport for NSW community information centre	388 George Street, Sydney
Sydney Metro Northwest community information centre	Shop 490, Castle Towers Shopping Centre: Old Castle Hill Road, Castle Hill

4.4.2 Community information sessions

The project team hosted a series of community information sessions where displays and information about the Environmental Impact Statement were available.

All members of the community were invited to attend these sessions and meet expert members of the project team and have any questions answered. There was no need to make a booking; visitors could drop in anytime within the advertised times.

In addition, representatives from the Department of Planning and Environment attended all sessions and representatives from UrbanGrowth NSW attended the Redfern session.

There were also 322 visitors at the six community information sessions along the project alignment. Table 4-2 outlines the date, time and location of community information sessions.

Table 4-2 Community information sessions

Date and time	Location	Attendees
Saturday 21 May, 10am–2pm	Dougherty Community Centre: 7 Victor Street, Chatswood	86
Wednesday 25 May, 4pm–8pm	Masonic Centre: 66 Goulburn Street, Sydney	35
Saturday 28 May, 10am–2pm	McMahons Point Community Centre: 165 Blues Point Road, McMahons Point	88
Wednesday 1 June, 4pm–8pm	Northside Conference Centre: Oxley Street and Pole Lane, St Leonards	50
Saturday 4 June, 10am–2pm	Redfern Oval: 51 Redfern Street, Redfern	25
Thursday 16 June, 4pm–8pm	Concordia Club: 1 Richardson Crescent, Tempe	38

Invitations

Invitations to attend the sessions were included in:

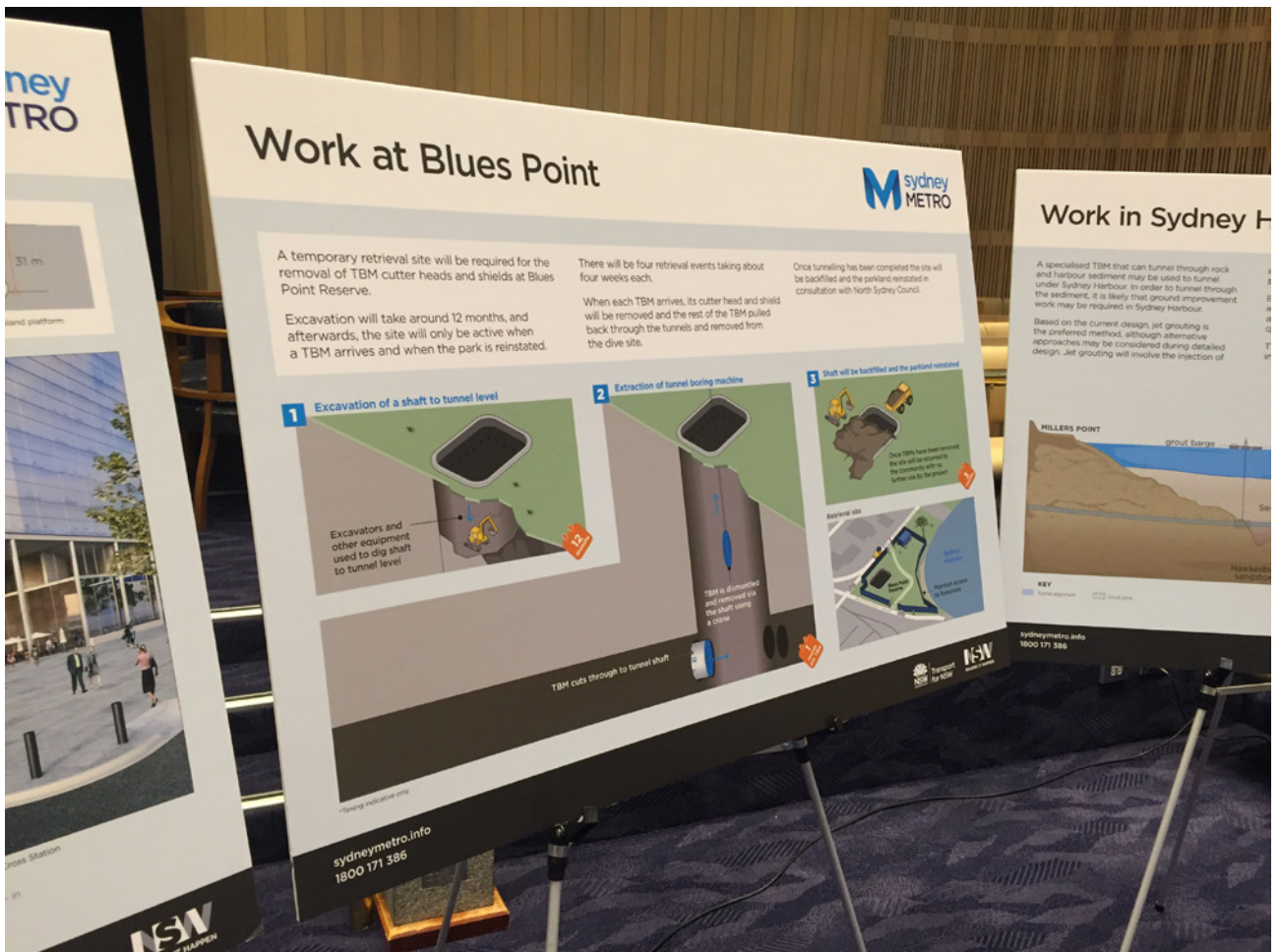
- The project newsletter
- The Environment Impact Statement Summary document
- The Sydney Metro City & Southwest website
- Advertisements in local newspapers.

