

# **CONSULTATION WITH STAKEHOLDERS REPORT**

APPENDIX BB





# Sydney Metro City & South West

## Victoria Cross Over Station

### Development:

Consultation with stakeholders report

<b>Applicable to:</b>	Sydney Metro City & Southwest
<b>Author:</b>	Transport for NSW
<b>Owner</b>	Transport for NSW
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# 1 Introduction

## 1.1 Purpose of this report

The purpose of this report is to support the stakeholder and community engagement process detailed in Chapter 5 of the Environmental Impact Statement for the Victoria Cross Over Station Development (Victoria Cross OSD). 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

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.

## 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 Victoria Cross Integrated Station Development.

Key stakeholders for the project include (but are not necessarily 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

Sydney Metro City & Southwest began its broad engagement with the community and stakeholders in June 2014, including consultation about Victoria Cross Station. Community engagement has continued through all of the planning approval stages, including the preparation of the Chatswood to Sydenham Environmental Impact Statement and all subsequent modifications.

The concept of Integrated Station Development was formally announced to the community on November 2017 and a range of early engagement activities were undertaken prior to lodgement of the application to engage with industry, the local community and stakeholders about Integrated Station Development at Victoria Cross Station. Consultation aimed to keep the community informed and to provide opportunities for feedback. Specific engagement activities for Integrated Station Development at Victoria Cross are outlined in the following table.

**Table 2.1** Integrated Station Development engagement activities

Activity	Content	Date
Industry briefing	Booklet updating industry on project contract packages, delivery strategy and future market soundings	2 November 2017
Media release	'New City Metro stations to shape Sydney' <i>Issued by Minister for Transport and Infrastructure, Andrew Constance</i>	1 November 2017
Community newsletter	'A new commercial, retail hub for North Sydney' <i>Distributed to residents and businesses around the Victoria Cross Station site</i>	November 2017
Website	New Integrated Station Development page uploaded to Sydney Metro website	November 2017
Facebook	Integrated Station Development post uploaded to Sydney Metro Facebook page	1 November 2017
Integrated Station Development book	Booklet of Sydney Metro's concept proposals for Integrated Station Development	November 2017

Activity	Content	Date
Community information session	Displays, information and expert members of the project team made available to answer questions from the community	16 November 2017

## 2.2 Integrated Station Development communication materials

In November 2017, an information booklet on Integrated Station Development was published. This booklet provided further information for development at Victoria Cross, Crows Nest, Pitt Street and Martin Place Stations. It also provided information to the community and stakeholders on the opportunity for Sydney Metro to create exciting opportunities to bring together international best practice and innovative urban thinking to shape and create vibrant and attractive places in the precincts surrounding each station.

The booklet detailed the concept proposal for Victoria Cross: a 40-storey commercial building above the station's southern entrance integrating retail opportunities and enhancing North Sydney as a thriving commercial, residential, retail and entertainment hub.

Other collateral used for engagement during this period included newspaper advertisements, a media release, a community information session attended by 52 people, information on the Transport for NSW and Sydney Metro City & Southwest websites, and distribution of the Victoria Cross modification report summary, Integrated Station Development booklet (refer **Figure 2.4**), Victoria Cross Integrated Station Development newsletter and Chatswood to Sydenham Environmental Impact Statement summary.

Figure 2.1 Newspaper advertisement





City&Southwest



Artist's impression of Victoria Cross integrated station development

## Integrated Station Development

**Sydney Metro is Australia's biggest public transport project and will shape Sydney for generations to come.**

Not only will this new mass transit system move more people safely and reliably than ever before, it will unlock the potential of Sydney as a growing global city - creating new and diverse opportunities to support changing communities.

Joining other great global mass transit development initiatives, the NSW Government has identified stations on the Sydney Metro system which can be better integrated with the places around them, creating world-class places that will shape our city's future.

Transport for NSW has started the planning process with the lodgement of the Secretary's Environmental Impact Requirements (SEARs) with the Department of Planning and Environment. This is for the proposed integrated station developments at Victoria Cross in North Sydney and Pitt Street in the Sydney CBD.

**FIND OUT MORE**

We encourage people to come along to a session to meet expert members of the project team who will be happy to answer any questions.

