

4. Community and stakeholder involvement

4.1 Overview

Communication and involvement with stakeholders has taken place during the following phases of the SWRL project development and assessment:

- structure planning exercises led by the former DIPNR as part of the planning for development of the South West Growth Centre
- early corridor planning and project development undertaken by other NSW Government agencies prior to November 2005, including exhibition of the *South West Rail Link Overview Report* by DIPNR in 2005
- preparation of the Project Application and Preliminary Environmental Assessment (between November 2005 and May 2006)
- preparation of this Concept Plan and Environmental Assessment (between June 2006 and October 2006).

Details of the consultation activities undertaken during each of these phases are outlined in Sections 4.3 to 4.5.

A Communications Strategy was implemented by TIDC during the latter two phases of the process (see Section 4.2). This strategy was informed by the outcomes of earlier planning phases. The strategy was designed to encourage stakeholder and community involvement and foster interaction between stakeholders, the community, and the project team. The process included a level of flexibility to accommodate ongoing evaluation of the communication activities.

Consultation was targeted based on the outcomes of the earlier stages of project development, in particular the Overview Report exhibition.

Further consultation will also take place during exhibition of the Concept Plan and Environmental Assessment, as discussed in Section 4.6.

4.2 Communications strategy

The overarching objective of the Communications Strategy implemented during the preparation of the Project Application and Environmental Assessment was to ensure stakeholders and the community were informed about the SWRL and had the opportunity to provide input and understand the outcomes on completion of each phase of the project development.

The specific communication objectives for the SWRL project include to:

- raise awareness of the proposed corridor alignment, the project components and the environmental investigations
- identify issues for consideration during the concept design and environmental assessment

- facilitate two-way information flow
- provide opportunities where stakeholders and the community can express their views about the project
- understand and access valuable local knowledge from the community and stakeholders
- facilitate a process where the community feels satisfied with the communication and consultation process even if they are not satisfied with the outcome
- ensure a comprehensive and transparent consultation process
- work in cooperation with the relevant government agencies.

The Strategy recognised that TIDC is not responsible for dealing with specific requests relating to land acquisition, compensation and processes, which are the responsibility of the Department of Planning (Land Management Branch).

4.3 Early project development phase (pre-November 2005)

In 2004, the Liverpool and Campbelltown Councils placed draft Local Environmental Plans for the Edmondson Park release area on exhibition, which included the identified southern corridor for the SWRL. In response to community interest and concerns, the Department of Planning undertook consultation on the SWRL project. All background documents were made publicly available. Comments were received on the draft Local Environment Plans (including the SWRL corridor), which resulted in the identification of an alternative alignment to the north of the Forest Lawn Memorial Gardens Cemetery. The Local Environment Plans were re-exhibited in October 2005 with the railway route to the east of the proposed Edmondson Park town centre reserved as a public transport corridor. An area west of Edmondson Park town centre was also deferred pending a decision regarding a northern or southern alignment.

The NSW Government exhibited an Overview Report for the SWRL between June and October 2005 (DIPNR 2005), which summarised studies undertaken to date and placed the SWRL within the context of broader strategic needs and outcomes. The Overview Report also identified the two alignment options, the southern and northern alignments west of the Edmondson Park town centre. The Overview Report was advertised in the local media, mailed out to local land owners within the vicinity of the rail link options under investigation, and exhibited and displayed at selected CityRail Stations, with copies also available at Liverpool, Campbelltown and Camden Councils, and the Department of Planning, Parramatta (Department of Planning 2005c). Additional consultation tools included the establishment of a 1800 number, email address and website material. A public meeting was also held on 17 August 2005. Seventy-seven submissions on the report were received by the Department of Planning.

Issues identified during the early project development phase were collated and considered in the Project Application and Environmental Assessment phases (see below). Part B of this Concept Plan and Environmental Assessment provides more detail on the development of the SWRL concept and the options considered. This includes a summary of the various government stakeholders involved in the early project development.

4.4 Project Application and Preliminary Environmental Assessment phase (November 2005 to May 2006)

Consultation conducted during preparation of the SWRL Project Application and Preliminary Environmental Assessment built on earlier consultation conducted in the early planning and project development phases.

