PRE-SUBMISSION CONSULTATION REPORT

APPENDIX L

Sydney Metro City & Southwest

Waterloo Over Station Development

Pre-Submission Consultation Report

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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 (EIS) for the Waterloo integrated station development (The Metro Quarter). It outlines the engagement activities carried out in the lead up to exhibition of the concept State Significant Development Application (concept SSD Application) to ensure all stakeholders are aware of the project and have the opportunity to input into the planning and assessment stages.

1.2 Communication objectives

Community and stakeholder feedback plays a significant role in the development of Sydney Metro. Sydney Metro communication objectives include:

- Communicating 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
- Communicating the Sydney Metro concept and timing
- Building community and key stakeholder relationships and maintaining goodwill
- Providing information about the planning approvals process and encouraging community participation
- Clearly communicating the corridor protection and property acquisition process
- Providing timely feedback to community issues, enquiries and complaints

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

1.3 Key stakeholders

Feedback from stakeholder and community engagement for Sydney Metro City & Southwest has formed an integral part of informing and scoping investigations for the Waterloo Metro Quarter integrated station development. Key stakeholders for the project include (but are not limited to):

- State government agencies
- Local councils
- Public utilities
- Business and industry groups
- Public transport customers
- Directly impacted stakeholders

- Directly impacted communities and businesses
- The broader community.

2 Community engagement timeline

Stakeholder and community consultation for Sydney Metro is an ongoing process that commenced with the release of *Sydney's Rail Future* in 2012. Consultation undertaken since June 2014 for the Sydney Metro City & Southwest project has played an important role in informing and scoping the design of the project.

The concept of an integrated station development was formally announced to the community in November 2017.A range of early engagement activities were undertaken prior to lodgement of this concept SSD Application to engage with industry, the local community and stakeholders about the integrated station development at Waterloo Station. The consultation aimed to keep the community informed and to provide opportunities for feedback. In addition, UrbanGrowth NSW Development Corporation (UrbanGrowth NSW) and Land and Housing Corporation (LAHC) have undertaken significant levels of consultation during the development of the State Significant Precinct (SSP) Study and the indicative concept proposal for the Metro Quarter which is discussed in detail in Chapter 5.

During the most recent engagement in May and June 2018, Sydney Metro and UrbanGrowth NSW conducted early engagement to seek feedback on the Metro Quarter proposal. This occurred at the same time that the formal planning process commenced with the request for the Secretary's Environmental Requirements Request (SEARs) from Department of Planning and Environment (DPE).

Specific engagement activities for the Waterloo integrated station development (The Metro Quarter) are outlined in Table 2.1.

Table 2.1 Integrated station development engagement activities

Activity	Content	Date
Ongoing engagement	Early engagement and community visioning undertaken by UrbanGrowth NSW and LAHC about the Central to Eveleigh corridor, and the Waterloo masterplan.	2014 to 2017
Integrated Station Development book	Booklet introducing the concept of integrated station development	November 2017
Industry briefing	Booklet updating industry on project contract packages, delivery strategy and future market soundings	April 2018

Activity	Content	Date
Waterloo Integrated station development book	Booklet of concept proposals for Waterloo Metro Quarter	May 2018
Website	Integrated station development page updated on Sydney Metro website	May 2018
Facebook	Waterloo Metro Quarter post uploaded to Sydney Metro Facebook page	May 2018
Community information sessions	Displays, information and expert members of the project team made available to answer questions from the community	May/June 2018

3 Community engagement

3.1 Community contact and information points

The table below outlines community contact and information points in use on the project.

Table 3.1 Community contact and information points

Activity	Detail
Community information line (toll free)	1800 171 386
Community email address	sydneymetro@transport.nsw.gov.au
Website	www.sydneymetro.info
Postal address	Sydney Metro City & Southwest, PO Box K659, Haymarket, NSW 1240

3.2 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 including information from 30 May 2018 on the Waterloo Station integrated station development.

Information on the website includes:

- Project overview:
  - Customer experience.
  - Benefits (economic, employment and sustainability).
  - Strategic context.
- Chatswood to Sydenham:
  - Project features.
  - Station and dive sites.
- Sydenham to Bankstown.
- Resources, including:
  - Project overviews.
  - Environmental impact statements.
  - State significant infrastructure application reports.

