

STAKEHOLDER AND COMMUNITY ENGAGEMENT

CHAPTER FIVE

5 Stakeholder and community engagement

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

5.1 Secretary’s environmental assessment requirements

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

Table 5-1 Secretary’s environment assessment requirements – stakeholder and community engagement

Ref.	Secretary’s environmental assessment requirements	Where addressed
4. Consultation		
4.1	The project must be informed by consultation, including with relevant government agencies, infrastructure and service providers, special interest groups, affected landowners, businesses and the community. The consultation process must be undertaken in accordance with the current guidelines (NSW Sustainable Design Guidelines Version 3.0 (TfNSW, 2013b)).	Details of consultation carried out to inform the project development are provided in Sections 5.4 and 5.6. Further details are provided in Appendix C.
4.2	The Proponent must document the consultation process, and demonstrate how the project has responded to the inputs received.	Details of consultation carried out to inform the project development are provided in Sections 5.4 and 5.6. Further details are provided in Appendix C.
4.3	The Proponent must describe the timing and type of community consultation proposed during the design and delivery of the project, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.	Consultation which has occurred during the development of design to date is described in Section 5.4. Consultation proposed during ongoing design and delivery is described in Section 5.7.

5.2 Overview

The stakeholder and community consultation process for Sydney Metro City & Southwest has played an integral role in informing and scoping investigations for this Environmental Impact Statement.

In June 2014, the NSW Government announced that Sydney Metro City & Southwest (formally Sydney Rapid Transit) would extend Sydney Metro Northwest (formally North West Rail Link) under Sydney Harbour, through the Sydney CBD and on to Bankstown.

Engagement with the community and stakeholders began in June 2014 and has continued through the preparation of the Environmental Impact Statement. This was not a statutory consultation process, but was carried out by Sydney Metro to proactively engage with the community during the Environmental Impact Statement process.

Key stakeholders for the project include (but are not limited to):

- State agencies (eg Department of Planning and Environment, Roads and Maritime Services, CBD Coordination Office, Environment Protection Authority, NSW Office of Water, Port Authority of NSW, Sydney Water and Office of Environment and Heritage)
- Local government (Willoughby City, Lane Cove, North Sydney, City of Sydney and Marrickville councils)
- Public utilities, and business and industry groups near the project
- Directly impacted communities
- The broader community.

This chapter provides an overview of the consultation activities to date and identifies future consultation activities. Further details can be found in Appendix C (Stakeholder and community engagement report).

5.3 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.

5.4 Consultation and engagement activities to date

Transport for NSW began consulting and engaging with key stakeholders prior to the preparation of the Environmental Impact Statement. This included:

- Stakeholder consultation following the announcement of Sydney Rapid Transit in June 2014
- Project scope consultation and engagement following the announcement of Sydney Metro City & Southwest in June 2015
- Industry consultation 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 pre-cast facility in April 2016.

5.4.1 Stakeholder consultation June 2014

On 11 June 2014, the Premier of NSW announced that the proposed Sydney Rapid Transit (now Sydney Metro) project would extend the North West Rail Link under Sydney Harbour, through the Sydney CBD and on to Bankstown. Consultation was carried out with key stakeholders and information was provided to the community.

A summary of the issues raised during this period is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Full details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

Stakeholder meetings

Key stakeholders (including local government, NSW and Australian Government departments, peak bodies and industry associations) were briefed via meetings, presentations and phone calls. The briefings were designed to ensure stakeholders were adequately informed of the project (including the concept design alignment and station locations); to ensure issues and concerns were understood, captured and addressed in the planning process; and to receive feedback.

Public information and engagement

The stakeholder meetings were accompanied by information distributed to the wider community through:

- Media releases
- Printed information:
 - ◆ Fact sheet – *'More trains, faster services right across Sydney'* (June 2014)
 - ◆ Fact sheet – *'Transforming Sydney'* (November 2014)
- Websites:
 - ◆ Sydney Metro Northwest (formerly North West Rail Link)
 - ◆ Transport for NSW
- Community Information Centres:
 - ◆ George Street, Sydney
 - ◆ Castle Hill (formerly North West Rail Link).

5.4.2 Project scope consultation and engagement June 2015

On 4 June 2015, the Premier of NSW announced a change to the name of the Sydney Rapid Transit project and that funding had been secured to progress planning on Sydney Metro City & Southwest. The announcement also initiated a round of consultation and engagement to collect stakeholder and community feedback on the project with a focus on preferred station locations, options for extra stations and information about the proposed rail line route, to help inform the development of the Environmental Impact Statement. Consultation during this period was completed along the Sydney Metro City & Southwest project alignment between Chatswood and Bankstown. Engagement activities have also continued throughout the preparation of the Environmental Impact Statement.

A summary of the issues raised during this period is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Further details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

Stakeholder meetings

Key stakeholders (including local government, NSW and Australian Government departments, peak bodies and industry associations) were briefed via meetings, presentations and phone calls. The briefings were designed to ensure stakeholders were adequately informed of the project (including the concept design alignment and station locations); to ensure issues and concerns were understood, captured and addressed in the planning process; and to receive feedback. A full list of stakeholders can be found in Appendix C (Stakeholder and community engagement report).

