

STAKEHOLDER AND COMMUNITY ENGAGEMENT

APPENDIX C

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1 Introduction

1.1 Purpose

The purpose of this report is to support the stakeholder and community engagement process detailed in Chapter 5 of the Environmental Impact Statement. It outlines the engagement activities carried out in the lead up to exhibition of the Environmental Impact Statement to ensure all stakeholders are aware of the project and have the opportunity to input into the planning and environmental assessment stages.

1.2 Communication objectives

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

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

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

2 Engagement milestones

Feedback from stakeholder and community engagement for Sydney Metro City & Southwest has formed an integral part of informing and scoping investigations for the Chatswood to Sydenham Environmental Impact Statement.

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

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

The following outlines the engagement milestones achieved during the development of the project and Chatswood to Sydenham Environmental Impact Statement.

2.1 Stakeholder consultation

On 11 June 2014, the Premier of NSW announced the proposed Sydney Rapid Transit project would extend the North West Rail Link under Sydney Harbour, through the Sydney CBD and on to Bankstown.

Early engagement during this period included briefings with key stakeholders. Information about the project was available at the North West Rail Link community information centre, on the Transport for NSW and North West Rail Link websites and via fact sheets and media releases.

2.2 Project scope consultation and engagement

On 4 June 2015, the Premier of NSW announced a name change from Sydney Rapid Transit to Sydney Metro City & Southwest and that funding had been secured to progress planning on the project. The announcement also initiated a round of consultation and engagement (4 June and 17 July) to collect stakeholder and community feedback on the project and to help inform the development of the Environmental Impact Statement.

Engagement during this period was carried out along the entire Sydney Metro City & Southwest corridor between Chatswood and Bankstown and included stakeholder briefings, community information sessions and interactive online forums. Information about the project was also available at the Sydney Metro Northwest and Transport for NSW community information centres, on the Transport for NSW and Sydney Metro City & Southwest websites and via a newsletter, project overview booklet, advertisements and media releases.

In June, industry engagement started and included a presentation at the Australian Financial Review Infrastructure Summit and an industry briefing.

2.3 Project update announcement

On 16 November 2015, the Premier of NSW announced the Projects' State Significant Infrastructure Application Report was ready to be lodged with the Department of Planning & Environment. The announcement confirmed station and tunnelling locations and investigations would continue into a station at The University of Sydney or Waterloo.

Engagement during this period included doorknocks with directly affected (by property acquisition) and adjacent property owners and occupiers around station and dive site locations between Chatswood and Sydenham and key stakeholder briefings. Information about the project was also available at the Sydney Metro Northwest and Transport for NSW community information centres, on the Transport for NSW and Sydney Metro City & Southwest websites and via fact sheets, project update booklet, advertisements and media releases.

2.4 Waterloo Station announcement

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

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

Engagement during this period was completed around the Waterloo Station site with directly affected (by property acquisition) and adjacent property owners and occupiers, and key stakeholders.

Information about the project was also available at the Sydney Metro Northwest and Transport for NSW community information centres, on the Transport for NSW and Sydney Metro City & Southwest websites and via fact sheets, project update booklet, advertisements and media releases.

2.5 Blues Point temporary site engagement

On 22 and 23 February 2016, the project team Place Managers visited residential and business properties adjacent to the Blues Point temporary site.

Information about the Blues Point temporary site was also available at the Sydney Metro Northwest and Transport for NSW community information centres, on the Sydney Metro City & Southwest website and a fact sheet.

2.6 Marrickville dive site pre-cast facility

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

2.7 Environmental Impact Statement exhibition

Consultation and engagement activities during the public exhibition of the Environmental Impact Statement will be consistent with those carried out for the project scope consultation and engagement period and are outlined in section 14 of this report.

3 Engagement timeline

Table 1 outlines the engagement timeline for key milestones throughout the planning and environmental assessment stages of the project. Further detail on these activities is described later in this report.

Table 1 Engagement timeline

Activity	Content	Date
Stakeholder consultation		2014
Media release	<i>'Getting down to business: Early work begins on Sydney Metro'</i>	8 April
Media announcement	The Sydney Rapid Transit project would extend the North West Rail Link under Sydney Harbour, through the CBD and on to Bankstown	11 June
Media release	<i>'Sydney Metro: More trains, less crowding'</i>	11 June
Website update	The <i>North West Rail Link</i> and Transport for NSW websites provided an overview of Sydney's new rapid transit system with links to fact sheets and media releases	11 June
Fact sheet	<i>'More trains, faster services right across Sydney'</i>	11 June
Community information centre	The <i>North West Rail Link</i> community information centre at Castle Hill provided general information on the entire metro product	11 June
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	11 June – ongoing
Media release	'Budget delivers on NSW Government promise to build major infrastructure and improve services'	17 June
Fact sheet	<i>'Transforming Sydney'</i>	November
Project scope consultation and engagement		2015
Place Managers	Place Managers employed to ensure members of the community have a single, direct and identifiable link to the project team	April
Advertisements	Invitations to industry briefing in metropolitan and international newspapers	2-4 June

