



2. Consultation

This chapter summarises the stakeholder and community consultation activities that Transport for NSW has undertaken prior to, and during, the exhibition of the Environmental Impact Statement (EIS) for the CBD and South East Light Rail (CSELR) proposal.

2.1 Pre-EIS exhibition consultation

A detailed overview of the consultation activities that Transport for NSW undertook for the CSELR proposal both before and during the preparation of the EIS was provided in Chapter 2 (Volume 1A) and Appendix E (Consultation Outcomes Report, Volume 1C) of the EIS. This included an overview of the key issues raised by stakeholders and the community and, where relevant, how these concerns have been addressed through the design of the CSELR proposal and/or the EIS process. A summary of the consultation activities undertaken with key project stakeholders and the community is provided in sections 2.1.1 and 2.1.2 below, respectively.

2.1.1 Consultation with key project stakeholders

Consultation occurred throughout the strategic planning phase of the CSELR with project partners, and a number of senior stakeholders from organisations located in, or associated with the study area (including councils, health and education providers, event and recreation precincts, peak bodies and associations, and government agencies). As detailed in Chapter 2 of the EIS (Volume 1A), consultation with key project stakeholders prior to the exhibition of the CSELR EIS included:

- a year-long consultation process during the development of the *NSW Long Term Transport Master Plan* (NSW Government 2012a) (refer section 2.3.1 of the EIS, Volume 1A)
- six Sydney Light Rail Round Table meetings (held during the feasibility phase of the CSELR proposal), involving key project stakeholders and elected State and council representatives (refer section 2.3.2 of the EIS, Volume 1A)
- four Light Rail Working Group sessions (held between October 2011 and June 2012), involving technical and expert level representatives of key government and institutional stakeholders (refer section 2.3.3 of the EIS, Volume 1A)
- stakeholder meetings (including with government agencies) to support the Round Table and Working Group process and to facilitate information exchange
- an industry briefing session (held on 9 April 2013) which included presentations by the NSW Minister for Transport and the Deputy Director-General Transport Projects and attracted over 350 attendees from a wide audience including industry groups, government agencies and private businesses
- a briefing with key Moore Park sports and entertainment complex representatives and major users of these facilities (held on 5 August 2013) to jointly discuss and provide input to the design process (refer section 2.4.4 of the EIS, Volume 1A)

- consultation with utility providers, which included a high level briefing of senior utility representatives (held on 16 May 2013) (refer section 2.4.5 of the EIS, Volume 1A)
- comprehensive stakeholder briefings and presentations (held since December 2012) (refer section 2.4.6 of the EIS, Volume 1A).

2.1.2 Community consultation

Following the announcement of the CSELR proposal by the NSW Minister for Transport in December 2012, the communications team was expanded to include consultation specialists from the EIS team, as well as the appointment of Place Managers. Community consultation and information activities began in February 2013. As described in section 2.5 of the EIS (Volume 1A), consultation with the community prior to the exhibition of the CSELR EIS included:

- *CSELR contact mechanisms* — A proposal information line (1800 684 490) and email address (projects@transport.nsw.gov.au) were established to enable all stakeholders to provide feedback on the proposal and ask questions of the project team.
- *Proposal website* — Information about CSELR has been available on the transport projects pages of the Transport for NSW website (<http://www.sydneylightrail.com.au/>) since December 2012. The website included a range of proposal information, including information about community information sessions held in September 2013 and copies of the community update brochures.
- *'Have Your Say' website* — This website (<http://engage.haveyoursay.nsw.gov.au/cselr>) was launched on 2 September 2013 to coincide with a series of community information and feedback sessions. The website hosted an online version of a feedback form and linked back to the Transport for NSW CSELR website.
- *Place Managers* — Place Managers were established in May 2013 to act as the direct point of contact for the community, businesses and other stakeholders. Separate dedicated Place Managers were assigned for the City Centre (CBD), Surry Hills and the South East sections of the light rail route.
- *Community update brochure, April 2013* — A community update brochure was distributed in April 2013 to all residents and businesses within 500 metres of the proposed CSELR alignment. Over 50,000 brochures were delivered. The purpose of the community update brochure was to create awareness of the proposal, outline the next steps and give the community an opportunity to contact the proposal team.
- *Community update brochure, August 2013* — A letterbox drop of over 50,000 community updates was completed in August 2013 to all residents and businesses within 500 metres of the proposed CSELR alignment. In addition, all property owners along the alignment were sent the brochure to ensure both owners and tenants were informed of the CSELR proposal. This community update provided a project and planning update, project contact details and invited community members to EIS preparation phase community information sessions.
- *Lilyfield letterbox drop and doorknock* — A letter and the August community update were sent to local residents and businesses near the proposed Rozelle maintenance depot in Lilyfield to inform them of the CSELR proposal and invite them to the EIS preparation phase community information sessions. Members of the project team also completed a door knock in the Lilyfield area as a follow up activity to the letterbox drop. The door knock was undertaken to confirm residents had received the communications materials and encourage them to attend the September community information sessions.



