

7 Consultation

NSW Roads and Maritime Services (Roads and Maritime) has commissioned Sydney Motorway Corporation (SMC) to deliver WestConnex, on behalf of the NSW Government. Roads and Maritime is the proponent for the project.

This chapter provides an overview of the consultation activities undertaken before and during the preparation of this environmental impact statement (EIS), and outlines the activities planned during the public exhibition of the EIS as well as before and during the construction stage of the M4-M5 Link project (the project).

The Secretary of the NSW Department of Planning and Environment (DP&E) has issued environmental assessment requirements for the project. These are referred to as Secretary's Environmental Assessment Requirements (SEARs). **Table 7-1** sets out these requirements and the associated desired performance outcomes that relate to consultation, and identifies where they have been addressed in this EIS.

Table 7-1 SEARs – consultation

Desired performance outcome	SEARs	Where addressed in the EIS
<p>4. Consultation</p> <p>The project is developed with meaningful and effective engagement during project design and delivery.</p>	<p>1. The project must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups (including Local Aboriginal Land Councils, Aboriginal stakeholders, and pedestrian and bicycle user groups), affected landowners, businesses and the community.</p>	<p>Details of consultation activities carried out and information provided to stakeholders during preparation of the EIS are provided throughout this chapter. The chapter summarises the broad range of engagement and consultation activities undertaken with the relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups (including Local Aboriginal Land Councils, Aboriginal stakeholders, and pedestrian and cyclist user groups), affected landowners, businesses and the community.</p>
	<p>2. The Proponent must document the consultation process, and demonstrate how the project has responded to the inputs received.</p>	<p>The consultation process is outlined in section 7.1.</p> <p>Section 7.1 outlines the issues raised by government agencies, local councils and the community and identify where these issues have been addressed in the EIS.</p> <p>Section 7.2 provides a summary of design considerations and responses to issues and requests made.</p>

Desired performance outcome	SEARs	Where addressed in the EIS
	<p>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.</p>	<p>Section 7.6.2 details the consultation process and the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.</p> <p>Section 7.6.3 details the consultation process for the project's operational phase.</p>
<p>6. Biodiversity</p> <p>The project design considers all feasible measures to avoid and minimise impacts on terrestrial and aquatic biodiversity.</p> <p>Offsets and/or supplementary measures are assured which are equivalent to any remaining impacts of project construction and operation.</p>	<p>2. The Proponent must assess any impacts on biodiversity values not covered by the FBA. Impacts on species, populations and ecological communities that will require further consideration and provision of information specified in section 9.2 of the FBA include any identified through consultation with the OEH. Species specific surveys shall be undertaken for those species and in accordance with the survey requirements specified by the OEH. The Proponent must identify whether the project as a whole, or any component of the project, would be classified as a Key Threatening Process (KTP) in accordance with the listings in the <i>Threatened Species Conservation Act 1995</i> (TSC Act), <i>Fisheries Management Act 1994</i> (FM Act) and <i>Environment Protection and Biodiversity Conservation Act 2000</i> (Commonwealth) (EPBC Act).</p>	<p>The assessment and management of biodiversity is detailed in Chapter 18 (Biodiversity).</p> <p>Details of meetings with the NSW Office of Environment and Heritage (OEH) can be found in section 7.3.4 in this chapter.</p>
<p>9. Socio-economic, Land Use and Property</p> <p>The project minimises adverse social and economic impacts and capitalises on opportunities potentially available to affected communities.</p> <p>The project minimises impacts to property and business and achieves appropriate integration with adjoining land uses, including maintenance of appropriate access to properties and community facilities, and minimisation of displacement of existing land use activities, dwellings and infrastructure.</p>	<p>7. Where the project is predicted to impact on utilities the Proponent must undertake a Utilities Management Strategy. The strategy must identify proposed management strategies, including relocation or adjustment of the utilities, and their estimated timing and duration. This strategy must be developed in consultation with the relevant utility owners or providers.</p> <p>8. A Draft Community Consultation Framework must be prepared identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback and procedures for resolving stakeholder and community complaints during construction and operation. Key issues that must be addressed in the</p>	<p>Section 7.3.5 describes consultation with utility and service providers that has been carried out for this project.</p> <p>A Utilities Management Strategy has been developed in consultation with utility and service providers. Refer to Appendix F (Utilities Management Strategy).</p> <p>A Draft Community Consultation Framework is included in Appendix G (Draft Community Consultation Framework).</p> <p>Chapter 14 (Social and economic) and Appendix P (Technical working paper: Social and economic) describes the business impact surveys that</p>

Desired performance outcome	SEARs	Where addressed in the EIS
	<p>draft Framework include, but are not limited to:</p> <ul style="list-style-type: none"> (a) traffic management (including property access, pedestrian access) (b) landscaping/urban design matters (c) construction activities including out of hours work (d) noise and vibration mitigation and management. 	<p>were carried out for the project.</p>
<p>12. Flooding</p> <p>The project minimises adverse impacts on existing flooding characteristics.</p> <p>Construction and operation of the project avoids or minimises the risk of, and adverse impacts from, infrastructure flooding, flooding hazards, or dam failure.</p>	<p>1. The Proponent must assess and (model where required) the impacts on flood behaviour during construction and operation for a full range of flood events up to the probable maximum flood (taking into account sea level rise and storm intensity due to climate change) including:</p> <p>(h) impacts the development may have upon existing community emergency management arrangements for flooding. These matters must be discussed with the State Emergency Services and Council;</p>	<p>Chapter 17 (Flooding and drainage) outlines the flooding assessment and management measures for the project that have been developed in consultation with relevant stakeholders.</p> <p>Section 7.3.4 and section 7.3.7 details the meetings held with stakeholders including council and State Emergency Services as well as other emergency service providers.</p>
<p>14. Heritage</p> <p>The design, construction and operation of the project facilitates, to the greatest extent possible, the long term protection, conservation and management of the heritage significance of items of environmental heritage and Aboriginal objects and places.</p> <p>The design, construction and operation of the project avoids or minimises impacts, to the greatest extent possible, on the heritage significance of environmental heritage and Aboriginal objects and places.</p>	<p>4. Where impacts to Aboriginal objects and/or places are proposed, consultation must be undertaken with Aboriginal people in accordance with the current guidelines.</p>	<p>Consultation undertaken for this assessment is outlined in Chapter 21 (Aboriginal heritage). A summary is provided in this chapter in section 7.3.8.</p> <p>For the construction and operational phases of the project, should it be approved, a Construction Heritage Management Plan would detail how construction impacts on historic and Aboriginal heritage would be minimised and managed, including training and induction processes for construction personnel.</p>

7.1 Community and stakeholder engagement overview

7.1.1 The project as part of the WestConnex program of works

The project is a component of the WestConnex program of works, which is part of the NSW Government's integrated transport solution for Sydney. The WestConnex program of works is made up of projects comprising the M4 Widening, M4 East, King Georges Road Interchange Upgrade, New M5 and the M4-M5 Link (the subject of this EIS).

There are two elements to the community and stakeholder engagement approach including:

- Consultation and communication undertaken to support the WestConnex program of works
- Consultation and communication undertaken to support the development of the project.

These elements are described below.

Program consultation and communication

Engagement on WestConnex started in 2012 with early consultation during the development of the original *WestConnex Strategic Environmental Review* (Sydney Motorways Project Office 2013a) and the *WestConnex Business Case* (Sydney Motorways Project Office 2013b). The Strategic Environmental Review and an executive summary of the business case (Sydney Motorways Project Office 2013a) were published on the WestConnex website.

During development of the WestConnex program of works since 2012, the focus of communication and engagement was to articulate the local and broader regional and state-wide benefits of WestConnex. The aims were to build awareness and understanding of the program, identify key issues and community and stakeholder concerns and develop design solutions to mitigate impacts on local communities.

In 2015, the Strategic Environmental Review and WestConnex Strategic Business Case were updated with the latest detail on WestConnex projects, including the M4-M5 Link. This information was published in the *WestConnex Updated Strategic Business Case* (Sydney Motorway Corporation 2015) and is available on the WestConnex website (<https://www.westconnex.com.au/resources>).

Consultation and communications have continued since that time, with the M4-M5 Link being explained and described as part of the broader WestConnex program of works.

Consultation and communication on the overall WestConnex program of works is ongoing and includes:

- Briefings with key stakeholders about progress across all component projects
- Advertising as part of Transport for NSW's Tomorrow's Sydney campaign
- The WestConnex website
- Facebook page and Twitter feed
- A monthly electronic newsletter called The Inside Lane
- Other direct engagement and outreach activities.

Program communication is critical to providing context to local communities about how the work in their area relates to the WestConnex program of works and to demonstrate to the broader community the need for and benefits of WestConnex. Communications about the WestConnex program of works include high level information on the project.

Project consultation and communication

Communication and consultation activities support the development and construction activities for each component of WestConnex, focusing on communities near the project footprint. During project development, the main objective of these activities is to provide clear opportunities for feedback on the project design and its benefits and potential impacts.

During construction and operation of the project, the focus would be on keeping the community informed and providing clear channels for feedback or complaints about impacts. The stages of consultation mirror the project milestones, as shown in **Figure 7-1**.

7.1.2 Project consultation overview

Detailed, project specific consultation began with stakeholders following the lodgement of the State significant infrastructure Application Report (SSIAR) in January 2016.

On 21 July 2016, the NSW Government announced that the project's Rozelle interchange would be mostly underground, at the site of the Rozelle Rail Yards, with the inclusion of up to 10 hectares of new green space for local communities. At the same time, the NSW Government announced the inclusion of an underground link from the Rozelle interchange to Victoria Road at the eastern abutment of Iron Cove Bridge, known as the 'Iron Cove Link'. A comprehensive community engagement process followed this announcement, with a focus on identifying new ideas and understanding community needs and values in relation to the project. The feedback from consultation activities was collated and published on the WestConnex website in a community feedback report. This report has been considered during the planning, design development and environmental assessment for the project.

Roads and Maritime undertook a review of environmental factors (REF) for site management works at part of the Rozelle Rail Yards. This REF was displayed for community and stakeholder comment between 23 November and 13 December 2016. The REF display was advertised in the Inner West Courier and on the WestConnex website and letters, emails and doorknocking activities were communication tools used in addition to the advertisements. During the REF consultation, a number of issues were raised relating to the development of the project and proposed works at Rozelle.

On 10 November 2016, the NSW Government announced some key project design changes, including the removal of the entry and exit ramps originally proposed for the project at Camperdown, and an increase in the number of lanes in the motorway tunnels from three lanes to up to four lanes in each direction. In part, this decision was informed by stakeholder feedback. Refer to **Chapter 4** (Project development and alternatives) for more information on the development of the project.

Throughout consultation, SMC, on behalf of Roads and Maritime, has adapted and updated the early design in response to community and stakeholder feedback. This includes making commitments to protect open spaces with a high value to the community during construction, including Easton Park and Blackmore Park. Details of how feedback has informed the project design can be found in **section 7.2**. **Figure 7-1** details the consultation process for the M4-M5 Link at each key project milestone.

A detailed stakeholder analysis has informed the communication and engagement strategy for the project. Stakeholders include:

- Government – including local, state and Commonwealth representatives and officers as well as government agencies
- Local Aboriginal stakeholders
- Interest groups including industry, business, community groups, pedestrian and cyclist user groups
- Residents and businesses near the project footprint
- Utilities and service providers including water, gas, electricity and telecommunications
- The broader community, including potential future users of the project.

Stakeholders have been provided with project specific information and opportunities to raise questions and provide suggestions and feedback.

Section 7.1 outlines feedback received from government agencies, local councils and the community, including businesses, during the detailed stakeholder analysis and references to the sections of the EIS where this feedback has been addressed.

The M4-M5 Link community consultation process

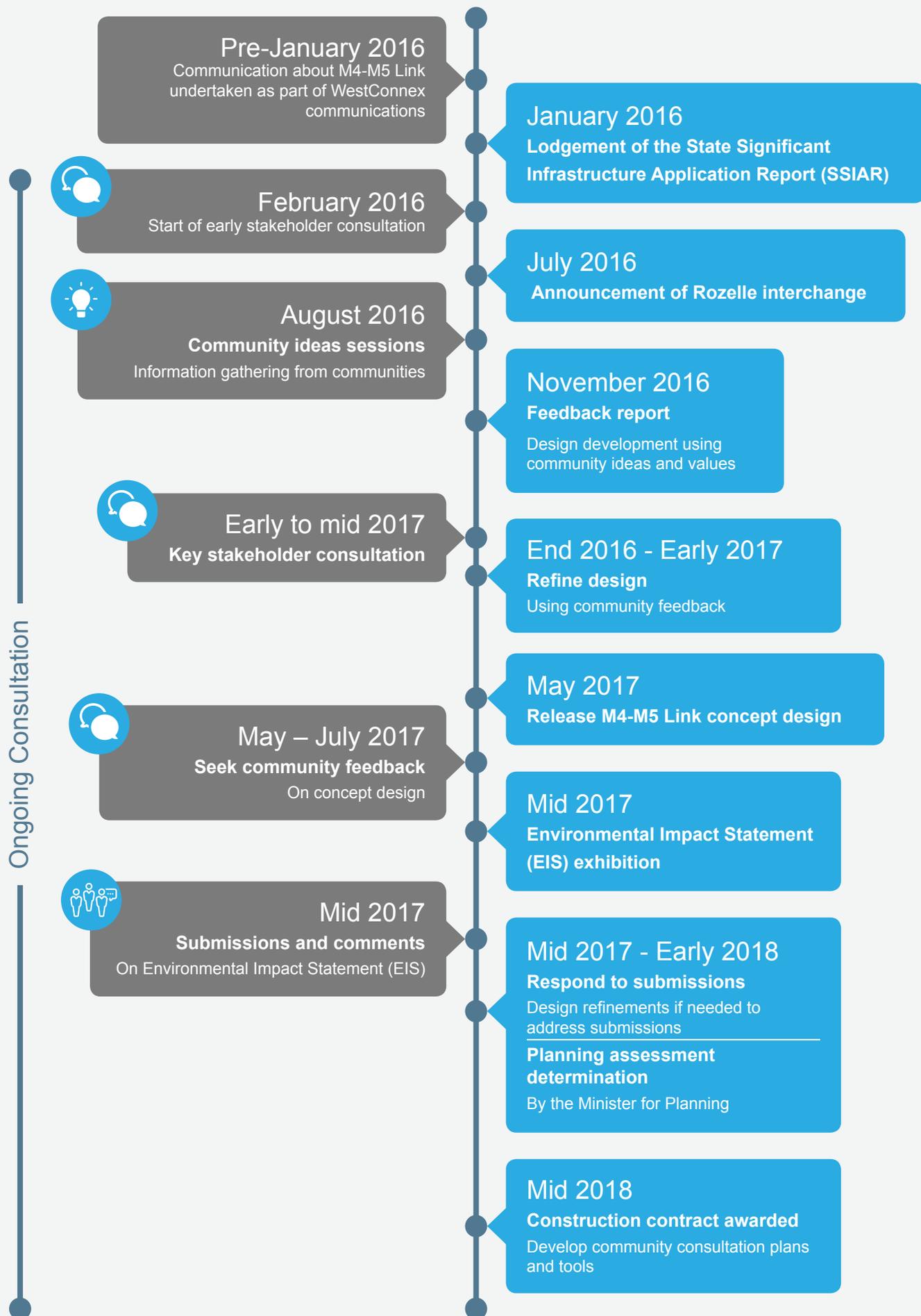


Figure 7-1 M4-M5 Link community consultation process

7.1.3 Consultation objectives

All consultation for the WestConnex program is carried out in accordance with the WestConnex engagement principles. In working with stakeholders and the community, SMC (on behalf of Roads and Maritime) always endeavours to:

- Make the most of all opportunities to involve local communities and stakeholders in the project
- Arrange engagement activities at times and places that are convenient for the community and stakeholders, and provide online options
- Respond to reasonable requests for additional engagement activities and information
- Acknowledge and understand diverse views on the project
- Use feedback to positively influence the project.