Activity	Content	Date
Media announcement	Sydney Metro City & Southwest (formerly Sydney Rapid Transit) project scope consultation and engagement to help inform the development of the Environmental Impact Statement	4 June
Media release	<i>'Funding secured: Sydney Metro to be a reality'</i>	4 June
Booklet	<i>'Transforming Sydney, Sydney Metro City & Southwest – Project overview'</i>	4 June
Newsletter	<i>'Sydney Metro City & Southwest – Have your say, more choice, more opportunity with metro rail'</i>	4 June
Community contact points	Established to direct callers directly to the City & Southwest team, including: <ul style="list-style-type: none"> ● Community Information Line (toll free) ● Community email address ● Postal address. 	4 June
Community information centre	Updated information available at Community Information Centres: <ul style="list-style-type: none"> ● Sydney CBD (Transport for NSW) ● Castle Hill (Sydney Metro Northwest). 	4 June
Website launch	The <i>Sydney Metro City & Southwest</i> website launched to provide a central point of up to date information for the community and stakeholders with document links to the latest project overview and industry briefing documents	4 June
Email alert	Sent to 6,000 community members registered in the Sydney Metro City & Southwest and Northwest databases	4 June
Consultation period	Project scope consultation and engagement period to receive community and stakeholder input into the project scope	4 June – 17 July
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	4 June 2014 – ongoing
Online forum	Sought feedback on Sydney Metro and particularly the proposed station options	4 June – 17 July
Advertisements	Invitations to community information sessions in metropolitan, local and ethnic newspapers	4-26 June
Presentation	Australian Financial Review Infrastructure Summit	12 June
Community Info sessions	Eight sessions held across the project alignment, attended by over 800 people	13-27 June
Media release	<i>'World comes to get on board Sydney Metro'</i>	16 June
Industry briefing	Held at the Roslyn Packer Theatre, Walsh Bay and attended by just under 500 industry representatives from Australian and international firms	16 June
Booklet	<i>'Sydney Metro – Delivering Sydney Metro, Industry Briefing'</i>	16 June
Media release	<i>'New underground railway station at Barangaroo as part of Sydney Metro'</i>	23 June
Media release	<i>'Budget delivers \$9 billion for public transport services and infrastructure'</i>	23 June
Media release	<i>'NSW Budget in the fast lane – \$590 million boost for infrastructure projects'</i>	23 June
Media release	<i>'Biggest congestion busting budget in NSW history – More than \$16 billion for transport upgrades'</i>	23 June

Activity	Content	Date
Email alert	<i>'Last day to have your say on Sydney Metro City and Southwest'</i> Sent to 6,000 community members registered in the Sydney Metro City and Southwest and Northwest databases	16 July
Online forum	Sought feedback on the planning process and how the community would like to see the project delivered and impacts managed	August
Email alert	<i>'New online forums – have your say on Sydney Metro City & Southwest'</i> Sent to 6,000 community members registered in the Sydney Metro City and Southwest and Northwest databases	11 August
Media release	<i>'Sydney Metro to get video help points for customers'</i>	18 September
Media release	<i>'Hello, Sydney! First look inside our new metro train'</i>	5 November
Advertisements	Invitations to industry briefing in metropolitan and international newspapers	12 November
Project update announcement		2015
Media announcement	State Significant Infrastructure Application lodged confirming the metro route and station locations. Investigations will begin into potentially extending metro rail from Bankstown to Liverpool	16 November
Media release	<i>'Sydney Metro accelerates through CBD: Stations confirmed and first borer to arrive in 2018'</i>	16 November
Place Managers	Briefings and doorknocks initiated with affected and adjacent property owners and occupiers around station and dive site locations	16-20 November
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	16 November – ongoing
Fact sheet	<i>'Sydney Metro City & Southwest – Property Acquisition'</i>	16 November
Fact sheet	<i>'Sydney Metro City & Southwest – Property Acquisition – Commercial Tenants'</i>	16 November
Website update	Sydney Metro web content updated with document links to the latest project overview booklet, Chatswood to Sydenham State Significant Infrastructure Application Report and Early community consultation, and Submissions Report and an updated animation	16 November
Community information centre	Updated information available at Community Information Centres: <ul style="list-style-type: none"> ● Sydney CBD (Transport for NSW) ● Castle Hill (Sydney Metro Northwest). 	16 November
Fridge magnet	A 'Project Information' flyer and fridge magnet delivered to 37,000 properties within 60metres of the project alignment	16 November
Email alert	Sent to 6,000 community members registered in the Sydney Metro City & Southwest and Northwest databases	16 November
Booklet	<i>'Sydney Metro City & Southwest – Project update'</i>	16 November
Report	<i>'Sydney Metro City & Southwest – Early community consultation, Submissions Report'</i>	16 November
Report	<i>'Sydney Metro City & Southwest – Chatswood to Sydenham State Significant Infrastructure Application Report'</i>	30 November
Advertisements	Notification of the application for project approval lodged in metropolitan, local and ethic newspapers	1-10 December

Activity	Content	Date
Industry briefing	Held at the Civic Pavilion in The Concourse, Chatswood and attended by more than 460 industry representatives from Australian and international firms	4 December
Booklet	'Sydney Metro, City & Southwest – industry briefing, December 2015'	4 December
Waterloo / The University of Sydney options		2015
Media announcement	Waterloo announced as the preferred station location	16 December
Media release	'Sydney Metro to rejuvenate Waterloo'	16 December
Waterloo Station announcement		2016
Media announcement	Waterloo Station location announced	11 February
Media release	'Location locked in for Waterloo Metro Station'	11 February
Booklet	'Sydney Metro City & Southwest – Project update'	11 February
Website update	Sydney Metro web content updated with document links to the latest project overview booklet	11 February
Place Managers	Briefings and doorknocks initiated with affected and adjacent property owners and occupiers around the Waterloo station site	11 February
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	11 February
Community information centre	Updated information available at Community Information Centres: <ul style="list-style-type: none"> ● Sydney CBD (Transport for NSW) ● Castle Hill (Sydney Metro Northwest). 	11 February
Email alert	Sent to 6,000 community members registered in the Sydney Metro City & Southwest and Northwest databases	11 February
Blues Point temporary site engagement		2016
Place Managers	Briefings and doorknocks initiated with adjacent property occupiers around the Blues Point temporary site and businesses along Blues Point Road between the site and Union Street	22 and 23 February
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	22 and 23 February
Website update	Sydney Metro web content updated with the factsheet	22 February
Fact sheet	'Blues Point Temporary Retrieval Site' (February 2016), delivered to all properties along Blues Point Road between the site and Union Street	22 February
Community information centre	Updated information available at Community Information Centres: <ul style="list-style-type: none"> ● Sydney CBD (Transport for NSW) ● Castle Hill (Sydney Metro Northwest). 	22 February
Industry briefing		2016
Advertisements	Invitations to industry briefing in metropolitan newspapers	31 March
Media release	'All systems go for new Metro tunnels under Sydney Harbour and CBD'	13 April
Industry briefing	Held at the Civic Pavilion in the Concourse, Chatswood and attended by more than 460 industry representatives from Australian and international firms	16 April