Meetings with government stakeholders were conducted to help identify the appropriate approvals pathway for the project, and the key issues that apply to the SWRL. Consultation with government agencies also helped distinguish the performance of the route options considered (see Chapter 6). During this phase of the SWRL, meetings were held with the following agencies:

- RailCorp as the owner and operator of the NSW passenger rail network was actively involved in the process.
- The Department of Planning: Major Infrastructure Assessment Branch was consulted regarding the Part 3A approvals process and Environmental Assessment issues. (The Infrastructure and Transport Planning Branch was consulted regarding the results and context of earlier studies conducted, including the Overview Report. The Sydney Region West Branch was consulted regarding the future planning of the Glenfield and Edmondson Park areas and broader sub-regional planning, and the Land Management Branch was consulted regarding the Western Sydney Parklands and land acquisitions.)
- Landcom was consulted as the major land developer in Edmondson Park and because of its broader NSW Government role in land development.
- The Growth Centres Commission was consulted as the agency responsible for the planning and infrastructure development for the South West Growth Centre.
- The Ministry of Transport was consulted as a key transport stakeholder.

A planning focus meeting was held on 15 December 2005 at Liverpool City Council. During this meeting, a broad project description was provided, which was followed by a site visit. Detail on the scope of the proposed environmental investigations was also provided, and key issues were identified. Details of the attendees and issues raised at the planning focus meeting are contained in Appendix C. The main issues discussed in the planning focus meeting included:

- the primary function of the SWRL, its operations plan and potential future extension
- assessment of the SWRL options and the need to identify a preferred alignment to provide certainty
- potential impacts on heritage, threatened species, endangered ecological communities and flooding
- coordination of the project with the overall planning of the South West Growth Centre
- integration of the stations and facilities with town centres at Leppington and Edmondson Park
- the approval process and requirements of Part 3A of the *Environmental Planning and Assessment Act 1979*.

In May 2006, the Project Application and Preliminary Environmental Assessment for the SWRL (PB 2006b) was lodged with the Department of Planning and posted on TIDC's website (with a link from the Department's website).

4.5 Concept Plan and Environmental Assessment preparation phase (June to October 2006)

The objective of this consultation phase was to identify stakeholder and community issues to be addressed in the Concept Plan and Environmental Assessment (this document). Consultation activities during this phase are described below. A summary of the key issues identified from the consultation activities is outlined in Section 4.8, with an analysis of the issues raised provided in Tables 4-2 and 4-9.

4.5.1 Planning update newsletter

In early June 2006, a newsletter entitled South West Rail Link Planning Update Number 1 (see Appendix C) was distributed to residents living in close proximity to the proposed SWRL corridor and by direct mail to approximately 100 stakeholders, based on an established database provided from DIPNR following exhibition of the South West Rail Link Overview Report. The newsletter was also posted on the TIDC website. The newsletter outlined the key elements of the project, the progress of the planning and environmental assessment, and how the preferred route has been refined. Approximately 3,500 newsletters were distributed.

The newsletter ensured that stakeholders were well aware and informed about the SWRL, as well as the opportunities available to be involved in the consultation process during the Environmental Assessment phase. Project team contact details and methods to seek further information were also detailed in the newsletter.

4.5.2 Stakeholder identification and analysis

Key stakeholders with an interest in the project were identified at the onset of this phase and continually updated during the preparation of the Concept Plan and Environmental Assessment. The key stakeholders were identified as the local residents, community services, and businesses located along the proposed alignment. The SWRL Project Steering Group comprises representatives of RailCorp, NSW Treasury, the NSW Premier's Department, the Department of Planning and the Ministry of Transport. These government agencies are not just project stakeholders, they are key project drivers.

Table 4-1 lists the key project stakeholders. Project stakeholders were divided into distinct groups based on their jurisdiction or interest:

- government agencies
- community and businesses
- transport agencies
- emergency services.

