

# 5 Consultation

This chapter provides an outline of the consultation carried out for the proposed The Crescent overpass and active transport links modification to the project.

## 5.1 Introduction

Approval for the project was granted by the former NSW Minister for Planning on the 17 April 2018 (application number SSI 7485). Since approval was granted for the project, a contractor has been appointed to construct Stage 2 of the approved project on behalf of the proponent, NSW Roads and Maritime Services (Roads and Maritime). Stage 2 comprises the Rozelle Interchange and the Iron Cove Link.

Construction design and planning has progressed since the assessment contained in the Environmental Impact Statement (EIS) and Submissions and Preferred Infrastructure Report (SPIR) and a review of the concept design for the approved project has occurred. **Chapter 4** (Proposed modification) of this report provides a detailed description of the proposed modification.

This chapter provides:

- An overview of the WestConnex communication channels and tools used to engage with the community and stakeholders
- A summary of the consultation and engagement activities completed to date for the project
- A summary of the consultation and engagement activities completed to date for the proposed modification
- An outline of the consultation and engagement activities that will occur in the future.

## 5.2 WestConnex communication and engagement channels and tools

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. **Table 5-1** details some of the key consultation channels and tools used for the WestConnex program of works.

In addition, community and key 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 5-1 Consultation channels and tools**

Activity/tool	Details	Timing
Community updates	Providing community updates regularly when project milestones occur. Community information has been and will continue to be tailored to meet the needs of the community and each stakeholder group.	Updates distributed when project milestones occur and when required
Community works notifications	Keeping the community and key stakeholder groups informed of construction works, traffic changes and potential impacts is a key priority. Notifications provided via doorknock and letterbox drops. Notifications were also distributed via email where possible.	Minimum 5 days prior to work starting

Activity/tool	Details	Timing
Electronic and online information	Website contains up to date information on the project including approval documents and plans.  All community information (notifications, leaflets, construction and traffic updates) will be uploaded on the WestConnex website <a href="http://www.westconnex.com.au">www.westconnex.com.au</a>	Ongoing
Social media	Content and timely responses to enquiries and feedback received through social media channels including Facebook and Twitter.	Ongoing
Project enquiries through email	The following address - <a href="mailto:info@rozelleinterchange.com.au">info@rozelleinterchange.com.au</a> is used as central point of email contact for project enquiries and complaints. The email address is monitored 9.00am – 5.00pm Monday to Friday.  Each component project of the WestConnex program of works has a dedicated email address to which enquiries and complaints can be directed.	Ongoing
Email subscription service	A project specific subscription service enabling interested parties to receive regular email updates on the entire program, specific projects or areas within the project. People can register for this service at information sessions, using the available contact points, or by signing up online. <a href="https://www.westconnex.com.au/contact-us">https://www.westconnex.com.au/contact-us</a>	Ongoing
One-on-one stakeholder meetings	One-on-one meetings are used to inform, consult, facilitate feedback and identify and manage potential impacts and issues. If required, street meetings are held with local residents near the project to update them on activities in their area and address their concerns.	Ongoing
Doorknocking	Undertaken to advise local residents and businesses of project impacts and proposed mitigation measures. Calling cards (' <i>sorry we missed you</i> ') are distributed to promote the project contact details and sources of electronic information.	Prior to work starting and ongoing during construction
Free-call 1800 Community information line	Toll-free information line 1800 660 248 which operates 24 hours, seven days a week which fields the initial community contact and directs the caller to the relevant team. The number is promoted on the project website, public information, notification materials and on the M4-M5 Link Rozelle Interchange Community Contact Card.	Ongoing
Postal address	The following address - (L9, 1 Chifley Square, Sydney NSW 2000) is used to receive written feedback regarding the project.	Ongoing
M4-M5 Link Rozelle Interchange Community Contact Card	The Project Community Contact Card includes the toll-free 1800 community information line, email and website details.	Ongoing

Activity/tool	Details	Timing
Translation and interpreting services	A translation and interpreting service is available to assist non-English speaking stakeholders.	Ongoing
Community contact database (Consultation Manager)	Record all stakeholder interactions, contact details, correspondences, type of event and a summary of issues raised and project responses/actions to resolve the matter.	Ongoing
WestConnex Acquisition Assistance Line	The WestConnex Acquisition Line is also available to provide information and support the community subject to property acquisition.	Ongoing

## 5.3 M4-M5 Link project consultation

### 5.3.1 Overview

Consultation with the community, State and local government agencies, utility service providers, special interest groups and relevant industry stakeholders has been undertaken at various stages of the project, including prior to and during the preparation of the EIS and during public exhibition of the EIS. Consultation will also continue through construction and operation of the project as detailed in **section 5.5**.

