

6 Stakeholder and community engagement

This chapter describes the stakeholder and community engagement undertaken and proposed for the Project.

6.1 Introduction

This chapter responds to the Secretary's environmental assessment requirements (SEARs) as relevant to stakeholder and community engagement. **Table 6-1** describes where the SEARs have been addressed in this chapter.

Table 6-1 Secretary's environmental assessment requirements

Secretary's environmental assessment requirement	Where addressed
The project must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups, affected landowners, businesses and the community, and Aboriginal representative groups, not limited to Local Aboriginal Land councils.	Details of consultation carried out to inform the Project development are provided in Section 6.3 , Section 6.4 and Section 6.5 . Further details are provided in Appendix B .
The Proponent must document the consultation process, justify and demonstrate how the project has responded to the inputs received.	Details of consultation carried out to inform the Project development are provided in Section 6.4 . Further details are provided in Appendix B .
The Proponent must describe the timing and type of community consultation proposed during the design and delivery of the project, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.	Consultation which has occurred during the development of design to date is described in Section 6.3 . Consultation proposed during ongoing design and delivery is described in Section 6.5 .

6.2 Consultation approach and objectives

A Community and Stakeholder Engagement Plan has been developed by TfNSW to guide engagement with local communities, stakeholders and government agencies through the design phase of the Project (refer to **Appendix B**). Stakeholder and community consultation undertaken for the Project has been an integral part of developing the design for the Project and informing and scoping the investigations for this EIS.

Consultation is proposed to continue during the ongoing development of the Project (and into construction, if the Project is approved, refer to **Section 6.5.5**).

6.2.1 Project stakeholders

Extensive stakeholder mapping has been undertaken to identify the Project stakeholders and their areas of interest/potential issues. It is important to recognise that due to the dynamic nature of communities, the relevant stakeholders and stakeholder interest levels may change over time and in relation to the Project.

Residents in Redfern and surrounding suburbs are generally active in their community and have an interest in proposed developments within the local area. There is an active community group that covers the suburbs of Redfern, Eveleigh, Darlington and Waterloo ('REDWatch') and similarly active community groups in the nearby suburbs of Alexandria and Erskineville. These groups, along with local residents have lobbied for an accessibility upgrade at Redfern Station for many years. Nearby stakeholders such as Mirvac in South Eveleigh and the University of Sydney have also lobbied for an upgrade as well as improved connections to the station.

Stakeholders identified for the Project include the following:

- State government agencies, including:
 - Sydney Trains
 - Department of Planning, Industry and Environment
 - the former Roads and Maritime Services (now TfNSW)
 - Sydney Metro Authority
 - the Environment, Energy and Safety Group (former NSW Office of Environment and Heritage)
 - Heritage NSW
 - NSW Environmental Protection Authority
 - NSW Department of Primary Industries (Office of Water)
 - State Transit Authority.
- NSW Members of Parliament (including Minister for Transport and Roads, Minister for Planning and Public Spaces, and Member for Newtown)
- City of Sydney Council
- transport customers (existing and potential)
- public utilities (Sydney Water, Telstra, Optus, Ausgrid, Jemena Gas)
- Sydney Local Health District and Royal Prince Alfred Hospital
- The University of Sydney
- Department of Education, schools, colleges and training facilities, and childcare centres and preschools
- TAFE NSW (Eora College)
- NSW Police
- Emergency services (ambulance and fire)
- Metropolitan Local Aboriginal Land Council
- Aboriginal and Torres Strait Islander groups, organisations, and community representatives (e.g. Tribal Warrior, Aboriginal Housing Company, Aboriginal Legal Services, Aboriginal Medical Service Redfern, Yarn'n Employment Services, Redfern Jarjum College, Wyanga Aboriginal Aged Care)
- Not-for-profit organisations (e.g. The Big Issue, Women and Girls' Emergency Centre, National Centre of Indigenous Excellence)
- Accessibility groups (e.g. Accessible Transport Advisory Committee, First People's Disability Network Australia)
- local residents, businesses (e.g. Mirvac, Commonwealth Bank of Australia, Carriageworks, and other surrounding businesses), industry groups (e.g. South Sydney Business Chamber and NSW Indigenous Chamber of Commerce) and property owners
- interested community groups (e.g. Reconnect Redfern, REDWatch, Lift Redfern, Redfern Station Community Group, Alexandria Residents Action Group, East Chippendale Community Group)
- Transport groups and organisations (e.g. Australian Taxi Industry Association, NSW Taxi Council, taxi companies, Bike Sydney)
- the broader community.