The project team also presented at the *Australian Financial Review* National Infrastructure Summit in June 2015.

Public information and engagement

Table 5-2 identifies the activities used to provide up-to-date information to the community and stakeholders.

Table 5-2 Community contact and information points

Activity	Date established	Detail
Community information line (toll free)	4 June 2015	1800 171 386
Community email address	4 June 2015	sydneymetro@transport.nsw.gov.au
Website	4 June 2015	www.sydneymetro.info
		This website includes an online forum function to collect feedback on various aspects of the project including station locations.
Postal address	4 June 2015	Sydney Metro City & Southwest PO Box K659, Haymarket, NSW 1240
Transport for NSW community information centre	4 June 2015	388 George Street, Sydney
Sydney Metro Northwest community information centre ¹	4 June 2015	Shop 490, Castle Towers Shopping Centre Old Castle Hill Road, Castle Hill

¹ The Transport for NSW community information centre has been operating in Castle Hill for a number of years, providing information on the North West Rail Link, now known as Sydney Metro Northwest. From 4 June 2015, the centre began providing information on Sydney Metro City & Southwest.

These activities were accompanied by:

- Place Managers, employed on the project since April 2015 to cover the following areas:
 - ◆ Chatswood to Sydney Harbour
 - ◆ Sydney CBD to Marrickville
 - ◆ Sydenham to Bankstown
- Community Information Sessions:
 - ◆ 13 June 2015 – Dougherty Community Centre (Auditorium)
 - ◆ 17 June 2015 – North Sydney Harbour View Hotel
 - ◆ 18 June 2015 – Marrickville Metro
 - ◆ 18 June 2015 – Transport for NSW Information Centre
 - ◆ 20 June 2015 – Crows Nest Markets
 - ◆ 20 June 2015 – Redfern Oval Community Room
 - ◆ 23 June 2015 – Canterbury-Hurlstone Park RSL
 - ◆ 27 June 2015 – Bankstown Sports Club
- Media releases
- Advertisements in local and ethnic newspapers:
 - ◆ Email alert – sent to 6,000 community members registered in the Sydney Metro City & Southwest and Northwest databases
- Printed materials
 - ◆ Booklet – *‘Project Overview’* (June 2015)
 - ◆ Booklet – *‘Delivering Sydney Metro, Industry Briefing’* (June 2015)
 - ◆ Newsletter – *‘Have your say, more choice, more opportunity with metro rail’* (June 2015):
 - 220,000 newsletters delivered to properties within about one kilometre of the proposed alignment and station locations
 - 3,500 newsletters handed out at Sydney Trains stations (Martin Place, St Leonards, Town Hall, Chatswood, North Sydney)
- Display of Project Overview and strategic options documents at Transport for NSW Information Centres and local councils affected by the project corridor.

Online forum

During the project scope engagement period and development of the Environmental Impact Statement, the Sydney Metro City & Southwest website included an online forum for public feedback about the proposal.

One of the objectives of the forum was to collect feedback from the local community on the planning process and how they would like to see the project delivered and impacts managed. The forums covered proposed station locations, station options, and management of construction impacts such as noise and vibration, and traffic. The responses to questions received have been considered in the preparation of the Environmental Impact Statement and will continue to be considered in ongoing project development.

During the project scope engagement period, from 4 June to 17 July 2015, the forum sought feedback on Sydney Metro and particularly the proposed station options around Barangaroo, Waterloo or The University of Sydney, St Leonards or Crows Nest and the Artarmon Industrial Area. There were 8,699 visitors to the forum.

In August 2015, the forum sought feedback on the planning process and how the project should be delivered and impacts managed. There were 2,140 visitors to the forum. A summary of the issues raised during this period, including from the online forums, is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Further details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

5.4.3 Industry consultation June 2015

An industry briefing was held on 16 June 2015 at the Roslyn Packer Theatre, Walsh Bay. Invitations to attend the briefing were included in:

- The Sydney Metro City & Southwest website
- Advertisements in Australian and international newspapers
- Direct invitations.

The briefing detailed plans for Sydney Metro City & Southwest, the project scope and the process for industry to contribute to the project and take part in its delivery. The session was attended by just under 500 industry representatives from Australian and international firms. Attendees received a copy of the booklet – *Delivering Sydney Metro, Industry Briefing*.

5.4.4 Project update announcement November 2015

On 16 November 2015, the Premier of NSW and Minister for Transport and Infrastructure announced the project's State Significant Infrastructure Application Report had been lodged with the Department of Planning and Environment, confirmed station locations at Crows Nest and Barangaroo and advised of ongoing investigations into a proposed metro station at either Waterloo or The University of Sydney.

Stakeholders directly affected by property acquisition were individually notified by the project team.

Engagement during this period was completed along the project alignment between Chatswood and Sydenham.

A summary of the issues raised during this period is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Further details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

Public information and engagement

The public contact and information points outlined in Table 5-2 above continued to provide up-to-date information to the community and stakeholders as part of this announcement.

These activities were again accompanied by:

- Place Managers, covering the following areas:
 - ◆ Chatswood to Sydney Harbour
 - ◆ Sydney CBD to Marrickville
- Media releases.