COMMUNITY INFORMATION SESSIONS		
<b>Thursday 16 November 2017</b> 4-7pm	Victoria Cross Station	Fred Hutley Hall, 200 Miller Street, North Sydney
<b>Tuesday 21 November 2017</b> 4-7pm	Pitt Street Station	Masonic Centre, 66 Goulburn Street, Sydney

For more information or to register for email updates contact:


Website [sydneymetro.info](http://sydneymetro.info)

Email [sydneymetro@transport.nsw.gov.au](mailto:sydneymetro@transport.nsw.gov.au)

Call **1800 171 386**



Figure 2.2 Media release

 **Andrew Constance**  
Minister for Transport and Infrastructure

**MEDIA RELEASE**

Wednesday, 1 November 2017  
[\\*\\* New vision and skills in link below](#)

**NEW CITY METRO STATIONS TO SHAPE SYDNEY**

New metro stations in the CBD and North Sydney are set to be the city's newest landmarks in their own right, offering retail, community, residential and commercial opportunities.

Victoria Cross and Pitt Street stations have been chosen as locations where Sydney could replicate mass-transit-oriented developments such as Hudson Yards in New York and Paddington Station on London's Crossrail.

Minister for Transport and Infrastructure Andrew Constance said this was a once in a generation opportunity to revitalise Sydney for the future.

"These great new destinations will be integrated with their surrounding environments, moulded on what is happening on other world-class mass transit systems," Mr Constance said.

"Sydney Metro will make it faster and easier to get around the city – but it also delivers an opportunity to create world-class destinations that will shape the city's future.

"Like metro stations around the world, stations on the new Sydney Metro system will be vibrant places and landmarks in their own right."

The planning process has started with integrated concept designs released for Victoria Cross and Pitt Street stations to deliver buildings that offer commercial, residential, community and retail opportunities.

Planning for integrated station design at Crows Nest will start next year. The new metro station at Martin Place will also be integrated into the area around it and the NSW Government is currently assessing an unsolicited proposal.

Sydney Metro Program Director Rodd Staples said work on the integrated designs can start while station construction is underway.

"Sydney Metro is more than just a world-scale public transport project, it's a defining city-building opportunity," Mr Staples said.

"This is a chance to build more than just railway stations – through excellence in design and delivery, we will create fully-integrated places which are intuitive and safe, as well as architecturally unique.

"This is an opportunity to build on the revitalisation which Sydney Metro brings, creating truly landmark places and developments that showcases world's best practise for transit orientated developments."

Sydney Metro services start in the first half of 2018 on the Sydney Metro Northwest project, with metro rail to be extended in 2024 under Sydney Harbour, through the CBD and beyond to Bankstown.

Sydney Metro will have ultimate capacity of a new metro train every two minutes in each direction under the Sydney CBD.

Download new vision and skills: [https://www.trans.nsw.gov.au/FC/3](#)

**MEDIA: Alicia Wood | Minister Constance | 0418 280 618**  
**Stavro Sofios | Sydney Metro | 0418 685 960**

Figure 2.3 Sydney Metro website information

[Images and video](#) | [Document library](#) | [News](#) | [Industry](#) | [Jobs](#) | [Interactive map](#)

[Sydney Metro](#) | [Projects and progress](#) | [Construction: stations and sites](#) | [Education](#) | [Get in touch](#)

# Integrated Station Development

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- Introduction »
- Creating great places in a global city »
- A new international standard of place »
- Supporting and developing local communities »
- Victoria Cross »
- Pitt Street »
- Crows Nest Station »
- Martin Place »
- Planning program »

Integrated Station Development ▾

- Integrated Station Development »

## Introduction

Sydney Metro will revitalise communities, transform places and make the nation's only global city more liveable and connected.

Australia's largest city will be more productive and more attractive globally. Not only will this new mass transit system move more people safely and reliably than ever before, it will unlock the potential of Sydney as a growing global city – creating new and diverse opportunities to support changing communities.

Joining other great global mass transit development initiatives, the NSW Government has identified stations on the Sydney Metro system which can be better integrated with the areas around them, creating world-class places that will shape our city's future.