Ongoing identification and analysis of Project stakeholders will be undertaken, which is critical to determine appropriate timing of communications and community engagement activities. It also provides insight into potential issues that may arise over the course of the engagement.

6.2.2 Consultation objectives

The consultation objectives for the Project are to:

- increase public knowledge about the station upgrade
- seek customer, community, resident and stakeholder input into planning and design for the station upgrade and surrounding streetscapes and provide feedback as to how their input has been taken into account
- establish clear lines of communication with the community
- be open and accountable, and report back to the community and project team on engagement activities
- build relationships with the community, customers, and stakeholders
- meet regulatory requirements.

6.3 Consultation and engagement activities to date

6.3.1 Community, business and residents

Concept design consultation:

Engagement with the community and stakeholders has been ongoing for a number of years regarding potential opportunities for cross-corridor access and improvements in and around Redfern Station. On 27 February 2019, the NSW Government announced that Redfern Station would have an accessibility upgrade as part of the TAP. This announcement included a new pedestrian concourse at the southern end of the station that would provide easy access to Platforms 1 to 10 with six new stairs and lifts along with better connectivity with the surrounding areas including key destinations such as South Eveleigh, Carriageworks, as well as health and education centres.

Following the 27 February announcement of the Project, consultation began with the local community and stakeholders. Consultation activities were undertaken with the local community across two consultation periods (May to June 2019, and July to August 2019).

In May and June 2019, the community was invited to provide feedback on an early concept for a new southern concourse. As a result of feedback received, four design options (including the original preferred design) were developed and presented to the community for consideration in July and August 2019 (the four design options are described in **Chapter 4** of this EIS). Feedback from the community, stakeholder groups, and station customers has assisted in progressing to a preferred option.

Consultation activities undertaken in the May–June 2019 consultation period included:

- community group and stakeholder meetings
- doorknocking residents of Little Eveleigh Street on Wednesday 15 and Thursday 16 May to provide information about the Project
- letters sent to owners and residents of Little Eveleigh Street with information about the Project and offer of individual meetings
- placement of Project consultation signage at each of the station entrances and on Little Eveleigh Street
- distribution of around 15,900 newsletters to businesses and residents within one kilometre of Redfern Station, south of Cleveland Street
- distribution of around 8,000 newsletters to customers at the station during peak periods periodically throughout the consultation period and ahead of community information sessions

- webpage¹ with Project information including Frequently Asked Questions (FAQs), newsletter and link to online survey (now closed)²
- three community drop-in information sessions held at Redfern Station for community members to meet and speak with the Project team. These sessions were held:
 - 4pm to 7pm Tuesday 21 May
 - 8am to 11am Saturday 25 May
 - 4pm to 7pm Wednesday 29 May.
- meetings with residents on Marian Street and Little Eveleigh Street
- community Infoline number³ and email address⁴
- posters at the station advising where to view the concept designs and how to provide feedback.

Consultation activities undertaken in the July–August 2019 consultation period included:

- stakeholder forum on 4 July to introduce the four design options and encourage discussion between stakeholders on the comparative benefits and challenges of each
- door knock of residents of Little Eveleigh Street on 24 July to provide updated information about the Project and the four options, with letter and offer of individual meetings
- placement of project consultation signage at each of the station entrances and at the kiss and ride area on Little Eveleigh Street
- distribution of around 20,150 newsletters to businesses and residents within one kilometre of Redfern Station, south of Cleveland Street, and including East Chippendale
- distribution of around 5,500 newsletters to customers at the station across three weekday evening peak periods
- individual meetings/presentations with stakeholder, disability, community and resident groups
- webpage with project information including FAQs, newsletter, stakeholder forum presentation and link to an online survey regarding the options
- community Infoline number and email address
- posters at the station advising where to view the concept designs and how to provide feedback.