Display materials

At the display locations, copies of the Environmental Impact Statement were available for visitors to view. A PDF of the report was also provided on a USB stick for those wanting an electronic copy to take away, as were copies of the Environmental Impact Statement Summary, project newsletter, contact cards and fridge magnets. The display also featured a video outlining the project (including animations played on repeat) and information boards presented around the room on the following themes:

- What's in the Environmental Impact Statement
- How to make a submission
- Sydney Metro is Australia's biggest public transport project
- Map of Sydney Metro including the Northwest and City & Southwest components
- Sydney's new metro trains
- Project benefits
- Building Chatswood to Sydenham
- Tunnel boring machines
- Building the dive structures
- Work at Chatswood
- Surface trackwork at Chatswood
- Artarmon substation

- Work in Sydney Harbour
- Work at Blues Point
- Work at Marrickville
- Building the stations
- Crows Nest Station
- Victoria Cross Station
- Barangaroo Station
- Martin Place Station
- Pitt Street Station
- Central Station metro platforms
- Waterloo Station.



An example of the information boards presented at the display locations

4.4.3 Community information stalls

The project team hosted two community information stalls at community markets, as outlined in Table 4-3. These were attended by 175 visitors.

Table 4-3 Information stalls

Date and time	Location	Attendees
Saturday 28 May, 8am–2pm	Kirribilli Market: Kirribilli Bowling Green, Kirribilli	63
Saturday 18 June, 9am–1pm	Crows Nest Market: Ernest Place, Crows Nest	112

Display materials

Copies of the Environmental Impact Statement were available for visitors to view; a PDF of the report was also provided on a USB stick for those wanting an electronic copy to take away, as were copies of the Environmental Impact Statement Summary, project newsletter, contact cards and fridge magnets.

4.4.4 Stakeholder engagement

Key stakeholders (including local government, NSW and Australian Government departments, peak bodies and industry associations) were briefed via emails, meetings, presentations and / or phone calls. The briefings were designed to ensure stakeholders were adequately informed of the project (including the Environmental Impact Statement) and to encourage them to make a submission. Table 4-4 outlines stakeholders who were contacted about the project between 1 May and 27 June 2016.