Activity	Content	Date
Booklet	'Sydney Metro, City & Southwest - Industry Briefing, April 2016'	16 April
Marrickville dive site pre-cast facility engagement		2016
Place Managers	Doorknocks initiated with adjacent property occupiers around the site	21 April
Stakeholder briefings	Key stakeholders were briefed via meetings, presentations and phone calls	21 April

4 Community engagement

4.1 Community contact and information points

Table 2 outlines the community contact and information points for the community and stakeholders.

Table 2 Community contact and information points

Activity	Establishment date	Detail
Community Information Line (toll free)	4 June 2015	1800 171 386
Community email address	4 June 2015	sydneymetro@transport.nsw.gov.au
Postal address	4 June 2015	Sydney Metro City & Southwest PO Box K659, Haymarket, NSW 1240

4.2 Place Managers

Place Managers were successfully implemented on the Sydney Metro Northwest ensuring members of the community have a single, direct and identifiable link to the project team. Place Managers build relationships and act as a feedback mechanism to help ensure community and stakeholder aspirations are consistently considered in the planning process.

Three Place Managers have been employed on the project since April 2015 to cover the following areas:

- Chatswood to Sydney Harbour
- Sydney CBD to Marrickville
- Sydenham to Bankstown.

4.3 Contact statistics

Table 3 outlines community engagement statistics between 11 June 2014 and 30 April 2016.

Table 3 Contact statistics

Activity	Number of contacts
Calls to 1800 171 386	247
Emails to sydneymetro@transport.nsw.gov.au	870
Doorknocks	911
Meetings	528

5 Community information centres

5.1 Sydney Metro Northwest community information centre

The Sydney Metro Northwest community information centre has operated in Castle Hill since 2011 providing information on the North West Rail Link, now known as Sydney Metro Northwest. After the announcement in June 2014, the centre provided general information on the project. The centre is located at Shop 490, Castle Towers Shopping Centre, Castle Hill.

5.2 Transport for NSW community information centre

The Transport for NSW community information centre has operated in the Sydney CBD since November 2013 providing information on a range of transport projects including the North West Rail Link (now Sydney Metro Northwest) and now Sydney Metro City & Southwest. The centre is located at 388 George Street, Sydney.

6 Electronic information

6.1 Sydney Metro Northwest website

From February 2014, the Sydney Metro Northwest (formerly North West Rail Link) website provided an overview of Sydney's new metro system (<http://nwrail.transport.nsw.gov.au/The-Project/Rapid-Transit-System>).

Themes included:

- Delivering Sydney's new metro trains
- Why build a new metro network
- What the independent experts say on metro system
- Fast, safe and reliable – a new generation of rail for Sydney
- More reliable trains
- Sydney Metro means more trains
- Modern tunnel sizes
- Right here, right now
- Deciding on the right network for the future.

sydney METRO | northwest

Transport for NSW NSW MAKING IT HAPPEN Search

My Station Register For Updates

THE PROJECT CONSTRUCTION LIBRARY EDUCATION JOBS NEWS CONTACT US

Home > The Project > Sydney Metro network

Sydney Metro
Sydney Metro Northwest – formerly the North West Rail Link – is the first stage of Sydney Metro.

Customer-friendly
No stairs and easier to get on and off with three doors on each carriage

Safety
Number 1 priority - inside, you can see from one end of the train to the other

Faster and safer
to load and unload customers, because of new platform

- Delivering Sydney's new metro trains
- Why build a new metro network
- What the independent experts say on metro system
- Fast, safe and reliable - a new generation of rail for Sydney
- More reliable trains
- Sydney Metro means more trains
- Modern tunnel sizes
- Right here, right now
- Deciding on the right network for the future

Plate 1 The Sydney Metro Northwest website with Sydney Metro content (November 2015)

6.2 Transport for NSW website

Since June 2014, the Transport for NSW website has contained information about the project, including:

- The fact sheet *'More trains, faster services right across Sydney'* (June 2014)
- The fact sheet - *'Transforming Sydney'* (November 2014)
- Media Releases (ongoing).

6.3 Sydney Metro City & Southwest website

The Sydney Metro City & Southwest website was launched on 4 June 2015 to provide information on the project. The website is a central point of up to date information for the community and stakeholders.

Information on the website includes:

- Project overview:
 - ◆ Customer Experience
 - ◆ Benefits (economic, employment and sustainability)
 - ◆ Strategic context
 - ◆ Sydney Metro Northwest
- Chatswood to Sydenham:
 - ◆ Project features
 - ◆ Station and dive sites
- Sydenham to Bankstown
- Resources:
 - ◆ Sydney Metro Project Overview (November 2015)
 - ◆ Chatswood to Sydenham State Significant Infrastructure Application Report (November 2015)
 - ◆ Sydney Metro Community Consultation Submissions Report (November 2015)
 - ◆ Sydney Metro City & Southwest Project Overview (June 2015)
 - ◆ Sydney Metro City & Southwest Newsletter (June 2015)
 - ◆ Sydney Metro City & Southwest Industry Briefing Presentation (June 2015)
 - ◆ Industry Briefing document (June 2015)
- Video and animation
- Online forums
- Online submission function (June/July 2015)
- Contact information.