A second stakeholder forum was held on 4 November 2019, to discuss the results of the July–August 2019 consultation period and how they had shaped the preferred design of a modified Option 1. As an outcome of the discussions held in this forum, Transport for NSW committed to undertaking a co-design process with local residents on the streetscapes of Marian and Little Eveleigh Streets.

Residents of Little Eveleigh Street were door knocked on 5 November 2019 to provide an update of the project, with a letter and offer of individual meetings. Around 19,200 newsletters with a project update were also distributed to businesses and residents within one kilometre of the station.

6.3.2 Non-government stakeholders

Meetings have been held with non-government stakeholders including community representative groups, local businesses, employer and educational organisations, and local designation organisations. These included:

- University of Sydney
- Carriageworks

¹ <https://www.transport.nsw.gov.au/projects/current-projects/redfern-station-upgrade-new-southern-concourse>

² <https://yoursay.transport.nsw.gov.au/RedfernNSC>

³ 1800 684 490

⁴ projects@transport.nsw.gov.au

- Mirvac
- Commonwealth Bank of Australia
- REDWatch
- Reconnect Redfern
- Lift Redfern
- The Big Issue
- Blind Citizens Australia.

The Project team presented the four options to the Accessible Transport Advisory Committee (ATAC) which included representatives from a number of different disability support organisations, as well as the City of Sydney's Inclusion Advisory Panel, on Wednesday 31 July 2019. Transport for NSW also met with ATAC on 25 November 2019 to discuss the feedback received during the July-August 2019 consultation period and preferred option.

6.3.3 Government agency stakeholders

TfNSW has undertaken government agency consultation to date with the aim of ensuring that relevant agencies are involved in the strategic planning process and are consulted on planning approval requirements and the environmental assessment process.

Meetings undertaken to date have included:

- NSW Heritage
- Department of Planning, Industry and Environment
- Environment, Energy and Science Group
- Sydney Local Health District and Royal Prince Alfred Hospital
- NSW Member for Newtown
- NSW Police
- City of Sydney Council.

Several agencies were also involved in the SEARs application process, to inform the SEARs issued for the Project.

6.3.4 Aboriginal and Torres Strait Islander communities and stakeholders

Redfern Station is within close proximity and has important ties to the local Redfern Aboriginal community. The station has historically served as an important transport connector between this local community and Aboriginal people from other areas of NSW. Dedicated engagement with the local Aboriginal and Torres Strait Islander community has been undertaken for the Project. Meetings have been held with Aboriginal and Torres Strait Islander stakeholder organisations, including:

- Metropolitan Local Aboriginal Land Council
- TAFE Eora
- National Centre of Indigenous Excellence (NCIE)
- Indigenous Chamber of Commerce

Representatives from local Aboriginal organisations and community groups were also invited to a targeted Aboriginal Engagement Forum on 5 June 2019 in addition to the two stakeholder forums.

6.4 Results of consultation

6.4.1 Feedback from community

Feedback received from the community and stakeholders during the two consultation periods (May – June 2019 and July – August 2019) is described below. Key themes of the feedback received from the community included:

- support for improving accessibility at Redfern Station
- support for a new southern concourse
- concern for traffic management and crowding on Little Eveleigh Street
- preference for lift access to Platforms 11 and 12
- enquiries into other options explored
- concern for traffic and pedestrian management on Marian Street/Cornwallis Street.

Submissions and feedback received during the May–June consultation period included:

- 119 online survey responses
- 38 feedback forms received over the three community drop-in information sessions
- 51 submissions received via the Project email address.