An overview of the project consultation process is provided in **Figure 5-1**.

# The M4-M5 Link community consultation process

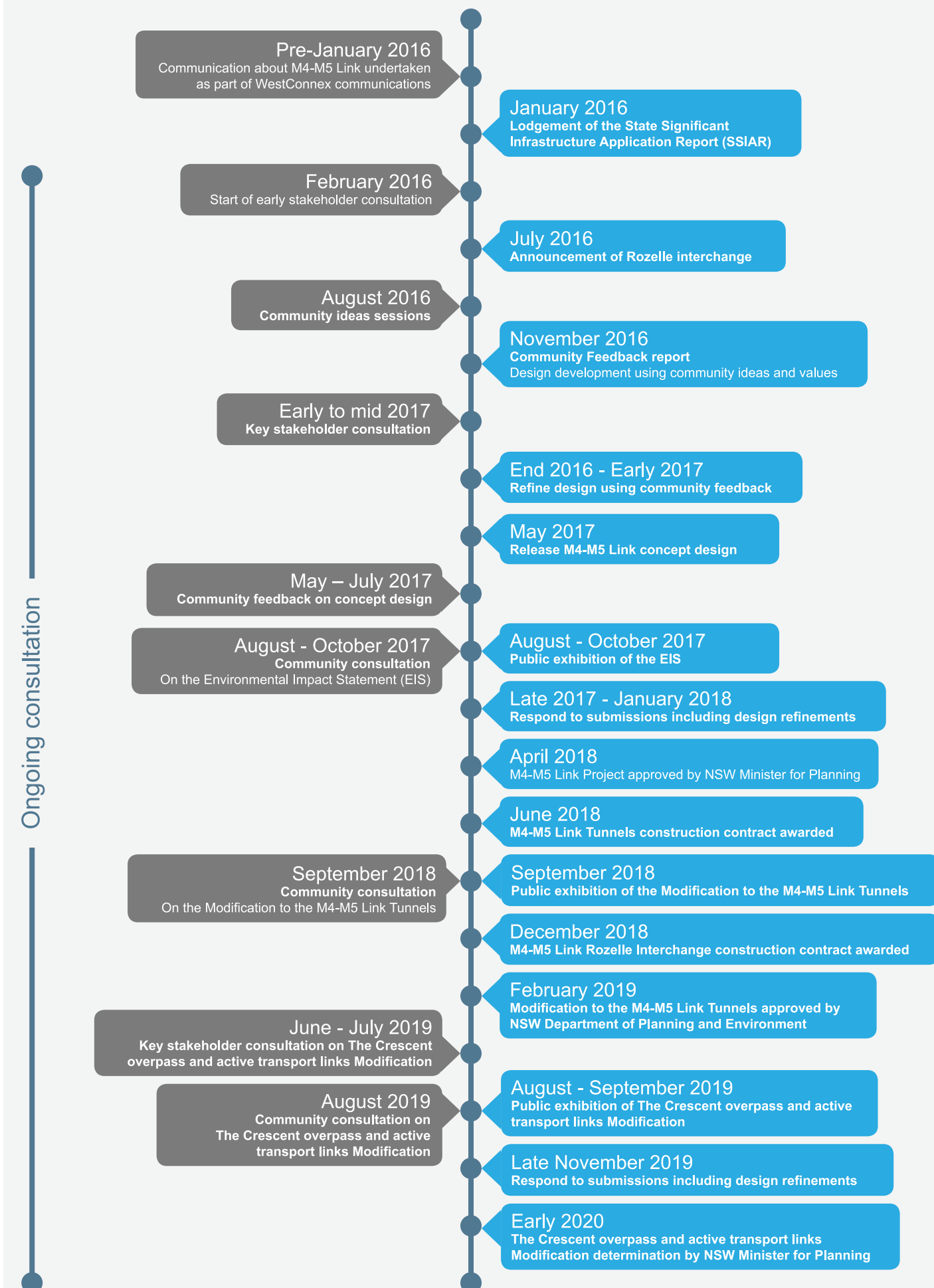


Figure 5-1 Overview of the project consultation process

### 5.3.2 Post approval consultation requirements

Approval for the construction and operation of the project was provided on 17 April 2018 by the former NSW Minister for Planning (application number SSI 7485). Schedule 2, Part B of the Conditions of Approval (CoA) provides conditions related to community information and reporting for the project. Community information and reporting requirements relate to:

- Community information, consultation and involvement, including:
  - Preparation of a Communication Strategy
  - The appointment of a Public Liaison Officer
  - The operation of the WestConnex Acquisition Assistance Line
  - Establishment of the Community Reference Group (CRG) for Rozelle Interchange.
- Complaints management, including:
  - Preparation of a Complaints Management System including a Complaints Register
  - Nomination of an independent Community Complaints Mediator
- The provision of electronic information, including the establishment of a website providing information in relation to the project.

Roads and Maritime is implementing the community information and reporting measures outlined above within the specified timeframes as required by the CoA for the project.

## 5.4 Consultation for the proposed modification

A contractor for Stage 2 of the project was appointed in December 2018. Since that time, Roads and Maritime has engaged and consulted with the community, councils, community representatives, government agencies, and other relevant stakeholders regarding both Stage 2 of the project and the proposed modification. This section provides a summary of the key consultation activities undertaken during preparation of the proposed modification.

### 5.4.1 Summary of key consultation activities and consultation tools

The following section details the key consultation activities and tools used to consult the proposed modification to date. **Table 5-2** provides a summary of the community notifications that were provided. **Table 5-3** provides a summary of the engagement that has occurred with the WestConnex Community Reference Group and relevant feedback received.

**Table 5-2 Community notification summary for the proposed modification to date**

Activity/Tool	Timing	Details
Media releases issued to Sydney metropolitan news organisations	August 2019	These releases contained information on the proposed modification and how to make a submission.