- Community consultation submissions reports.
- Newsletters.
- Industry briefing presentations and documentation.

- Videos and animations.
- Online submission function.
- Contact information.

Figure 3.2 shows examples of website updates published at the time of project milestones for the Waterloo Station and the Metro Quarter.

Figure 3.1 Sydney Metro website information

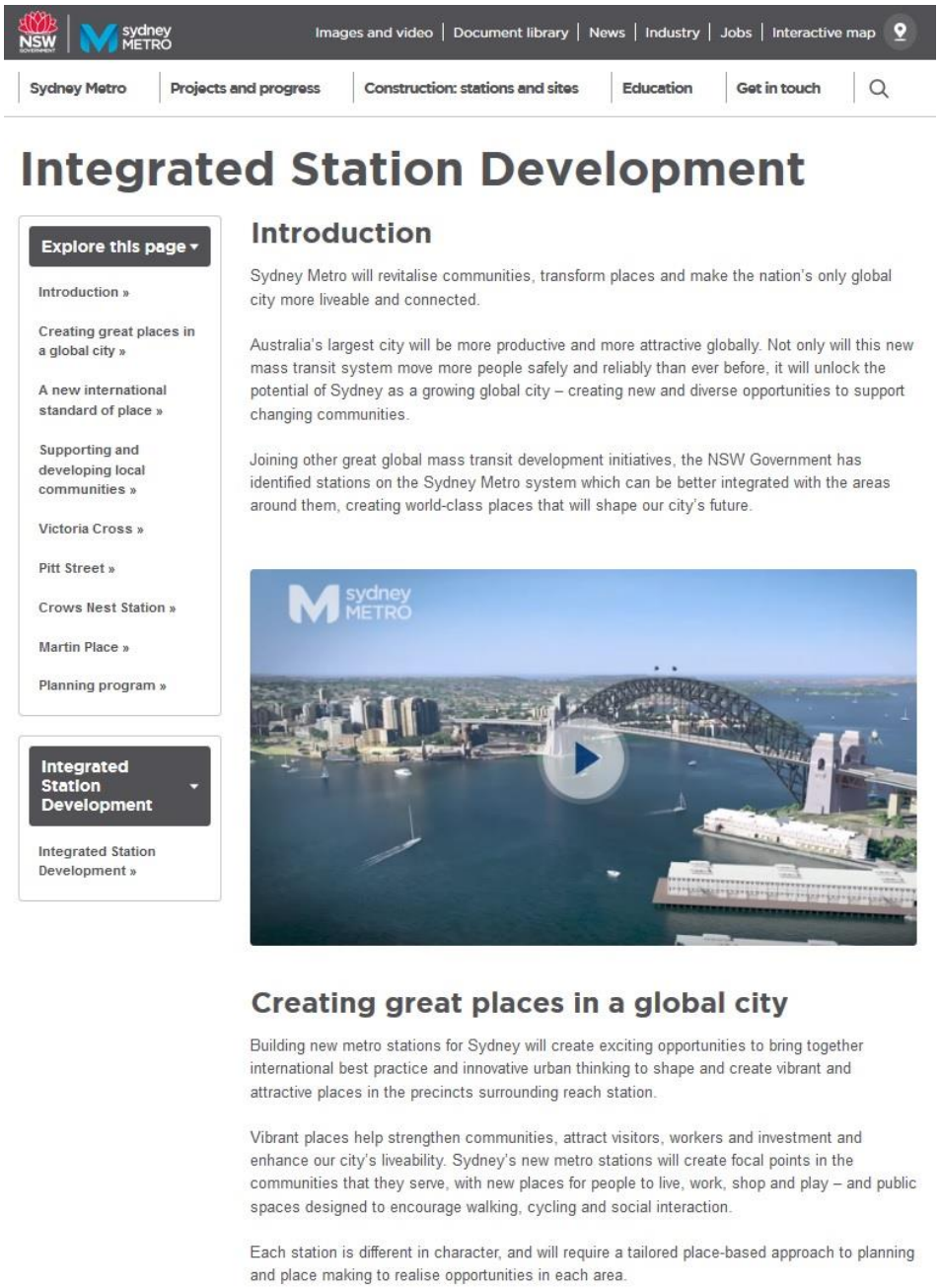
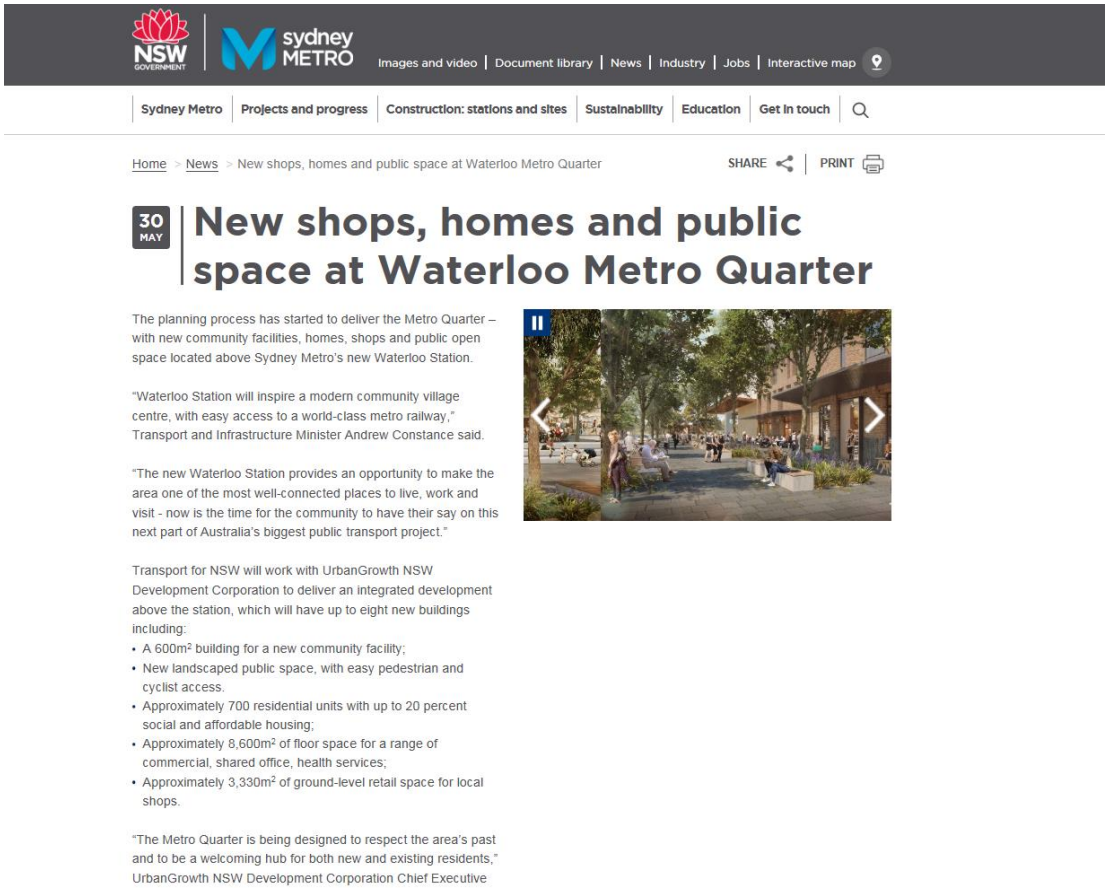