The perceived potential for congestion on Little Eveleigh Street and Marian Street due to an increased number of pedestrians, cyclists and vehicles was a key theme. Some responses also proposed relocating the concourse entrance to other streets, such as Wilson Street and Cornwallis Street.

Other suggestions by the community included providing lift access to Platforms 11 and 12, having un-gated cross-corridor access via the new southern concourse and facilitating bicycle access across the concourse. Potential impact to heritage and the visual amenity of surrounding streets were also identified as aspects that were important to the community.

Submissions and feedback received during the July–August consultation period included:

- 223 survey responses
- 45 submissions received via the Project email address
- some verbal feedback via the Project Infoline and in meetings.

Feedback received during the July - August consultation period continued to show overarching support for improving accessibility and reducing congestion at Redfern Station. However, differing levels of support were received regarding each of the four design options presented, with respondents expressing differing viewpoints about the potential benefits and negatives of each option.

More than half of the people who responded to the survey lived in the local area, and used the station to travel to and from home or to access various local destinations, including South Eveleigh, Carriageworks, the University of Sydney and local shops, cafes and restaurants.

In general, Option 1 received the highest levels of support (refer **Chapter 4** for further information).

6.4.2 Feedback from non-government stakeholders

Key issues raised during consultation with non-government stakeholders included:

- general support for improving accessibility and relieving congestion at Redfern Station
- interface of station concourses with future precinct development
- request to consider options for bicycle access across concourse and connections with City of Sydney's bicycle routes
- traffic management and crowding on Little Eveleigh Street
- traffic and pedestrian management on Marian Street/Cornwallis Street

- provision of lift access to Platforms 11 and 12
- opportunities for ongoing community feedback into the design process.

6.4.3 Feedback from government stakeholders

Key items raised during consultation with government stakeholders included:

- support for improving accessibility at Redfern Station
- provision of lift access to Platforms 11 and 12
- justification for the Project in regard to heritage impacts will need to be demonstrated
- request to consider how heritage items could be retained and protected
- requirements around providing heritage benefits to offset heritage impacts
- request to assess the presence of microbats in existing structures
- traffic and pedestrian management on Marian Street/Cornwallis Street
- traffic and pedestrian management on Little Eveleigh Street
- consideration of crime prevention principles
- requests to consider community group options
- request to consider options to allow unpaid access to the new concourse.

6.4.4 Feedback from Aboriginal and Torres Strait Islander communities and stakeholders

Key items raised in engagement with Aboriginal and Torres Strait Islander communities and stakeholders include:

- accessibility to platforms
- opportunities for design to incorporate Aboriginal culture and heritage
- employment and training opportunities.

6.4.5 Incorporation of feedback into development of the Project

A Consultation Report has been prepared with further details and analysis of community and stakeholder feedback (refer to **Appendix B**). This feedback and the issues raised to date, together with issues put forward during ongoing consultation during preparation of the EIS, has been considered in the ongoing development of the Project.

The feedback received from the community resulted in some modifications to the Option 1 design (which was chosen as the preferred Project option – refer to **Chapter 4** of this EIS) on Little Eveleigh Street, including:

- garden buffers and landscaping to separate properties from the shared zone on Little Eveleigh Street
- on-street parking required to be removed on Little Eveleigh Street to be relocated nearby
- through-traffic minimised on Marian Street and Little Eveleigh Street with general traffic restrictions proposed
- resident and trade/deliveries and service vehicles allowed 24 hours per day on Little Eveleigh Street during construction and operation of the Project.

6.5 Future consultation and engagement

6.5.1 Ongoing consultation

As part of the consultation process, the community and community groups were also asked how they would like to be consulted during the next stages of the Project. The majority of these responses suggested that newsletter and email updates, followed by other online channels are the primary

methods that the general community wish to be used for consultation. Community groups also requested opportunities for community input into the design process through forums such as workshops.

Community and stakeholder consultation will continue throughout the ongoing process of development of the Project, and there will be further opportunities for the community and stakeholders to provide feedback on the Project as the design evolves.