The community and stakeholder consultation objectives for the M4-M5 Link are consistent with those for the broader WestConnex program:

- Ensure an open, accountable and transparent community involvement process
- Increase community and stakeholder awareness of the need for the project
- Increase community and stakeholder awareness of the project development, environmental assessment process and opportunities to participate
- Provide accessible information on the project and ensure appropriate consultation tools are used, taking into account demographics such as language, literacy and access to the internet
- Engage early with landowners regarding the potential need for property acquisition for the development of the project
- Ensure the views of the community are considered when preparing the EIS and project design
- Provide timely responses to the community and other stakeholders in relation to environmental assessment outcomes
- Ensure community concerns regarding environmental and community impacts are considered and addressed where possible.

7.2 Overview of design changes and commitments in response to early feedback

Table 7-2 provides an overview of how SMC, on behalf of the proponent, Roads and Maritime, has used feedback from stakeholders and community to influence design outcomes. **Section 7.5** describes the feedback from specific stakeholders and the community in more detail.

Table 7-2 Design considerations in response to early feedback

Stakeholder and community feedback	Response
<p>Easton Park</p> <p>The community expressed concerns about the proposed use of Easton Park, at Rozelle, during construction. In particular, the community highlighted the limited open space and high value of open space in the area.</p>	<p>Design options were developed to avoid any direct impact on Easton Park. A commitment for the project to develop up to 10 hectares of new open space has also been made.</p>
<p>Blackmore Park</p> <p>The community expressed concerns about the possible use of Blackmore Park at Leichhardt during construction. In particular, concerns were raised about potential impacts on the Canal Road Film Centre and arts precinct, which adjoins the oval.</p>	<p>Blackmore Park would not be directly impacted during construction.</p>

Stakeholder and community feedback	Response
<p>Active transport</p> <p>The community provided significant feedback and ideas on pedestrian and cyclist connectivity within the project footprint. In particular, the community is keen to see options better linking Rozelle, Annandale, Lilyfield and Glebe; suburbs currently divided by City West Link, The Crescent, Victoria Road and the Rozelle Rail Yards (inaccessible to the public). There was a strong desire to provide better access to Bicentennial Park/Jubilee Park (Glebe Foreshore).</p>	<p>An Active Transport Strategy has been developed for the project, with a focus on identifying the missing links in the existing pedestrian and cyclist network, particularly in areas where construction work would occur at the surface. Refer to Appendix N (Technical working paper: Active transport strategy).</p> <p>Key active transport links are planned in and around the Rozelle Rail Yards and at Iron Cove Link, to better connect the surrounding communities with existing and future open space.</p>
<p>Camperdown</p> <p>The community and key stakeholders expressed concerns about the location of tunnel exit and entry points at Camperdown. In particular, concerns were raised about the potential for tunnelling to impact sensitive equipment at the Royal Prince Alfred Hospital (RPA) Hospital and the surrounding medical precinct, potential construction impacts on local residents and items of heritage significance and traffic impacts on Parramatta Road, Camperdown.</p>	<p>Following community and stakeholder feedback, additional modelling and design refinements, the Camperdown interchange was removed from the project design. The mainline tunnels were also realigned further west, further reducing the likelihood of any tunnelling impacts on the medical precinct or the RPA Hospital.</p>
<p>Derbyshire Road</p> <p>The community and stakeholders including Sydney Secondary College expressed concern about the location of a potential mid-tunnel construction site at 29 Derbyshire Road, Leichhardt.</p>	<p>In response to concerns raised from the community over the use of this site as a potential construction compound, the property at Derbyshire Road, Leichhardt would not be used as a mid-tunnel construction site. A mid-tunnel construction site is still required between Haberfield and Rozelle.</p>
<p>Traffic on Victoria Road</p> <p>Roads and Maritime, Transport for NSW and local community members identified a desire for WestConnex to address congestion on Victoria Road at Rozelle as part of the M4-M5 Link project. The average daily two-way traffic count on:</p> <ul style="list-style-type: none"> • Victoria Road between The Crescent and Robert Street is 73,000 vehicles per day • Victoria Road between Robert Street and Gordon Street is 55,500 vehicles per day. 	<p>The Iron Cove Link was added to the project design in July 2016. This link would provide direct underground access from the eastern abutment of Iron Cove Bridge to and from the Rozelle interchange. The link simplified the interchange arrangement at Rozelle and would significantly reduce surface traffic on Victoria Road at Rozelle (east of Iron Cove Bridge), easing congestion, and increasing opportunities for amenity improvements and development of active transport and public transport infrastructure.</p>
<p>Accommodating bus lanes on Victoria Road</p> <p>Transport for NSW requested that the project design should accommodate bus lanes on Victoria Road.</p>	<p>The Iron Cove Link portals and Victoria Road surface widening have been designed to accommodate kerbside bus lanes on Victoria Road, east of Iron Cove Bridge.</p>
<p>Connections for future motorways</p> <p>Roads and Maritime provided feedback on the need to connect WestConnex to the proposed future Western Harbour Tunnel and Beaches Link at Rozelle.</p>	<p>A tunnel connection to the proposed future Western Harbour Tunnel and Beaches Link project would be provided as part of the Rozelle interchange.</p>

Stakeholder and community feedback	Response
<p>Provision of new open space</p> <p>Key stakeholders including UrbanGrowth NSW and Inner West Council, as well as local community members, identified the need for new open space to be generated by the project.</p>	<p>The NSW Government has committed to creating up to 10 hectares of new open space at the site of the Rozelle Rail Yards.</p> <p>The project would also generate up to 2.5 hectares of green space at the St Peters interchange site (which was announced as part of the New M5 project).</p> <p>In addition, the project is exploring opportunities to use remaining project land along Victoria Road, near the eastern abutment of Iron Cove Bridge, for community purposes.</p> <p>The options for using remaining project land would be developed in consultation with the community and stakeholders. Further details are described in Chapter 12 (Land use and property) and Appendix L (Technical working paper: Urban design).</p>
<p>Provision of connections for The Bays Precinct and future development at White Bay Power Station</p> <p>Key stakeholders including UrbanGrowth NSW requested that consideration be given to the future connections needed for a revitalised White Bay Power Station and The Bays Precinct.</p>	<p>Access to White Bay has been considered in the design of the surface roads around the Rozelle interchange. The project would provide new active transport connections both east–west and north–south to The Bays Precinct. These proposals have been developed in consultation with UrbanGrowth NSW.</p>
<p>Road closures along Victoria Road</p> <p>Community members raised concerns about the closure of Clubb, Toelle and Callan streets and the impacts this would have on local traffic movements and community safety.</p>	<p>The need to create a cul-de-sac at Toelle and Callan streets (south of Victoria Road, at the eastern abutment of Iron Cove Bridge) was assessed further and it was determined that they were not essential for the project. These roads would therefore remain open during the construction of the project. Clubb Street would be turned into a cul-de-sac.</p>

7.3 Project consultation process and activities

Consultation and feedback received at both the program and project level have informed project development, the environmental assessment activities and ongoing communications.

Broadly, the consultation process for the WestConnex program of works to date has included:

- Targeted stakeholder discussions and briefings with NSW Government agencies, local councils, advocacy groups, elected representatives and peak bodies
- Roundtable discussions with stakeholders such as councils, the freight industry and business groups
- Information sessions with community members and stakeholders in key communities
- Discussions with individual stakeholders, landowners and community members
- Business impact surveys with business owners within the project footprint
- Research groups involving residents, professional road users and business operators.

7.3.1 Communication and engagement channels and tools

In September 2013, a range of permanent channels were established for the WestConnex program of works, to seek input from stakeholders and communities and to support engagement on an ongoing basis. These channels include:

- A website (www.westconnex.com.au) (the WestConnex website), which provides background information, maps, videos, customer surveys and details of how to provide feedback on elements of the project
- A toll-free, centralised WestConnex information telephone line (1800 660 248) for feedback, enquiries and complaints
- A project email address (info@westconnex.com.au) to disseminate news updates to subscribers, solicit comments and respond to community feedback
- A postal address (GPO Box 3905, Sydney NSW 2001) to receive written feedback
- A project specific subscription service, to allow interested parties to receive regular email updates on the entire program or specific projects. People can register for this service at information sessions, using the above contact points, or by signing up online.

A range of additional tools have been used to support communication and engagement for the project, including:

- Media releases
- WestConnex project website updates
- Project information line and email address
- Community newsletters
- Fast fact postcards
- Newspaper advertisements
- Direct emails to people registered to receive updates
- Door-knocking
- Resident meetings
- WestConnex Facebook page
- National Translation and Interpreting Service
- WestConnex Assist counselling services.

Written communication materials produced in support of the project have included information on the various translation services available.

7.3.2 Consultation chronology

As outlined in **section 7.1**, communication and consultation on the M4-M5 Link project has been carried out at a program level since 2012 and at a project level since the SSIAR was lodged in January 2016.

This consultation activity can largely be described in timeframes reflecting project progress:

- Mid 2012 to January 2016 – pre-SSIAR lodgement with DP&E
- January 2016 to July 2016 – SSIAR lodgement with DP&E
- July 2016 to November 2016 – ongoing design development including NSW Government's announcement on the Rozelle interchange and the Iron Cove Link
- November 2016 to May 2017 – ongoing design development including the NSW Government announcement that the project would no longer include on and off-ramps at Camperdown

- May to August 2017 – ongoing design development including the NSW Government release of the concept design for the project.

Key activities and tools used during these periods are provided in the following sections. Consultation activities with key stakeholders are described in more detail from **section 7.3.4**. Future consultation activities proposed during exhibition of the EIS, during construction and throughout operation of the project are described in **section 7.6**.

7.3.3 Summary of key consultation activities and communication tools

A range of consultation and communication activities have been carried out to support the design and planning process for the project, before and during the development of this EIS. The following section details some of the key consultation activities carried out for the WestConnex program of works, including the project, since mid-2012.

Community and stakeholders have been encouraged to contact the proponent at any time to discuss the project via phone, email or post, or by visiting the local information centres. **Table 7-3** provides an overview of the key program and project communication and consultation activities from mid-2012 through to August 2017.

Table 7-3 Details of the program and project consultation activities at key phases and the key communication tools used

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
Mid 2012 to January 2016 – pre-SSIAR lodgement				
<p>Development of the WestConnex Strategic Environmental Review</p> <p>Broad program consultation</p> <p>Consultation on other WestConnex projects undergoing assessment</p> <p>Publication of the Updated WestConnex Strategic Business Case and updated Strategic Environmental Review.</p>	<p>Extensive consultation on WestConnex projects undergoing assessment and construction including:</p> <ul style="list-style-type: none"> • M4 Widening • King Georges Road Interchange Upgrade • M4 East • New M5. <p>In addition, communication activities to support the broader program including presenting and hosting trade stands at key conferences and briefing key stakeholders on an ongoing basis have been carried out.</p>	<p>Program communications included high level information on the M4-M5 Link project.</p> <p>In addition, consultation on the M4 East and New M5 projects provided some high-level details on the M4-M5 Link, including:</p> <ul style="list-style-type: none"> • The M4-M5 Link would join the two motorways together to form a seamless motorway network • Information on the connections provided for the M4-M5 Link as part of these projects, including underground connections (tunnel stubs) at St Peters and Haberfield, and above ground connections at St Peters interchange • Information on some of the known construction areas and infrastructure at St Peters, including: <ul style="list-style-type: none"> – St Peters interchange ancillary construction facility needed for the M4-M5 Link – Communicating an indicative location for the M4-M5 Link ventilation facility at St Peters 	Advertising	Advertising the WestConnex program of works in major metropolitan publications including Sydney Morning Herald and the Daily Telegraph, the former mX magazine, and online advertising.
			Media	Media announcements were widely covered by metropolitan television, radio, print and digital news outlets; and trade and advocacy publications like NRMA's Open Road magazine.
			Stakeholder and roundtable discussions	Meetings with advocacy groups, local councils, elected representatives, government agencies, the freight industry, business groups, peak bodies and community members.
			Online survey	An online survey sought feedback on how stakeholders would like to be engaged during the planning and development of the project.
			Industry engagement	Four leading Australian and international design and construction companies developed and improved design and construction solutions for specific sections of WestConnex during the preparation of the business case.
	Market briefings and workshops were held to inform industry and get feedback on the scope, program, reference delivery model and timing alternatives.			