Figure 3.2 Examples of updates on the Sydney Metro website



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Home > News > New shops, homes and public space at Waterloo Metro Quarter

SHARE | PRINT

30 MAY

New shops, homes and public space at Waterloo Metro Quarter

The planning process has started to deliver the Metro Quarter – with new community facilities, homes, shops and public open space located above Sydney Metro's new Waterloo Station.

"Waterloo Station will inspire a modern community village centre, with easy access to a world-class metro railway," Transport and Infrastructure Minister Andrew Constance said.

"The new Waterloo Station provides an opportunity to make the area one of the most well-connected places to live, work and visit - now is the time for the community to have their say on this next part of Australia's biggest public transport project."

Transport for NSW will work with UrbanGrowth NSW Development Corporation to deliver an integrated development above the station, which will have up to eight new buildings including:

- A 600m² building for a new community facility;
- New landscaped public space, with easy pedestrian and cyclist access.
- Approximately 700 residential units with up to 20 percent social and affordable housing;
- Approximately 8,600m² of floor space for a range of commercial, shared office, health services;
- Approximately 3,330m² of ground-level retail space for local shops.

"The Metro Quarter is being designed to respect the area's past and to be a welcoming hub for both new and existing residents," UrbanGrowth NSW Development Corporation Chief Executive

3.3 Community information sessions

Several community information sessions were held as part of early community engagement activities for the Waterloo Metro Quarter, including:

- 30 May 2018, 5-8pm Redfern Town Hall, 73 Pitt Street, Sydney
- 2 June 2018, 11am-2pm Redfern Town Hall, 73 Pitt Street, Sydney
- 14 June 2018, Waterloo Neighbourhood centre, 95 Wellington St Waterloo (Estate residents information session)

Advertisements promoting the engagement events were placed in the Sydney Courier (23 May 2018) and the Inner West Courier (24 May 2018). Figure 3.3 shows example of newspaper advertisements.

Flyers were also distributed to all properties within 500m of the Waterloo site. Figure 3.4 shows an example of the flyers that were distributed.

Display boards at these sessions included information such as:

- Project overview
- Fast, frequent metro
- Connectivity

- Proposed timeline
- New Sydney Metro stations, including Waterloo
- Integrated station development at Waterloo
- Planning process

Figure 3.5 shows examples of the information boards used to display project information at the sessions.

Figure 3.3 Example of local advertisement

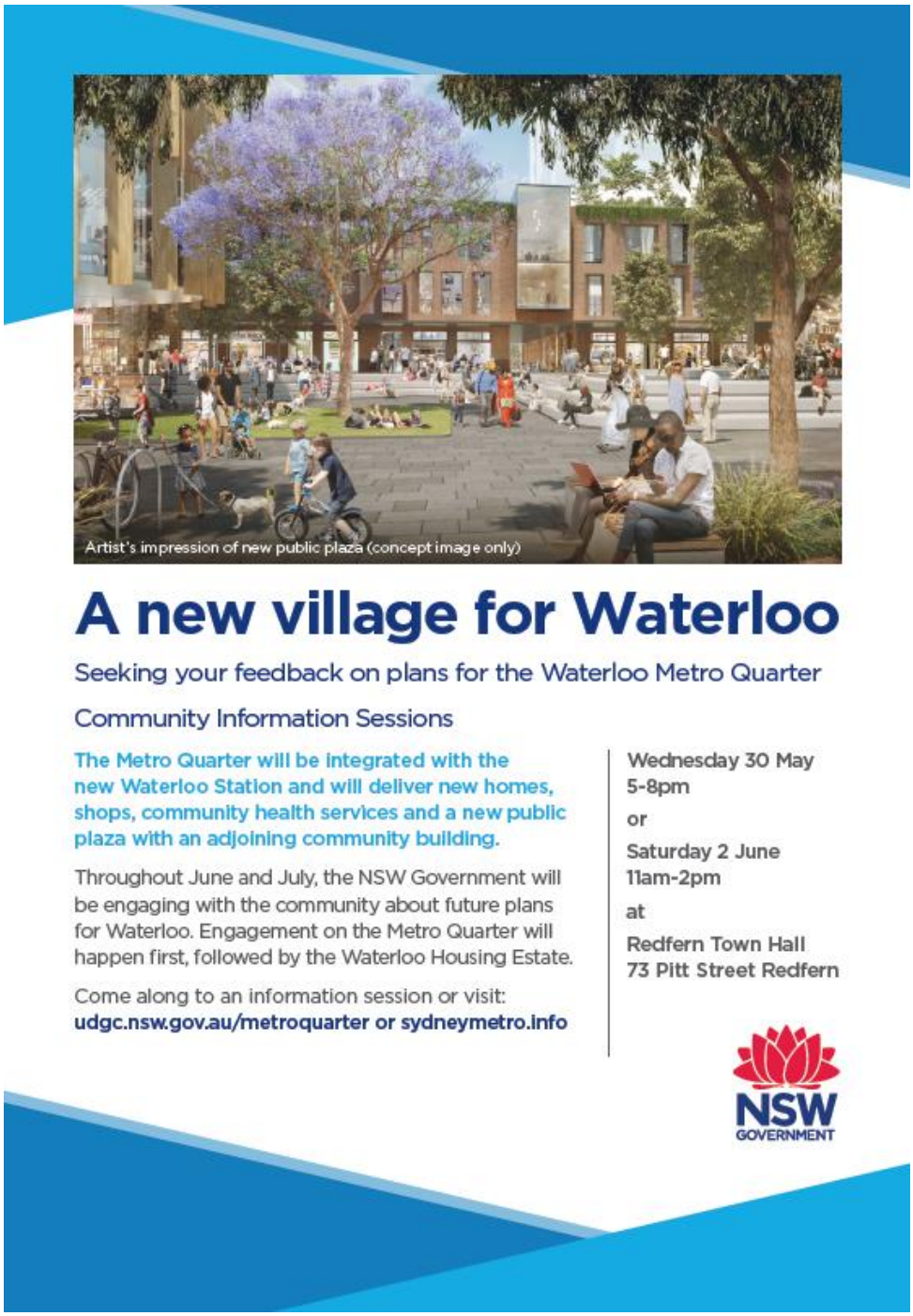
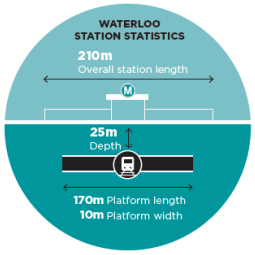