## Creating great places in a global city

Building new metro stations for Sydney will create exciting opportunities to bring together international best practice and innovative urban thinking to shape and create vibrant and attractive places in the precincts surrounding reach station.

Vibrant places help strengthen communities, attract visitors, workers and investment and enhance our city's liveability. Sydney's new metro stations will create focal points in the communities that they serve, with new places for people to live, work, shop and play – and public spaces designed to encourage walking, cycling and social interaction.

Each station is different in character, and will require a tailored place-based approach to planning and place making to realise opportunities in each area.

Figure 2.4 Integrated Station Development booklet

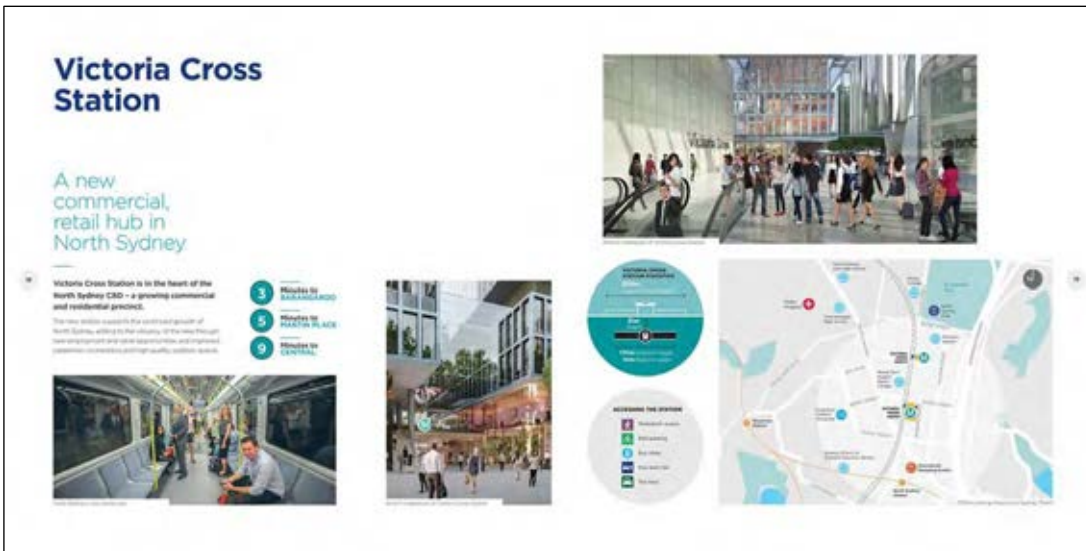
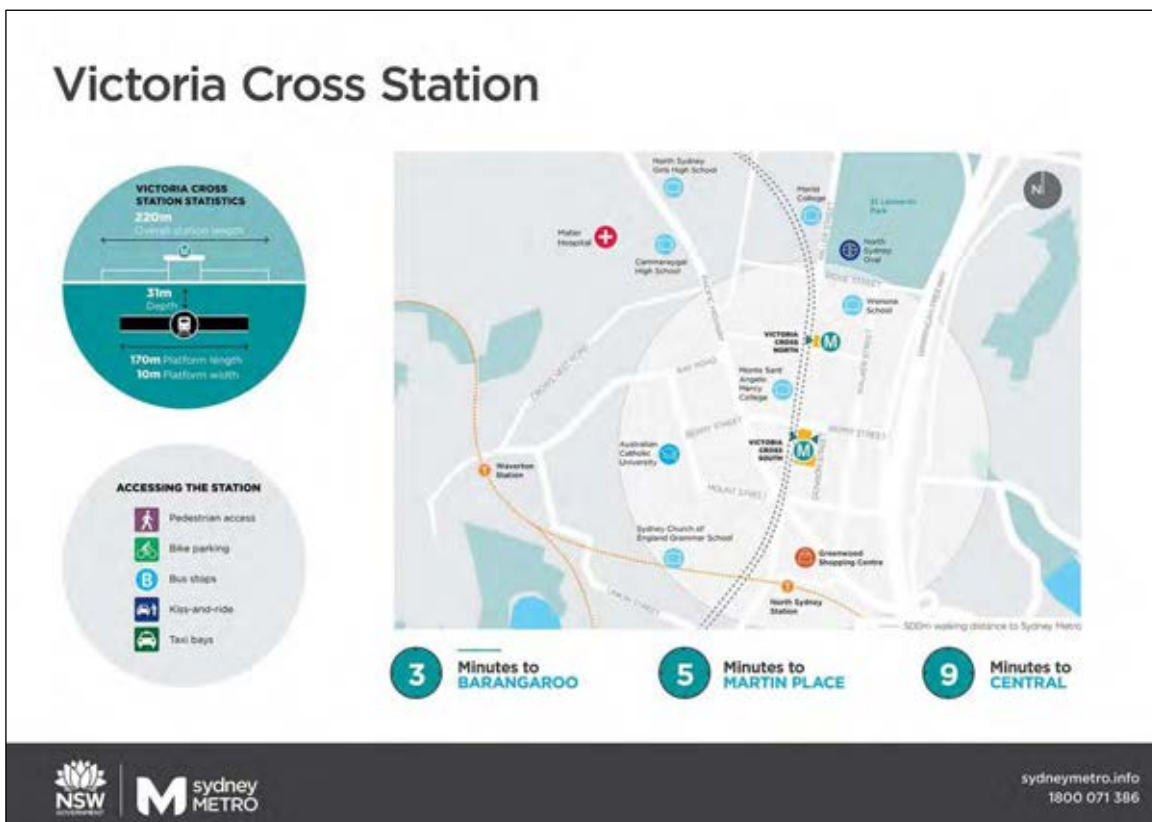