M4-M5 Link Rozelle Interchange Community Update Brochure	August 2019	The brochure was letterbox dropped to the community along the project alignment. It contained information on the proposed modification and how to make a submission.
M4-M5 Link Rozelle Interchange Community Update Email	August 2019	Email was sent to the stakeholder distribution list for Rozelle Interchange. It contained information on the proposed modification and how to make a submission.

**Table 5-3 WestConnex Community Reference Group engagement summary for the proposed modification to date**

Activity/Tool	Timing	Details	Feedback and comments	Response
WestConnex Community Reference Group – Rozelle Interchange	7 May 2019	Inner West Council, City of Sydney, EPA, DPE and community action group representatives were in attendance. A project update was provided which included details of The Crescent overpass and active transport links modification.	<ul style="list-style-type: none"> <li>• Asked if traffic will be impacted by The Crescent overpass</li> </ul>	<ul style="list-style-type: none"> <li>• The Crescent overpass will be available for all traffic moving east, improving intersection performance and catering for future traffic flows.</li> </ul>
WestConnex Community Reference Group – Rozelle Interchange	06 August 2019	Representatives from the community reference group, DPIE and Inner West Council were in attendance. A project update was provided which included a briefing of The Crescent overpass and active transport links modification.	<ul style="list-style-type: none"> <li>• Concerns raised in regards to the removal right at turn at Johnston Street to The Crescent (southbound) and the alternatives</li> <li>• Discussion of the active transport links and if connections would be maintained. It was confirmed that it would be maintained</li> </ul> <p>Discussion on the location of the bus stop. It was confirmed the City-Bound bus stop would remain</p>	<p>Removal of the right turn affects only a limited number of traffic movements and alternative traffic routes are available</p> <p>All active transport connections proposed in the EIS would be maintained</p> <p>The citybound bus stop on the west side of The Crescent will remain</p>

## 5.4.2 Consultation with local and state government agencies, elected representatives and other industry and stakeholder consultation

**Table 5-4** provides a summary of the consultation activities undertaken with local and state government agencies, elected representatives and other stakeholders prior to the proposed modification going on public display.