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
		<ul style="list-style-type: none"> Information on ventilation at Haberfield, including the fact that the M4 East ventilation facility has been constructed to accommodate the ventilation needs of the M4-M5 Link. 	Other	<p>Information about WestConnex was included in motor vehicle registration renewals, postcards and community updates.</p> <p>Presenting and hosting trade stands at key conferences and briefing key stakeholders on an ongoing basis.</p>
	In November 2015, the WestConnex Updated Strategic Business Case and supporting technical papers was published, including a consultation history, traffic report, updated Strategic Environmental Review and economic assessment.	The Updated Strategic Business Case included an early design for the M4-M5 Link, mirroring the design presented in the SSIAR (lodged January 2016).		
January 2016 to July 2016 – SSIAR lodgement				
Key stakeholder consultation.		Meetings with key stakeholders to outline the scope of the project and seek information and feedback.	Meetings	Meetings were held with local councils, elected representatives, government agencies, and peak bodies to seek input and feedback on key considerations influencing project design.
July 2016 to November 2016 – ongoing design development				
Consultation on early design to inform the design development. This approach was adopted in response to feedback received	Tomorrow's Sydney campaign Transport for NSW rolled out a new phase of its <i>Tomorrow's Sydney</i> campaign, to provide	In July 2016 the NSW Government announced the M4-M5 Link Rozelle interchange would be built at the site of the Rozelle Rail Yards and would be predominantly underground. The government also announced the	Media	Media announcements were widely covered by metropolitan television, radio, print and digital news outlets; local media outlets, and trade and advocacy publications like NRMA's Open Road magazine.

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
during consultation for the M4 East and New M5 projects, where the community sentiment was that earlier consultation would have been preferable on those projects.	<p>context for major infrastructure projects underway across Sydney and demonstrating the integrated transport solution being delivered across the city.</p> <p>The campaign also prepares the broader Sydney community for disruption associated with infrastructure development.</p> <p>WestConnex has been part of the <i>Tomorrow's Sydney</i> campaign since mid-2016. The campaign includes television and other advertising and a website showing the major projects underway.</p>	<p>inclusion of the Iron Cove Link.</p> <p>Following this announcement, five community ideas sessions were hosted so communities could learn more about the project and provide feedback to help inform the development of the project design.</p> <p>Other communication tools included:</p> <ul style="list-style-type: none"> • Newspaper advertisements in the Inner West Courier • Updates to the project website, which includes a collaborative map that allows people to post comments referenced to a specific location • Social media posts • Written submissions • Stakeholder briefings • An online survey. <p>The feedback from these consultation activities was collated and published on the WestConnex website in a community feedback report. This report has been considered during the project planning, design and environmental assessment. Issues raised by the community are included in section 7.1 and design considerations in response to early feedback are</p>	Community update newsletters (also made available on the project website)	A community update was distributed to residents near the project footprint, including the suburbs of Abbotsford, Drummoyne, Russell Lea, Canada Bay, Five Dock, Haberfield, Ashfield, Birchgrove, Rozelle, Balmain, Lilyfield, Leichhardt, Petersham, Dulwich Hill, Glebe, Annandale, Camperdown, Newtown, The Rocks, Haymarket, Ultimo, Surry Hills, Alexandria, Beaconsfield, St Peters, Chiswick, Rodd Point, Summer Hill, Lewisham, Enmore, Forest Lodge, Pymont, Balmain, Barangaroo, Waterloo, Redfern and Erskineville.
			Direct emails	Direct emails have been sent to more than 2,200 registered stakeholders, including residents, landowners, stakeholders, businesses and community groups: <ul style="list-style-type: none"> • 21 July 2016: coinciding with the NSW Government's announcement about the design features at Rozelle and the inclusion of the Iron Cove Link • 1 August 2016: to encourage people to attend the five community ideas sessions.
			Newspaper advertisements	Three newspaper advertisements appeared in the <i>Inner West Courier</i> on 2, 9 and 16 August 2016. The ads were placed to encourage participation in the community ideas sessions.

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
		<p>included in section 7.2. Key topics covered in the community feedback report include:</p> <ul style="list-style-type: none"> • Public transport • Traffic congestion • Design • Walking and cycling • Engagement process • Air quality • Open space • Construction • Property • Environment and heritage. 	<p>Webpage updates</p>	<p>The project website has been updated regularly with information provided at key project phases. Copies of media releases and community update newsletters have been uploaded to the website.</p> <p>During the community consultation sessions in July and August 2016, a dedicated engagement page was established.</p> <p>Information on the Rozelle interchange was uploaded onto the WestConnex website on 21 July 2016.</p>
			<p>Social media</p>	<p>Twelve posts were made to the WestConnex Facebook page including:</p> <ul style="list-style-type: none"> • General posts on the M4-M5 Link design or features: <ul style="list-style-type: none"> • 25 May 2016 – 563 people reached • 9 September 2016 – 3,847 people reached • Update regarding the Rozelle interchange: <ul style="list-style-type: none"> – 21 July 2016 – 4,434 people reached – 22 July 2016 – 1,090 people reached – 25 July 2016 – 3,583 people reached – Promotion of the community ideas sessions: <ul style="list-style-type: none"> – 26 July 2016 – 860 people

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
				<p>reached</p> <ul style="list-style-type: none"> – 1 August 2016 – 1,434 people reached – 9 August 2016 – 431 people reached <ul style="list-style-type: none"> • Promotion of the online collaborative map: <ul style="list-style-type: none"> – 2 August 2016 – 5,347 people reached – 3 August 2016 – 361 people reached – 10 August 2016 – 844 people reached – 18 August 2016 – 1,150 people reached.
			Collaborative map	<p>The online collaborative map was launched on the WestConnex website on 1 August 2016 and was available until 14 November 2016.</p> <p>A total of 246 comments were received on the map. Of these:</p> <ul style="list-style-type: none"> • 53 were directly related to other stages of WestConnex • 193 related to WestConnex generally or the M4-M5 Link specifically. <p>The collaborative map offered people the opportunity to vote on existing comments to show agreement or disagreement. In total, 523 votes were made on comments.</p>

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
	<p>Community Connections Program</p> <p>In September 2016, the Community Connections Program was launched, to support communities and businesses that would be served and/or impacted by the WestConnex program of works.</p> <p>The Program includes outreach activities, community grants and the delivery of engagement and outreach programs through key partnerships with Wests Tigers and GWS Giants.</p> <p>The program includes a Community Grant Scheme, which delivers grants to community groups and organisations delivering services to communities within the WestConnex corridor.</p>		<p>Community ideas sessions</p>	<p>Five community ideas sessions were held between 10 and 22 August 2016, to seek feedback and ideas and discuss the project process with the community. Property and air quality experts were at the sessions to provide specialist information.</p> <p>These sessions were held on:</p> <ul style="list-style-type: none"> • Wednesday 10 August 2016, 4.00 pm– 7.00 pm Canada Bay Club, Five Dock • Saturday 13 August 2016, 11.00 am – 2.00 pm Leichhardt Town Hall, Leichhardt • Thursday 18 August 2016, 4.00 pm – 7.00 pm Rydges, Camperdown • Saturday 20 August 2016, 11.00 am – 2.00 pm Balmain Town Hall, Balmain • Monday 22 August 2016, 4.00 pm – 7.00 pm Balmain Town Hall, Balmain. <p>A total of 410 people attended the community ideas sessions.</p>
			<p>Submissions</p>	<p>Formal submissions about the project were received from six stakeholders during this consultation period:</p> <ul style="list-style-type: none"> • The Glebe Society • Rozelle resident • Community member • Forest Lodge resident • Rozelle Against WestConnex • City of Sydney.

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
			Stakeholder briefings	Seven briefings were held with peak associations, including NRMA, Australian Logistics Council, Infrastructure Partnerships Australia, Greater Sydney Commission, and local, state and Commonwealth Government stakeholders.
November 2016 to May 2017 – ongoing design development and changes				
Announcement of significant design changes. Continued engagement with stakeholders and community members to seek feedback.	In November 2016, expressions of interest were sought from community members and stakeholder groups to join the WestConnex Community Reference Group. The reference group provides a forum for discussion and feedback between the WestConnex project team and representatives of the community, stakeholder groups and local councils. Two community representatives have been appointed for each of the	In November 2016, the NSW Government announced that the project would no longer include entry and exit ramps at Camperdown and that the mainline tunnels would include up to four lanes in each direction (increased from three lanes in each direction). In November and December 2016 face-to-face meetings were held with businesses near the project footprint to understand how their business operates, how they may be impacted by the project and possible ideas for resolving or reducing potential impacts. During February and March 2017 there were numerous key stakeholder meetings regarding the	Media	Media announcements were made at key project development phases: <ul style="list-style-type: none"> In November 2016, the NSW Government announced that the project would no longer include entry and exit ramps at Camperdown and that the project would include up to four lanes in each direction (increased from three lanes in each direction) On 31 March 2017, the Minister for WestConnex announced that the site adjoining Sydney Secondary College's Leichhardt campus previously investigated as a mid-tunnel construction site would no longer be considered as such for the WestConnex M4-M5 Link. This was in response to community feedback, particularly the school community.

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
	<p>WestConnex projects, including the M4-M5 Link. In January 2017, <i>The Inside Lane</i>, a monthly newsletter on WestConnex projects was launched. The newsletter is distributed by email to over 6,700 key stakeholders and subscribers and each month provides information on:</p> <ul style="list-style-type: none"> • The status of the M4-M5 Link • Upcoming events and opportunities to provide feedback on the project • Key facts and statistics on the project • Contact details for further information. 	<p>mid-tunnel construction site in the Leichhardt area and notifications distributed to local residents and businesses.</p> <p>On 31 March 2017, the Minister for WestConnex announced that the site adjoining Sydney Secondary College's Leichhardt campus, which had previously been investigated as a mid-tunnel construction site, would no longer be considered as such for the M4-M5 Link. This was in response to community feedback, in particular from the school community.</p>	<p>Community update newsletters</p>	<p>A community update was distributed to residents near the project footprint, including the suburbs of Abbotsford, Drummoyne, Russell Lea, Canada Bay, Five Dock, Haberfield, Ashfield, Birchgrove, Rozelle, Balmain, Lilyfield, Leichhardt, Petersham, Dulwich Hill, Glebe, Annandale, Camperdown, Newtown, The Rocks, Haymarket, Ultimo, Surry Hills, Alexandria, Beaconsfield, St Peters, Chiswick, Rodd Point, Summer Hill, Lewisham, Enmore, Forest Lodge, Pyrmont, Balmain, Barangaroo, Waterloo, Redfern and Erskineville. Community updates have also been made available on the project website.</p>
			Stakeholder briefings	<p>Seven briefings were held with peak bodies, including NRMA, Australian Logistics Council, Infrastructure Partnerships Australia, Greater Sydney Commission, and local, state and Commonwealth Government stakeholders.</p>
			Social media	<p>Seven posts were made to the WestConnex Facebook page including:</p> <ul style="list-style-type: none"> • General posts on the M4-M5 Link design or features: <ul style="list-style-type: none"> – 2 November 2016 – 1,794 people reached – 4 November 2016 – 3,867 people reached – 15 November 2016 – 1,392

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
				<p>people reached</p> <ul style="list-style-type: none"> – 6 December 2016 – 3,376 people reached – 15 December 2016 – 3,221 people reached – Notification of geotechnical investigations: – 4 November 2016 – 1,008 people reached – 5 January 2017 – 3,954 people reached. <ul style="list-style-type: none"> • Advice that community members can request a meeting to discuss M4-M5 Link project: <ul style="list-style-type: none"> – 6 December 2016 – 5,632 people reached.
May to August 2017 – NSW Government release of the concept design for the project				
Early consultation on the concept design prior to the EIS exhibition phase in response to feedback from community.	<p>Monthly release of Inside Lane newsletter.</p> <p>Monthly meetings of the WestConnex Community Reference Group.</p> <p>Outreach information stands at Wests Tigers and GWS Giants home games.</p> <p>Ongoing Community Grants Scheme.</p>	<p>The concept design was released for a 12-week public consultation period in May 2017. Consultation activities were undertaken during the pre-EIS exhibition phase.</p> <p>This consultation period provided an opportunity for communities to learn more about the project and to provide input to the design.</p> <p>Feedback and ideas collected through this phase informed additional mitigation measures and design refinement to take place</p>	Media	On 12 May 2017, the NSW Premier announced the release of the concept design.
			Hardcopy of concept design & offer of briefing	<p>On the 12 May, 2017, a copy of the M4-M5 Link concept design was provided to:</p> <ul style="list-style-type: none"> • NSW Premier • Minister for WestConnex • Minister for Roads • Minister for Planning • Member for Balmain • Member for Newtown

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
		during detailed design.		<ul style="list-style-type: none"> • Member for Summer Hill • Member for Grayndler • Member for Sydney • Member for Kingsford Smith • City of Sydney • Inner West Council • City of Canada Bay Council. <p>This was followed by a phone call offering a project briefing.</p>
			Community update newsletters	A community update was distributed to residents near the project footprint, including the suburbs of Abbotsford, Drummoyne, Russell Lea, Canada Bay, Five Dock, Haberfield, Ashfield, Birchgrove, Rozelle, Balmain, Lilyfield, Leichhardt, Petersham, Dulwich Hill, Glebe, Annandale, Camperdown, Newtown, The Rocks, Haymarket, Ultimo, Surry Hills, Alexandria, Beaconsfield, St Peters, Chiswick, Rodd Point, Summer Hill, Lewisham, Enmore, Forest Lodge, Pyrmont, Balmain, Barangaroo, Waterloo, Redfern and Erskineville. Community updates have also been made available on the project website.
			Direct emails	<p>Direct emails have been sent to more than 3,600 registered stakeholders, including residents, landowners, stakeholders, businesses and community groups:</p> <ul style="list-style-type: none"> • 12 May 2017: advising the release of