Table 4-4 Contacted stakeholders

Stakeholder engagement	
Federal Government	
Australian Rail Track Corporation	Infrastructure Australia
State Government	NSW Trains
Barangaroo Delivery Authority	NSW Treasury
CBD Coordination Office	Office of Environment and Heritage
Department of Planning and Environment	Port Authority of NSW
Environment Protection Authority	Roads and Maritime Services
Greater Sydney Commission	State Emergency Service
Harbour Trust	State Transit Authority
Heritage Council of NSW	Sydney Harbour Foreshore Authority
Housing NSW	Sydney Light Rail
Infrastructure NSW	Sydney Motorway Corporation (Westconnex)
NSW Fire and Rescue	Sydney Trains
NSW Health	Transport Management Centre
NSW Health – Sydney Local Health District	UrbanGrowth NSW
NSW Police	
Local Government	
City of Canterbury Bankstown	Inner West Council (formerly Marrickville Council)
City of Sydney	North Sydney Council
Lane Cove Council	Willoughby City Council

Stakeholder engagement	
Regional Organisation of Councils	
Northern Sydney Regional Organisation of Councils	Western Sydney Regional Organisation of Councils
Federal Members of Parliament	
Member for Barton Member for Blaxland Member for Bradfield Member for Grayndler	Member for North Sydney Member for Sydney Member for Watson
State Members of Parliament	
Member for Bankstown Member for Baulkham Hills Member for Canterbury Member for Castle Hill Member for East Hills Member for Epping Member for Heffron Member for Holsworthy Member for Hornsby Member for Ku-ring-gai	Member for Lakemba Member for Lane Cove Member for Newtown Member for North Shore Member for Riverstone Member for Ryde Member for Summer Hill Member for Sydney Member for Willoughby
Peak bodies	
10,000 Friends of Greater Sydney Action for Public Transport Australian Constructors Association Australian Hotels Association Australian Institute of Architects Australasian Railway Association Australian Railway Historical Society Bicycle Network Bicycle NSW BusNSW Cement, Concrete and Aggregates Australia Civil Contractors Federation Comfort Delgro Cabcharge Pty Ltd (Hills Bus) Committee for Economic Development of Australia Committee for Sydney Connect Macquarie Park Consult Australia Engineers Australia Housing Industry Association Infrastructure Partnerships Australia	International Association of Public Transport NRMA Motoring & Services NSW Business Chamber NSW Commuter Council NSW Permanent Way Institution NSW Rail Transport Museum NSW Taxi Council Office of the National Safety Regulator Pedestrian Council of Australia Planning Institute of Australia Property Council Roads Australia Sydney Business Chamber Sydney Hills Business Chamber The Australian Taxi Drivers Association Tourism and Transport Forum Urban Development Institute of Australia Urban Taskforce Warren Centre for Advanced Engineering

Stakeholder engagement	
Educational institutions	
Monte Sant' Angelo Mercy College	The Tom Bass Sculpture Studio School
Transport specialists	
Centre for Western Sydney, Western Sydney University Faculty of Engineering and Information Sciences, University of Wollongong Institute for Sustainable Futures, University of Technology Sydney	Institute of Transport and Logistics Studies SMART Infrastructure Facility, University of Wollongong Sydney University Public Transport Chair
Community and interest groups	
Alexandria Residents Action Group Artarmon Bushcare Group Artarmon Progress Association Artarmon Village Chamber of Commerce Barangaroo Community Working Party Chatswood Chamber of Commerce Chatswood East Side Progress Association Chatswood West Ward Progress Association Crows Nest Main Street Crows Nest Rotary Federation of Willoughby Progress Associations Holtermann Precinct Committee Lavender Bay Precinct Committee Naremburn Progress Association	North Shore Historical Society North Sydney Sunrise Rotary Club RedWatch Stanton Precinct Committee Willoughby District Historical Society Wollstonecraft Precinct Committee Millers Point Community Working Party Millers Point, The Rocks and Walsh Bay Resident Action Group Millers Point, Dawes Point and The Rocks Public Housing Tenants Union Precinct Committee Waverton Precinct Committee (Berry's Bay) WestConnex Action Group
Major landowners and tenants	
Channel 7 Fairfax and Roberts Macquarie Bank	Sydney Airport Waterloo Congregational Church
Industry	
Deutsche Bahn Engineering and Consulting	
Utilities	
AARNet Ausgrid Jemena Macquarie Telecom NBN Co Nextgen / Visionstream Optus / Uecomm	Quenos Sydney Water Telstra TPG (AAPT / Powertel / PipeNetworks) TransGrid Verizon / Worldcom Vocus (M2 / Dodo / iPrimus / Engine / Commander)

Note: All applicable stakeholders were approached and offered project information and project briefings, where appropriate. Not all stakeholders accepted the opportunity to be briefed by the project team.