- *Community information stands* — In April 2013, five community information stands were established at locations near the proposed CSELR alignment to receive local input on the proposal at an early stage. The information stands were attended by members of the project team, so that attendees' questions could be answered and feedback obtained. The community information stands were located in the following areas:
 - ▶ Surry Hills Market, Crown Street, Surry Hills — Saturday 6 April 2013
 - ▶ Entertainment Quarter Village Markets, Lang Road, Moore Park — Saturday 13 April 2013
 - ▶ Royal Randwick Shopping Centre, Randwick — Saturday 20 April 2013
 - ▶ Kingsford Markets, Kingsford — Sunday 21 April 2013
 - ▶ The Rocks Market Sydney — Friday 31 May 2013.
- *Door knocking* — Door knocking of businesses and residential properties along the proposed CSELR alignment commenced in June 2013. Door knocking was undertaken by Place Managers and members of the CSELR communications team and was undertaken to make direct contact with potentially impacted residential and commercial properties. Priority was given where access or other special needs may be an issue.
- *Business survey* — A business survey (involving 100 businesses) was conducted as part of the Economic Impact Assessment for the EIS (refer to Technical Paper 4 in Volume 3 of the EIS) in June 2013. The business survey was conducted to better understand the operational needs of businesses and the potential impacts on them from the CSELR during construction and operation. The business survey within the Surry Hills, Moore Park, Randwick and Kensington/Kingsford precincts was conducted on 14 and 28 June 2013; while a survey of the City Centre Precinct was conducted on 26 June 2013.
- *Community information and feedback sessions* — A series of five community information and feedback sessions were held in local venues along the preferred route during the EIS preparation phase consultation period. The information sessions provided information and graphic displays and were supported by members of the project team to answer questions. Attendees were encouraged to complete a feedback form. The community information and feedback sessions were held at the following locations:
 - ▶ State Library, Macquarie Street, Sydney — Monday 2 September 2013, 4 pm–8 pm
 - ▶ Randwick Town Hall, Corner Avoca and Frances Streets, Randwick — Tuesday 3 September 2013, 4 pm–8 pm
 - ▶ Eastern Suburbs Masonic Centre, 199 Anzac Parade, Kensington — Wednesday 4 September 2013, 4 pm–8 pm
 - ▶ Prince Alfred Park, Coronation Hall, Chalmers Street, Surry Hills — Sunday 8 September, 11 am–4 pm
 - ▶ Adina Apartment Hotel, 359 Crown Street, Surry Hills — Monday 9 September, 4 pm–8 pm.
- *Stakeholder briefing* — A briefing for key stakeholders was held on 2 August 2013 at the State Library to provide these stakeholders with an early opportunity to view the communication materials prior to public consultation.

2.2 Consultation during public exhibition of the EIS

The EIS was publicly exhibited between 14 November and 31 December 2013. During the exhibition period, government agencies, interest groups and organisations, stakeholders and the community were invited to make written submissions. A summary of the engagement activities and tools used to encourage community and stakeholder participation during the public exhibition period is outlined below.