Figure 2.7 Victoria Cross EIS summary



Figure 2.8 Information boards used to illustrate Victoria Cross Integrated Station Development



# Victoria Cross Integrated Station Development

- One site - 40 storey development
- Commercial with integrated retail



[sydnymetro.info](http://sydnymetro.info)  
1800 071 386

# 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
Transport for NSW community information centre	388 George Street, Sydney

## 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 November 2017 on 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 forums.
- Online submission function.
- Contact information.

### 3.3 Community information sessions

Several community information sessions have been held in North Sydney since the beginning of the project, including:

- 17 June 2015 at the North Sydney Harbour View Hotel, 17 Blue Street, North Sydney.
- 28 May 2016 at McMahons Point Community Centre, 165 Blues Point Road, McMahons Point.
- 17 June 2017 at Fred Hutley Hall, 200 Miller Street North Sydney.
- 20 June 2017 at Fred Hutley Hall, 200 Miller Street, North Sydney.
- 16 November 2017 at Fred Hutley Hall, 200 Miller Street, North Sydney.

Figures 3.1 and 3.2 show an example of the advertisement used for the community information sessions on 16<sup>th</sup> March 2017.

Display boards at these sessions included information such as:

- Project overview.
- Tunnelling under the harbour.
- Project benefits.
- Metro trains.
- Fast, frequent metro.
- Saving time.
- Train features.
- Connectivity.
- Proposed timeline.
- New Sydney Metro stations, including Victoria Cross.
- Integrated Station Development at Victoria Cross.
- How to have your say.

Figure 2.8 show examples of the information boards.



Figure 3.1 Advertisement examples





**City&Southwest**



Artist's impression of Victoria Cross integrated station development

## Integrated Station Development

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Website **[sydneymetro.info](http://sydneymetro.info)**

Email **[sydneymetro@transport.nsw.gov.au](mailto:sydneymetro@transport.nsw.gov.au)**

Call **1800 171 386**

EIP-14469-0001-10-18-1800-171-386

Figure 3.2 Advertisement examples – non-English versions





# 火車站整合工程

悉尼地鐵 (Sydney Metro) 是澳洲最大的公共交通項目，通車后將徹底改變悉尼接下來幾代人的外出交通方式。

新公共交通系統不僅大大提高了客運能力及其安全性和可靠性，也解鎖了悉尼成長為國際大都市的潛力——為日新月異的社區創造多樣化的新機會。

通過借鑒其它國際優秀公共交通系統的開發經驗，新南威爾士州政府已確定了悉尼地鐵系統中車站的選址，讓它們更好地服務周邊地區，打造世界一流的社區，從而更好地建設我們城市的未來。