As part of the project and as part of the modification application process, Roads and Maritime has had regular meetings and engagement with the Department of Planning, Industry and Environment (DPIE) to agree assessment and consultation requirements and to provide updates regarding the development and assessment of the proposed modification. The Environmental Assessment Requirements for this modification application issued by DPIE are provided in **Appendix A**.

**Table 5-4 Stakeholder engagement summary for the proposed modification to date**

Meeting/Briefing	Timing	Details
Briefing for Inner West Councillors	12 February, 3 May, 13 May and 31 July 2019	<p>These briefings informed council representatives of the proposed design including modification to the Pedestrian and Cycling Green Link ('green link'). In general, the council was supportive of the proposed changes. Inner West Council raised the following items:</p> <ul style="list-style-type: none"> <li>• Requested details regarding the nature and subsequent maintenance requirements of recreational space within the Rozelle Rail Yards</li> <li>• Potential impacts to pedestrian connectivity</li> <li>• Questioned whether The Crescent overpass would result in additional noise impacts on residents and what mitigation would be provided</li> <li>• Asked for details regarding justification of the proposed modification</li> <li>• Potential impacts to the light rail due to widening of The Crescent.</li> </ul>
Glebe Island/White Bay Community Liaison Group	18 June 2019	Port Authority NSW and community representatives were in attendance. No specific questions about the proposed modification were asked.
Transport for NSW – Sydney Light Rail	28 June 2019	<p>Sydney Light Rail raised the following items:</p> <ul style="list-style-type: none"> <li>• Pedestrian and cycling access proposed to the ferry wharf (via the eastern end of Chapman Road) to be considered</li> <li>• Supportive of the green link connection to the Rozelle Bay light rail stop</li> <li>• Pedestrian and cycling movement at The Crescent, Johnston Street, Chapman Road intersection may have a slightly longer route for some movements, however this was not considered to be significant</li> <li>• Requesting further information on the proposed relocation of bus stops on The Crescent in the vicinity of the Rozelle Bay light rail stop</li> <li>• Request for the proposed ramp from the light rail stop to The Crescent (west) to be separated from the existing retaining wall</li> <li>• Requested information on the type of works proposed on Johnston Street below the light rail bridge (curb realignment, road surfacing and line marking with traffic lights to be relocated).</li> </ul>

Meeting/Briefing	Timing	Details
NSW Environment Protection Authority (EPA)	1 July and 3 July 2019	EPA raised issues around: <ul style="list-style-type: none"> <li>• Construction dust generation and C6 site extended area being a sealed surface</li> <li>• Existing ambient air quality and community consultation around existing air quality which is above-goal levels. Health impacts are a key issue for community as demonstrated on other WestConnex projects</li> <li>• Construction noise and vibration from piling</li> <li>• Construction noise and amenity disturbance from The Crescent overpass span lifts and traffic switches in relation to out of hours work.</li> </ul>
Sydney Water	2 July 2019	This meeting was used to inform Sydney Water on the proposed modification. Although not part of this proposed modification, Sydney Water noted the proposed use of underground pipes rather than open drainage channels within the Rozelle Rail Yards.
Port Authority of NSW	5 July 2019	Ports raised: <ul style="list-style-type: none"> <li>• Impact to waterfront construction contractors that will vacate the C6 area (closure and relocation of this business)</li> <li>• What is the split of light and heavy vehicles in the proposed modification traffic modelling</li> <li>• Suggestion to consult with concrete supply operators wanting to access White Bay via James Craig Road and to understand existing and future forecast demand for light and heavy vehicle movements from The Crescent into James Craig Road</li> <li>• Cumulative impacts with Glebe Island Multi User Facility.</li> </ul>
Sydney Metro West	5 July 2019	Sydney Metro West project team raised issues regarding the impact on the new overpass on vehicle movements from The Crescent into James Craig Road.  Project team also commented on the cumulative construction traffic impacts during peak construction years of 2021 and 2022.
Transport for NSW State Transit	11 July 2019	The NSW bus operators noted the indented bus bay and bus drivers having appropriate sight lines for traffic entering The Crescent (northbound) from Johnston Street.  There was also an issue raised about a potential future bus route eastbound from The Crescent overpass being unable to access James Craig Road.
Briefing for Jamie Parker (Member for Balmain)	15 July 2019	Jamie Parker was briefed on the proposed modification. No concerns were raised in regards to the green link, The Crescent overpass or the shared user path bridge.
Briefing for Anthony Albanese Member of Parliament (MP)	16 July 2019	Anthony Albanese's office raised questions regarding air quality, loss of car parking spaces, property damage, subsurface acquisition and environmental management plans (noting that some of these issues are not relevant to the proposed modification).