Communication tools were also introduced including:

- An animation including an artist impression of the trains and stations
- A 'Project Information' flyer and fridge magnet delivered to 37,000 properties within 60 metres of the project alignment
- An updated 'Project Update' (November 2015) booklet
- Early Community Consultation Submissions Report (November 2015)
- Newspaper advertising (State significant infrastructure application report notice)
- Fact sheets for owners and tenants explaining the acquisition process
- Email update (to registered stakeholders)
- Translation service available.

Stakeholder meetings

Key stakeholders (including local government, NSW and Australian Government departments, peak bodies and industry associations) were again briefed via meetings, presentations and phone calls. A full list of stakeholders can be found in Appendix C (Stakeholder and community engagement report).

5.4.5 Industry consultation December 2015

An industry briefing was held on 4 December 2015 at the Civic Pavilion in The Concourse, Chatswood. Invitations to attend the briefing were included in:

- The Sydney Metro City & Southwest website
- Advertisements in Australian and international newspapers
- Direct invitations.

The briefing detailed plans for Sydney Metro City & Southwest, the project scope and the process for industry to contribute to the project and take part in its delivery. The session was attended by just over 460 industry representatives from Australian and international firms. Attendees received a copy of the booklet – *Sydney Metro, City & Southwest Industry Briefing*.

5.4.6 Waterloo Station announcement February 2016

On 11 February 2016, the Minister for Transport and Infrastructure announced the location of Waterloo Station.

Stakeholders directly affected by property acquisition were individually notified by the project team.

Engagement during this period was completed around the Waterloo Station site.

A summary of the issues raised during this period is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Further details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

Public information and engagement

The public contact and information points outlined in Table 5-2 continued to provide up-to-date information to the community and stakeholders as part of this announcement.

These activities were again accompanied by:

- The Place Manager, covering Sydney CBD to Marrickville area
- Media release

Communication tools were also introduced including:

- An updated '*Project Update*' (February 2016) booklet
- Email update (to registered stakeholders)
- Translation service available.

Stakeholder meetings

Key stakeholders were again briefed via meetings, presentations and phone calls. A full list of stakeholders can be found in Appendix C (Stakeholder and community engagement report).

5.4.7 Blues Point temporary site

On 22 and 23 February 2016, the project team Place Managers visited residential and business properties adjacent to the Blues Point temporary site. In addition, a factsheet was delivered to properties along Blues Point Road and all businesses (up to Union Street), visited by the Place Managers.

A summary of the issues raised during this period is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement. Further details of this stage of engagement can be found in Appendix C (Stakeholder and community engagement report).

Public information and engagement

The public contact and information points outlined in Table 5-2 continued to provide up-to-date information to the community and stakeholders on this component of the project.

Communication tools were also introduced including:

- Fact sheet 'Blues Point Temporary Retrieval Site' (February 2016)
- Construction site info graphic (used when talking to stakeholders)
- Translation service available.

Stakeholder meetings

Key stakeholders were again briefed via meetings, presentations and phone calls. A full list of stakeholders can be found in Appendix C (Stakeholder and community engagement report).

5.4.8 Marrickville dive site pre-cast facility April 2016

On 21 April 2016, the project team Place Managers visited commercial properties adjacent to the Marrickville dive site pre-cast facility.

Stake holder meetings

Key stakeholders were again briefed via meetings, presentations and phone calls. A full list of stakeholders can be found in Appendix C (Stakeholder and community engagement report).

5.5 Contact statistics

Table 5-3 outlines the contacts received by the project team between 11 June 2014 and the finalisation of the Environmental Impact Statement.

Table 5-3 Contact statistics between 11 June 2014 and 30 April 2016

Activity	Number of contacts
Calls to 1800 171 386	247
Emails to sydneymetro@transport.nsw.gov.au	870
Project update subscriptions	5375
Doorknocks	911
Meetings	528
Website visitors – total hits	1,948,542
Online forum visitors – Project scope engagement, 4 June to 17 July 2015	8,699
Online forum visitors – Planning process engagement, August 2015	2,140
Community information sessions (June and July 2015)	About 800 attendees
Submissions	More than 1, 500
Industry engagement	About 1,000 attendees

5.6 Stakeholder and community feedback

As outlined in Section 5.4.2, a round of consultation and engagement to collect stakeholder and community feedback on the project was carried out in June 2015 with a focus on preferred station locations, options for extra stations and information about the proposed rail line route. More than 1,500 submissions were received as part of this early consultation process. The project team reviewed each submission and prepared a report that captured key themes raised and how the Sydney Metro City & Southwest concept has been modified as a direct result of community input. This report was made publicly available on the project website in November 2015. A summary of the issues raised and an outline of the project response is provided in Table 5-4.