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
			Newspaper advertisements	Two newspaper advertisements appeared in the <i>Inner West Courier</i> on 23 May, 30 May 2017 to encourage participation in the community information sessions.
			Webpage updates	On 12 May 2017, the concept design was released and a page on the M4–M5 Link design was published online.
			Social media	<p>Six posts were made to the WestConnex Facebook page about the concept design release and consultation:</p> <ul style="list-style-type: none"> • 12 May 2017 – 60,322 people reached • 18 May 2017 – 33,594 people reached • 23 May 2017 – 9,164 people reached • 6 June 2017 – 2,700 people reached • 15 June 2017 – 31,108 people reached • 31 July 2017 – 4,251 people reached.
			Community information sessions	<p>Five community information sessions were held during May to June 2017. The objectives of these sessions were to:</p> <ul style="list-style-type: none"> • Communicate key information about

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
				<p>the M4-M5 Link design to the community, counter misinformation and explain the consultation, planning and design development process</p> <ul style="list-style-type: none"> • Provide a forum for communities to provide feedback including ideas and issues to assist with the M4-M5 Link design and environmental assessment process • Confirm aspects of the project that are negotiable and aspects the community can influence • Gather feedback on the design, in particular: <ul style="list-style-type: none"> – the masterplan for the Rozelle Rail Yards – the concept plan for the Iron Cove Link – the future use of the mid-tunnel construction sites at Leichhardt/Lilyfield and Annandale/Camperdown – active transport connections – the architectural design of ventilation facilities and tunnel entry/exit points – landscape treatments at Haberfield, Rozelle, Iron Cove, Leichhardt/Lilyfield and Annandale/Camperdown – the in-tunnel environment and

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
				<p>driver experience</p> <ul style="list-style-type: none"> • Demonstrate to key stakeholders that a comprehensive engagement program is being undertaken and community and stakeholder feedback is being addressed. <p>These sessions were held on:</p> <ul style="list-style-type: none"> • Camperdown: Thursday 25 May 2017, 4pm-7pm, Rydges Camperdown, 9 Missenden Road, Camperdown • Leichhardt: Saturday 27 May 2017, 11am-2pm, La Via Event Venue, Suite 29, The Italian Forum, 23 Norton Street, Leichhardt • Newtown: Tuesday 30 May 2017, 4pm-7pm, Tom Foster Community Centre, 11-13 Darley Street, Newtown • Balmain: Thursday 1 June 2017, 4pm – 7pm, Balmain Town Hall, 370 Darling Street, Balmain • Haberfield: Wednesday 7 June 2017, 4-7pm, Michael Maher Room, Ground Floor, 78-80 Dalhousie Street, Haberfield (within Haberfield Library). <p>A total of 542 people attended the community information sessions.</p>
			Collaborative map	An online collaborative map featuring the draft design was available on the WestConnex website from 12 May 2017 to 4 August 2017 to support consultation for the concept design release. A total of

Key consultation purpose or outcome	Consultation activity and communication summary		Communication tools used (in addition to permanent channels)	
	WestConnex program of works	M4-M5 Link project	Activity	Summary
				876 comments were received on the map.

7.3.4 Consultation with local, state and Commonwealth Government agencies and elected representatives

Table 7-4 provides a summary of the consultation activities undertaken with local, state and Commonwealth Government agencies and elected representatives during the development of this EIS. Consultation has been ongoing since before the development of the EIS, and would continue during design and construction of the project. In addition to the meetings outlined in **Table 7-4**, regular phone and email correspondence has taken place with these agencies and representatives.

Changes to the local government structure influenced the consultation program for the project. On 12 May 2016, the NSW Government announced reforms to local government, which saw the amalgamation of local councils to form new councils. The Inner West Council was formed by the amalgamation of the Ashfield, Leichhardt and Marrickville councils.

In January 2017, the NSW Government announced a dedicated Minister for WestConnex.

Table 7-4 Consultation with local, state and Commonwealth Government agencies and elected representatives

Stakeholder	Purpose of consultation	Date
DP&E and NSW Planning Assessment Commission	A meeting to discuss the EIS process and SEARs, site visit with agencies to inform preparation of SEARs.	11 January 2016
The Hon. Duncan Gay, NSW Minister for Roads, Maritime and Freight	Regular meetings with the NSW Minister for Roads, Maritime and Freight to provide updates on the project.	From 20 January 2016 to 19 December 2016
Planning focus meeting with DP&E, Department of Premier and Cabinet (DPC), NSW Environment Protection Authority (NSW EPA), Sydney Local Health District, NSW Health, OEH, Transport for NSW, Inner West Council, City of Sydney Council and UrbanGrowth NSW	The planning focus meeting with relevant government agencies to provide a briefing on the approach to the preparation of the EIS. A site inspection along the tunnel corridor alignment was carried out with the relevant agencies and the proposed assessment methodologies were discussed.	12 February 2016
Advisory Committee on Tunnel Air Quality	A meeting to discuss in-tunnel air quality for the WestConnex projects including the M4-M5 Link.	23 February 2016
City of Sydney Council and Inner West Council	Three workshops with the councils were held to during the development of the project, in particular the urban design master plans and active transport strategy.	22 March 2016 21 April 2016 30 May 2016
Jamie Parker MP, NSW Member for Balmain	A meeting to provide an overview of the project and the community consultation strategy.	26 April 2016
	A briefing to provide information on the project and specifically Rozelle interchange.	11 August 2016
	A briefing on the concept design for the project.	18 May 2017
Mark Coure MP, NSW Member for Oatley	A briefing on the project.	24 August 2016
	A briefing on the M4-M5 Link project.	5 April 2017
The Office of the NSW Premier	Two briefing meetings to provide updates on the project.	28 October 2016 13 November 2016
	Tanya Plibersek MP,	A briefing on the project.

Stakeholder	Purpose of consultation	Date
Federal Member for Sydney	A briefing on the concept design for the project.	9 June 2017
The Hon. Rob Stokes NSW Minister for Planning	A briefing on the project.	3 November 2016
The Hon. Andrew Constance, NSW Minister for Transport and Infrastructure	A briefing regarding design changes including the removal of Camperdown ramps.	7 November 2016
The Hon. Paul Fletcher, Federal Minister for Urban Infrastructure and The Hon. Duncan Gay, NSW Minister for Roads, Maritime and Freight	A briefing session regarding the project and WestConnex program of works.	19 December 2016
Anthony Albanese MP, Federal Member for Grayndler, Mr Darcy Byrne and Mark Ely, Newtown Precinct Business Association	Meeting to discuss impact on King Street, Newtown and the project overall.	14 December 2016
Infrastructure NSW	A meeting to discuss the wider WestConnex program.	3 June 2016
	A briefing regarding the Camperdown interchange.	1 November 2016
NSW Department of Health	Four meetings as part of the formal process of the Health Partnerships Gateway Review.	24 May 2016 31 May 2016 1 June 2016 27 October 2016
Transport for NSW	Regular meetings with Transport for NSW, including specific agency departments such as the Sydney Metro City and Southwest. Meetings have also been held to discuss the project design and ongoing coordination regarding bus requirements including bus priority on Victoria Road at Rozelle, public transport options to serve The Bays Precinct, and the adjoining CBD and South East Light Rail Rozelle maintenance depot.	Since February 2016
Royal Prince Alfred Hospital and Sydney Local Health District	Three meetings to discuss the project, the community consultation process and design developments, particularly around the removal of the Camperdown ramps.	15 June 2016 3 August 2016 18 November 2016
NSW EPA	Ongoing meetings to discuss: <ul style="list-style-type: none"> • Project progress • EIS process and communications strategy • Construction work and hours of operation • Presentation of noise and vibration assessment methodology for the EIS • Presentation on the noise and vibration modelling results, assessment and proposed mitigation measures • Presentation on the air quality assessment 	Since February 2016

Stakeholder	Purpose of consultation	Date
	<p>methodology and modelling domain</p> <ul style="list-style-type: none"> • Presentation on air quality and human health risk modelling results, assessment and proposed mitigation measures • Presentation on the ventilation design for the project and the assessment undertaken for the EIS • Cumulative construction assessment. 	
The Hon. Rob Stokes NSW Minister for Planning, Minister for Planning, DPC and Greater Sydney Commission	A briefing to provide details about the Iron Cove Link.	7 July 2016
NSW Heritage Council	A meeting to provide a background on the project and relevant heritage considerations.	6 July 2016
	A meeting to provide an update on the project design and the preliminary findings of the Non-Aboriginal heritage assessment for the project.	12 April 2017
Inner West Council	Meetings with Inner West Council have been held regularly during the development of the concept design and EIS. This has included discussions and presentations on urban design and active transport designs, surface water and flooding, construction ancillary facilities, project design and design refinements, EIS program, community consultation overviews, noise monitoring, use of King George Park during construction of the project, possible impact on Easton Park, geotechnical investigations. Prior to the council amalgamation on 12 May 2016, ongoing meetings were held with the former Ashfield, Leichhardt and Marrickville councils.	Since April 2016
Western Sydney Regional Organisation of Councils Ltd (WSROC)	A meeting to provide an update on the project.	26 July 2016
City of Sydney, DP&E, DPC, Inner West Council and Transport for NSW	Active transport workshop.	27 July 2016
Inner West Council and DPC	An update on the project.	3 August 2016
City of Sydney and Sydney Local Health District	A meeting to discuss the project.	5 August 2016
City of Sydney and Infrastructure NSW	An interview for the assessment of the Glebe Island Preliminary Business Case as part of Infrastructure NSW's Infrastructure Investor Assurance Framework.	11 August 2016
DP&E, NSW EPA, NSW Chief Scientist, DOH and SSWAHS	A meeting to present the project's air quality assessment methodology.	12 August 2016
	Presentation on the ventilation design for the project and the assessment undertaken for the EIS.	18 May 2017
	Presentation on air quality and human health risk	28 June 2017

Stakeholder	Purpose of consultation	Date
	modelling results, assessment and proposed mitigation measures.	
City of Sydney Council	Submission: a formal written submission was received from City of Sydney. Details from this submission are included in Table 7-9 .	August 2016
	A briefing on the concept design.	1 June 2017
Roads and Maritime Heritage Committee	A meeting to discuss the heritage considerations associated with the Camperdown and Rozelle precincts.	1 September 2016 April 2017
City of Canada Bay Council	A meeting to discuss the project.	2 September 2016
The Hon. Paul Green, Member of the NSW Legislative Council	A meeting to provide an overview of the project.	17 October 2016
NSW Treasury and Transport for NSW	A meeting to discuss project finance.	20 October 2016
Department of Primary Industries Water (DPI-Water)	Four meetings to provide a project overview and update and to discuss topics such as groundwater, drainage and flooding, and contamination.	20 July 2016 22 November 2016 15 December 2016 22 May 2017
OEH	An invitation to meet has been offered.	9 September 2016
Sydney Metro West	Update on Sydney Metro West and WestConnex M4-M5 Link.	15 November 2016
NSW EPA and DP&E	A meeting to discuss: <ul style="list-style-type: none"> Noise assessment scope/boundary area for both construction and operational assessment Construction work and hours of operation Overview of cumulative construction assessment Operational overview including cumulative operational assessment. 	7 December 2016
UrbanGrowth NSW	Meetings held to discuss the concept for the Rozelle Rail Yards, including: <ul style="list-style-type: none"> Active transport connections between the Rozelle Rail Yards and White Bay Land use within the Rozelle Rail Yards and The Bays Precinct for surface roads and open space Maximising useable remaining project land. 	8 December 2016
Department of Education	A meeting to provide an overview of the project.	9 December 2016
City of Sydney, Inner West Council and City of Canada Bay Council	Ongoing liaison with councils regarding interchange design, EIS content and analysis, outcomes of the Camperdown options study, and the Rozelle concept design.	12 December 2016
City of Sydney	Regular meetings with the Council. Discussions have included: <ul style="list-style-type: none"> Overview of the project Consideration of Council policies and documents EIS process and communications strategy. 	Since 7 March 2016
Transport for NSW Parramatta Light Rail	A meeting to discuss the project.	19 July 2016

Stakeholder	Purpose of consultation	Date
Transport for NSW Sydney Light Rail	Regular meetings to discuss items such as: <ul style="list-style-type: none"> • Project overview • Project schedule • EIS process and communications strategy • Project interfaces and interface agreements. 	Since 4 March 2016
Australian Government Department of Infrastructure and Regional Development (DIRD), Civil Aviation Safety Authority (CASA) and Sydney Airport Corporation Limited (SACL)	Regular meetings to discuss items such as: <ul style="list-style-type: none"> • Project overview • Project schedule • EIS process and communications strategy • Methodology and timing for the plume rise assessment • Regulatory approval process for infrastructure near airport land or airspace. 	Since 25 July 2016
Anthony Albanese MP, Federal Member for Grayndler	A briefing on the M4-M5 Link project.	24 March 2017
	A briefing on the concept design.	17 July 2017
DP&E, NSW Office of Water, NSW EPA, OEH	A presentation on the surface water, flooding and drainage impact assessment undertaken for the EIS.	12 May 2017
Jo Haylen, Member for Summer Hill	A briefing on the concept design.	28 June 2017
DP&E, DPC, NSW Health, NSW Chief Scientist, Sydney Local Health District, NSW EPA	A presentation on the air quality and human health impact assessments undertaken for the EIS.	28 June 2017
DP&E, DPC, NSW EPA	A presentation on the noise and vibration impact assessment undertaken for the EIS.	4 July 2017
DP&E, UrbanGrowth NSW, Port Authority NSW	A presentation on the traffic and transport impact assessment undertaken for the EIS.	5 July 2017
CASA, SACL, DIRD	A presentation on the plume rise assessment undertaken for the project.	5 July 2017
The Hon. Stuart Ayres MP, Minister for Western Sydney, Minister for WestConnex, and Minister for Sport	A presentation on future land use of remaining project land.	6 July 2017
	A briefing on the M4-M5 Link project and design evolution, community consultation and key findings of the EIS.	24 July 2017
The Hon. Melinda Pavey, Minister for Roads, Maritime and Freight	A briefing on the M4-M5 Link project, including the EIS.	28 July 2017

7.3.5 Consultation with utility and service providers

Consultation with utility and service providers has been carried out to discuss potential impacts on existing and future utility supply, adjustments and project timing. Consultation has been ongoing since before the development of the EIS and would continue should the project be approved. **Table 7-5** provides a summary of the consultation undertaken with utilities and service providers during the development of this EIS.