The screenshot shows the Sydney Metro website interface. At the top, there is a navigation bar with links for Home, Project Overview, Chatswood To Sydenham, Sydenham To Bankstown, Community Forums, and Contact Us. A search bar is located on the right. The main content area is titled 'Sydney Metro' and includes a video player showing a train on a bridge. To the right of the video is a 'REGISTER to get involved!' button. Below the video, there is a 'Resources' section with a list of documents, including 'Sydney Metro Project Overview November 2015 (8.37 MB) (pdf)', 'Chatswood to Sydenham State Significant Infrastructure Application Report (9.09 MB) (pdf)', 'Sydney Metro Community Consult Submissions Report Nov 2015 (1.71 MB) (pdf)', and 'Sydney Metro City & Southwest June 2015 Project Overview (8.46 MB) (pdf)'. A 'News' section is also visible at the bottom left, featuring an article titled 'Industry briefing registration' from 16 days ago.

Plate 2 The Sydney Metro website (November 2015)

6.4 Contact statistics

Table 4 outlines website activity statistics between 11 June 2015 and 30 April 2016.

Table 4 Website statistics

Website activity	Number of visits
Sydney Metro Northwest	
Registrations for project updates	2,970
Unique visitors	376,938
Total hits	1,777,542
Document views	30,497
Sydney Metro City & Southwest	
Registrations for project updates	2,405
Unique visitors	127,211
Total hits	171,000
Document views	36,333

7 Interactive online forums

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

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

Stakeholders were encouraged to visit the web forum via posts on the Sydney Metro Northwest Facebook page (there are currently over 7,000 followers) and via direct email to the project's email subscription list (there are currently almost 6,000 recipients).

7.1 Project scope

During the project scope consultation and engagement period, the forum sought feedback on Sydney Metro and particularly the proposed station options around Barangaroo, Waterloo or The University of Sydney, St Leonards or Crows Nest and the Artarmon Industrial Area.

Table 5 outlines interactive online forum statistics between 4 June to 17 July 2015.

Table 5 Project scope forums statistics

Forum statistics	Number		
Visitors	8,699		
Total comments made	243		
Forum topic	Visitors	Contributors*	Comments
What do you think will be the benefits of a station at Barangaroo?	255	7	3
What are your first impressions of the Sydney Metro City & Southwest?	1,310	33	23
Have your say on the University of Sydney or Waterloo Station option	3,888	134	109
Have your say on the St Leonards or Crows Nest Station option	1,735	76	61
Have your say on the Barangaroo Station option	760	30	26
Have your say on the Artarmon Industrial Area Station option	751	25	21

* A contributor is a participant who submits a comment or replies to a comment.

7.2 Planning process

During the second half of 2015, Transport for NSW sought further feedback from stakeholders via the online forums. The objective of the forum was to collect feedback from the local community on the planning process and how they would like to see the project delivered and impacts managed.

A number of questions were posted on the forum in a staged approach to ensure regular engagement via the project website.

Table 6 outlines interactive online forum statistics in August 2015.

Table 6 Planning process forums statistics

Forum statistics	Number		
Visitors	2,140		
Total comments made	99		
Forum topic	Visitors	Contributors*	Comments
What is the best way to engage with you and your local community?	213	9	8
To plan how the project can best assist local businesses we'd like your feedback on how to minimise delivery impacts.	75	1	2
Have you experienced traffic changes in your local area due to construction, if so what worked well and what could be improved?	134	4	4
How should access be prioritised around the stations?	270	11	10
Project development - environmental studies	901	24	59
What positive experiences have you had with other infrastructure projects?	319	9	11
Have you ever been affected by construction noise and if so how was it managed?	228	4	5

*A contributor is a participant who submits a comment or replies to a comment.

8 Public material

Public material has been developed on an as-needed basis throughout the planning process and would continue to be released throughout the development of the project.

Table 7 outlines public material produced between 11 June 2014 and 30 April 2016.

Table 7 Printed collateral regarding Sydney Metro City & Southwest

Title	Date	Distribution
Stakeholder consultation		
Fact sheet - <i>'More trains, less crowding'</i>	June 2014	<ul style="list-style-type: none"> ● Transport for NSW website ● Limited print run for stakeholder engagement meetings ● Available at TfNSW Community Information Centres
Fact sheet - <i>'Transforming Sydney'</i>	June 2014	<ul style="list-style-type: none"> ● Transport for NSW website ● Limited print run for stakeholder engagement meetings ● Available at TfNSW Community Information Centres
Project scope consultation and engagement		
Brochure - <i>'Transforming Sydney, Sydney Metro City & Southwest - Project overview'</i>	June 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● Community information sessions ● TfNSW and Sydney Metro Northwest community information centres ● Provided to participants at stakeholder meetings ● Displayed at Council offices (Bankstown, City of Canterbury, City of Sydney, Marrickville, North Sydney and Willoughby) ● Provided to local MP offices