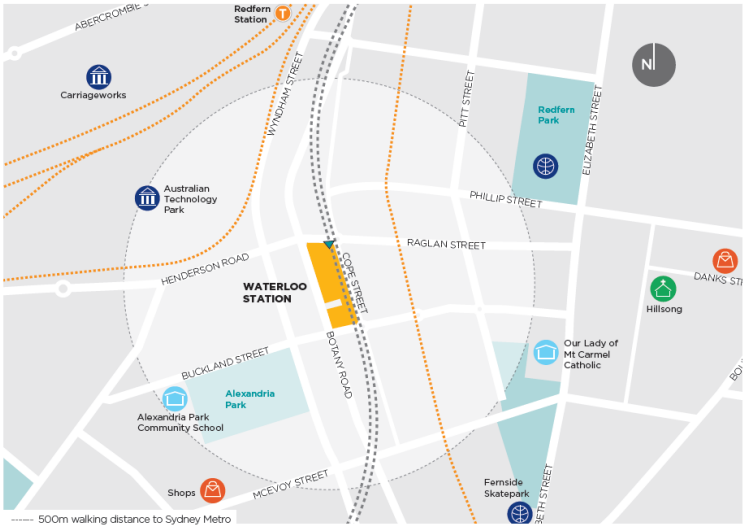
Figure 3.4 Example of flyers used to advertise community information sessions

(Reverse side)