4.4.5 Place Managers

Place Managers build relationships and act as a feedback mechanism to help ensure community and stakeholder aspirations are consistently considered in the planning process. Their role is to be a direct point of contact between affected members of the community and the project team.

Place Managers will 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.

Place Managers have engaged impacted residents, tenants and businesses throughout the exhibition period (by phone, email, newsletter or doorknock) to ensure they were aware of the Environmental Impact Statement, invite them to community information sessions and stalls and ensure they had the information they needed to make a submission on the project.

For large buildings and apartment blocks, Place Managers contacted building / facilities / strata managers to assist with distributing information to tenants and owners. Contact was made with stakeholders and properties in the immediate vicinity of each proposed construction site and based on proposed construction activities and potential impacts. These groups were offered project information and briefings by the project team, where appropriate. Not all property owners and occupiers accepted the opportunity to be briefed.

Place Managers can be contacted via the community information line (1800 171 386) or project email (sydneymetro@transport.nsw.gov.au).

4.4.6 Media releases

Table 4-5 outlines the media releases issued since the Environmental Impact Statement was finalised.

Table 4-5 Media releases

Date	Detail
11 May 2016	'New congestion-busting CBD metro stations and harbour rail tunnel another step closer' <i>Issued by Premier of NSW, Mike Baird</i>
20 June 2016	'NSW Budget – \$12 billion in Budget for metro rail revolution' <i>Issued by Premier of NSW, Mike Baird</i>
21 June 2016	'Budget delivers \$10.5 billion for public transport' <i>Issued by Minister for Transport and Infrastructure, Andrew Constance</i>

4.4.7 Newspaper advertisements

Table 4-6 outlines the newspaper advertisements placed since the Environmental Impact Statement was finalised.

Table 4-6 Newspaper advertising

Advertisement date	Publication
Thursday 12 May 2016	Mosman Daily
Friday 13 May 2016	North Shore Times
Saturday 14 May 2016	The Australian Chinese Daily
Saturday 14 May 2016	The Sydney Morning Herald
Tuesday 24 May 2016	Inner West Courier
Thursday 26 May 2016	Mosman Daily
Friday 27 May 2016	North Shore Times
Saturday 28 May 2016	The Sydney Morning Herald
Tuesday 7 June 2016	Inner West Courier
Tuesday 14 June 2016	Inner West Courier



city & southwest



Australia's largest public transport project

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

Sydney Metro City & Southwest will extend metro rail between Chatswood and Bankstown, including a new crossing beneath Sydney Harbour, new railway stations in the lower North Shore and CBD, and the upgrade and conversion of the current line between Sydenham and Bankstown.

The Environmental Impact Statement for the Chatswood to Sydenham component is now on exhibition. Your submission must reach the NSW Department of Planning and Environment by **Monday 27 June 2016**.

INFORMATION SESSIONS

Community information sessions are now being held. We encourage people to come along to one of the sessions below to meet expert members of the project team who will be happy to answer any questions. There is no need to make a booking.

COMMUNITY INFORMATION SESSIONS

Saturday 21 May 10 am–2 pm	Dougherty Community Centre: 7 Victor Street, Chatswood
Wednesday 25 May 4–8 pm	Masonic Centre: 66 Goulburn Street, Sydney
Saturday 28 May 10 am–2 pm	McMahons Point Community Centre: 165 Blues Point Road, McMahons Point
Wednesday 1 June 4–8 pm	Northside Conference Centre: Oxley Street & Pole Lane, St Leonards
Saturday 4 June 10 am–2 pm	Redfern Oval: 51 Redfern Street, Redfern
Thursday 16 June 4–8 pm	Concordia Club: 1 Richardson Crescent, Tempe

For more information or to register for email updates contact the project team on:

Website **sydnemetro.info**

Email **sydnemetro@transport.nsw.gov.au**

Call **1800 171 386**



Transport
for NSW



Example of advertisement placed in local newspapers

4.4.8 Email alerts to the project mailing list

An email alert was sent to 2,500 community members registered in the Sydney Metro City & Southwest project database. The email encouraged recipients to visit the Sydney Metro website for more information and advised of the exhibition dates.