Table 5-4 Project response to feedback received

Feedback received	Project response
Artarmon Industrial Area Station	
<p>The majority of the submissions supported an Artarmon Industrial Area station. The main reasons for this support were:</p> <ul style="list-style-type: none"> ○ Meeting a public transport need for the workers in the area ○ Reducing the number of cars in the area ○ Providing a more convenient location than the current Artarmon Station ○ Supplementing the current council bus service. <p>A small number of submissions were made against the proposed station. Reasons included:</p> <ul style="list-style-type: none"> ○ The absence of a town centre or central area ○ A lack of demand ○ That Artarmon already has a train station ○ That visitors to the area are mostly purchasing larger items that cannot be carried on public transport ○ That the station should be located at Lane Cove instead. <p>Willoughby City Council expressed support for a station in the area, provided the industrial uses, employment and services in the area are maintained for future employment use.</p>	<p>The benefits of a station at this location are dependent on the realisation of urban renewal opportunities in the area. However, consultation with major stakeholders indicated that there was limited support for such a major land use change. This important industrial area is uniquely located with high-quality access for medium and large vehicles, and with a substantial buffer between industry and residential uses.</p> <p>The area is likely to retain its industrial uses, employment and services, resulting in a low demand for rail transport.</p> <p>Therefore the project would not include an Artarmon Industrial Area Station. A metro station at this location would not offer any significant opportunity to relieve the existing transport network, including buses.</p>

Feedback received	Project response
Artarmon Reserve and the tunnel from the Chatswood area	
<p>At the time of consultation, the project was in the process of identifying where the new twin railway tunnels would start their dive underground. Options included in the project overview document were St Leonards and just south of Chatswood.</p> <p>Most submissions received on this issue supported the project being in tunnel (or underground) from the Chatswood area. This support was largely due to concerns about the impacts of aboveground rail on localities such as Artarmon, and in particular on the flora and fauna in Artarmon Reserve.</p> <p>Willoughby City Council also stated the need to avoid and protect Artarmon Reserve.</p> <p>No submissions were made against the project being underground from the Chatswood area.</p>	<p>It is now proposed that the project would be underground from an area south of Chatswood.</p> <ul style="list-style-type: none"> ○ An underground line would: ○ Avoid any harm to the flora and fauna in Artarmon Reserve, particularly the Blue Gum population ○ Protect the heritage value of the current Artarmon Station ○ Minimise impact on the community associated with a surface option, including noise, traffic, potential property acquisitions and impacts on existing stations.
St Leonards or Crows Nest Station options	
<p>The majority of feedback on this issue supported a station in the Crows Nest area, in order to provide necessary public transport, increase accessibility to small businesses and restaurants, and support the growing population. No submissions state a direct opposition to a station being built at Crows Nest.</p> <p>A small number of submissions support a metro station at the current St Leonards Station to provide access to public services and facilities, such as hospitals, schools and TAFE.</p> <p>A larger number of submissions were opposed to St Leonards, mainly due to the fact that it is already well serviced by public transport.</p> <p>A small number of submissions support both St Leonards and Crows Nest, as building both stations is seen as the only way that the entire area could be sufficiently serviced by public transport.</p>	<p>Based on investigations to date, and stakeholder and community feedback, the project now includes a station at Crows Nest. Crows Nest is an active and vibrant village centre, with its cafes, restaurants and shops attracting many visitors. A station at Crows Nest would be located at the western fringe of the village to protect and maintain the character of Willoughby Road. The addition of Crows Nest Station to the area would almost double the number of people within a 30-minute walk to a station.</p> <p>Both the St Leonards and Crows Nest areas are experiencing rapid growth in high-rise residential accommodation and mixed-use developments, increasing the need for quality, reliable transport.</p> <p>The location for the proposed Crows Nest Station carefully balances the aim of facilitating access to St Leonards and its surrounding commercial and residential zones while also extending the rail catchment towards the village along Willoughby Road and adjoining residential areas.</p>

Feedback received	Project response
Barangaroo	
<p>The majority of submissions received in response to this option, including from the City of Sydney, support a station at Barangaroo. The location was seen to have many advantages, including providing access to the new development and the surrounding entertainment precincts (including Walsh Bay).</p> <p>A small number of submissions were opposed to Barangaroo Station, stating that it was not needed, costs too much, and would not be used by residents at Barangaroo.</p>	<p>The NSW Government has committed to the inclusion of this station in the proposed project scope, which would improve accessibility to this area. The location, north of Wynyard, would increase the number of people within walking distance of a station.</p> <p>The station would ease congestion at Wynyard and Martin Place Stations, and provide a new east-west connection across the Sydney CBD, connecting the new financial hub at Barangaroo with the existing financial centre at Martin Place. It would also provide access to ferry services from the new Barangaroo ferry hub, the Walsh Bay arts precinct, King Street Wharf, and Barangaroo Reserve.</p>
The University of Sydney or Waterloo	
<p>The majority of feedback received for this issue favoured a station being built at The University of Sydney. Reasons were mainly centred on greater accessibility to the University, Royal Prince Alfred Hospital, Broadway shopping centre, businesses located in Glebe and nearby entertainment facilities.</p> <p>Submissions against a station at The University of Sydney stated that the University was well serviced by Redfern Station and numerous bus routes, and that many students live locally.</p> <p>Submissions received in support of a station at Waterloo expressed that both Green Square Station and Redfern Station were not close enough to Waterloo for the residents to efficiently use these services. These services, as well as bus routes running through Waterloo, are seen to be not coping with demand, and road congestion is an issue in the area. Residents are concerned that current public transport will not be able to cater for Waterloo's rapidly increasing population.</p> <p>Submissions against a station at Waterloo argued that Green Square and Redfern stations, and bike paths, already serviced the area, and that a more cost effective alternative would be to add a station onto the current airport line.</p> <p>A small number of submissions supported stations at both The University of Sydney and Waterloo. These submissions stated that having both stations would encourage people to catch public transport and would ease road congestion overall.</p>	<p>A station at Waterloo would take pressure off Redfern and Green Square stations and provide local residents with more public transport options, while encouraging the introduction of new homes, jobs, parks and community facilities to meet the needs of a growing Sydney.</p> <p>A new metro station at Waterloo would help revitalise the Waterloo precinct and would also:</p> <ul style="list-style-type: none"> ● Provide a high quality connection with bus services along Botany Road ● Provide additional connectivity to Australian Technology Park and Redfern Station ● Contribute to the NSW Government objective to transform Waterloo and Redfern. <p>The metro station would also allow further development and expansion of the Global Economic Corridor between the Sydney CBD and Green Square.</p>