Title	Date	Distribution
Newsletter – <i>‘Have your say, more choice, more opportunity with metro rail’</i>	June 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● Community information sessions ● TfNSW and Sydney Metro Northwest community information centres ● 220,000 newsletters delivered to properties within about one kilometre of the proposed alignment and station locations ● 3,500 newsletters handed out at Sydney Trains rail stations (Martin Place, St Leonards, Town Hall, Chatswood, North Sydney) ● Provided to participants at stakeholder meetings ● Displayed at Council offices (Bankstown, City of Canterbury, City of Sydney, Marrickville, North Sydney and Willoughby) ● Provided to local MP offices
Brochure – <i>‘Delivering Sydney Metro, Industry Briefing’</i>	June 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● Available at the industry briefing on 16 June 2015
Project update announcement		
Booklet – <i>‘Sydney Metro City & Southwest – Project update’</i>	November 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● TfNSW and Sydney Metro Northwest community information centres ● Provided to local MP offices
Report – <i>‘Sydney Metro City & Southwest – Early community consultation, Submissions Report’</i>	November 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● TfNSW and Sydney Metro Northwest community information centres
Report – <i>‘Sydney Metro City & Southwest – Chatswood to Sydenham State Significant Infrastructure Application Report’</i>	November 2015	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● Department of Planning & Environment, major projects website
Fact sheet – <i>‘Sydney Metro City & Southwest – Property Acquisition’</i>	November 2015	<ul style="list-style-type: none"> ● Provided to property owners subject to acquisition
Fact sheet – <i>‘Sydney Metro City & Southwest – Property Acquisition – Commercial Tenants’</i>	November 2015	<ul style="list-style-type: none"> ● Provided to commercial tenants subject to acquisition
Waterloo Station announcement		
Booklet – <i>‘Sydney Metro City & Southwest – Project update’</i>	February 2016	<ul style="list-style-type: none"> ● Sydney Metro City & Southwest website ● TfNSW and Sydney Metro Northwest community information centres ● Provided to local MP offices
Fact sheet – <i>‘Sydney Metro City & Southwest – Property Acquisition’</i>	November 2015	<ul style="list-style-type: none"> ● Provided to property owners subject to acquisition
Fact sheet – <i>‘Sydney Metro City & Southwest – Property Acquisition – Commercial Tenants’</i>	November 2015	<ul style="list-style-type: none"> ● Provided to commercial tenants subject to acquisition

Title	Date	Distribution
Blues Point temporary site engagement		
Fact sheet - <i>'Blues Point Temporary Retrieval Site'</i>	February 2016	<ul style="list-style-type: none"> ○ Sydney Metro City & Southwest website ○ TfNSW and Sydney Metro Northwest community information centres ○ Provided to local MP offices ○ Delivered to all properties along Blues Point Road between the site and Union Street

9 Community information sessions

Community information sessions were hosted by TfNSW during the project scope consultation and engagement phase (4 June – 17 July 2015) to receive community input into the project scope.

9.1 Locations

Table 8 provides an overview of the community information sessions, about 800 people attended.

Table 8 Community information sessions

Date	Time	Location
13 June 2015	10am–2pm	Dougherty Community Centre (Auditorium), 7 Victor Street, Chatswood
17 June 2015	4pm–8pm	North Sydney Harbour View Hotel, 17 Blue Street, North Sydney
18 June 2015	4pm–8pm	Marrickville Metro, 34 Victoria Road, Marrickville
18 June 2015	4pm–8pm	TfNSW Information Centre, Ground floor, 388 George Street, Sydney
20 June 2015	9am–1pm	Crows Nest Markets, Ernest Place, Crows Nest
20 June 2015	10am–2pm	Redfern Oval Community Room, 51 Redfern Street, Redfern
23 June 2015	4pm–8pm	Canterbury-Hurlstone Park RSL, 20–26 Canterbury Road, Hurlstone Park
27 June 2015	10am–2pm	Bankstown Sports Club, 8 Greenfield Parade, Bankstown

9.2 Invitations

Invitations to attend the sessions were included in:

- The newsletter – 'Have your say, more choice, more opportunity with metro rail'
- On the Sydney Metro CBD & Southwest website
- Advertisements in local newspapers (see below).

9.3 Display materials

Display boards were designed around the following themes:

- The proposal at a glance:
 - ◆ Northern corridor works
 - ◆ Sydney Harbour Metro Crossing (Chatswood to Sydenham)
 - ◆ South west extension to Bankstown (Sydenham to Bankstown upgrade)
- Tunnelling under the harbour
- Project benefits
- Metro trains
- Fast, frequent metro
- Saving time
- Train features
- Connectivity
- Proposed timeline
- New Sydney Metro stations:
 - ◆ Central
 - ◆ Pitt Street
 - ◆ Martin Place
 - ◆ Victoria Cross
 - ◆ Either St Leonards or Crows Nest
- Strategic options – additional stations
- Optional stations:
 - ◆ Waterloo
 - ◆ The University of Sydney
 - ◆ Barangaroo
 - ◆ Artarmon Industrial Area
- How to have your say.

10 Newspaper advertising

Table 9 outlines the advertisements placed in local newspapers to promote the engagement period, community information sessions and the application for project approval.

Table 9 Newspaper advertising

Newspaper	Advertisement date
Have your say	
Daily Telegraph	13 and 15 June 2015
Sydney Morning Herald	13 and 15 June 2015
Inner West Courier	9 June 2015
Mosman Daily	4 June 2015
North Shore Times	10 and 12 June 2015
Southern Courier	16 June 2015
Canterbury Bankstown Express	16 and 23 June 2015
Australian Chinese Daily	6 June 2015
New trains for Sydney	
Penrith Press	12, 19 and 26 June 2015
Mt Druitt St Marys Standard	10, 17 and 24 June 2015
Blacktown Advocate	10, 17 and 24 June 2015
Parramatta Advertiser	10, 17 and 24 June 2015
Auburn Review	9, 16 and 23 June 2015
Inner West Courier	9, 16 and 23 June 2015
Central Courier	9, 16 and 23 June 2015
MX Sydney	9, 16 and 23 June 2015
Australian Chinese Daily	9, 16 and 23 June 2015
Hills Shire Times	9, 16 and 23 June 2015
Rouse Hill Times	10, 17 and 24 June 2015
Northern Districts Times	11, 18 and 25 June 2015
Hills News	9, 16 and 23 June 2015
Application for project approval	
North Shore Times	2 and 9 December 2015
Mosman Daily	3 and 10 December 2015
Inner West Courier	1 and 8 December 2015
Sydney Central Courier	2 and 9 December 2015
The Australian	2 and 5 December 2015
Daily Telegraph	2 and 5 December 2015
SMH	2 and 5 December 2015

Newspaper	Advertisement date
Australian Chinese Daily	2 December 2015
El Telegraph	2 December 2015
Chieu Dong	2 December 2015



Have your say

Australia's largest public transport project

Sydney Metro City & Southwest will deliver more trains and faster services. Planning work is underway on the new stand alone metro rail network, which extends Sydney Metro Northwest (formerly known as North West Rail Link) from Chatswood, under Sydney Harbour, through new metro stations in the CBD and west to Bankstown, servicing more than 60 Sydney suburbs.