新南威爾士交通運輸部 (Transport for NSW) 已依照規劃與環境部 (Department of Planning and Environment) 的《秘書處環境影響要求》(the Secretary's Environmental Impact Requirements, 簡稱SEARs) 開始進行規劃。這主要涉及對合併下述車站，建立綜合站的提議——悉尼北部的Victoria Cross火車站和悉尼市中心的Pitt Street火車站。

**了解更多詳情**

我們鼓勵公眾來參加介紹會，與項目團隊的專家面對面接觸，他們會很樂意回答您的任何問題。

社區信息諮詢會		
2017年11月16日 (週四) 16:00-19:00	Victoria Cross 火車站	Fred Hutley Hall, 200 Miller Street, North Sydney
2017年11月21日 (週二) 16:00-19:00	Pitt Street 火車站	Masonic Centre, 66 Goulburn Street, Sydney

預了解更多詳情或註冊獲取電子郵件更新，請聯繫：  
 網站 [sydneymetro.info](http://sydneymetro.info)  
 電郵 [sydneymetro@transport.nsw.gov.au](mailto:sydneymetro@transport.nsw.gov.au)  
 電話 1800 171 386

# 4 Stakeholder engagement

## 4.1 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 by the project.

### 4.1.1 Project-wide stakeholder engagement

The table below outlines stakeholders who have been briefed on the Sydney Metro project between 11 June 2014 and 20 April 2018.

**Table 4.1** Stakeholder engagement

<b>Stakeholder engagement</b>	
<b>Federal Government</b>	
Australian Rail Track Corporation	
<b>NSW Government</b>	
<ul style="list-style-type: none"> <li>• Barangaroo Delivery Authority</li> <li>• CBD Coordination Office</li> <li>• Department of Planning &amp; Environment</li> <li>• Environmental Protection Authority</li> <li>• Harbour Trust</li> <li>• Health NSW</li> <li>• Heritage Council of NSW</li> <li>• NSW Health – Sydney Local Health District</li> </ul>	<ul style="list-style-type: none"> <li>• Port Authority of NSW</li> <li>• Roads and Maritime Services</li> <li>• State Emergency Service</li> <li>• Sydney Harbour Foreshore Authority</li> <li>• Sydney Light Rail</li> <li>• Sydney Trains</li> <li>• Transport Management Centre</li> <li>• UrbanGrowth NSW</li> </ul>
<b>Local government</b>	
<ul style="list-style-type: none"> <li>• Bankstown Council</li> <li>• City of Canterbury</li> <li>• City of Sydney</li> <li>• Hills Shire Council</li> <li>• Lane Cove Council</li> </ul>	<ul style="list-style-type: none"> <li>• Liverpool City Council</li> <li>• Marrickville Council</li> <li>• North Sydney Council</li> <li>• Willoughby City Council</li> </ul>