4.4.9 Facebook

Sydney Metro posted invitations and reminders regarding the Community information sessions and information stalls on its Facebook feed which has over 13,500 followers.

4.4.10 Website

Table 4-7 outlines the website statistics between 11 June 2014 and the close of the exhibition period on 27 June 2016.

Table 4-7 Website statistics, 11 June 2014 – 27 June 2016

Activity	Number of contacts
Sydney Metro Northwest	
Registrations for project updates	3,192
Unique visitors	417,158
Total hits	1,929,151
Document views	31,862
Sydney Metro City & Southwest	
Registrations for project updates	2,894
Unique visitors	181,230
Total hits	250,818
Document views	57,958

Information on the website includes:

- Animations and videos
- A document library that includes newsletters (in English and other languages), overview documents, the State Significant Infrastructure Application Report, and the Environmental Impact Statement
- Route maps
- Information on how to make a submission on the Environmental Impact Statement.

How to make a submission

The 'How to make a submission' page on the Sydney Metro website included a direct link to the online submissions form on the Department of Planning and Environment's website, as well as information on how to make a postal submission.

Document library

The document library provided access to the Environmental Impact Statement document in full along with the Summary document and a copy of the newsletter that was delivered to homes along the alignment.

All project documents issued since June 2015, including the State Significant Infrastructure Application Report, are also available to download.

Translated materials

Copies of the newsletter were also translated into six languages, reflecting the diverse audience of the communities along the Sydney Metro alignment.

4.4.11 Environmental Impact Statement Summary document

An Environmental Impact Statement Summary document was prepared and made available electronically on the project website and also in hard copy. Hard copies were available at the community information centres, community information sessions and stalls, via place managers and other team members during meetings, briefings, doorknocks, and by request.

This Summary document provided an overview of the Chatswood to Sydenham component of Sydney Metro City & Southwest. Readers were also encouraged to review the Environmental Impact Statement and supporting documents on the Sydney Metro website. The Summary document included:

- An overview of Sydney Metro
- Key features, objectives and benefits of Sydney Metro
- An overview of the Chatswood to Sydenham project
- A map showing station, construction and tunnelling sites and the project alignment
- An overview of the Environmental Impact Statement and what it contains
- Infographics explaining how the stations and dive sites would be built, how tunnel boring machines operate, and how work would be carried out at Blues Point
- An overview of each station, construction and tunnelling site and a brief overview of the key impacts anticipated during construction and the features available during operation
- Information on where to view the Environmental Impact Statement
- An invitation to the community information sessions and information stalls
- Information on how to make a submission
- Disclosure and privacy information
- Contact details for Sydney Metro
- Information on how to access translation services.

4.4.12 Project newsletter

A copy of the project newsletter Chatswood to Sydenham – Environmental Impact Statement was delivered to 155,000 properties within one kilometre of the project alignment between 12 May and 28 May 2016.

The newsletter included:

- An overview of Sydney Metro
- Key features of Sydney Metro
- An overview of the Chatswood to Sydenham project
- A map showing station, construction and tunnelling sites
- An overview of the Environmental Impact Statement and what it contains
- Information on where to view the Environmental Impact Statement
- An invitation to the Community Information Sessions and Information Stalls
- Information on how to make a submission
- Disclosure and privacy information
- Contact details for Sydney Metro
- Information on how to access translation services.

Translation services

The newsletter was translated into six languages – Arabic, Chinese, Greek, Hindi, Korean and Vietnamese – to cater for the main non-English language groups among the communities along the Sydney Metro alignment. Translated versions of the newsletter were provided on the project website.