The approach to utility relocations or protection, potential impacts and measures to mitigate these impacts is outlined in the **Appendix F** (Utilities Management Strategy). The strategy includes ongoing consultation with utility and service providers to ensure activities can be coordinated as far as possible to minimise impacts on communities.

Table 7-5 Consultation with utility and service providers

Stakeholder	Key items discussed	Date
Ausgrid	Regular meetings to discuss: <ul style="list-style-type: none"> • Permanent and construction power supply solutions for the M4-M5 Link • Tracking status of permanent and construction power designs • Possible impacts on Ausgrid assets by proposed Project infrastructure or related construction staging • Treatment solutions for impacted assets • Detailed design progress for impacted Ausgrid assets • EIS process and communications strategy • Overall approach and key principles of the Utilities Management Strategy (refer to Appendix F). 	Since May 2016
Sydney Trains	Regular meetings to discuss: <ul style="list-style-type: none"> • Development Deed • Property impact • Possible impacts on Sydney Trains assets by proposed project infrastructure or related construction staging • Treatment solutions for impacted assets • Detailed design progress for impacted Sydney Trains assets. 	Since September 2016
Jemena	A meeting to introduce the project and discuss relocation and protection of Jemena's assets. Further meetings have been offered.	20 October 2016
Sydney Water	Monthly coordination meetings to discuss key issues including: <ul style="list-style-type: none"> • Relocation and protection of Sydney Water assets • Approval processes for EIS and communications strategy • Update on progress of design and network assessments • Program update and discussion of timelines and agreed milestones • Interface agreements. <p>In addition, a meeting was held 7 June 2017 to discuss the overall approach and key principles of the Utilities Management Strategy (refer to Appendix F) and a presentation provided on the surface water, flooding and drainage impact assessment 6 July 2017.</p>	Since April 2016
Telstra	Two meetings to discuss topics including: <ul style="list-style-type: none"> • Planned consultation process • Relocation and protection of Telstra assets. 	2 August 2016 3 November 2016
Optus	A meeting to introduce the project and discuss relocation and protection of Optus' assets. Further meetings have been offered.	8 September 2016
TPG (AAPT)	One meeting held. Topics discussed include: <ul style="list-style-type: none"> • Planned consultation process • Relocation and protection of TPG assets. 	29 March 2017

7.3.6 Consultation with directly impacted land owners and residents

All acquisition required for the project would be undertaken in accordance with *the Land Acquisition (Just Terms Compensation) Act 1991* (NSW) (Just Terms Act), the *Land Acquisition Information Guide* (NSW Government 2014) and the land acquisition reforms announced by the NSW Government in 2016¹.

The Customer Service Commissioner, Michael Pratt, recently undertook a review of the process of residential property acquisition in NSW to look at ways to improve the resident experience. Completed in September 2016, the 'Pratt Review' made a number of recommendations to improve the customer experience during acquisition.

These included:

- Increasing the maximum amount payable for solatium (now known as 'Disadvantage Resulting from Relocation') to \$75,000
- Appointing a Personal Manager Acquisitions for each land owner/resident to assist them through the acquisition process and help them relocate.

The Pratt Review and the reforms arising from it followed a review of the Just Terms Act by David Russell SC in February 2014 and the NSW Government's response to that review, which resulted in amendments to the Just Terms Act being passed by NSW Parliament in November 2016. Those amendments commenced on 1 March 2017 and included, among other changes, a minimum six-month negotiation period before the compulsory acquisition process may commence; and allowing residential owner occupiers to remain in their properties for up to 90 days without paying rent following compulsory acquisition.

Roads and Maritime has assigned a Personal Manager Acquisitions to assist each of the land owners and residents affected by acquisition for the M4-M5 Link project. The Personal Manager Acquisitions was appointed at the beginning of the acquisition process and would continue to work with the land owners and residents to offer them assistance and support throughout the acquisition and relocation process.

7.3.7 Other industry and stakeholder consultation

Consultation with other industry and stakeholders started before the development of the EIS, particularly in relation to the WestConnex program of works. Consultation would continue during design and construction. **Table 7-6** provides a summary of the consultation during the development of this EIS.

Table 7-6 Consultation with industry and other stakeholders

Stakeholder	Key items discussed	Date
Greater Sydney Commission	Regular meetings to provide information and updates on the project. Discussions have focused on the Greater Sydney Commission's draft 20-year District Plans for Sydney.	Since 8 February 2016
NRMA	A meeting to provide an update on the project.	23 February 2016
NSW Police Newtown Local Area Command	A meeting to provide an update on survey and geotechnical investigations proposed for the project.	12 April 2016
Australian Logistics Council, NRMA Infrastructure Partnerships Australia	A meeting to provide an overview of the project and the wider WestConnex program.	26 July 2016

¹ See: https://www.finance.nsw.gov.au/sites/default/files/NSW_Government_Response.pdf. Relocation and some other categories of expenses would be claimable under this Act

Stakeholder and WSROC	Key items discussed	Date
Industry partners	A briefing to provide an update on the new design features of the project. The speakers discussed a range of changes, including an increase in capacity for the M4-M5 Link twin tunnels from three to four lanes in each direction, the removal of exit and entry ramps at Camperdown, and a shift in tunnel alignment.	16 November 2016
Infrastructure Partnerships Australia	A meeting to provide an overview of the wider WestConnex program.	19 November 2016
Australian Institute of Landscape Architects	A meeting to introduce the project.	20 October 2016
Coalition of Glebe Groups	Regular meetings to discuss project features of specific interest to this stakeholder, like the Camperdown interchange (before it was removed from the design).	Since November 2016
Balmain community meeting	A session hosted by the community. An overview of the project was provided and a question and answer session was held.	8 December 2016
NSW Fire and Rescue	A meeting to provide information on the project, including a general project description and how the project connects with other stages of the WestConnex program.	14 February 2017
State Emergency Services	A meeting was offered and a submission on the concept design was received.	19 July 2017
BayBUG (Bay Bicycle User Group)	An invitation to meet has been offered.	May 2017
Pedestrian Council of Australia	An invitation to meet has been offered.	May 2017
Bicycle NSW	A meeting to discuss active transport options for the M4-M5 Link project.	22 May 2017
Bikeeast	A meeting to discuss active transport options for the M4-M5 Link project.	22 May 2017
Inner West Bicycle Coalition	A meeting to discuss active transport options for the M4-M5 Link project.	19 June 2017
Hunter Baillie Memorial Presbyterian Church, Annandale	A meeting to discuss the concept design, the heritage of the church and possible impacts.	11 July 2017
Bike Sydney	A meeting to discuss active transport connections to be delivered by the project.	4 August 2017

7.3.8 Aboriginal cultural heritage consultation

The methodology adopted for the Aboriginal heritage assessment was developed in accordance with the requirements of the Roads and Maritime *Procedure for Aboriginal Cultural Heritage Consultation and Investigation* (PACHCI) (Roads and Maritime 2011a). By adopting the PACHCI process, the assessment is consistent with the OEH *Aboriginal cultural heritage consultation requirements for proponents* (DECCW 2010a).

In accordance with the Roads and Maritime Stage 2 PACHCI process (refer to **Chapter 21** (Aboriginal heritage)), the following Aboriginal community consultation process was implemented:

- Identification of key Aboriginal stakeholders and the relevant local Aboriginal Land Council (LALC) through searches of the National Native Title Register and Registrar of Aboriginal Owners
- Engagement of identified Aboriginal stakeholders to participate in the archaeological survey
- Preparation (by identified Aboriginal stakeholders) of a cultural heritage survey report.

Searches of the National Native Title Register and Register of Aboriginal Owners did not identify any Aboriginal stakeholders. The Metropolitan LALC (MLALC) was identified as the relevant LALC for this assessment. Jay Daley from MLALC participated in the archaeological surveys. No native title applicants or Aboriginal owners were identified.

7.4 Contact summary

More than 20,000 individuals have been contacted during the development of the WestConnex program of works, which includes the M4-M5 Link project. Over 4,807 individuals have been contacted or have made contact with the project team specifically for the M4-M5 Link over 5,597 consultation events (not including social media events or subscribers to project updates).

Table 7-7 provides an overview of the method of contact and number of contacts that have been made for the project since consultation commenced in January 2016.

Table 7-7 Summary of project contact from January 2016 to July 2017

Method of contact	Number of contacts
WestConnex information telephone line (inbound calls)	1,185
Inbound email, letters and other written correspondence	1,026
Properties door-knocked	352
Subscribers to project updates (M4-M5 Link)	4,216
Completing online feedback form (website)	1,724
Completing feedback form (hard copy)	127
Customer enquiries issued as Ministerial enquiries	77
Outbound notification letters, phone calls, SMS notification, general correspondence letters, community updates, mail outs and other	1,044
Meetings (targeted stakeholders)	25
Public displays and meetings	24
Contact on site	13
Total engagement on social media (number of people reached)	189,327
Total contacts (inbound and outbound and not including social media and subscribers to project updates)	5,597

7.5 Responding to early feedback

Ideas provided by government agencies, local government and the community were recorded and considered during the preparation of this EIS and throughout the development of the project.

A range of commitments have been made in relation to the project in response to early feedback (see **section 7.2**). In addition, the EIS provides an assessment of matters raised during consultation. **Table 7-8** and **Table 7-9** summarise the feedback provided by government agencies and raised at meetings with the relevant councils and indicates where in the EIS this topic has been addressed.

Table 7-10 provides a summary of feedback received up until July 2017 from the community, community groups (including pedestrian and cyclist user groups), businesses and adjoining and affected landowners during the preparation of this EIS. **Table 7-10** consolidates feedback from the community for the purpose of this EIS and provides a response or indicates where in the EIS this topic has been addressed. Detailed summaries of feedback received from the community can also be found in the Community Feedback Report published in November 2016 and available on the WestConnex website.

Table 7-8 Feedback from government agencies

Stakeholder	Feedback	Where addressed in EIS
Transport for NSW	<p>Integrated design and cumulative impact</p> <ul style="list-style-type: none"> • The project needs to integrate with the broader transport plans for Sydney • Other projects underway need to be considered in developing the M4-M5 Link design • Steps should be taken to allow for bus lanes on Victoria Road. 	<p>Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p> <p>Refer to Chapter 3 (Strategic context and project need) for an explanation of WestConnex in the context of other transport project.</p> <p>A discussion of the potential interfaces with other transport projects is provided in Chapter 26 (Cumulative impacts).</p> <p>The project design has allowed for bus lanes on Victoria Road.</p>
Sydney Local Health District	<p>Air quality and human health</p> <ul style="list-style-type: none"> • University of Sydney (Camperdown campus) is a sensitive receiver • Concerns over the proposed ventilation facility at Broadway • The needs of the RPA Hospital to be considered, including underground car parking, nuclear medicine facilities and laser equipment sensitive to vibration. 	<p>Refer to Chapter 4 (Project development and alternatives) which describes the removal of the Camperdown interchange from the project and the impacts avoided on the University of Sydney and the RPA Hospital.</p> <p>A discussion of air quality and human health impacts is provided in Chapter 9 (Air quality) and Chapter 11 (Human health risk).</p>
	<p>Heritage</p> <ul style="list-style-type: none"> • Consideration of the RPA Hospital heritage items. 	<p>Refer to Chapter 4 (Project development and alternatives) which describes the removal of the Camperdown interchange from the project and the impacts avoided on the RPA Hospital.</p> <p>Refer to Chapter 20 (Non-Aboriginal heritage) and Appendix U (Technical working paper: Non-Aboriginal heritage).</p>
NSW Health	<p>Land use and socio-economic</p> <ul style="list-style-type: none"> • Encourage emphasis on public transport. 	<p>Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description) and Chapter 12 (Land use and property).</p>
	<p>Soil and water</p> <ul style="list-style-type: none"> • Consideration of contaminated soil • The EIS should detail the methods to remove any contaminated material and spoil. 	<p>Refer to Chapter 15 (Soil and water quality) and Chapter 16 (Contamination).</p>

Stakeholder	Feedback	Where addressed in EIS
UrbanGrowth NSW	<p>Traffic and transport</p> <ul style="list-style-type: none"> Potential for future public transport at Rozelle Rail Yards, Camperdown and Parramatta Road needs to be considered Consideration for the provision of active transport (pedestrian and cyclist) in and around the Rozelle Rail Yards, in particular connecting to White Bay and the future the Bays Precinct. 	Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description), Chapter 8 (Traffic and transport), Chapter 12 (Land use and property), and Appendix N (Technical working paper: Active transport strategy).
	<p>Land use and socio-economic</p> <ul style="list-style-type: none"> Need to consider the creation of high quality urban environments and public amenity – playing fields, open space provision at Rozelle A desire for contiguous land parcels that maximise usable remaining project land UrbanGrowth’s preference is for the Rozelle interchange to be predominantly underground. 	Refer to Chapter 12 (Land use and property) and Chapter 13 (Urban design and visual amenity) and Appendix L (Technical working paper: Urban design).
	<p>Heritage</p> <ul style="list-style-type: none"> White Bay Power Station needs to be considered. 	Refer to Chapter 20 (Non-Aboriginal heritage), Chapter 13 (Urban design and visual amenity), Appendix U (Technical working paper: Non-Aboriginal heritage) and Appendix L (Technical working paper: Urban design).