6.5.2 Co-design process

Co-design processes involve community in the iterative development of solutions. This is driven by the underlying belief that engagement with community in the development and delivery of products or services will lead to better (and shared responsibility for) outcomes, in this case the Project outcomes.

Co-design of the streetscapes would be undertaken for the Project. The key aim of this process would be to provide residents of Little Eveleigh Street and Marian Street opportunity to collaborate with the Project team and other key stakeholders such as the City of Sydney in the design for these streetscapes. The process also aims to:

- understand the values and concerns of residents
- understand what residents would like to see or view as an opportunity for these streetscapes
- provide residents with opportunities to access key project specialists and better understand the process and constraints of design.

The co-design program, including a series of facilitated workshops, was scheduled to occur in early 2020 prior to the public display of the EIS. However, Australian Government guidelines around social distancing during the COVID-19 situation has resulted in the temporary postponement of face-to-face engagement activities such as these workshops. Online engagement would be used as a precursor to later face-to-face methods (or further online engagement if necessary). The co-design process would occur prior to the completion of the design program, with its form taking into consideration relevant health advice.

6.5.3 Aboriginal and Torres Strait Islander communities and stakeholder ongoing consultation

Ongoing engagement with local Aboriginal and Torres Strait Islander communities is planned throughout the life of the Project, to ensure that community needs and concerns are addressed. The engagement would include:

- meetings to discuss design development and heritage interpretation opportunities
- meetings to discuss employment and training opportunities.

Aboriginal heritage and culture has also been considered, and will continue to be considered and incorporated into the detailed design of the Project.

6.5.4 Public exhibition of Environmental Impact Statement

The development application and this EIS will be placed on public display by DPIE for a minimum statutory period of 28 days, in accordance with Schedule 1 of the EP&A Act. During the exhibition period any person may make a submission regarding the Project, and these submissions will be considered in the assessment of the development application. Submissions can be made online at <https://www.planningportal.nsw.gov.au/major-projects> or in writing (citing development application number SSI-10041) and addressed to the planning officer listed below:

Department of Planning, Industry and Environment
Attention: Director – Transport Assessments
GPO Box 39
Sydney NSW 2001

Consultation activities proposed to be undertaken during the public exhibition of the EIS include:

- release of an EIS summary document

- media releases
- online community information video sessions
- newsletter letterbox drop
- Project webpage updates
- newspaper advertising
- station posters
- phone calls and emails to persons or organisations who have registered to be on the project contact list
- social media campaigns
- offer of online stakeholder meetings (including Aboriginal and Torres Strait Islander engagement, local businesses, government agencies)
- door knocking adjacent residents should social distancing and health guidelines during COVID-19 allow.

During exhibition of the EIS, government agencies would also be offered Project briefings.

The feedback from this consultation period will be considered alongside the recommendations of the specialist studies being undertaken and will contribute towards developing a final detailed design to progress to construction (pending Project approval).

A 'Response to Submissions' report will be prepared following the EIS exhibition period. This report will summarise the key issues raised by the community and government agencies and provide a response to these issues.

6.5.5 Consultation during construction

Should the Project be approved, the construction contractor would consult with the community and stakeholders during construction. A *Community Liaison Management Plan (CLMP)* would be developed for engagement during the construction of the Project, in line with Section 4 of the Construction Environmental Management Framework (CEMF) in **Appendix D** of this EIS. This plan would be a working document that would be updated periodically to reflect any changes in the community, environment, or feedback received and includes:

- identification of potential construction impacts and mitigation measures
- details of stakeholders who may be impacted and details of how they will be consulted
- ongoing communication and consultation with stakeholders, local councils and other government agencies
- provision of regular updates to the nearby community
- development and implementation of a community complaints and response management system
- the mechanisms and tools that will be used to inform and consult the community such as notifications, phone calls, meetings, emails, posters/signage, online surveys, social media and doorknocks
- details on how members of the community can contact the project team
- Project website that would have up to date information available.