2.2.1 EIS display locations

The EIS was placed on public exhibition at a number of locations, including:

- Department of Planning & Infrastructure, Information Centre, 23–33 Bridge Street, Sydney
- City of Sydney Council, One Stop Shop, Town Hall House, Level 3, 456 Kent Street, Sydney
- Randwick City Council, Administration Building & Customer Service Centre, 30 Frances Street, Randwick
- Leichhardt Municipal Council Citizen Service Centre, 7–15 Wetherill Street, Leichhardt
- Customs House Library, Level 2, 31 Alfred Street, Circular Quay, Sydney
- Haymarket Library, Ground Floor, 744 George Street, Sydney
- Surry Hills Library and Neighbourhood Centre, 405 Crown Street, Surry Hills
- Margaret Martin Library, Level 1, Royal Randwick Shopping Centre, Randwick
- Bowen Library & Community Centre, 669–673 Anzac Parade, Maroubra
- Malabar Community Library, 1203 Anzac Parade, Matraville
- Transport for NSW Transport Projects, Level 5, Tower A Zenith Centre, 821 Pacific Highway, Chatswood
- University of NSW, Library Building, Mid Upper Campus, Anzac Parade, Kensington
- Randwick TAFE Customer Service Centre, Building A, Lower Ground Floor, Corner Darley Road and King Street, Randwick
- Prince of Wales Hospital, Barker Street, Randwick
- Sydney Children's Hospital, High Street, Randwick
- Nature Conservation Council, Level 2, 5 Wilson Street, Newtown
- Northcott Community Centre, Surry Hills.

A poster and information cards were provided at each of the above display locations to provide information on the submissions process and encourage attendance at the community information sessions.

An electronic copy of the EIS was also available on Planning and Infrastructure's (P&I's) website at <http://www.majorprojects.planning.nsw.gov.au/> and on the Sydney Light Rail website at <http://www.sydneylightrail.com.au>.



2.2.2 Community information sessions

Seven information sessions were held at the following locations:

- Eastern Suburbs Masonic Centre, 199 Anzac Parade, Kensington — Saturday 23 November, 10 am–2 pm (approximately 60 people attended this session)
- State Library, Macquarie Street, Sydney — Tuesday 26 November, 4 pm–8 pm (approximately 30 people attended this session)
- University of NSW, Sydney — Wednesday 27 November, 10 am–2 pm (approximately 50 people attended this session)
- Randwick Town Hall, Corner Avoca and Frances streets, Randwick — Saturday 30 November, 10 am–2 pm (approximately 120 people attended this session)
- Surry Hills Library, 405 Crown Street, Surry Hills — Monday 2 December, 5 pm–8 pm (approximately 100 people attended this session)
- Sydney Boys High School, Gate 9, Anzac Parade, Moore Park — Thursday 5 December, 4 pm–8 pm (approximately 20 people attended this session).
- Surry Hills Library, 405 Crown Street, Surry Hills — Tuesday 10 December, 4 pm–8 pm (approximately 90 people attended this session).

The community information sessions provided residents and interested community members the opportunity to talk directly to the CSELR project team. Project team staff from various technical disciplines (e.g. design, EIS and technical specialists) were in attendance at each session to clarify the information presented in the EIS as well as listen and consider any suggestions or concerns that members of the community had in relation to the proposal. Community members who attended the sessions were encouraged to make a formal submission on the CSELR proposal via the P&I website.

2.2.3 Pop-up events and market stalls

In addition to the community information sessions described above in section 2.2.2, Transport for NSW also held nine pop-up and market stalls at the following locations:

- Customs House Square, Sydney — Thursday 21 November, 8 am–2 pm
- Allianz Stadium, Moore Park — Saturday 23 November, 3.30 pm–5.30 pm
- Royal Randwick Shopping Centre, Randwick — Monday 25 November, 11 am–2 pm
- Pacific Square Shopping Centre, Maroubra — Thursday 28 November, 11 am–2 pm
- Collins Street Closure, Surry Hills — Thursday 28 November, 4 pm–7 pm
- Rozelle Markets, Rozelle — Sunday 1 December, 9 am–4 pm
- Prince of Wales Hospital, Randwick — Tuesday 3 December, 11 am–4 pm
- Entertainment Quarter Markets, Moore Park — Saturday 7 December, 10 am–3 pm
- Kingsford Rotary Markets, Kingsford — Sunday 8 December, 8 am–3 pm.