Table 7-9 Feedback from local government

Stakeholder	Feedback	Where addressed in EIS
City of Sydney	<p>Traffic and transport</p> <ul style="list-style-type: none"> Extent of the study area needs to be increased to address broader impacts, including transport impacts, in context of constrained urban areas Consideration to be given to the opportunities for growth of active transport Assessment timeframes in the EIS need to be sufficient – eg longer term assessment post-2031. 	Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport). Refer also to Appendix N (Technical working paper: Active transport strategy).
	<p>Air quality and human health</p> <ul style="list-style-type: none"> Study area needs to be considered Air quality impacts along surface routes need to be assessed Forward planning for residential buildings that may be affected by air quality 	Refer to Chapter 9 (Air quality), Chapter 11 (Human health risk), Appendix I (Technical working paper: Air quality) and Appendix K (Technical working paper: Human health risk assessment).

Stakeholder	Feedback	Where addressed in EIS
	<ul style="list-style-type: none"> Parramatta Road – community health needs to be assessed, not just tunnel and portals* Noise is a human health factor, and more cars on Parramatta Road would generate additional noise and have impacts on residents and future planning for the area. 	
	<p>Noise and vibration and traffic</p> <ul style="list-style-type: none"> Concerns about noise impacts in relation to the Camperdown interchange and its potential to increase traffic along Parramatta Road at Camperdown*. 	Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description) and Chapter 8 (Traffic and transport).
	<p>Land use and socio-economic</p> <ul style="list-style-type: none"> CBD impacts on local communities* Victoria Park (Camperdown) – heritage and open space considerations* Concerns over noise and other impacts that may trigger the need for zoning changes Concern over impacts of the project on land values and future development* Concern on impacts on community groups. 	Refer to Chapter 12 (Land use and property), Chapter 13 (Urban design and visual amenity), Chapter 14 (Social and economic) and Appendix P (Technical working paper: Social and economic).
	<p>Urban design</p> <ul style="list-style-type: none"> Increasing open space and active recreation. It is not appropriate to plant superficial landscaping to try and hide the motorway; the landscaping needs to be suitable for its location Need to maximise value around excess land and expectation that any future use of excess land is assessed appropriately. 	Refer to Chapter 12 (Land use and property), Chapter 13 (Urban design and visual amenity) and Appendix L (Technical working paper: Urban design).
	<p>Heritage</p> <ul style="list-style-type: none"> Need to consider Heritage Conservation Areas including properties/items facing Parramatta Road*. 	Refer to Chapter 20 (Non-Aboriginal heritage) and Appendix U (Technical working paper: Non-Aboriginal heritage).
Inner West Council	<p>Integrated design and cumulative impacts</p> <ul style="list-style-type: none"> Consideration and co-ordination with other plans and projects in the area such as The Bays Precinct, the proposed future Western Harbour Tunnel and Beaches Link and the Parramatta Road Corridor Urban Transformation Strategy. 	Meetings with key stakeholders to co-ordinate on other projects within or near the project footprint have been held and would continue to be held should the project be approved. See section 7.3.2 for details of meetings with relevant stakeholders.

Stakeholder	Feedback	Where addressed in EIS
		Refer to Chapter 3 (Strategic context and project need) for an explanation of WestConnex in the context of other transport and infrastructure projects, plans and strategies. A discussion of the potential interfaces with other projects is provided in Chapter 26 (Cumulative impacts).
	<p>Construction work</p> <ul style="list-style-type: none"> Concern about the potential use of Reg Coady Reserve as a temporary construction employee car park and the associated impact on residents. Suggestion to use the Cove Street depot site as an alternative Request that where possible impacts on council assets such as roads and parks should be avoided. 	Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description) and Chapter 6 (Construction work).
	<p>Design</p> <ul style="list-style-type: none"> Concern about the impact on residents of a tunnel dive site at Leichhardt and a preference to have no dive site at Leichhardt. 	<p>During February and March 2017 there were numerous key stakeholder meetings regarding the proposed mid-tunnel construction site in the Leichhardt area and notifications were distributed to local residents and businesses.</p> <p>Consultation on the draft design, including the proposed location for a mid-tunnel dive site, would continue through the public exhibition of the EIS and during the detailed design phase, should the project be approved.</p> <p>The potential impacts of the construction ancillary facilities proposed for the project have been assessed throughout this EIS and are described in Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description) and Chapter 6 (Construction work).</p>
	<p>Consultation</p> <ul style="list-style-type: none"> Request for more information and certainty around the project Establishment of a WestConnex Community Reference Group is an important priority for Council to allow residents to have a forum for their concerns related to WestConnex. 	In November 2016, expressions of interest were sought from community members and stakeholder groups to join the WestConnex Community Reference Group.
	<p>Active transport</p> <ul style="list-style-type: none"> Consideration to be given to the opportunities for growth of active transport. 	Refer to Appendix N (Technical working paper: Active transport strategy).

Note:

* This feedback was relevant to the Camperdown interchange and this design feature has been subsequently removed from the design.

Table 7-10 Feedback from the community

Feedback	Detail	Response or where addressed in EIS
Camperdown interchange	<ul style="list-style-type: none"> Concerns about the proposed Camperdown interchange including impacts on traffic and community. 	<p>Following community and stakeholder consultation and subsequent design changes, the Camperdown interchange was removed (refer to Chapter 4 (Project development and alternatives)).</p>
	<ul style="list-style-type: none"> Concern that Roads and Maritime and SMC have given too much weight to the views of Sydney University and the RPA Hospital in reaching a decision to remove the Camperdown ramps Concern that the impacts on the road network associated with the removal of the Camperdown ramps would not be assessed in the EIS. 	<p>A traffic assessment of the impacts of removing the Camperdown ramps has been carried out. Refer to Appendix H (Technical working paper: Traffic and transport). Refer also to Chapter 4 (Project development and alternatives) for more details on the removal of the Camperdown ramps.</p>
Active and public transport	<ul style="list-style-type: none"> Suggestions that improved public transport would reduce traffic congestion and remove need for project Requests for additional public transport including heavy rail, light rail, additional buses, ferries, metro, trams Requests for dedicated bus lanes on surface roads Concerns about whether the toll road operator contracts have clauses prohibiting competing public transport Comments and suggestions regarding existing public transport services Question if the project would help to introduce more buses on Victoria Road and Anzac Bridge. 	<p>Refer to Chapter 3 (Strategic context and project need), Chapter 4 (Project development and alternatives), Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p> <p>Some of this feedback is outside the scope of the project.</p>
Traffic	<p>Community feedback on the topic of traffic includes:</p> <ul style="list-style-type: none"> Queries and concerns about integrating the project with the surface road network and local road access Concern that traffic modelling has not taken into account induced traffic, local rat running and changes in technology such as driverless cars and electric cars Concerns motorists and trucks would use local roads to avoid tolls Concerns that the project would worsen traffic conditions on local roads particularly those surrounding the Rozelle and St Peters interchanges and suggestions that upgrades to key surface road would be required Concern that King Street, Newtown, would be made a 24 hour clearway. <p>Responses from the businesses surveys highlighted that traffic management</p>	<p>Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p> <p>Roads and Maritime has no plans to change the existing clearways on King Street.</p>

Feedback	Detail	Response or where addressed in EIS
	<p>was important including:</p> <ul style="list-style-type: none"> • Avoiding bottlenecks near tunnel entry and exit ramps • Suggestions that removing construction spoil outside of peak hours would help to minimise further traffic congestion on main roads • Preventing construction workers from using customer parking spots during business operational hours. 	
	<p>Requests for specific details about the traffic modelling including:</p> <ul style="list-style-type: none"> • Who is conducting the traffic modelling for the project and would the model be made available to the public • How have travel times through the tunnels been calculated and are there differences between different tunnel sections • What are the estimated speeds within each section of the tunnel and how long would a driver typically spend underground • What difference does the removal of the exit at Camperdown mean to the volumes of traffic flowing north at Euston Road. 	<p>Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p>
	<p>Questions about how the project would improve existing congestion on Anzac Bridge, particularly for citybound buses during peak hour.</p>	<p>Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p>
	<p>Concern that traffic congestion on Anzac Bridge might lead to drivers spending extended periods in the tunnel.</p>	<p>Refer to Chapter 8 (Traffic and transport) and Appendix H (Technical working paper: Traffic and transport).</p>
<p>Rozelle interchange</p>	<p>Concern about the Rozelle interchange and potential impacts on the local area.</p> <p>Concern about the location of three ventilation outlets at Rozelle near a recreation area.</p> <p>Various suggestions regarding the design of the Rozelle interchange including:</p> <ul style="list-style-type: none"> • Locate most of the interchange underground • Double-stacked tunnels • Use the existing City West Link as part of the interchange • Keep Victoria Road–City West Link intersection separate from the rest of the interchange, and develop it first • Consider that not all combinations of routes need to be prioritised at the interchange 	<p>The Rozelle interchange would be located primarily underground below Lilyfield and Rozelle. Tunnel portals and entry and exit ramps would be constructed within the Rozelle Rail Yards. Works along City West Link, The Crescent and Victoria Road for connection to the interchange tunnel portals would also be required. By locating the interchange primarily below ground in tunnels, and using the Rozelle Rail Yards for the construction of tunnel portals and entry and exit ramps, total land acquisition required for construction and operation of the interchange would be minimised.</p> <p>Refer to Chapter 5 (Project description).</p>

Feedback	Detail	Response or where addressed in EIS
	<ul style="list-style-type: none"> • Use the Iron Cove Link portal to run a tunnel under Rozelle to Anzac Bridge and Western Distributor • Parking should be included in the design of the Rozelle interchange. <p>Concern that the masterplan shown in the concept design for Iron Cove Link raises an expectation for landscaping in the middle of Victoria Road which is unlikely to be completed.</p> <p>Questions about the costs of constructing the Rozelle interchange.</p>	<p>The options for use of remaining project land would be developed in consultation with the community and stakeholders.</p> <p>Details of remaining project land are described in Chapter 12 (Land use and property) and Appendix L (Technical working paper: Urban design).</p> <p>The estimated cost of the M4-M5 Link project is around \$7.2 billion (\$2015), and this includes the cost of the Rozelle interchange.</p>
Design	<ul style="list-style-type: none"> • Various questions regarding the design including: <ul style="list-style-type: none"> – Where vehicles that use the project would park – Requests for information about the tunnel route and depth as well as the location of the surface connections – Why the tunnel would not be built underneath Parramatta Road – The height of the ventilation outlets and concern for the associated visual impacts – Whether sustainable design and improvements in technology had been considered in the design • Various suggestions regarding the design including: <ul style="list-style-type: none"> – Colour-coding the tunnel interior so that drivers can identify the tunnel – Continuing the tunnel through to Gladesville Bridge at Drummoyne – Changing the route of tunnels to reduce property impacts – Moving the M4-M5 Link tunnel slightly south – Moving the M4-M5 Link portals to the west end of the Rozelle Rail Yards – Starting the sub-entrance portals at the west end of the Rozelle Rail Yards • Requests to change arrangements at existing roads, including but not 	<p>Refer to Chapter 4 (Project development and alternatives), Chapter 5 (Project description), Chapter 8 (Traffic and transport), Chapter 13 (Urban design and visual amenity) and Chapter 27 (Sustainability).</p>

Feedback	Detail	Response or where addressed in EIS
	limited to: <ul style="list-style-type: none"> - City West Link - Hartley Street, Rozelle - Springside Street, Rozelle - Manning Street, Rozelle - Clubb Street, Rozelle - Lilyfield Road, Rozelle - Victoria Road, Rozelle <ul style="list-style-type: none"> • Concern that local roads would be closed. 	
Walking and cycling	<ul style="list-style-type: none"> • Requests to improve pedestrian and cyclist infrastructure, including connected cycleways and dedicated cyclist lanes in Rozelle and Camperdown • Concerns about the potential impact of the project on the Bay Run • Suggestion to make a new footbridge at the University of Sydney • Suggestions to re-open Glebe Island Bridge for pedestrians and cyclists • Comment that steel plates on the road pose a hazard for cyclists. 	Refer to Chapter 5 (Project description), Chapter 8 (Traffic and transport), Appendix H (Technical working paper: Traffic and transport) and Appendix N (Technical working paper: Active transport strategy).
Engagement process	<p>Suggestions that community consultation should have been conducted at an earlier stage of project development.</p> <p>Questions on the consultation process and timing of the public exhibition of the EIS.</p> <p>Comments on the location of feedback sessions, how they were advertised and how the contact lists are organised.</p>	<p>During consultation for the M4 East and New M5 projects, the community provided feedback that they would have liked to have been consulted sooner. As a result, for the M4-M5 Link, consultation began soon after the SSIAR was lodged with DP&E. The design was in its early stages and there was limited detail available on the project.</p> <p>This has provided the community with more opportunity to provide feedback and ideas to inform the development of the design (see section 7.2).</p> <p>The consultation process is described in this chapter. See section 7.1 for an overview of the consultation process.</p> <p>See section 7.3.3 for a summary of key consultation activities and communication tools for the project and for the wider WestConnex program of work. See section 7.6.1 for details of the public exhibition of the EIS.</p>

Feedback	Detail	Response or where addressed in EIS
	<p>Questions around how much time the community will have to make a submission on the EIS. Concern about the scale and complexity of the EIS documentation and the limited time available during public exhibition to fully comprehend the information contained in it.</p>	<p>The EIS would be available for viewing for a period of at least 30 days. See section 7.6.1 for details of the public exhibition of the EIS.</p> <p>A range of activities are planned to support the display of the EIS and provide opportunities for discussion with community and interested parties. This includes five community sessions and an EIS summary document with details of the key information contained in the EIS (refer to Appendix A (Project synthesis)).</p>
	<p>Seeking confirmation on consultation undertaken with the Gadigal and Wangal people of the Eora Nation.</p>	<p>The Gadigal and Wangal people have been consulted through the Metropolitan Local Aboriginal Land Council (MLALC). The MLALC's boundaries include the language group areas of the Eora, Dharug, Darkinung and Kuring-Gai, as defined by Horton on the Australian Institute of Aboriginal and Torres Strait Islander Studies Map of Indigenous Australia. Refer to Chapter 21 (Aboriginal heritage) and section 7.3.8.</p>
	<p>Questions on how feedback from the community is being collated and if this will be published.</p>	<p>During the preparation of the EIS, feedback has been sought from community, local government and government agencies. Feedback collected during the preparation of the EIS has been used to develop the EIS and concept design.</p> <p>This table provides a summary of feedback from the community, community groups, businesses and adjoining and affected landowners during the preparation of this EIS.</p> <p>Roads and Maritime is required to respond to all submissions received during the exhibition of the EIS in a submissions report and this may result in changes to the design.</p>
	<p>Suggestions for future communication and engagement activities such as community ideas sessions, public meeting, online survey, easy to read version of EIS, emails and Q&A sessions.</p>	<p>Ongoing communication and engagement activities would include forums like the ideas sessions, meetings with community groups, emails, online information and newsletters. See section 7.6.1.</p>
	<p>Concern about the format and the amount of information available at the ideas sessions, as well as feedback on the display material at the sessions.</p> <p>Concern that the community information sessions were not adequately</p>	<p>M4-M5 Link consultation started soon after the SSIAR was lodged with DP&E. The design was in its early stages and there was limited detail available on the project. The</p>