A summary of the issues raised in the submissions relevant to the Environmental Impact Statement along with feedback received since the project announcement (11 June 2014) is provided in Table 5-5 along with a cross-reference to where the issues are addressed in the Environmental Impact Statement.

Table 5-5 Community and stakeholder issues raised

Issues raised	Individuals and businesses	Government	Peak bodies / community groups	Environmental Impact Statement reference
Sydney Metro – project wide				
Connectivity with other modes of public transport; bicycle and pedestrian networks		●	●	Chapter 6 (Project description – operation) Chapter 9 (Operational traffic and transport)
Connectivity to social infrastructure		●		Chapter 19 (Social impacts and community infrastructure)
Commuter parking		●	●	Chapter 9 (Operational traffic and transport)
Traffic congestion around stations		●	●	Chapter 8 (Construction traffic and transport) Chapter 9 (Operational traffic and transport)
Impacts to parking, delivery bays and local road network	●			Chapter 8 (Construction traffic and transport) Chapter 9 (Operational traffic and transport)
Protection of parks and reserves and endangered ecological communities	●	●	●	Chapter 20 (Biodiversity)
Protection of heritage items and conservation areas	●	●	●	Chapter 14 (Non-Aboriginal heritage) Chapter 15 (Aboriginal heritage)
Additional / alternative stations	●	●	●	Chapter 4 (Project development and alternatives)
Urban density / development over and around new metro stations	●	●	●	Chapter 6 (Project description – operation) Chapter 12 (Land use and property)
Tunnel and construction methodology / preference for alternatives (like the Harbour Bridge)	●			Chapter 4 (Project development and alternatives) Chapter 7 (Project description – construction)
Noise pollution (during construction and operation)	●		●	Chapter 10 (Construction noise and vibration) Chapter 11 (Operational noise and vibration)
Overcrowding at existing stations	●	●	●	Chapter 3 (Strategic need and justification) Chapter 9 (Operational traffic and transport)
Accessibility (more / larger lifts and train / platform gaps)	●		●	Chapter 6 (Project description – operation)
Property acquisitions	●	●		Chapter 12 (Land use and property)
Power use and sustainability	●	●		Chapter 25 (Sustainability)
Station facilities (platform screen doors, seating, bicycle facilities, weather protection, taxi ranks, kiss-and-ride and lockers)	●	●	●	Chapter 6 (Project description – operation) Chapter 9 (Operational traffic and transport)
Replacement services / station closures during construction	●	●	●	Chapter 8 (Construction traffic and transport)

Issues raised	Individuals and businesses	Government	Peak bodies / community groups	Environmental Impact Statement reference
Tunnelling around St Peters and Newtown	●			Chapter 10 (Construction noise and vibration)
Spoil management		●		Chapter 24 (Waste management)
Request for steering committees and community consultation groups		●	●	This chapter
Underground pedestrian links to stations	●			Chapter 6 (Project description – operation)
Management of construction traffic / traffic control around construction sites	●			Chapter 8 (Construction traffic and transport)
Chatswood surface works / tunnel				
Impacts to Artarmon	●			Chapter 4 (Project development and alternatives)
Impacts to Artarmon Reserve and Artarmon Oval	●	●	●	Chapter 4 (Project development and alternatives)
Preference for tunnelling to reduce construction and operational noise and construction access along local roads	●		●	Chapter 4 (Project development and alternatives)
Artarmon Industrial Area Station				
Support for a station to support local employment, relieve pressure at the existing Artarmon Station and provide access to the hospitals, schools and TAFE	●	●		Chapter 4 (Project development and alternatives)
Opposition due to lack of density and existing station at St Leonards	●			Chapter 4 (Project development and alternatives)
St Leonards / Crows Nest Station				
Support for St Leonards to utilise existing spare platforms, encourage transit-orientated development, expand the commercial centre and provide access to the hospitals, schools and TAFE	●	●		Chapter 4 (Project development and alternatives)
Support for Crows Nest as parking is limited, buses through the area are crowded and St Leonards has an existing station	●	●	●	Chapter 4 (Project development and alternatives)
Support for both stations to reduce crowding at the existing station, relieve pressure on the North Shore Line and support increased housing density in the area	●			Chapter 4 (Project development and alternatives)
Traffic impacts on the Pacific Highway / loss of right turn at Hume Street	●			Chapter 8 (Construction traffic and transport)