Table 4-1 Project stakeholders

Stakeholder group	Organisation
Government agencies	<ul style="list-style-type: none"> ▪ Camden City Council ▪ Campbelltown City Council ▪ Department of Natural Resources ▪ Department of Planning (Heritage Office) ▪ Department of Planning (Land Management Branch) ▪ Department of Planning (Major Infrastructure Assessment) ▪ Department of Planning (Sydney Region West) ▪ Department of Planning (Infrastructure and Transport Planning) ▪ Department of Primary Industries (Agriculture) ▪ Department of Primary Industries (Fisheries) ▪ Growth Centres Commission ▪ Landcom ▪ Liverpool City Council ▪ Ministry of Transport ▪ NSW Roads and Traffic Authority ▪ RailCorp ▪ Sydney Catchment Authority ▪ Sydney Water ▪ Australian Rail Track Corporation (ARTC)
Community and businesses	<ul style="list-style-type: none"> ▪ Ajuga School ▪ Catherine Field Progress Association ▪ Camden Chamber of Commerce and Industry ▪ Camden Historical Society ▪ Camden Residents Action Group (CRAG) ▪ Campbell House School ▪ Campbelltown Chamber of Commerce and Industry ▪ Casa Paloma Caravan Park ▪ Chinese Growers Association ▪ Forest Lawn Memorial Park ▪ Four Lanterns Caravan Park ▪ Glenfield Park School ▪ Glenfield Public School ▪ Hurlstone Agricultural High School ▪ Ingleburn Chamber of Industry and Commerce ▪ Ingleburn North Public School ▪ Land and Assets Protection Group ▪ Leppington Progress Association ▪ Leppington Public School ▪ Liverpool Chamber of Commerce ▪ Macarthur Business Enterprise Centre ▪ Narellan Action Group (NAG) ▪ South West Action Group

Stakeholder group	Organisation
Transport agencies	<ul style="list-style-type: none"> ▪ Action for Public Transport ▪ BicycleNSW ▪ Busabout ▪ Bus and Coach Association ▪ Interline ▪ Liverpool Traffic Committee ▪ Metrolink ▪ NSW Taxi Council ▪ South Western Sydney Taxi Cooperation
Emergency services	<ul style="list-style-type: none"> ▪ Ambulance NSW ▪ NSW Fire Brigades ▪ NSW Police

4.5.3 Government agencies briefing

A project briefing was held on 9 June 2006 with government agencies and local councils to inform them about the project and the environmental assessment process. The government agencies and councils who attended this briefing included:

- Department of Planning
- Department of Environment and Conservation
- Ministry of Transport
- Department Primary Industries (Agriculture)
- Growth Centres Commission
- RailCorp
- Roads and Traffic Authority
- Camden City Council
- Liverpool City Council.

Apologies were provided by:

- Department of Planning (Metropolitan Strategy)
- Department of Planning (Heritage Office)
- Department of Primary Industries (Fisheries)
- Department of Natural Resources
- Sydney Catchment Authority
- Campbelltown City Council.

Following this briefing, government agencies and councils prepared submissions to the Department of Planning outlining the issues to be considered in the Environmental Assessment.

4.5.4 Meetings with stakeholders

Project stakeholders, who expressed a high level of interest in the SWRL, or were directly affected by or representing property owners or other members of the community directly affected by the SWRL, were given additional opportunities to meet with the members of the project team. Letters were sent by TIDC to these stakeholders offering a meeting.

The objective of these meetings was to provide a project briefing, identify specific issues, discuss potential impacts of the project on stakeholders, and explain/discuss management measures if required.

The meetings were structured with a presentation provided by the project team, followed by a question and answer session so that the project team could obtain feedback from attendees, answer questions and document issues raised. Key members of the project and environmental assessment teams attended the meetings to hear first hand the items of interest and concern to the stakeholders, and to acknowledge and consider the feedback during preparation of the Concept Plan and Environmental Assessment. Issues discussed at the meetings were forwarded to relevant members of the project team for consideration during preparation of the Environmental Assessment.

Appendix C lists the stakeholders who were offered meetings and the date meetings were held, or if the meeting offer was declined.

4.5.5 Other consultation activities

The other consultation tools and activities undertaken during this phase comprised the following:

- Communication tools were established to facilitate two-way information flow between the project team and the public. Communication tools included a 1800 project information line (1800 684490), a project webpage on TIDC's website (www.tidc.nsw.gov.au), and a fax number for the receipt of submissions. Feedback was also sought via letter and email. Queries on the project to the Department of Planning information line and website were also redirected to TIDC.
- A TIDC Community Liaison Representative was designated to manage and respond to public enquiries.
- A database was set up to manage and record stakeholder issues. These issues were distributed to the project team for consideration in the Environmental Assessment.