Feedback	Detail	Response or where addressed in EIS
	publicised and not enough notice was given.	<p>community ideas forums were promoted via a number of channels including:</p> <ul style="list-style-type: none"> • Letter box drops between 2 and 4 August 2016 to 130,000 residents and businesses in the local area • An email to more than 2,200 subscribers on 1 August 2016 • On the WestConnex website from 1 August 2016 • In posts on the WestConnex Facebook page on 1 and 9 August 2016 • Advertisements in the Inner West Courier on 2, 9 and 16 August 2016. <p>Community members can receive regular project updates by subscribing at: www.westconnex.com.au/subscribe.</p>
	Concern about the level of engagement and how information is provided to the community. Various suggestions about the format of communication material such as the concept design including the size of files for download and the size of the text when printed.	<p>The format and type of communication material continues to be developed in response to feedback received. The Project synthesis (Appendix A) would be a standalone report that the public would be able to download. Hardcopies would also be provided at consultation venues during exhibition of the EIS.</p> <p>The EIS is divided into key chapters detailing the project and the specific environmental assessments.</p> <p>The EIS would be available for viewing for a period of at least 30 days. Refer to section 7.6.1 for details of the public exhibition of the EIS.</p> <p>A range of activities are planned to support the display of the EIS and provide opportunities for discussion with communities and interested parties. This includes communication services that cater for those persons whose first language is a language other than English and material accessible for disabled persons.</p>
	<p>Comments that the concept design is indicative and lacked detail such as:</p> <ul style="list-style-type: none"> • Number of tunnel lanes • Depth of tunnels 	The concept design was released early for community feedback. This was in response to feedback from communities requesting to be consulted earlier in project development. The design shown has been informed by the

Feedback	Detail	Response or where addressed in EIS
	<ul style="list-style-type: none"> • Traffic speed limits • Visualisations of surface infrastructure for example ventilation outlets • Visualisations or details around traffic light and line marking arrangements at proposed road intersections. 	<p>results of technical investigations and community feedback up to the date of release.</p> <p>Roads and Maritime continues to develop and refine the design of the M4-M5 Link. Technical investigations are continuing and the extended consultation period on the concept design would result in further changes and improvements to the design.</p> <p>Pending project approval, the final M4-M5 Link design would be confirmed when a preferred contractor has been appointed. This is expected to be in 2018.</p>
	<p>Concern around how the design might change once a construction contractor is engaged and whether community will have an opportunity to provide feedback on the detailed design.</p>	<p>Refer to section 7.6.2.</p>
	<p>Question about why St Peters is not shown on maps during early consultation.</p>	<p>The engagement activities and ideas sessions held between 21 July and 31 August focused on gaining ideas and feedback on the Rozelle interchange and new design features. Individuals and stakeholders were able to provide their feedback on St Peters using the online collaborative map.</p> <p>A comprehensive engagement program with the St Peters area, relating to the St Peters interchange specifically, was undertaken as part of the New M5 project between 2014 and July 2016, when that project received planning approval.</p>
<p>Air quality</p>	<p>Requests that the ventilation outlets be filtered. Questions on filtration of ventilation outlets including if filtration reduces air pollution and why the project is proposing unfiltered ventilation outlets. Also clarity on what is meant by unfiltered ventilation outlets 'providing value for money'.</p> <p>Queries and concerns about the location of ventilation outlets and proximity to residential areas. Suggestions for where the ventilation outlets should and should not be located.</p> <p>Requests for detailed explanations of the air quality modelling for the project including where air quality monitors have been placed and when and for how long they were collecting data. Also questions on which pollutants were monitored.</p>	<p>Refer to Chapter 9 (Air quality), Chapter 11 (Human health risk), Appendix I (Technical working paper: Air quality) and Appendix K (Technical working paper: Human health risk assessment).</p>

Feedback	Detail	Response or where addressed in EIS
	<p>Questions related to the safety limits for PM_{2.5} and smaller particles and how fine particle risks are assessed.</p> <p>Questions on how the NSW air quality guidelines compare to World Health Organisation guidelines and other international best practice.</p> <p>Concerns about health impacts from ventilation outlet emissions and air quality within the tunnels. Questions around how these impacts will be managed and prevented including how contaminated air will be removed. Questions on whether additional ventilation infrastructure not currently included in the project design would be constructed to allow for removal of emissions if air quality in the tunnel decreases. Also questions on whether this additional infrastructure would require further property acquisition.</p> <p>Request to gather and publish air quality data before project approval.</p> <p>Will air quality be measured after project completion? Will the results be published and how regularly?</p>	
Open space	<ul style="list-style-type: none"> • Requests for additional landscaping and open space in the inner west, specifically around Rozelle, Camperdown and St Peters • Suggestion for a dog water park in Camperdown • Suggestions for features/facilities in the new Rozelle 'parkland'. 	Refer to Chapter 13 (Urban design and visual amenity) and Appendix L (Technical working paper: Urban design).
	Concern about the potential for significant redevelopment of residual land particularly at Rozelle, Iron Cove, Darley Road and Pymont Bridge Road.	<p>The options for use of remaining project land would be developed in consultation with the community and stakeholders.</p> <p>Details of residual land are described in Chapter 12 (Land use and property) and Appendix L (Technical working paper: Urban design).</p>
Water use and treatment	<ul style="list-style-type: none"> • Request to reuse groundwater to irrigate parks • Question on where the water treatment plants would be located. 	<p>Refer to Chapter 23 (Resource use and waste minimisation).</p> <p>Refer to Chapter 5 (Project description).</p>
Construction	Concerns about tunnelling and the impact of vibration on heritage-listed and other homes and buildings including settlement and ground-borne vibration impacts. Questions around the processes to measure the effect of vibration and how residents can make a complaint. Also questions about the length of time after tunnel completion that claims may be accepted. Suggestions that building condition surveys should be conducted by an independent specialist not associated with Roads and Maritime, SMC or the contractor.	If the project is approved, during construction, vibration would be monitored to ensure that the levels are in accordance with construction standards and codes, including Roads and Maritime's <i>Construction Noise and Vibration Guideline</i> , British Standard BS7385: Part 2 1993 <i>Evaluation and measurement for vibration in buildings</i> and German Standard DIN 4150-3: <i>Structural vibration – effects of</i>

Feedback	Detail	Response or where addressed in EIS
		<p><i>vibration on structures.</i></p> <p>Refer to Chapter 10 (Noise and vibration), Chapter 12 (Land use and property), Chapter 20 (Non-Aboriginal heritage), Appendix J (Technical working paper: Noise and vibration) and Appendix U (Technical working paper: Non-Aboriginal heritage).</p>
	Concerns and questions about construction noise impacts and the duration and level of construction noise.	Refer to Chapter 6 (Construction work), Chapter 10 (Noise and vibration) and Appendix J (Technical working paper: Noise and vibration).
	Suggestion that construction noise be capped at 5 dBA above background.	Refer to Chapter 10 (Noise and vibration) and Appendix J (Technical working paper: Noise and vibration).
	Concerns about dust created during construction and the removal of spoil from sites.	Refer to Chapter 9 (Air quality) and Appendix I (Technical working paper: Air quality).
	Questions regarding how construction excavated material (spoil) would be reused.	Refer to Chapter 6 (Construction work) and Chapter 23 (Resource use and waste minimisation).
	Suggestions to use port facilities to bring construction materials in and out.	Refer to Chapter 4 (Project development and alternatives).
	Questions about where construction sites and tunnelling dive sites would be located and distance between construction sites and residences.	Refer to Chapter 5 (Project description).
	Concern about proposed mid-tunnel construction sites at Darley Road and Pymont Bridge Road including that the reasons for selecting these locations has not been adequately explained and that alternative sites have not been considered.	Refer to Chapter 4 (Project development and alternatives) and Chapter 5 (Project description).
	Concern about the impacts on residents who may experience construction of more than one stage of WestConnex. Questions on the social impact assessment for residents currently experiencing construction at St Peters and Haberfield.	Refer to Chapter 11 (Human health risk), Chapter 26 (Cumulative impacts), Appendix K (Technical working paper: Human health risk assessment) and Appendix P (Technical working paper: Social and economic).
	<p>Concerns about construction impacts on parks and open spaces, including:</p> <ul style="list-style-type: none"> • Blackmore Park • Bridgewater Park • Easton Park • King George Park • Barnwell Park Golf Course 	Refer to Chapter 6 (Construction work), Chapter 12 (Land use and property) Chapter 13 (Urban design and visual amenity) and Appendix L (Technical working paper: Urban design).

Feedback	Detail	Response or where addressed in EIS
	<ul style="list-style-type: none"> • Bicentennial Park • Callan Park • Sydney Park • The University of Sydney. 	
	<p>Concerns about traffic impacts on local roads and the wider arterial road network during construction from construction traffic (including spoil haulage) and local road closures.</p> <p>Questions around the location of construction sites and the proposed truck movements at each site. Also questions on the differences between each construction site.</p> <p>Comments that the Pymont Bridge Road site may not be large enough to accommodate queueing trucks and therefore surrounding streets would be used for parking.</p> <p>Comments that the proposed truck marshalling facility at White Bay is too remote to be useful alternative for the proposed sites at Pymont Bridge Road and Campbell Road.</p>	<p>Refer to Chapter 6 (Construction work) and Chapter 8 (Traffic and transport).</p>
	<p>Questions about the hours of construction. Concerns about tunnelling construction activities out of normal daytime working hours eg night time and weekends.</p>	<p>Refer to Chapter 6 (Construction work), Chapter 10 (Noise and vibration) and Appendix J (Technical working paper: Noise and vibration).</p>
	<p>Seeking a commitment to maintain access to public transport during construction.</p>	<p>Access to public transport would be maintained during construction.</p> <p>Work may require the temporary relocation of some public transport facilities (eg bus stops). However, this would be done in consultation with Transport for NSW and the community to ensure any changes retain adequate access for local people.</p> <p>Refer to Chapter 5 (Project description) and Chapter 6 (Construction work).</p>
	<p>Question regarding whether construction would include the use of sustainable building/construction materials.</p>	<p>In 2015, SMC published the WestConnex Sustainability Strategy. This outlines the sustainability vision, objectives and targets for the WestConnex program of work.</p> <p>Refer to Chapter 27 (Sustainability).</p>

Feedback	Detail	Response or where addressed in EIS
Property	Concerns about the impact on property values – especially those adjacent to the project.	Refer to Chapter 12 (Land use and property), Chapter 14 (Social and economic) and Appendix P (Technical working paper: Social and economic).
	Concerns about the fairness of the property acquisition process and requests for fair and appropriate acquisition compensation for directly impacted and adjacent properties. Questions on how the property acquisition process compares to other WestConnex stages.	Information on consultation with affected landowners is provided in section 7.3.6 . Also refer to Chapter 12 (Land use and property) and Appendix P (Technical working paper: Social and economic).
	Questions regarding the number of properties that would be acquired for the project.	The project has been designed to minimise the impact on properties, with over two thirds of the project being constructed as underground tunnels.
	Concerns that more properties would be acquired at Haberfield, near Easton Park, Glebe, Forest Lodge, and for construction sites.	The owners of residential properties which need to be acquired at Rozelle have been informed. Several commercial sites and land owned by councils as well as NSW Government are being considered for use during the construction and operation of the project. Refer to Chapter 12 (Land use and property).
	Suggestion that additional support be made available to directly impacted landowners.	Roads and Maritime would provide additional support to landowners through its community and stakeholder engagement team, including relocation assistance, and would also facilitate access to counselling and other support services. See section 7.3.6 for more details of consultation with directly impacted landowners and residents and recent changes to the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> .
Geotechnical investigations	Requests for detail on the geotechnical investigations. Questions on the timing of further geotechnical investigations. Questions around why no geotechnical investigations have been carried out on the eastern side of King Street, Newtown.	Refer to Chapter 15 (Soil and water quality) and Appendix E (Technical working paper: Geological long-sections).
Environment and heritage	Concerns about impacts on heritage items, including stone retaining wall, fence, palisade and buildings at Glebe.	These items would have been potentially impacted by construction of the Camperdown interchange. This interchange is no longer proposed as part of the project. Refer to Chapter 4 (Project development and alternatives). In addition, an assessment of heritage has been undertaken in Chapter 20 (Non-Aboriginal heritage), Chapter 21

Feedback	Detail	Response or where addressed in EIS
		(Aboriginal heritage), Appendix U (Technical working paper: Non-Aboriginal heritage) and Appendix V (Technical working paper: Aboriginal heritage).
	Request to relocate disused railway carriage at Rozelle Rail Yards to a rail museum for restoration and display.	Refer to Chapter 20 (Non-Aboriginal heritage) and Chapter 13 (Urban design and visual amenity).
	Concerns about the management and treatment of acid sulfate soils.	Refer to Chapter 15 (Soil and water quality) and Chapter 16 (Contamination).
	Concern about protecting animal and bird habitat including fairy wren/blue wren.	Refer to Chapter 18 (Biodiversity) and Appendix S (Technical working paper: Biodiversity).
	Requests to reduce impact on trees and concern about the loss of trees in the public domain.	
Environmental Impact Statement process	Question about the independence of the authors of the EIS.	Roads and Maritime is the government client agency for the WestConnex program and is the proponent for the project. AECOM Australia Pty Ltd has been engaged to prepare the EIS on its behalf. The EIS would be independently assessed by DP&E and work can only proceed if the project is approved by the NSW Minister for Planning. Information on the assessment process is outlined in Chapter 2 (Assessment process).
	Question about whether the recommendations of the EIS will be implemented.	This EIS identifies environmental management measures for the project to reduce its potential impacts. If the project is approved, final measures identified would be incorporated into construction management plans and the operational plans for the project. These measures may also be included as conditions of approval for the project. The DP&E would regulate adherence to the measures to ensure they are being implemented. A summary of mitigation measures is provided in Chapter 29 (Summary of environmental management measures).
	Comments that the EIS should have been completed as an initial stage of WestConnex.	WestConnex is being delivered as six component projects, which would link together to form a continuous motorway. Each of the projects are assessed separately. This EIS has been prepared in accordance with the relevant provisions of the <i>Environmental Planning and Assessment</i>