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

COMMUNITY INFORMATION SESSIONS	
Saturday 13 June 10am - 2pm	Dougherty Community Centre Chatswood 7 Victor Street, Chatswood
Wednesday 17 June 4pm - 8pm	North Sydney Harbour View Hotel 17 Blue Street, North Sydney
Thursday 18 June 4pm - 8pm	Marrickville Metro Shopping Centre 34 Victoria Road, Marrickville
Thursday 18 June 4pm - 8pm	TNSW Information Centre Ground Floor, 388 George Street, Sydney
Saturday 20 June 10am - 2pm	Redfern Oval Community Room 51 Redfern Street, Redfern
Saturday 20 June 9am - 1pm	Crows Nest Markets Ernest Place, Crows Nest
Tuesday 23 June 10am - 2pm	Canterbury-Hurlstone Park RSL 20-26 Canterbury Road, Hurlstone Park
Saturday 27 June 10am - 2pm	Bankstown Sports Club 8 Greenfield Parade, Bankstown

For more information or to register for email updates contact the project team on:
Website sydnymetro.info
Email sydnymetro@transport.nsw.gov.au
Call 1800 171 386





發表您的意見

澳洲最大公共交通項目

悉尼市區西南區將提供更多列車和更快服務。悉尼城市西北鐵路網絡（前稱西北鐵路連線）將從車士活 (Chatswood) 與悉尼海港下岸站，通過中央商務區的新市區站沿行到班士頓 (Bankstown) 服務悉尼逾 60 個悉尼城區，並全新獨立城市鐵路網絡的規劃工作現正如火如荼地進行。

資訊會
有關方面現正沿項目通車舉行社區資訊會。我們鼓勵人們前來參加其中一個資訊會。項目工作組專家將樂意解答任何問題。
無須報名。

社區資訊會	
6月13日星期六 早上10時 - 下午2時	車士活社區中心 (Dougherty Community Centre Chatswood) 7 Victor Street, Chatswood
6月17日星期三 下午4時 - 晚上8時	北悉尼海港酒店 (North Sydney Harbour View Hotel) 17 Blue Street, North Sydney
6月18日星期四 下午4時 - 晚上8時	馬力蘭市購物中心 (Marrickville Metro Shopping Centre) 34 Victoria Road, Marrickville
6月18日星期四 下午4時 - 晚上8時	新州交通資訊中心 (TFNSW Information Centre) Ground Floor, 388 George Street, Sydney
6月20日星期六 早上10時 - 下午2時	列凡摩場社區室 (Redfern Oval Community Room) 51 Redfern Street, Redfern
6月20日星期六 早上9時 - 下午1時	烏路華市場 (Crows Nest Markets) Ernest Place, Crows Nest
6月23日星期二 下午4時 - 晚上8時	賓特白雲-許士東漢路出軍人聯會會所 (Canterbury-Hurlstone Park RSL) 20-26 Canterbury Road, Hurlstone Park
6月27日星期六 早上10時 - 下午2時	班士頓運動會所 (Bankstown Sports Club) 8 Greenfield Parade, Bankstown

查詢詳情或登記接收更新資訊電郵請通過以下途徑聯絡項目工作组：
網站 sydnymetro.info
電郵 sydnymetro@transport.nsw.gov.au
致電 1800 171 386





NEW TRAINS FOR SYDNEY

Sydney Metro City & Southwest is Australia's largest public transport project and will deliver more trains and faster services.

Planning work is underway on the new stand alone metro rail network, which extends Sydney Metro Northwest (formerly known as North West Rail Link) from Chatswood, under Sydney Harbour, through new railway stations in the CBD and west to Bankstown, servicing more than 60 Sydney suburbs.

Sydney Metro - together with upgrades to the Western Line - will increase capacity across the network, moving an extra 100,000 people per hour in the peak.

Community consultation is now underway and we want your feedback. To find out more about the project or to make a submission contact the project team on the details below.

Website sydnymetro.info
Email sydnymetro@transport.nsw.gov.au
Call 1800 171 386





city & southwest

CHATSWOOD TO SYDENHAM

Application for project approval

Notice of application for State Significant Infrastructure approval under Part 5.1 of the Environmental Planning and Assessment Act 1979.

Transport for NSW has lodged an application with the Secretary of the Department of Planning and Environment for State Significant Infrastructure approval under clause 193(4) of the Environmental Planning and Assessment Regulation 2000 for construction and operation of the Sydney Metro City & Southwest, Chatswood to Sydenham project (the Project).

For the purposes of clause 193(4)(b) of the Environmental Planning and Assessment Regulation 2000, notice is hereby given that a State Significant Infrastructure application under Part 5.1 of the Environmental Planning and Assessment Act 1979 has been lodged with the Secretary of the Department of Planning and Environment.

Application Details
Application No: SSI 15_7400
Proposed: Transport for NSW
PO Box 588, North Ryde BC NSW 1670

Site Description
From Chatswood through to the lower North Shore, under Sydney Harbour, through the central business district (CBD) of Sydney and south west to Sydenham.