The purpose of these informal sessions was to inform members of the community that the EIS was on public display and to raise public awareness about the proposal. These sessions were staffed by the community engagement team. Information made available at each of these sessions included the EIS overview document, CSELR brochure and a copy of the full EIS. Stakeholders seeking detailed technical information about the proposal were directed to the Transport for NSW and P&I websites, and encouraged to attend one of the community information sessions.

2.2.4 Light rail community information centre

A new light rail community information centre on the Ground Floor of 388 George Street, Sydney, was opened by the Minister for Transport on 14 November 2013. The information centre is staffed Monday — Friday 9 am to 5 pm and will be open for the life of the project. Available at the information centre is general proposal information, a copy of the EIS and copies of the CSELR EIS overview document.

2.2.5 Newsletters

A community update brochure was distributed in November to over 50,000 property owners, businesses and tenants along the proposed CSELR alignment. This community update provided a project and planning update, project contact details and invited community members to EIS community information sessions.

A letter and community update was also sent in November to local residents and businesses near the proposed Rozelle maintenance depot to inform them of the CSELR proposal and invite them to the EIS community information sessions and the local pop-up event at the Rozelle Markets.

2.2.6 Website and 1800 number

An electronic copy of the CSELR EIS and associated technical papers were available from NSW Planning and Infrastructure's (P&I's) website (<http://www.majorprojects.planning.nsw.gov.au/>). A full copy of the EIS was also available for download from Transport for NSW's Sydney Light Rail website (<http://www.sydneylightrail.com.au/>).

2.2.7 Newspaper advertisements

P&I placed advertisements in the following papers to advertise the commencement of the EIS exhibition period:

- *Southern Courier* (12 November 2013)
- *Wentworth Courier* (13 November 2013)
- *Inner West Courier* (12 November 2013)
- *Sydney Morning Herald* (13 November 2013)
- *Daily Telegraph* (13 November 2013).



Transport for NSW placed further advertisements in relevant local and metropolitan newspapers to inform the public that the EIS was on display and to invite the public to the community information sessions. The placement of advertisements and dates they appeared are outlined in Table 2.1.

Table 2.1 Newspaper advertisements

Publication date	Publication
Tuesday 19 November 2013	<ul style="list-style-type: none"> ▪ Inner West Courier ▪ Southern Courier ▪ Chinese Daily
Wednesday 20 November 2013	<ul style="list-style-type: none"> ▪ Central Courier ▪ Wentworth Courier ▪ Sydney Morning Herald ▪ Daily Telegraph
Tuesday 26 November 2013	<ul style="list-style-type: none"> ▪ Inner West Courier ▪ Southern Courier
Wednesday 27 November 2013	<ul style="list-style-type: none"> ▪ Central Courier ▪ Wentworth Courier ▪ mX
Tuesday 3 December 2013	<ul style="list-style-type: none"> ▪ Inner West Courier ▪ Southern Courier
Wednesday 4 December 2013	<ul style="list-style-type: none"> ▪ Central Courier ▪ Wentworth Courier ▪ mX

2.2.8 Round Table meeting

The Sydney Light Rail Delivery Phase Round Table (Round Table) was formed in June 2013. The delivery phase of the CSELR includes further design work, preparing the CSELR program and delivery strategy, and undertaking environmental assessment work.

The Sydney Light Rail Delivery Phase Round Table is the main vehicle through which key government and institutional stakeholders can provide input to and be informed about the progress of the delivery of the CSELR. The meetings provide members with CSELR project development and design updates and are planned to continue on a quarterly basis throughout the delivery phase.

A Round Table meeting was held during the EIS public display period on 15 November 2013.

2.2.9 Stakeholder briefings

A number of stakeholder meetings were held during the EIS public exhibition phase. Briefings were held with senior representatives of the CSELR project team and were intended to allow time to discuss and ask detailed questions, and to understand views about the CSELR proposal. A list of stakeholders who participated in the stakeholder briefing meetings is provided in Table 2.2.