Figure 3.5 Example of information boards used at community information sessions

Waterloo Station





2 Minutes to CENTRAL

6 Minutes to MARTIN PLACE

8 Minutes to BARANGAROO

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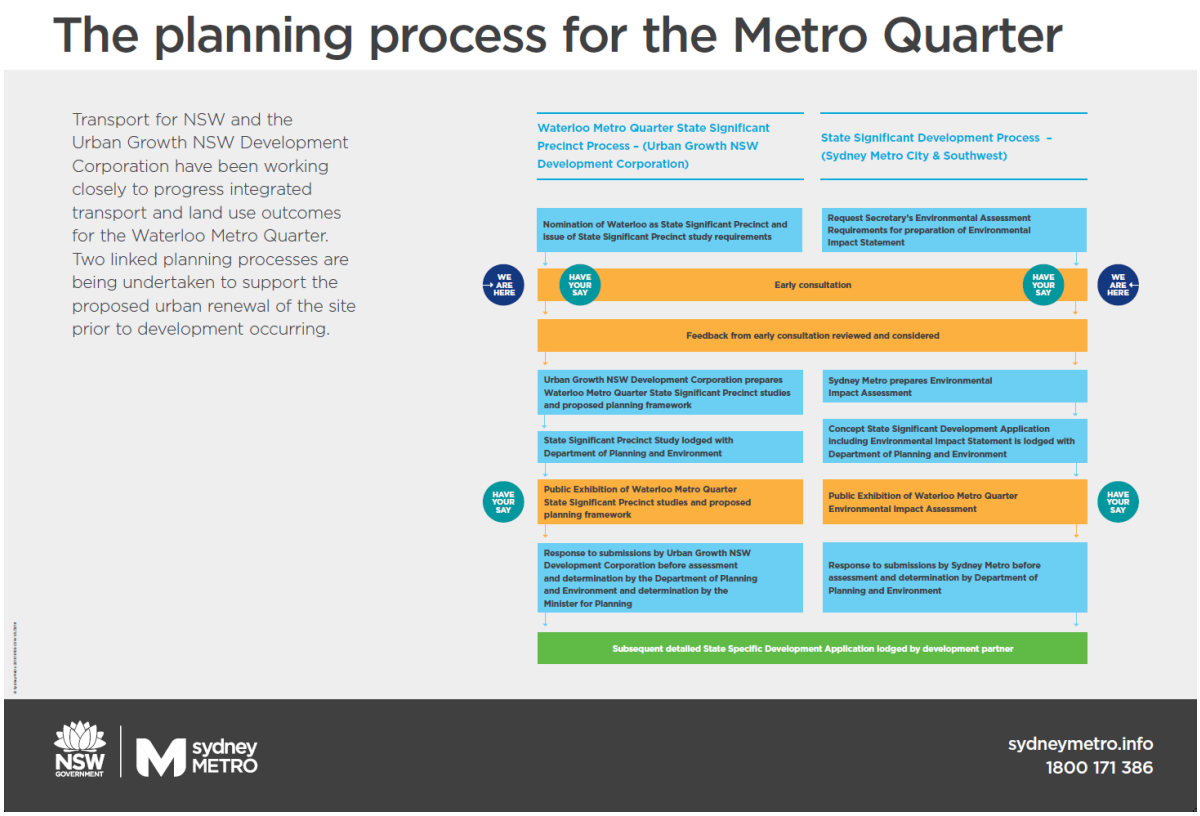
sydneymetro.info
1800 171 386



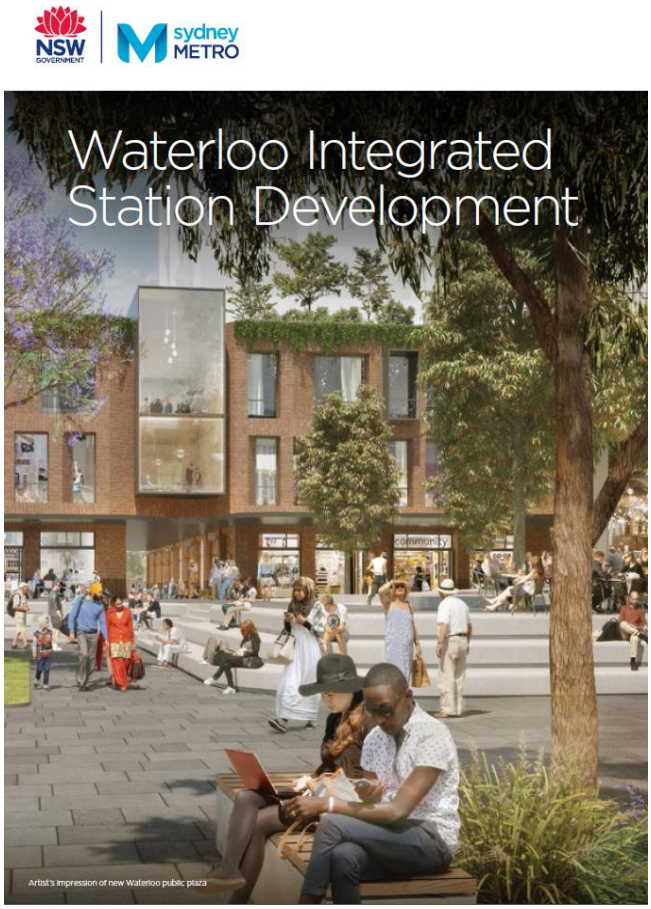
3.4 Integrated Station Development communication materials

In May 2018, an information booklet on the Waterloo integrated station development was published. The booklet outlined the project proposal and background.