4.5 Ongoing consultation and engagement

Transport for NSW 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. A list of activities and their timing is provided in Table 4-8.

Table 4-8 Ongoing consultation and engagement activities

Activity	Timing	Design	Delivery	Operation
Awareness and marketing campaign to engage future customers	Ongoing	●	●	●
Community events	Ongoing	●	●	
Community information centres	Ongoing	●	●	
Community information sessions	As required	●		
Community Communications Strategy	Prior to construction	●	●	
Construction complaints management system	Prior to construction	●	●	
Construction notifications	Seven days prior to construction starting		●	
Doorknocks	As required	●	●	●
Email updates	Relevant milestones	●	●	●
Enquiries and complaints hotline	Ongoing	●	●	●
Fact sheets	As required	●	●	●
Engagement with stakeholders including government, peak bodies and local businesses	As required; relevant milestones	●	●	●
Media releases	Relevant milestones	●	●	●
Newsletter	Relevant milestones	●	●	●
Newspaper advertising	Relevant milestones	●	●	●
Operation communications plan	Prior to operation			●
Place managers	Ongoing	●	●	
Project briefings and presentations	Relevant milestones	●	●	
Project overview document	Relevant milestones	●	●	
Site signage	Prior to construction		●	
Social media updates	As required; relevant milestones	●	●	●
Website, animations and online forums	Ongoing	●	●	

4.5.1 Industry engagement

An industry briefing was held on 1 September 2016 at the Sofitel Hotel in Sydney. Invitations to attend the briefing were included in:

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

The briefing provided industry with information on:

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

The session was attended by just over 500 industry representatives from Australian and international firms. Attendees received a copy of the booklet – *Sydney Metro, City & Southwest Industry Briefing*.

Transport for NSW will continue to engage industry in the development of the project.

4.5.2 Heritage working group

A Sydney Metro City & Southwest Heritage Working Group was established after the exhibition of the Environmental Impact Statement to provide key government stakeholders with:

- An understanding of the work carried out to date to develop the scope of the project
- A forum to discuss and review heritage issues raised and to agree on governance.

The objectives of the heritage working group are to:

- Provide clarification to heritage agencies and other stakeholders regarding project development, design and assessment carried out to date
- Provide clarification on design development processes
- Gain input from heritage agencies and other stakeholders into ongoing project design and assessment
- Assist in identifying heritage mitigation and management measures for the project
- Assist in identifying heritage governance and processes to guide the next stages of project development.

The heritage working group includes representatives of Department of Planning and Environment, Transport for New South Wales (including heritage specialists), heritage specialists from Sydney Trains Environment Division, representatives from Heritage Division of Office of Environment and Heritage, City of Sydney and Barangaroo Delivery Authority.

During the preparation of this Submissions and Preferred Infrastructure Report, heritage working group sessions were held during which Transport for New South Wales provided information on:

- The process for considering heritage as part of multi criteria assessments for station design decisions
- Explanation of constraints and opportunities that have influenced the final station locations
- A greater level of detail around the design of the stations
- Design responses to heritage issues
- The ongoing design development process.

4.5.3 Aboriginal community consultation

Aboriginal community consultation has been guided by Office of Environment and Heritage *Guidelines for Aboriginal Cultural Heritage Impact Assessment and Community Consultation* (Department of Environment and Conservation, 2005), using the Office of Environment and Heritage *Aboriginal cultural heritage consultation requirements for proponents* (Department of Environment, Climate Change and Water, 2010b) as best practice. Consultation has been conducted for the entirety of the Sydney Metro City & Southwest route between Chatswood and Bankstown, encompassing both the Chatswood to Sydenham and the Sydenham to Bankstown upgrade projects.