Table 2.2 Stakeholders who participated in stakeholder briefing meetings

Sector	Stakeholder
Government	<ul style="list-style-type: none"> ▪ Transport Management Centre ▪ Ambulance NSW ▪ NSW Fire and Rescue ▪ NSW Police
Community and resident groups	<ul style="list-style-type: none"> ▪ People Unite Surry Hills ▪ Wansey Action Group ▪ Olivia Gardens residents ▪ Kensington West Precinct Committee ▪ Tower Apartments
Business	<ul style="list-style-type: none"> ▪ Coombes Property Group ▪ ACME Framing ▪ Central Physio and Performance Fitness ▪ GPT Group ▪ Hunter Connection ▪ Master Specs
Churches	<ul style="list-style-type: none"> ▪ St Peters Catholic Church

2.2.10 Reminder notification

An email reminder was sent on 14 November 2013 to all stakeholders and community members who have opted to be on the CSELR Consultation Manager database. The email reminder was used to inform people of the public display period and the upcoming community information sessions. A total of 1,609 emails were sent to contacts to invite them to the community information sessions.

The above mentioned email reminder was re-sent on 28 November 2013. A total of 2,377 emails were sent or re-sent to contacts to invite them to the community information sessions.

Another email reminder was sent on 27 November 2013 to Surry Hills stakeholders and community members who have opted to be on the CSELR Consultation Manager database. The email reminder was used to inform people of the public display period and additional upcoming community information sessions. A total of 378 emails were sent to contacts to invite them to community information sessions.

2.2.11 Enquiries, request for information and complaints

The CSELR information line (1800 684 490) and email address (projects@transport.nsw.gov.au) were available to the community and stakeholders to allow them to provide feedback on the proposal and ask questions of the project team. All formal submissions were directed to P&I.

During the public exhibition period, 140 enquiries were made, including telephone, email and online enquiries about the proposal.



2.2.12 Thank you letters

Transport for NSW has sent a letter to all community members and stakeholders who made a submission (and who have not requested that their contact details remain confidential) to advise them of their submission number and where in the Submissions Report to refer to responses to issues raised. Submissions have not been responded to individually.

The community and stakeholders would be notified about the completion and availability of the Submissions Report through advertisements in suburban and metropolitan press, the CSELR website and a community newsletter. Key stakeholders would also receive notification of the Submissions Report via a letter.

2.3 Ongoing Aboriginal consultation

As part of the ongoing consultation activities for the CSELR proposal, consultation with local Aboriginal heritage stakeholders was commenced in December 2013 during the exhibition of the EIS by Godden MacKay Logan (GML) on behalf of Transport for NSW. As part of this process, the following activities have been undertaken:

- Consultation with required statutory bodies to identify relevant key groups and potential knowledge holders, including consultation with the Office of Environment and Heritage (December 2013 to January 2014).
- Public advertising in regional and local newspapers to seek registration of interested local Aboriginal land councils and individuals for involvement in the assessment of Aboriginal archaeology and cultural heritage. Expressions of interest for registration were requested to be received by 22 January 2014 (refer to Figure 2.1). Advertisements for the expression of interest were placed in the following media communications:
 - ▶ *Inner West Courier*
 - ▶ *Southern Courier*
 - ▶ *mX Sydney*
 - ▶ *Central Courier*
 - ▶ *Wentworth Courier*
 - ▶ *Daily Telegraph*
 - ▶ *Sydney Morning Herald*.

CBD and South East Light Rail

Registration for Aboriginal community consultation

The CBD and South East Light Rail (CSELR) is a unique infrastructure project that will transform Sydney. This new 12 kilometre light rail line will extend from Circular Quay along George Street to Central Station to Moore Park, then to Kingsford via Anzac Parade and Randwick via Alison Road and High Street.

On behalf of Transport for NSW, Godden Mackay Logan (GML) invites local Aboriginal people with cultural knowledge of Aboriginal objects and places along the CSELR route to register an interest in community consultation for the project.