Feedback	Detail	Response or where addressed in EIS
	<p>Questions on why the acquisition of property started prior to the selection of construction sites.</p>	<p><i>Act 1979</i> (NSW) (EP&A Act). Information on the assessment process is outlined in Chapter 2 (Assessment process).</p> <p>There are a limited number of sites that can be used for construction. The project footprint is within an existing urban environment and construction sites need to be near tunnel portals, close to the road network and away from community facilities such as parks and schools.</p> <p>Wherever possible, government owned land or vacant land has been selected. However, the concept design guides the location of construction sites.</p> <p>Discussions with landowners about acquisition started as early as possible to give people time to prepare.</p>
Project alternatives	<p>Various suggestions and questions around project alternatives have been received including public transport initiatives, active transport as well as ideas on improvements to existing road networks.</p>	<p>Refer to Chapter 4 (Project development and alternatives).</p>
Funding and project financing	<p>Suggestion to introduce a congestion tax. Question regarding whether a betterment levy would be introduced.</p>	<p>Congestion tax and betterment levies are not in accordance with current government policy, and are therefore not being considered for the project.</p>
	<p>Request to disclose cost details.</p>	<p>The estimated cost of the overall WestConnex motorway project is about \$16.8 billion (\$2015). The estimated cost of the M4-M5 Link is around \$7.2 billion (\$2015). This nominal outturn cost includes contingency.</p> <p>These figures were included in the WestConnex Updated Strategic Business Case (SMC 2015), which was published on the WestConnex website in November 2015.</p> <p>Details of the benefit cost ratio for WestConnex and specifically for the project, are provided in Chapter 3 (Strategic context and project need).</p>
	<p>Question about project funding.</p>	<p>WestConnex is being financed through a strategy that involves asset recycling and private sector debt financing.</p> <p>The people of NSW would receive more than \$20 billion in economic benefits and the total upfront cost to taxpayers is a third of the total value of the project. The NSW Government is currently exploring a range of options to fund the M4-M5</p>

Feedback	Detail	Response or where addressed in EIS
		<p>Link.</p> <p>The government's investment would be returned, to be used on other critical infrastructure projects, including public transport.</p> <p>Ultimately, people using the motorway and paying tolls would fund the project. Motorists would only pay for the section of motorway they use, and tolls would be capped.</p> <p>Details on project funding are described in Chapter 3 (Strategic context and project need) and information on tolling is provided in Chapter 14 (Social and economic).</p>
	Question on which organisation takes the risk on the cost overrun.	Pending project approval, the detailed design and construction of the project would be undertaken by a private contractor. Subject to contract terms and conditions, the construction contractor would be liable for cost overruns.
	Questions about tolling of the tunnel.	<p>WestConnex would have a capped, distance-based tolling system, which means motorists would only pay for the section of motorway they use.</p> <p>The Iron Cove Link would not be tolled.</p> <p>Further information on tolling is provided in Chapter 3 (Strategic context and project need) and Chapter 14 (Social and economic).</p>
	Concern that the proposed sale of SMC would mean that commitments in the EIS would not be met. Concern around who would take responsibility for ensuring commitments were met.	Roads and Maritime has commissioned SMC to deliver WestConnex, on behalf of the NSW Government. However, Roads and Maritime is the proponent for the project. The M4-M5 Link would be operated as part of the combined WestConnex program of works.
Social impacts	Concern regarding impacts on local businesses. Questions on how businesses are compensated if their operation is interrupted or they are forced to vacate.	Refer to Chapter 14 (Social and economic) and Appendix P (Technical working paper: Social and economic).
	Questions on how many businesses may be impacted by the project.	
	Concerns about impact on communities around surface infrastructure.	<p>This EIS explores and assesses all potential impacts on the community and details mitigation measures to reduce these impacts.</p> <p>Refer to Chapter 14 (Social and economic) and Appendix P</p>

Feedback	Detail	Response or where addressed in EIS
		(Technical working paper: Social and economic).
Flooding and drainage	Questions on the methodology for the flooding assessment. Have the flooding issues such as those around Glebe/Camperdown been considered?	Refer to Chapter 17 (Flooding and drainage) and Appendix Q (Technical working paper: Surface water and flooding).
	Comment that the Rozelle interchange should be designed to cope with storm events without flooding.	
	Concern about groundwater related subsidence and impacts on property.	Refer to Chapter 12 (Land use and property), Chapter 19 (Groundwater) and (Appendix T (Technical working paper: Groundwater)).
Business case	Requests for a business case.	The WestConnex Updated Strategic Business Case (November 2015) is available on the WestConnex website at www.westconnex.com.au .
Strategic justification	Comments that the WestConnex program of works will not address traffic congestion and would rather create further traffic problems.	Refer to Chapter 3 (Strategic context and project need) and Chapter 30 (Project justification and conclusion).
Other projects	Requests for information on the proposed future Western Harbour Tunnel and predicted impacts.	The NSW Government has allocated \$32 million in the current state budget to investigate possible future links to the Sydney motorway system, including a proposed future Western Harbour Tunnel (SMC 2016). Roads and Maritime is currently carrying out early planning and investigation work for the potential project. A description of potential cumulative impacts of the M4-M5 Link and the proposed future Western Harbour Tunnel and Beaches Link project is provided in Chapter 26 (Cumulative impacts).
	Concern about the scale of construction impacts associated with the M4 East and New M5 projects and requests to see complaint records from these projects.	The construction impacts for the M4 East and New M5 projects have been assessed under separate EIS's. A description of potential cumulative impacts with the M4-M5 Link are provided in Chapter 26 (Cumulative impacts). The complaints records for the M4 East and New M5 projects are managed by the contractors for these projects. DP&E receives, registers and investigates complaints, and reports on these on a monthly basis.
	Question about how cumulative impacts of this project and other projects would be assessed. Question about who would be responsible for damage to properties affected by multiple projects. Question about how the impact on	Cumulative impacts have been assessed and are presented in Chapter 26 (Cumulative impacts). Details on the cumulative impact assessment methodology are presented in Appendix Y (Cumulative impact assessment

Feedback	Detail	Response or where addressed in EIS
	Haberfield and St Peters communities in particular would be assessed.	methodology).
	Concern that the project would impact on The Bays Precinct development. Questions regarding the coordination between the project and UrbanGrowth NSW.	Meetings are held regularly with UrbanGrowth NSW to ensure the design of the project integrates with emerging plans for The Bays Precinct.
	Questions and concerns about the potential impacts of the project on the light rail and a future extension of the light rail network.	The project does not impact on the current Inner West Light Rail line. The project has considered the development of future light rail projects. Refer to Chapter 3 (Strategic context and project need), Chapter 4 (Project development and alternatives) and Chapter 26 (Cumulative impacts).
	Question on the potential impacts of the project on the New Parramatta Road proposal.	By reducing traffic on Parramatta Road, the project plays a positive role in enabling the long-term aspirations of the Parramatta Road Corridor Urban Transformation Strategy. Refer to Chapter 3 (Strategic context and project need).
	Questions about high rise development on Glebe Island.	UrbanGrowth NSW is currently preparing a business case for the future of Glebe Island as part of The Bays Precinct Urban Transformation program. The Ports Authority is working closely with UrbanGrowth NSW to determine the future of port operations at Glebe Island.
	Concern about how the project at Rozelle might affect the NSW Government's proposed West Metro project.	The project has considered the development of future public transport projects. Insufficient information is publicly available on the Sydney Metro West project to be considered in any detail. Refer to Chapter 3 (Strategic context and project need), Chapter 4 (Project development and alternatives) and Chapter 26 (Cumulative impacts).
	Comments and suggestions regarding other WestConnex projects.	These have been passed on to the relevant WestConnex project teams for consideration.
	Questions on the scope and objectives of the King Street Gateway project including when is it planned, will it entail construction work or only road realignment and will it include further work on the Princes Highway?	A brief description of the King Street Gateway project is provided in Appendix C (Cumulative impact assessment methodology).

7.6 Future consultation

7.6.1 Consultation during the exhibition of the EIS

Display of the EIS

Once the EIS is complete, copies would be available for viewing for at least 30 days at the following locations:

- Council offices:
 - City of Sydney Council: Town Hall House, Level 2, 456 Kent Street Sydney NSW 2000
 - Inner West Council
 - Ashfield Customer Service Centre: 260 Liverpool Road, Ashfield NSW 2131
 - Leichhardt Customer Service Centre: 7-15 Wetherill Street, Leichhardt NSW 2040
 - Petersham Customer Service Centre: 2-14 Fisher Street, Petersham NSW 2049
- Redfern Neighbourhood Centre: 158 Redfern Street, Redfern NSW 2016
- Nature Conservation Council of NSW: Level 14, 338 Pitt Street, Sydney NSW 2000
- Roads and Maritime (Head office): 20-44 Ennis Road, Milsons Point NSW 2061
- Libraries: Ashfield Library, Balmain Library, Emanuel Tsardoulis Community Library, Five Dock Library, Glebe Library, Haberfield Library, Leichhardt Library, Marrickville Library, Newtown Library, St Peters Library, Stanmore Library and Ultimo Library.

Electronic copies of the EIS would be made available for viewing and download from the DP&E and WestConnex websites. In addition, for people without a home internet connection an electronic copy of the EIS would be available for viewing at local NSW Service Centres.

Community drop-in information sessions

A series of community drop-in information sessions would be held during the public exhibition period to describe the project and the assessment of impacts and mitigation measures identified during the assessment process. During these sessions community members would have the opportunity to discuss the EIS with technical specialists and learn about the submissions process.

Sessions would be held as an informal drop-in style and scheduled at different dates and times during and after business hours to allow community members and interested parties opportunities to attend at a time convenient to them. The timing and location of these sessions would be promoted via advertisements in local and metropolitan papers, published on the WestConnex website, detailed in a community update and sent via an email to registered stakeholders.

Other consultation during exhibition of the EIS

A range of activities are planned to support the display of the EIS and provide opportunities for discussion with community and interested parties. These activities include:

- A project overview document (refer to **Appendix A** (Project synthesis))
- Community update newsletter and notifications to residents and businesses near the project footprint
- Email blast to registered stakeholders to notify them that the EIS is on display
- Targeted stakeholder briefings and meetings
- Advertisements to promote the exhibition of the EIS and community consultation opportunities
- Project fact sheets
- Project email and information phone line to manage enquiries and provide information on the EIS.

Submissions

During the EIS exhibition, the community, government agencies and other interested parties may make written submissions on the project to the Secretary of DP&E.

The Secretary of DP&E would provide copies of submissions to Roads and Maritime as the project proponent. The Secretary of DP&E would then require the proponent to prepare a submissions report to respond to the issues raised in submissions and a preferred infrastructure report to outline any proposed changes to the project. If the Secretary of DP&E considers that significant changes to the project are proposed, the Secretary of DP&E may make the preferred infrastructure report publicly available in accordance with section 115Z(7) of the EP&A Act.

DP&E would prepare the Secretary's environmental assessment report and provide it to the Minister for Planning. The Minister for Planning would then decide whether to approve the project and, if approved, identify a set of conditions of approval for Roads and Maritime to adhere to during construction and operation of the project.

Roads and Maritime would continue to engage with the community and stakeholders during the assessment process. Further details, including a flow chart outlining the assessment and approval process following EIS submission, can be found in **Chapter 2** (Assessment process).

7.6.2 Consultation during construction of the project

If the project is approved a construction contractor would be engaged to undertake the detailed design and construct the project. Together with the proponent, the construction contractor would be responsible for communication and consultation with stakeholders and the community during construction.

Communication and consultation with stakeholders and the community during construction would focus on providing updates on construction activities and program, responding to enquiries and concerns in a timely manner and minimising potential impacts where possible.

During construction, a dedicated community relations team would deliver:

- A detailed Community Communication Strategy (identifying relevant stakeholders, procedures for distributing information and receiving/responding to feedback, and procedures for resolving stakeholder and community complaints during construction and operation)
- Notification letters and phone calls to residents and businesses directly affected by construction works, changes to traffic arrangements and out of hours works
- Face-to-face meetings with landowners as needed
- Regular community updates on the progress of the construction program
- Regular updates to the WestConnex website
- Media releases and project advertising in local and metropolitan English language and non-English language newspapers to provide contact information for the project team
- Site signage around construction ancillary facilities
- 24 hour, toll-free project information and complaints line, a dedicated email address and postal address.

A Complaints Management System will be in place for the duration of construction. This system will include the recording of complaints and how the complaint was addressed (within a Complaints Register). A Community Complaints Commissioner, who is an independent specialist, would oversee the system and would follow-up on any complaint where the public is not satisfied with the response.

Further details on the approach to community consultation are provided in **Appendix G** (Draft Community Consultation Framework).

7.6.3 Ongoing consultation during operation of the project

Community liaison would continue during the operational phase of the project. A Communications Plan would be developed to support maintenance and operations of the motorway as a key part of the Operational Environmental Management Plan framework.

This would include protocols for:

- Ongoing management of community complaints and enquiries during operations
- Community notifications prior to major maintenance activities
- Wider notifications of major maintenance activities that require full tunnel carriageway closure
- Notifications and communication with emergency services during an emergency.