4.6 Public exhibition of Concept Plan and Environmental Assessment

Section 75H of the *Environmental Planning and Assessment Act 1979* requires that the Director-General of the Department of Planning makes the Environmental Assessment publicly available for a minimum period of 30 days. During that period, any person (including a public authority) may make a written submission to the Director-General. During this period, TIDC would undertake public consultation. The objective of this consultation phase is to ensure the community and stakeholders are aware of the exhibition of the Concept Plan and Environmental Assessment and are provided with information to allow them to make informed comments in their submissions on the report and/or the project.

Feedback during the display period will also be obtained through face-to-face discussions, telephone calls to the 1800 project information line and individual written submissions.

The Environmental Assessment will be publicly displayed during the exhibition period. Public displays will include a copy of the Concept Plan and Environmental Assessment, posters incorporating details of the proposed Concept Plan, and project update newsletters. Displays will be located in all affected council areas and open during working hours.

Community information sessions will take place during the exhibition period in each council area. The information sessions will provide members of the community with the opportunity to engage with members of the SWRL project team about the Environmental Assessment, view the proposed Concept Plan, seek advice in completing a submission and request further information.

Community information sessions will be staffed by members of the Environmental Assessment project team. Copies of the Concept Plan and Environmental Assessment report and CD-ROM, posters and newsletters will be provided to help stimulate discussion between members of the community and the SWRL project team.

Prior to the Environmental Assessment going on exhibition, a newsletter (Planning Update 2) will be distributed to local residents, government agencies and councils, and other relevant stakeholders. A letter will be sent to potentially affected property owners advising them of the Concept Plan and Environmental Assessment exhibition. In addition, advertisements will be placed in local and state newspapers to announce the display of the Concept Plan and Environmental Assessment. Both the letters and the advertisement will provide details of the exhibition and community information sessions, including dates, locations and opening hours and will invite property owners and members of the community to write a submission in response to the Concept Plan and Environmental Assessment. The relevant contact details for lodging a submission will be included in both the letters and the advertisements.

Details of the 1800 project information line and project website will be included in all documents to allow members of the community to find more information about the project, exhibition period and how to make a submission.

4.7 Submissions Report

Following the exhibition of the Concept Plan and Environmental Assessment, the Director-General will provide copies of all submissions, or a report on the issues raised in submissions, to TIDC and other relevant authorities. The Director-General may then require TIDC to submit a response to submissions (in the form of a Submissions Report).

A Submissions Report would include consideration of:

- the Concept Plan and Environmental Assessment (including an outline of the consultation activities that occurred during the Environmental Assessment phase)
- all submissions and responses to the issues raised
- any new information concerning the SWRL
- any proposed modifications to the SWRL
- a summary of mitigation measures and other commitments should the project proceed.

The planning, design and decision making process allows for input from government agencies and the community. Assessment of submissions made in response to the exhibition of the Concept Plan and Environmental Assessment is an integral part of the approval process and can result in modifications and improvements to the design of the project in accordance with Part 3A of the *Environmental Planning and Assessment Act 1979*. If significant changes are proposed in response to submissions, the Department of Planning may require TIDC to prepare a Preferred Project Report that may be made available to the public.

4.8 Post-determination activities

Should the Concept Plan for the SWRL be approved, the following documents would be made available for public inspection at selected locations:

- the approval of the NSW Minister for Planning (including any conditions)
- the Submissions Report
- the Preferred Project Report (if required)
- the Assessment Report of the Director-General of the Department of Planning.

TIDC would also:

- continue to involve relevant agencies and the local community in the detailed design of the project and during the construction period
- notify local community members of the approved project by correspondence through newspaper notices and/or newsletters
- work closely with Department of Planning to notify directly affected land owners soon after the announcement of any decision concerning individual properties, including the need for land acquisition; consultation would continue with affected property owners during the design and construction process, to keep individuals property owners informed.

4.9 Community and stakeholder issues and concerns

The purpose of the consultation undertaken from November 2005–October 2006 was to identify community and stakeholder issues for consideration during preparation of the Concept Plan and Environmental Assessment. The key issues raised are analysed in the following Section. This includes issues raised during the focus meeting/s, meetings with government agencies and community groups, submissions made to the Department of Planning, and enquiries received via written communication and the 1800 project information line. For the purpose of this report, the key issues have been summarised and paraphrased below. Please see Appendix C for a complete list of stakeholder enquiries and issues.