CSELR is being assessed under the *Environmental Planning and Assessment Act 1979* as a State Significant Infrastructure Project and will not require an Aboriginal Heritage Impact Permit in accordance with Part 6 of the *National Parks and Wildlife Act 1974*. However, Transport for NSW wishes to undertake Aboriginal

community consultation in order to compile a list of Registered Aboriginal Parties for the project.

To register please contact GML Heritage Consultants by **22 January 2014**.

Written registration should be addressed to:

Kate Price, GML Heritage Consultants
78 George Street
Redfern NSW 2016

Alternatively, email katep@gml.com.au or fax **02 9319 4383**.

Please mark all responses with the subject line: 'Sydney Light Rail - Confidential'

Please be advised that the details of all parties who register will be forwarded to the Office of Environment and Heritage and the Local Aboriginal Land Council unless specified otherwise.



For more information please contact the Project Infoline on 1800 684 490, email projects@transport.nsw.gov.au or visit www.sydneylightrail.com.au.

N38213

Figure 2.1 Example of advertisement for registration for Aboriginal community consultation

Following the advertisement for the expression of interest, registrations from the following groups/organisations had been received as at the time of completion of this Submissions Report:

- Darug Land Observations (DLO)
- Darug Aboriginal Cultural Heritage Assessments (DACHA)
- Metropolitan Local Aboriginal Land Council
- Tocomwall/individual representative.

Ongoing consultation with relevant Aboriginal stakeholders would continue to be undertaken as part of the detailed design of the CSELR proposal.

2.4 Ongoing and future communications with the community

Transport for NSW is committed to community and stakeholder engagement beyond the planning phase and through detailed design, construction and commission of the CSELR. Transport for NSW would work closely with both the Managing Contractor and the Public-Private Partnership (PPP) Contractor for the CSELR to ensure the consistent delivery of accurate information on the project to the community, businesses and stakeholders throughout the life of the CSELR proposal.



The following communication activities and procedures would be implemented to support the delivery of the project:

- The Managing Contractor and the future Operator of the CSELR would implement the approved Sydney Light Rail stakeholder and community engagement strategy.
- Community liaison plans would be developed and implemented by the Managing Contractor and the PPP Contractor.
- Place Managers would continue to function in the current precincts — the CBD, Surry Hills/ Moore Park, Randwick and Kensington and Kingsford. Place Managers would provide a single point of contact for all residents and businesses in the area.
- Local business and community forums would be established in each of the precincts to provide timely and accurate information on the proposal, and receive local input into the proposal. The local business and community forums would then feed into the Business and Community Reference Groups that would report to the project team and Sydney Light Rail Advisory Board. These groups would comprise independent representatives from business and local communities to advise on concerns on the proposal.
- An Urban Domain Reference Group would also be established to allow key partner stakeholders such as City of Sydney and Randwick City Councils to review and comment on the proposed urban domain elements.
- A Utilities Reference Group would also be established, which would comprise independent representatives from the utility owners to advise on utility concerns related to the proposal.
- Business management plans would be developed and implemented for the precinct areas.
- The Delivery Phase Round Tables would also continue to operate throughout the life of the project.
- One-on-one stakeholder briefings and community information sessions would be held when appropriate to support the rollout of the program of works.
- The Sydney Light Rail website would be constantly reviewed and updated.
- The Transport for NSW Community Information Centre would continue to operate Monday to Friday 9.00 am to 5.00 pm. The centre would provide information to the public on the CSELR proposal and other CBD-related transport initiatives.
- Transport for NSW's project information line (1800 684 490) and email address (projects@transport.nsw.gov.au) would continue to be available during the construction phase.
- Notifications would be issued to all affected businesses and residents informing them in advance of impacts related to construction activities.
- Complaints during construction would be managed in accordance with Transport for NSW's Community Engagement Policy. A construction response line (1800 775 465) is available for all Transport for NSW projects and is a 24 hour contact point for complaints regarding construction works.
- Targeted communication activities, such as doorknocking, letterbox drops, brochures, and emails updates, would continue as the project progresses.
- The CSELR contact details would continue to be included in all written communications distributed to the community or made available online.