Project Description
The Project includes the construction and operation of a fully automated metro rail line between Chatswood and Sydenham, including the following: (a) new metro stations at Crows Nest, Victoria Cross Church (Sydney), Barangaroo, Martin Place and Pitt Street, new underground platforms at Central Station, and an option of a new metro station at other stations; or (b) The University of Sydney (c) associated ancillary infrastructure, including (but not limited to) road modifications, service facilities, pedestrians links and other transport interchanges.

The Project is subject to the environmental assessment and public consultation requirements of section 192 of the Environmental Planning and Assessment Act 1979. Details of the public exhibition period will be notified by the Department of Planning and Environment following receipt of Transport for NSW's Environmental Impact Statement for the Project.

A copy of the State Significant Infrastructure application is available on the Department of Planning and Environment's website (planning.nsw.gov.au) under "Major Developments". A separate application will be made for the Sydney Metro City & Southwest, Sydenham to Bankstown project. Transport for NSW will now prepare an environmental impact statement for the project, in accordance with the provisions of the Environmental Planning and Assessment Act 1979.

The Department of Planning and Environment will display the environmental impact statement for the project and invite public submissions. Information on the environmental planning and assessment process can be found at planning.nsw.gov.au

For more information about Sydney Metro City & Southwest contact the Project Team on 1800 171 386 or visit sydnymetro.info

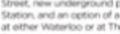




Plate 3 Example advertisements

11 Stakeholder engagement

Transport for NSW's stakeholder consultation team has ensured all stakeholders are proactively engaged and informed about the project. Regular briefings via meetings, presentations and phone calls were held to keep stakeholders informed and to ensure key issues raised are addressed in the Environmental Impact Statement.

Table 10 outlines stakeholders who have been briefed on the project between 11 June 2014 and 30 April 2016.

Table 10 Stakeholder engagement

Stakeholder engagement	
Federal Government	
Australian Rail Track Corporation	
State Government	
○ Barangaroo Delivery Authority	○ Port Authority of NSW
○ CBD Coordination Office	○ Roads and Maritime Services
○ Department of Planning & Environment	○ State Emergency Service
○ Environmental Protection Authority	○ Sydney Harbour Foreshore Authority
○ Harbour Trust	○ Sydney Light Rail
○ Health NSW	○ Sydney Trains
○ Heritage Council of NSW	○ Transport Management Centre
○ NSW Health – Sydney Local Health District	○ UrbanGrowth NSW
○ NSW Trains	
Local Government	
○ Bankstown Council	○ Liverpool City Council
○ City of Canterbury	○ Marrickville Council
○ City of Sydney	○ North Sydney Council
○ Hills Shire Council	○ Willoughby City Council
○ Lane Cove Council	
Regional Organisation of Councils	
○ Northern Sydney Regional Organisation of Councils	
◆ Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, North Sydney, Ryde and Willoughby Councils	
○ Southern Sydney Regional Organisation of Councils	
◆ Ashfield, Bankstown, Botany, Burwood, Canada Bay, Sydney, Hurstville, Kogarah, Leichhardt, Marrickville, Randwick, Rockdale, Sutherland, Waverley and Woollahra Councils	
○ Western Sydney Regional Organisation of Councils	
◆ Auburn, Fairfield, Blacktown, Blue Mountains, Bankstown, Hawkesbury, Holroyd, Liverpool, Parramatta and Penrith Councils	

Stakeholder engagement	
Federal Members of Parliament	
○ Member for Bradfield	○ Member for North Sydney
State Members of Parliament	
○ Member for Canterbury	○ Member for North Shore
○ Member for Holsworthy	○ Member for Summer Hill
○ Member for Ku-ring-gai	○ Member for Sydney
○ Member for Lane Cove	○ Member for Willoughby
Member of the Legislative Council	
○ The Hon. Shayne Mallard	
Peak bodies	
○ 10,000 Friends of Greater Sydney	○ NRMA
○ Action for Public Transport	○ NSW Business Chamber
○ Australian Institute of Architects	○ NSW Commuter Council
○ Australasian Railway Association	○ Planning Institute of Australia
○ BusNSW	○ Property Council
○ Committee for Economic Development of Australia	○ Sydney Business Chamber
○ Committee for Sydney	○ Tourism and Transport Forum
○ Consult Australia	○ Urban Taskforce
○ Housing Industry Association	○ Warren Centre for Advanced Engineering
○ Infrastructure Partnerships Australia	○ Western Sydney Business Chamber
○ Metropolitan Local Aboriginal Land Council	
Educational Institutions	
○ Church of England Grammar School (SHORE)	○ University of Wollongong
○ Monte Sant' Angelo Mercy College	○ Western Sydney University
○ The University of Sydney	
Transport specialists	
Dr Gary Glazebrook	Mr Ron Christie

Stakeholder engagement	
Community and interest groups	
○ Artarmon Bushcare Group	○ RedWatch
○ Artarmon Progress Association	○ Stanton Precinct Committee
○ Chatswood West Ward Progress Association	○ Willoughby District Historical Society
○ Friends of Sydney Harbour	○ Wollstonecraft Precinct Committee
○ Holtermann Precinct Committee	○ Millers Point Community Working Party
○ Ian Kiernan	○ Millers Point, Dawes Point & The Rocks Public Housing Tenants
○ Lavender Bay Precinct Committee	○ Waverton Precinct Committee (Berry's Bay)
○ Naremburn Progress Association	○ WestConnex Action Group
○ North Shore Historical Society	
○ North Sydney Sunrise Rotary Club	
Utilities	
○ AARNet	○ Optus / Uecomm
○ AMCOM / Vocus	○ Sydney Water
○ Ausgrid	○ Telstra
○ iPrimus	○ TPG (AAPT / Powertel / PipeNetworks)
○ Jemena	○ TransGrid
○ NBN Co	○ Verizon / Worldcom
○ Nextgen / Visionstream	○ Viva Energy

12 Industry engagement

The industry briefings detailed plans for Sydney Metro City & Southwest, the scope of works and the process for industry to contribute to the project and take part in its delivery.