The booklet provided an overview of The Metro Quarter and the concept proposal including plans to deliver new homes, shops, community services and a new public plaza with an adjoining community building.

Other collateral used for engagement during this period included newspaper advertisements, a media release, information on the Sydney Metro Website, distribution of the integrated station development booklet (Figure 3.6), and the Chatswood to Sydenham Environmental Impact Statement summary (Figure 3.7).

Figure 3.6 Waterloo integrated station development booklet



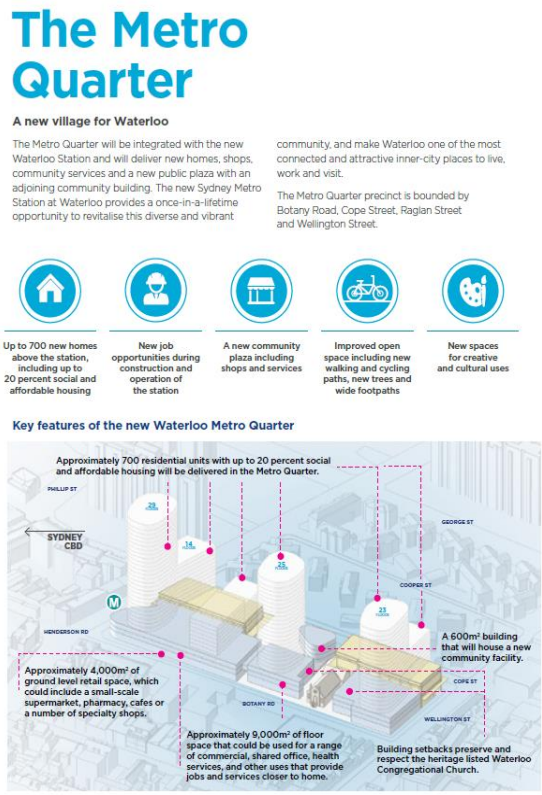


Figure 3.7 Waterloo Station EIS summary

4 Stakeholder engagement

4.1 Project-wide stakeholder engagement

Sydney Metro'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 by the project.

The table below outlines stakeholders who were briefed on the Sydney Metro project between 11 June 2014 and 1 November 2018.

Table 4.1 Stakeholder engagement

Stakeholder engagement	
Federal Government	
Australian Rail Track Corporation	
NSW Government	
• Barangaroo Delivery Authority • CBD Coordination Office • Department of Planning & Environment • Environmental Protection Authority • Harbour Trust • Health NSW • Heritage Council of NSW • NSW Health – Sydney Local Health District	• Port Authority of NSW • Roads and Maritime Services • State Emergency Service • Sydney Harbour Foreshore Authority • Sydney Light Rail • Sydney Trains • Transport Management Centre • UrbanGrowth NSW
Local government	
• Bankstown Council • City of Canterbury • City of Sydney • Hills Shire Council • Lane Cove Council	• Liverpool City Council • Marrickville Council • North Sydney Council • Willoughby City Council

Stakeholder engagement	
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
Federal Members of Parliament	
• Member for Bradfield	• Member for North Sydney
State Members of Parliament	
• Member for Canterbury • Member for Holsworthy • Member for Ku-ring-gai • Member for Lane Cove	• Member for North Shore • Member for Summer Hill • Member for Sydney • Member for Willoughby
Member of the Legislative Council	
• The Hon. Shayne Mallard	
Peak bodies	
• 10,000 Friends of Greater Sydney • Action for Public Transport • Australasian Railway Association • Australian Institute of Architects • BusNSW • Committee for Economic Development of Australia • Committee for Sydney • Consult Australia • Housing Industry Association • Infrastructure Partnerships Australia	• Metropolitan Local Aboriginal Land Council • NRMA Motoring and Services • NSW Business Chamber • NSW Commuter Council • Planning Institute of Australia • Property Council • Sydney Business Chamber • Tourism and Transport Forum • Urban Taskforce • Warren Centre for Advanced Engineering • Western Sydney Business Chamber