Issues raised	Individuals and businesses	Government	Peak bodies / community groups	Environmental Impact Statement reference
Loss of kerbside parking for customers of local businesses	●			Chapter 8 (Construction traffic and transport) Chapter 9 (Operational traffic and transport)
Loss of the post office	●			Chapter 19 (Social impacts and community infrastructure)
How will the station fit into Council's Master Plan for Crows Nest	●			Chapter 12 (Land use and property)
Victoria Cross Station				
Loss of local small business / restaurants through property acquisition	●			Chapter 13 (Business impacts)
Pedestrian routes during construction / loss of foot traffic to businesses	●			Chapter 8 (Construction traffic and transport) Chapter 13 (Business impacts)
Blues Point temporary site				
Local traffic impacts	●		●	Chapter 8 (Construction traffic and transport)
Loss of parking	●		●	Chapter 8 (Construction traffic and transport)
Noise and vibration from construction	●		●	Chapter 10 (Construction noise and vibration)
Construction timeframe and working hours			●	Chapter 7 (Project description – construction)
Local air quality impacts from construction			●	Chapter 22 (Air quality)
Heritage impacts			●	Chapter 14 (Non-Aboriginal heritage) Chapter 15 (Aboriginal heritage)
Cumulative impacts with other nearby developments			●	Chapter 26 (Cumulative impacts)
Barangaroo Station				
Support for a station as long as it does not justify further development of the site		●		Chapter 4 (Project development and alternatives)
Support for the station to reduce crowding at Wynyard, support the redevelopment of the site and access to the new headland reserve, Walsh Bay and Millers Point	●			Chapter 4 (Project development and alternatives)
Preference for Barangaroo Central station location		●		Chapter 4 (Project development and alternatives)

Issues raised	Individuals and businesses	Government	Peak bodies / community groups	Environmental Impact Statement reference
Martin Place Station				
Integrate Sydney Metro station with an upgrade to the existing Martin Place Station		●		Chapter 4 (Project development and alternatives) Chapter 6 (Project description – operation)
Integrated station access points		●		Chapter 6 (Project description – operation) Chapter 9 (Operational traffic and transport)
Pitt Street Station				
Integrated station access points		●		Chapter 4 (Project development and alternatives) Chapter 6 (Project description – operation) Chapter 9 (Operational traffic and transport)
Waterloo / The University of Sydney Station				
Support for The University of Sydney Station over Waterloo to increase access to education and health precinct, Broadway and Glebe, and reduce traffic and bus congestion on King Street and Parramatta Road	●	●	●	Chapter 4 (Project development and alternatives)
Opposition to The University of Sydney Station due to existing public transport servicing the area (buses and Central Station)	●			Chapter 4 (Project development and alternatives)
Opposition to Waterloo Station due to existing public transport servicing the area (Green Square and Redfern Stations)	●			Chapter 4 (Project development and alternatives)
Support for Waterloo Station due to future redevelopment plans and increasing population, lack of existing transport services; services not coping with demand; road congestion impacting bus services.	●			Chapter 4 (Project development and alternatives)
Support for having both stations to be included	●			Chapter 4 (Project development and alternatives)

In addition to the above, regular consultation has been carried out with government agencies throughout the development of the design and the Environmental Impact Statement.

A summary of the key issues raised during this consultation and the project response is provided in Table 5-6.

Table 5-6 Project response to agency consultation

Nature of consultation and application to the project
Roads Integration Working Group (CBD Coordination Office, Roads and Maritime Services, Department of Planning and Environment)
Regular meetings were held with the Roads Integration Working Group between June and December 2015.
Traffic impact assessment methodology
The proposed traffic impact assessment methodology was presented and discussed with the Roads Integration Working Group.
Haul routes
Consultation identified that haul routes should minimise traffic impacts in the Sydney CBD and avoid the use of the key bus routes along Elizabeth and Castlereagh streets as much as possible.
Haul routes in the Sydney CBD have been designed to exit the Sydney CBD as efficiently as possible. The haul routes to and from the Pitt Street construction sites were specifically altered to reduce the use of Elizabeth and Castlereagh streets.
Impacts to road space in the Sydney CBD
Consultation identified that the end-state design should not encroach into existing road space in the Sydney CBD.
Design of the stations has avoided the used of pedestrian blisters into existing road space. Where additional pedestrian space was required, this was achieved by creating pedestrian plazas and storage space within the metro station site.
Mowbray Road / Pacific Highway intersection
Consultation has occurred with Roads and Maritime Services to ensure that the Sydney Metro scope of works at this intersection safeguards any future upgrade of the intersection by Roads and Maritime.
Construction traffic impacts in the Sydney CBD
Consultation identified that the use of heavy vehicles in the Sydney CBD should be minimised. Options to barge spoil and other materials should be investigated.
The feasibility of barging of spoil and other material would continue to be investigated during detailed design and construction planning.
Sydney Trains
Maintenance access at Central Station
Sydney Train identified a need for permanent maintenance access into Sydney Yard.
The project includes the provision of a permanent access bridge from Regent Street to Sydney Yard to provide dedicated maintenance access.
Operations at Central Station during construction
Sydney Metro has and will continue to consult with Sydney Trains to ensure Central Station can continue to provide necessary services during construction with the removal of platforms 13 to 15.
Works in the T1 North Shore Line
Through consultation, Sydney Trains expressed a desire for works within the T1 North Shore Line to be minimised.
The location of the northern dive structure minimises the extent of work within the T1 North Shore Line, the potential number of possessions and the potential impacts to the T1 North Shore Line compared to the other options.