Industry representatives came from Australia and overseas including the United Kingdom, USA, Singapore, Hong Kong, Spain, South Korea, Japan, Italy, Germany, China, Austria and France.

During the first round of industry engagement in mid 2015, the project team met with more than 40 local and international companies and received more than 60 written submissions. This feedback has been used to inform the ongoing development of the project, including plans for the procurement of major construction contracts.

In addition to industry briefings and meetings, the Project Director presented at the Australian Financial Review Infrastructure Summit on 12 June 2015.

Table 11 outlines the industry briefings held.

Table 11 Sydney Metro City & Southwest industry briefings

Date	Location	Booklet	Attendees
16 June 2015	Roslyn Packer Theatre, Walsh Bay	<i>'Delivering Sydney Metro, Industry Briefing'</i>	Just under 500
4 December 2015	Civic Pavilion in The Concourse, Chatswood	<i>'Sydney Metro, City & Southwest Industry Briefing'</i>	Just over 460
16 April 2016	Civic Pavilion in The Concourse, Chatswood	<i>'Sydney Metro, City & Southwest Industry Briefing'</i>	Just over 450

12.1 Invitations

Invitations to attend the briefings were included in:

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

12.2 Newspaper advertising

Table 12 outlines the advertisements that were placed in local and international newspapers to advertise the briefing and invite industry to register to attend.

Table 12 Newspaper advertising

Newspaper	Advertisement date
16 June briefing	
Australian Financial Review	Thursday 4 June 2015
Sydney Morning Herald	Thursday 4 June 2015
The Australian	Thursday 4 June 2015
Paris - Le Monde	Tuesday 2 June 2015
Hong Kong - South China Morning Post	Tuesday 2 June 2015
London - Daily Telegraph	Tuesday 2 June 2015
New York Times	Tuesday 2 June 2015
4 December briefing	
Australian Financial Review	Thursday 12 November 2015
Sydney Morning Herald	Thursday 12 November 2015
The Daily Telegraph	Thursday 12 November 2015
The Australian	Thursday 12 November 2015
Paris - Le Monde	Thursday 12 November 2015
Hong Kong - South China Morning Post	Thursday 12 November 2015
London - Daily Telegraph	Thursday 12 November 2015
16 April briefing	
Australian Financial Review	Thursday 31 March 2016
Sydney Morning Herald	Thursday 31 March 2016

Newspaper	Advertisement date
The Daily Telegraph	Thursday 31 March 2016
The Australian	Thursday 31 March 2016



The new state of business

INVITATION

Industry Briefing

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

An industry briefing will be held to outline the NSW Government's commitment to new generation rail services, from Chatswood across the Harbour, through the CBD and on to Bankstown.

The briefing will be open to entity representatives who have an interest in Sydney's rail future.

Date: Tuesday 16 June 2015

Time: 8.30am for 9.00am – 11.00am

Location: Sydney CBD Australia
Details advised upon registration

Register your place:
industry@sydneyrapidtransit.com.au by Tuesday 9 June



Transport for NSW



city & southwest

INVITATION

Industry briefing

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

A briefing will be held to update industry on the NSW Government's plans to deliver new generation rail services, from Chatswood under Sydney Harbour, through the CBD and on to Bankstown.

The briefing will be open to representatives of entities with an interest in delivering Sydney Metro City & Southwest, the next stage of Sydney Metro.

Date: Friday 4 December 2015

Time: 8.30am for 9.00am – 11.00am

Location: Sydney CBD – details advised upon registration

Register your place: www.sydneymetro.info
by Tuesday 24 November 2015



Transport for NSW



MAKING IT HAPPEN

Plate 4 Example advertisements

13 Compiling the Environmental Impact Statement

In addition to the consultation and engagement outlined above, consultation was carried out in the form of surveys as part of environmental impact assessment studies to assess:

- Social impacts
- Business impacts
- Non-Aboriginal and Aboriginal heritage.

Full details on these surveys and stakeholders involved can be found in the relevant specialist reports in the Environmental Impact Statement.

14 Environmental Impact Statement consultation

14.1 Public exhibition of Environmental Impact Statement

Public exhibition of the Environmental Impact Statement will be for a minimum of 30 days. Advertisements will be placed in newspapers to advise of the public exhibition and where the Environmental Impact Statement can be viewed, including details on proposed community consultation activities and information sessions.

Consultation and engagement activities during the public exhibition of the Environmental Impact Statement will be consistent with those carried out for the project scope exhibition and may include:

- Awareness and marketing campaigns
- Community event stalls
- Community information centres
- Community information sessions
- Displays at Council offices
- Doorknocks
- Email updates
- Enquiries and complaints hotline
- Environmental Impact Statement summary document
- Fact sheets
- Government stakeholder engagement
- Local business engagement
- Media releases
- Newsletter
- Newspaper advertising
- Place Managers
- Project briefings and presentations
- Social media updates
- Stakeholder meetings
- Website, animations and online forums.

14.2 Submissions

During the exhibition period, all stakeholders will be invited to make written submissions to the Department of Planning & Environment in response to the environmental assessment.

Once the exhibition period closes, a submission report will be prepared to address the issues raised in the submissions received. The report will be submitted to the Department of Planning & Environment and will be made publicly available.

Stakeholders who make public submissions will formally be advised of receipt of their submission and provided with a submission number.