In accordance with the Office of Environment and Heritage consultation requirements, Transport for NSW corresponded with the following organisations by letter as part of the preparation of the Cultural Heritage Assessment Report (refer to Appendix H of this report) requesting the details of Aboriginal people who may hold cultural knowledge relevant to determining the Aboriginal significance of Aboriginal objects and / or places within and adjacent to the project area:

- Regional Operations Group, Metropolitan Region, Office of Environment and Heritage
- Metropolitan Local Aboriginal Land Council (MLALC)
- Gadangarra Local Aboriginal Land Council (GLALC)
- The Registrar, *Aboriginal Land Rights Act 1983*
- National Native Title Tribunal
- Native Title Services Corporation Limited (NTSCORP)
- City of Canterbury Council
- City of Sydney Council
- North Sydney Council
- Greater Sydney Catchment Management Authority.

An advertisement was placed in the Sydney Morning Herald and Koori Mail in May 2016 in accordance with the Office of Environment and Heritage consultation requirements. The advertisement invited all Aboriginal persons and organisations who hold cultural knowledge relevant to determining the significance of Aboriginal objects and places in the project area to register their interest by May 2016. Letters were also sent to all 37 Aboriginal persons or organisations identified through responses from agencies contacted. The letters provided details about the location and nature of the project, as well as an invitation to register as an Aboriginal stakeholder for the project by June 2016.

Following the completion of steps outlined above, twenty Aboriginal stakeholders registered as persons or organisations that may hold cultural knowledge relevant to determining the Aboriginal cultural values of the study area. The registered Aboriginal stakeholders are listed in the Cultural Heritage Assessment Report (refer to Appendix I of this report).

Registered Aboriginal Parties were consulted regarding the Cultural Heritage Assessment Report methodology and were invited to attend an Aboriginal Focus Group in July 2016. The Aboriginal Focus Group provided an opportunity for Transport for NSW to present the key project details, and overview of the Aboriginal heritage assessment and proposed excavation methodology. Following the Aboriginal Focus Group, all Registered Aboriginal Parties were sent a copy of the draft Cultural Heritage Assessment Report and excavation methodology with an invitation to provide comments on the document.

4.5.4 Consultation and engagement during construction

An overview of stakeholder and community involvement during construction of the project is provided in the Construction Environmental Management Framework (Appendix B of this report).

During construction, Sydney Metro and the Principal Contractors will work closely with stakeholders and the community to ensure they are well informed regarding the construction works.

Stakeholders and the community will be informed of significant events or changes that affect or may affect individual properties, residences and businesses. These will include:

- Significant milestones
- Design changes
- Changes to traffic conditions and access arrangements for road users and the affected public
- Construction operations which will have a direct impact on stakeholders and the community including noisy works, interruptions to utility services or construction work outside of normal work hours.

Community Communication Strategy

A Community Communication Strategy will be developed by each Sydney Metro Principal Contractor.

Key elements of the Community Communication Strategy will be implemented at appropriate times in the construction process, and will include:

- Notification (including targeted letterbox drops and email) of any works that may disturb local residents and businesses (such as noisy activities and night works) at least seven days prior to those works commencing
- Notification (including targeted letterbox drops and email) of works that may affect transport (such as road closures, changes to pedestrian routes and changes to bus stops)
- Traffic alerts (via email) to all key traffic and transport stakeholders advising of any changes to access and local traffic arrangements (at least seven days prior to significant events)
- Print and radio advertisements regarding major traffic changes
- 24-hour toll-free community project information phone line
- Complaints management process
- Community information sessions, as required

- Regular updates to the Sydney Metro website (sydneymetro.info), including uploading of all relevant documents, and contact details for the stakeholder and community relations team
- Provision of information to the Sydney Metro Community Information Centre including community newsletters, information brochures and fact sheets and interactive web-based activities
- Clear signage at the construction sites
- Regular newspaper advertisements in local and metropolitan papers
- Regular inter-agency group meetings
- Community, business and stakeholder satisfaction surveys and feedback forms
- Translator and interpreter services.

Complaint handling

Community liaison and complaints handling will be undertaken in accordance with the Construction Complaints Management System and will include:

- Principal Contractors will deal with complaints in a responsive manner so that stakeholders' concerns are managed effectively and promptly
- A verbal response will be provided to the complainant as soon as possible and within a maximum of two hours from the time of the complaint (unless the complainant requests otherwise). A detailed written response will then be provided, if required, to the complainant within one week.

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