Nature of consultation and application to the project
Heritage Advisory Panel (Sydney Trains, Department of Planning and Environment)
Three meetings were held with the Heritage Advisory Panel between June and October 2015.
<p>Impacts at Central Station</p> <p>Sydney Trains provided information regarding key heritage items and the importance of individual items. The potential key heritage impacts at Central Station were presented to the Panel. Sydney Trains highlighted the importance of the Lost Property Office at Central Station.</p> <p>Key heritage items have been an ongoing consideration in the options assessment and design of the stations. The design of Central Station metro concourse has aimed to limit direct impacts to the Lost Property Office</p>
<p>Impacts at Martin Place Station</p> <p>Consultation with Sydney Trains has informed the design of the platform to platform connection at Martin Place. Ongoing consultation would help inform the future material and finishes for the interface.</p>
Maritime Group (Port Authority of NSW and Roads and Maritime Services)
<p>Shipping channels</p> <p>Consultation identified the potential for impacts to shipping channels, mainly associated with Viva Energy ships, associated with the Sydney Harbour ground improvement work.</p> <p>This consultation led to the development of the construction method for the ground improvement work to carry out one grout zone at a time in order to maintain shipping channels.</p>
Barangaroo Delivery Authority
<p>Prior to and following the announcement of a metro station at Barangaroo, a working part was formed involving Sydney Metro, Barangaroo Delivery Authority, Department of Premier and Cabinet and Treasury. Between June and December 2015, 11 meetings were held.</p> <p>In addition, regular interface has occurred directly with Barangaroo Delivery Authority.</p>
<p>Impacts to construction of Central Barangaroo</p> <p>Consultation has been carried out to plan the metro construction site to limit the use of space within Central Barangaroo. Ongoing consultation would be carried out to manage the potential conflicts between the two construction projects.</p> <p>The station was also progressed as a cut-and-cover rather than a mined station which results in a reduction to the construction timeframe.</p>
<p>Integration with the Central Barangaroo master plan</p> <p>The station and transport interchange arrangement have been developed in consultation with Barangaroo Delivery Authority to responds to the Barangaroo master plan and the preferred design for Hickson Road, including safeguarding for a future light rail.</p>
<p>Station entries to serve Barangaroo South and events in Barangaroo Reserve</p> <p>Two station entries have been planned with one towards the southern extent to help serve the Barangaoro South precinct and one to the north to serve Barangaroo Reserve and events.</p>
<p>Hickson Road</p> <p>Consultation with Barangaroo Delivery Authority has been carried out in relation to the use of Hickson Road during construction.</p> <p>Construction works at Barangaroo have been planned to keep Hickson Road open to traffic through staging of the excavation works, although there may be discreet periods when a full closure is required (most likely at night).</p> <p>Consultation would continue with Barangaroo Delivery Authority in relation to the coordination of works and traffic management arrangements within Hickson Road.</p>

Nature of consultation and application to the project
UrbanGrowth NSW
<p>Meetings with Urban Growth NSW commenced in June 2014 to discuss the opportunity for an additional station within the Central to Eveleigh precinct.</p> <p>Following the announcement of Waterloo Station, weekly project meeting have been carried out with UrbanGrowth NSW, Family and Community Services and Housing NSW.</p>
<p>Central to Eveleigh Urban Transformation and Transport Program</p> <p>Consultation in relation to the Central to Eveleigh Urban Transformation and Transport Program led to the opportunity for an additional station between Central and Sydenham, later determined to be located at Waterloo.</p>
<p>Waterloo Station design</p> <p>Since the announcement of Waterloo Station, consultation with UrbanGrowth NSW, Family and Community Services and Housing NSW has informed the station design, end-state transport interchange arrangements and the station location (planned to minimise impacts on social housing tenants).</p>
Willoughby City Council
<p>Willoughby City Council has been kept informed of scope of the project and the broader Sydney Metro program. This includes:</p> <ul style="list-style-type: none"> ○ The closure and demolition of Nelson Street bridge ○ Ongoing conversations regarding the use of residual land.
North Sydney Council
<p>Integration with urban domain and strategic plans – Crows Nest</p> <p>Consultation has been carried out with North Sydney Council in order for the station to support their urban domain and strategic plans at Crows Nest. This includes:</p> <ul style="list-style-type: none"> ○ The Hume Street entry integrates with the proposed upgrade of Hume Street Park ○ The northern station entry serves the commercial core of St Leonards ○ The station avoids impacts to Crows Nest Village ○ Provision of active transport connections between station entries and existing links.
Integration with urban domain and strategic plans – Victoria Cross
<p>Consultation has been carried out with North Sydney Council in order for the station to support their urban domain and strategic plans at North Sydney. This includes:</p> <ul style="list-style-type: none"> ○ Supporting the desire for strong commercial and specialised centres at North Sydney ○ Fitting in with the future desire for Miller Street as a premier civic space ○ East-west permeability with a connection from Miller Street to Dennison Street ○ Preference for aboveground pedestrian movements ○ Provision of active transport connections between station entries and existing links.