Stakeholder engagement	
Educational Institutions	
• Church of England Grammar School (SHORE) • Monte Sant' Angelo Mercy College • The University of Sydney	• University of Wollongong • Western Sydney University
Transport specialists	
• Dr Gary Glazebrook	• Mr Ron Christie
Community and interest groups	
• Alexandria Residents actions Group • Artarmon Bushcare Group • Artarmon Progress Association • Chatswood West Ward Progress Association • Groundswell: Coalition of local organisations including Inner Sydney Voice, REDWatch, Counterpoint, Redfern Legal Centre, Shelter NSW and the Tenant's Union • Friends of Sydney Harbour • Holtermann Precinct Committee • Ian Kiernan • Lavender Bay Precinct Committee • Millers Point Community Working Party • Millers Point, Dawes Point & The Rocks Public Housing Tenants	• Naremburn Progress Association • North Shore Historical Society • North Sydney Sunrise Rotary Club • REDWatch • Stanton Precinct Committee • Waterloo Redevelopment Group • Waverton Precinct Committee (Berry's Bay) • WestConnex Action Group • Willoughby District Historical Society • Wollstonecraft Precinct Committee
Utilities	
• AARNet • AMCOM/Vocus • Ausgrid • iPrimus • Jemena • NBN Co • Nextgen/Visionstream	• Optus/Uecomm • Sydney Water • Telstra • TPG (AAPT/Powertel/PipeNetworks) • TransGrid • Verizon/Worldcom • Viva Energy

5 Industry engagement

Industry briefings have 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.

Sydney Metro has held seven industry briefings since 2015 with over three thousand attendees in total. Industry representatives have attended from Australia and overseas including from the United Kingdom, USA, Singapore, Hong Kong, Spain, South Korea, Japan, Italy, Germany, China, Austria and France.

This engagement process has maximised industry input at this early stage and helps ensure an outcome that provides an outstanding transport product, which is value for money and puts the needs of the customer first.

An industry briefing was held in April 2019 in Sydney providing detailed information on the integrated stations development and early consultation. This event was attended by over 600 representatives from Australian and international firms. Attendees to the sessions were invited via:

- Sydney Metro website
- Advertisements in The Australian newspaper
- Direct invitations

The briefing provided the industry with information on:

- Integrated station development including at Waterloo Station
- Progress with the development of Sydney Metro City & Southwest
- Details of the updated project delivery strategy
- Timing of next steps, including upcoming procurement processes

Attendees received a copy of a booklet titled *Sydney Metro City & Southwest Industry Briefing* (April 2018) which is also published on the Sydney Metro website.

Sydney Metro will continue to engage with the industry in the development of the wider Sydney Metro project.

6 Environmental Impact Statement consultation – The Metro Quarter

6.1 Public exhibition and consultation

The concept SSD Application for the Waterloo Metro Quarter including the Environmental Impact Statement will be required to be publicly exhibited in accordance with the statutory requirements. Advertisements will be placed in newspapers to advise of the public exhibition and where the Environmental Impact Statement can be viewed. This process will be undertaken by the Department of Planning and Environment, as part of it statutory obligations under the *Environmental Planning & Assessment Act 1979.*

Sydney Metro will also undertake consultation and engagement activities during the statutory public exhibition of the Environmental Impact Statement including:

- Awareness and marketing campaigns
- Community information sessions
- Displays at council offices
- Email updates
- Enquiries and complaints hotline
- Environmental Impact Statement summary document
- Fact sheets
- Government stakeholder engagement
- Local business engagement
- Media releases
- Newspaper advertising
- Place Managers
- Project briefings and presentations
- Social media updates
- Stakeholder meetings
- Website

6.2 Submissions

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

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

Stakeholders who make public submissions will be formally advised of receipt of their submission by Sydney Metro and given a submission number, which will then be referenced in the submissions report.