4.9.1 Issues raised by government agencies

Appendix C summarises the issues raised by government agencies following the project briefing held on 9 June 2006. The letters referred to in the Table are letters received by the Department of Planning during preparation of the Director-General's Environmental Assessment requirements. They do not form part of the Environmental Assessment requirements, but do indicate the issues of concern to the various agencies. The Table also highlights where issues have been addressed in this Concept Plan and Environmental Assessment.

4.9.2 Issues raised by community and other stakeholder groups

Enquiries received by the community and community groups were categorised based on the issue raised. Table 4-2 shows the number of enquiries, categories, and issues raised through emails, telephone line responses, meetings, and submissions received from November 2005–October 2006. For the purpose of this report, the enquiries have been summarised, and categorised.

Table 4-2 Categorisation and prioritisation of key enquiries

Category	Subcategory	Number of enquiries
<i>Design and alternative route options</i>	General	7
	Alternative route options	8
	Train stabling yard	1
	Tunnel Option	1
<i>Land use and property</i>	General	15
	Acquisition compensation	17
	Land value	1
	Wider planning issues / development	12
<i>Visual impacts and urban design</i>	General	4
<i>Noise and vibration</i>	General (including mitigation)	2
	Noise	7
	Vibration	1
<i>Traffic, transport, parking and access</i>	General	8
<i>General</i>	General	28
	Consultation	4
	Request for information /general project information	35
	Property surveys	7

Note: Number of enquiries in table does not include those made by government stakeholders.

Table 4-3 summarises the key issues and concerns raised by the community and other stakeholders during the preparation of the Concept Plan and Environmental Assessment.

Table 4-3 Summary of key issues and concerns raised by community and other stakeholder

Category	Issues
Design and alternative route options (discussed in Chapter 6)	<ul style="list-style-type: none"> ▪ refinements requested to alignment to minimise property resumption; to allow owners to remain in area ▪ questioning why the northern alignment is the preferred option ▪ requests for the Environmental Assessment to consider alternative options

Category	Issues
Land use and property impacts (discussed in Chapters 10 and 17)	<ul style="list-style-type: none"> ▪ uncertainty in relation to the acquisition and compensation process and timeframe ▪ strong opposition to property acquisitions in Byron Road, Leppington ▪ reduction in property values ▪ impact the preferred alignment would have on land development and future building plans ▪ zoning issues in relation to the proposed location of the stabling facility ▪ impact of the stabling yard on future land use ▪ future planning and zoning of surrounding areas
Visual impacts and urban design (discussed in Technical Paper 4 and Chapter 16)	<ul style="list-style-type: none"> ▪ visual mitigation measures should be addressed in the Environmental Assessment ▪ visual impacts on aesthetics of the area
Traffic transport, parking and access (discussed in Chapter 11 and Technical Paper 1)	<ul style="list-style-type: none"> ▪ severance of Leppington Town Centre and the impacts on the interaction between businesses, and access for customers (also a land use issue) ▪ access for buses, pedestrians, and cyclists ▪ safety issues for pedestrians and cyclists
Consultation (addressed in this Chapter)	<ul style="list-style-type: none"> ▪ the need for an informative consultation process ▪ the need for a two-way consultation process ▪ lack of information received ▪ unhappy with means of information distribution
Noise and vibration (discussed in Chapter 12 and Technical Paper 5)	<ul style="list-style-type: none"> ▪ increases in the current noise levels ▪ associated noise impacts from the stabling facility ▪ mitigation measures for construction and running of trains

4.10 Conclusions

The consultation process implemented so far has kept stakeholders and the community informed during the early project development and the preparation of the Concept Plan and Environmental Assessment. The process has enabled stakeholders to comment and the project team to identify key issues to be addressed in the Environmental Assessment. Details of these issues were provided to specialists undertaking environmental investigations for consideration prior to finalisation and submittal of the Concept Plan and Environmental Assessment to the Department of Planning. The community and stakeholders will have further opportunities for involvement in the public exhibition and determination phases of the project.

Commitments relating to further consultation are detailed in Chapter 21 (Draft Statement of Commitments).