Nature of consultation and application to the project

City of Sydney Council

Integration with urban domain and strategic plans

Consultation has been carried out with City of Sydney Council in order to support their urban domain and strategic plans in the Sydney CBD. This includes:

- Removal of access points to underground concourse within Martin Place
- ensuring consistency with Martin Place masterplan, built form desires and urban design strategies
- Not precluding the provision of a future retail space beneath Martin Place
- Providing quality connections between the two Martin Place stations
- Supporting the vision of three squares:
- Allowing the City of Sydney to proceed with Town Hall Square
- Supporting the longer term Central square vision through transport connectivity
- Providing the opportunity for an underground connection from Pitt Street Station to the future Town Hall Square
- Understanding the role of Pitt Street Station as an interchange place between Town Hall and Museum stations, buses and Light Rail
- Provision of active transport connections between station entries and existing links.

Marrickville Council

Marrickville Council has been kept informed of scope of the project and the broader Sydney Metro program. This includes:

- Signalisation of the Edinburgh Road / Edgeware Road / Bedwin Road intersection
- Provision of flooding advice from Marrickville Council to Sydney Metro
- Ongoing conversations regarding the use of residual land.

Sydney Motorways Corporation

Consultation with Sydney Motorways Corporation was carried out in relation to coordination of Sydney Metro and WestConnex Stage 3 tunnel alignments.

Utility providers

Consultation has been carried out with various utility providers between November 2015 and March 2016. This has included meetings with Ausgrid, Sydney Water, Transgrid, Telstra and Optus among others in order to identify the location of existing assets to inform design. For example, the location of the Marrickville dive was adjusted to reduce the interface with the 330 kV Transgrid cable and the tunnel alignment was lowered to avoid the curtilage of the Sydney Water Tank Stream.

Commonwealth Department of the Environment

Consultation with the Commonwealth Department of the Environment confirmed that Matters of National Environmental Significance would not be affected by the project.

State Emergency Service

A meeting was held with the State Emergency Service (SES) to discuss potential construction and operational phase flooding impacts in the vicinity of the Marrickville dive site, including the flood evacuation routes in the area.

The SES requested ongoing consultation during construction planning and the development of the flood management plan for the Marrickville dive site.

5.7 Future consultation and engagement

5.7.1 Public exhibition of Environmental Impact Statement

The Department of Planning and Environment will place this Environmental Impact Statement on public exhibition for a minimum of 30 days (as per Section 115Z of the EP&A Act). During the exhibition period, government agencies, project stakeholders and the community will be able to review the Environmental Impact Statement and will have an opportunity to make a written submission to the Department of Planning and Environment for consideration in its assessment of the project.

Advertisements will be placed in newspapers and newsletters delivered along the project corridor to advise of the public exhibition and where the Environmental Impact Statement can be viewed, and details on community consultation activities and information sessions. A full list of the activities to be implemented are included in Table 5-7.

Submissions report

At the completion of the public exhibition period for the Environmental Impact Statement, the Department of Planning and Environment will collate and provide Transport for NSW with a copy of all submissions received. After reviewing the submissions, Transport for NSW 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 and Environment website. Anyone making a public submission will receive a letter notifying them of the publication of the submissions report on the Department of Planning and Environment website.

If changes are required to the project as a result of the issues raised in submissions or to minimise environmental impact, a preferred infrastructure report may also be required. If this is required, Transport for NSW would prepare the report to address the changes to the design and submit this for review to the Department of Planning and Environment. This report may be made available for public review.

5.7.2 Ongoing consultation and engagement activities

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 5-7.

Table 5-7 Ongoing consultation and engagement activities

Activity	Timing	Design	EIS exhibition	Delivery	Operation
Awareness and marketing campaign to engage future customers	Ongoing	●	●	●	●
Community event stalls	Ongoing		●	●	
Community information centres	Ongoing	●	●	●	
Community information sessions	Mid-2016		●		
Construction communications plan	Prior to construction			●	
Construction complaints management system	Prior to construction			●	
Construction notifications	Seven days prior to construction starting			●	
Displays at council offices	Mid-2016		●		
Doorknocks	As required	●	●	●	●
Email updates	Relevant milestones	●	●	●	●
Enquiries and complaints hotline	Ongoing	●	●	●	●
Environmental Impact Statement summary document	Mid-2016		●		
Fact sheets	As required	●	●	●	●
Government stakeholder engagement	As required; relevant milestones	●	●	●	●
Local business engagement	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	●	●	●	●
Stakeholder Engagement and Communications Plan	Ongoing	●	●	●	
Stakeholder meetings	As required; relevant milestones	●	●	●	●
Website, animations and online forums	Ongoing	●	●	●	

Transport for NSW would also specifically consult with stakeholders to fulfil mitigation measures outlined in this Environmental Impact Statement. These consultation activities are identified in the relevant mitigation measures in Chapter 27 (Consolidated environmental mitigation measures and environmental performance outcomes).

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