Meeting/Briefing	Timing	Details
Discussion with Inner West Council Officers	18 July 2019	Inner West Council raised issues with the lengthening of the pedestrian crossing point from The Crescent/Johnston Street intersection locality to Bicentennial Park/Chapman Road and that a more direct route should be considered.
Infrastructure NSW (Urban Growth)	18 July 2019	Urban Growth was interested in understanding the following: <ul style="list-style-type: none"> <li>• Height and separation distance between The Crescent overpass and the green link</li> <li>• Width and grade of the shared user path bridge</li> <li>• The pedestrian and cycling movements proposed as part of the proposed modification compared to the EIS</li> <li>• Proposed pedestrian and cycling movement at The Crescent/Johnston Street intersection would be slightly less direct, potentially impacting on those seeking to access the foreshore from Annandale</li> <li>• Understanding how the removal of the right turn movement from The Crescent into James Craig Road would impact traffic and alternative routes that were available</li> <li>• Heritage items that may be affected by the proposed modification</li> <li>• Timing of the modification process and Urban Design Landscape Plan process for Rozelle Rail Yards.</li> </ul>

In addition to the meetings noted in **Table 5-4**, regular phone and email correspondence has taken place with these stakeholders.

There have been a number of other meetings with key State government agencies and local council stakeholders and the contractor to discuss post-approval management plans required by the CoA.

## 5.5 Future consultation for the proposed modification

Consultation would take place before, during and after public display of this Modification report. Consultation for the proposed modification would be generally consistent with the consultation process undertaken for the EIS. The following is an outline of the future consultation that will be undertaken for the proposed modification.

### 5.5.1 Consultation before public display of modification

During preparation of this report, various consultation activities with community action groups and stakeholders has occurred up to the lodgement of the proposed Modification report.

The outcomes of this consultation will be discussed in the Response to Submissions report for the proposed modification.

### 5.5.2 Consultation during exhibition of the proposed modification

The Modification report for the proposed The Crescent overpass and active transport links modification will be exhibited for 28 days from 22 August to 19 September. The consultation activities planned during the exhibition period will provide community and stakeholders with an opportunity to find out detailed information about the proposed modification. The community and other stakeholders will also be able to provide feedback on the proposed modification to DPIE as submissions.

Consultation activities that will occur during the exhibition of the proposed modification include:

- Doorknocking highly impacted residents, businesses and other stakeholders to explain the proposed modification and gather any feedback

- Sending direct emails to registered stakeholders, including residents, landowners, stakeholders, businesses and community groups
- Providing webpage updates about the proposed modification. These updates will be published on [www.westconnex.com.au](http://www.westconnex.com.au) and will include information on how to make a submission
- Drop in Information sessions to allow community to ask questions about the proposed modification.

All feedback will be collated and presented in the Response to Submissions Report for the proposed The Crescent overpass and active transport links modification.

### 5.5.3 Consultation during and following DPIE assessment

Following exhibition of the Modification report, Roads and Maritime will review the submissions received and respond to the issues raised in a Response to Submissions Report for the proposed modification. This report will be provided to DPIE and will be assessed prior to a determination being made. If during exhibition or during the response to submissions process further changes to the proposed modification are identified, these changes would also be described and assessed.

During DPIE's assessment of the proposed modification and up to and following determination, Roads and Maritime and the contractor will continue to consult with the community and relevant stakeholders in line with the existing and modified (if approved) CoA, the Communications Strategy and established communication and complaints processes.

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. Further detail of consultation with stakeholders and the community during construction is provided in section 7.6.2 of the EIS.