<b>Stakeholder engagement</b>	
<b>Regional organisation of councils</b>	
<ul style="list-style-type: none"> <li>Northern Sydney Regional Organisation of Councils – Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, North Sydney, Ryde and Willoughby Councils</li> <li>Southern Sydney Regional Organisation of Councils – Ashfield, Bankstown, Botany, Burwood, Canada Bay, Sydney, Hurstville, Kogarah, Leichhardt, Marrickville, Randwick, Rockdale, Sutherland, Waverley and Woollahra Councils</li> </ul>	<ul style="list-style-type: none"> <li>Western Sydney Regional Organisation of Councils – Auburn, Fairfield, Blacktown, Blue Mountains, Bankstown, Hawkesbury, Holroyd, Liverpool, Parramatta and Penrith Councils</li> </ul>
<b>Federal Members of Parliament</b>	
<ul style="list-style-type: none"> <li>Member for Bradfield</li> </ul>	<ul style="list-style-type: none"> <li>Member for North Sydney</li> </ul>
<b>State Members of Parliament</b>	
<ul style="list-style-type: none"> <li>Member for Canterbury</li> <li>Member for Holsworthy</li> <li>Member for Ku-ring-gai</li> <li>Member for Lane Cove</li> </ul>	<ul style="list-style-type: none"> <li>Member for North Shore</li> <li>Member for Summer Hill</li> <li>Member for Sydney</li> <li>Member for Willoughby</li> </ul>
<b>Member of the Legislative Council</b>	
<ul style="list-style-type: none"> <li>The Hon. Shayne Mallard</li> </ul>	
<b>Peak bodies</b>	
<ul style="list-style-type: none"> <li>10,000 Friends of Greater Sydney</li> <li>Action for Public Transport</li> <li>Australasian Railway Association</li> <li>Australian Institute of Architects</li> <li>BusNSW</li> <li>Committee for Economic Development of Australia</li> <li>Committee for Sydney</li> <li>Consult Australia</li> <li>Housing Industry Association</li> <li>Infrastructure Partnerships Australia</li> </ul>	<ul style="list-style-type: none"> <li>Metropolitan Local Aboriginal Land Council</li> <li>NRMA Motoring and Services</li> <li>NSW Business Chamber</li> <li>NSW Commuter Council</li> <li>Planning Institute of Australia</li> <li>Property Council</li> <li>Sydney Business Chamber</li> <li>Tourism and Transport Forum</li> <li>Urban Taskforce</li> <li>Warren Centre for Advanced Engineering</li> <li>Western Sydney Business Chamber</li> </ul>
<b>Educational Institutions</b>	
<ul style="list-style-type: none"> <li>Church of England Grammar School (SHORE)</li> <li>Monte Sant' Angelo Mercy College</li> <li>The University of Sydney</li> </ul>	<ul style="list-style-type: none"> <li>University of Wollongong</li> <li>Western Sydney University</li> </ul>

<b>Stakeholder engagement</b>	
<b>Transport specialists</b>	
<ul style="list-style-type: none"> <li>• Dr Gary Glazebrook</li> </ul>	<ul style="list-style-type: none"> <li>• Mr Ron Christie</li> </ul>
<b>Community and interest groups</b>	
<ul style="list-style-type: none"> <li>• Artarmon Bushcare Group</li> <li>• Artarmon Progress Association</li> <li>• Chatswood West Ward Progress Association</li> <li>• Friends of Sydney Harbour</li> <li>• Holtermann Precinct Committee</li> <li>• Ian Kiernan</li> <li>• Lavender Bay Precinct Committee</li> <li>• Millers Point Community Working Party</li> <li>• Millers Point, Dawes Point &amp; The Rocks Public Housing Tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Naremburn Progress Association</li> <li>• North Shore Historical Society</li> <li>• North Sydney Sunrise Rotary Club</li> <li>• RedWatch</li> <li>• Stanton Precinct Committee</li> <li>• Waverton Precinct Committee (Berry's Bay)</li> <li>• WestConnex Action Group</li> <li>• Willoughby District Historical Society</li> <li>• Wollstonecraft Precinct Committee</li> </ul>
<b>Utilities</b>	
<ul style="list-style-type: none"> <li>• AARNet</li> <li>• AMCOM/Vocus</li> <li>• Ausgrid</li> <li>• iPrimus</li> <li>• Jemena</li> <li>• NBN Co</li> <li>• Nextgen/Visionstream</li> </ul>	<ul style="list-style-type: none"> <li>• Optus/Uecomm</li> <li>• Sydney Water</li> <li>• Telstra</li> <li>• TPG (AAPT/Powertel/PipeNetworks)</li> <li>• TransGrid</li> <li>• Verizon/Worldcom</li> <li>• Viva Energy</li> </ul>

## 5 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.

Starting from mid 2015, Sydney Metro has held five industry briefings attended by almost 2,000 industry representatives from Australian and international firms. The briefings detailed plans for Sydney Metro and the process for industry to contribute and take part in delivery.

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

# 6 Environmental Impact Statement consultation- Victoria Cross OSD

## 6.1 Public exhibition and consultation

The concept SSD Application for Victoria Cross OSD including the Environmental Impact Statement will be required to be publicly exhibited. 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 its 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 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.

## 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 address the 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 made public submissions will be formally advised of receipt of their submission by Sydney Metro and provided with a submission number, which will then be referenced in the submissions report.