

Chapter 2

Stakeholder and community engagement



2. Stakeholder and community engagement

2.1 Engagement overview

Community and stakeholder engagement has formed an integral part of the development of the project and Parramatta Light Rail as a whole. Chapter 8 of the EIS (available at: [Chapter 8 Community and stakeholder engagement \(nsw.gov.au\)](#)) describes the stakeholder and community engagement that was carried out prior to the exhibition of the EIS.

Transport prepared an overarching engagement plan to guide engagement and communication activities for the project, including during and following public exhibition of the EIS (see sections 2.2 and 2.3 below).

The engagement plan links proposed engagement activities to key milestones in the project's assessment and approval process (see Figure 2.1) to ensure timely and proactive communication of important information to the community and other stakeholders. The plan provides for engagement across the project, with the following three phases relevant to engagement for the EIS:

- Phase 1 – Pre-EIS engagement: activities undertaken at the start of the assessment and approvals process
- Phase 2 – EIS engagement: activities undertaken during preparation of the EIS
- Phase 3 – Public exhibition engagement: activities to be undertaken during public exhibition of the EIS.

Transport will continue to engage with the community and stakeholders so that they are informed and have opportunities to provide feedback during future stages of the project (see section 2.4).

2.2 Exhibition activities

The EIS was exhibited by the Department of Planning and Environment for 38 days from 9 November 2022 to 16 December 2022. The exhibition was advertised in the Parramatta Times, Sydney Morning Herald, Daily Telegraph, and Australian newspapers, with advertisements placed by both Department of Planning and Environment and Transport. The EIS was exhibited on the Department of Planning and Environment's Major Projects website (available at: [Major Projects | Planning Portal](#)) with direct links available to this site from the Parramatta Light Rail website (available at: [Parramatta Light Rail](#)), and the project's virtual engagement room and EIS portal (available at: [Virtual engagement room](#)).

Printed copies of the EIS were available at the Parramatta Light Rail office (130 George Street, Parramatta), City of Parramatta Council's PHIVE building (5 Parramatta Square, Parramatta), and at each of the four community information drop-in sessions.

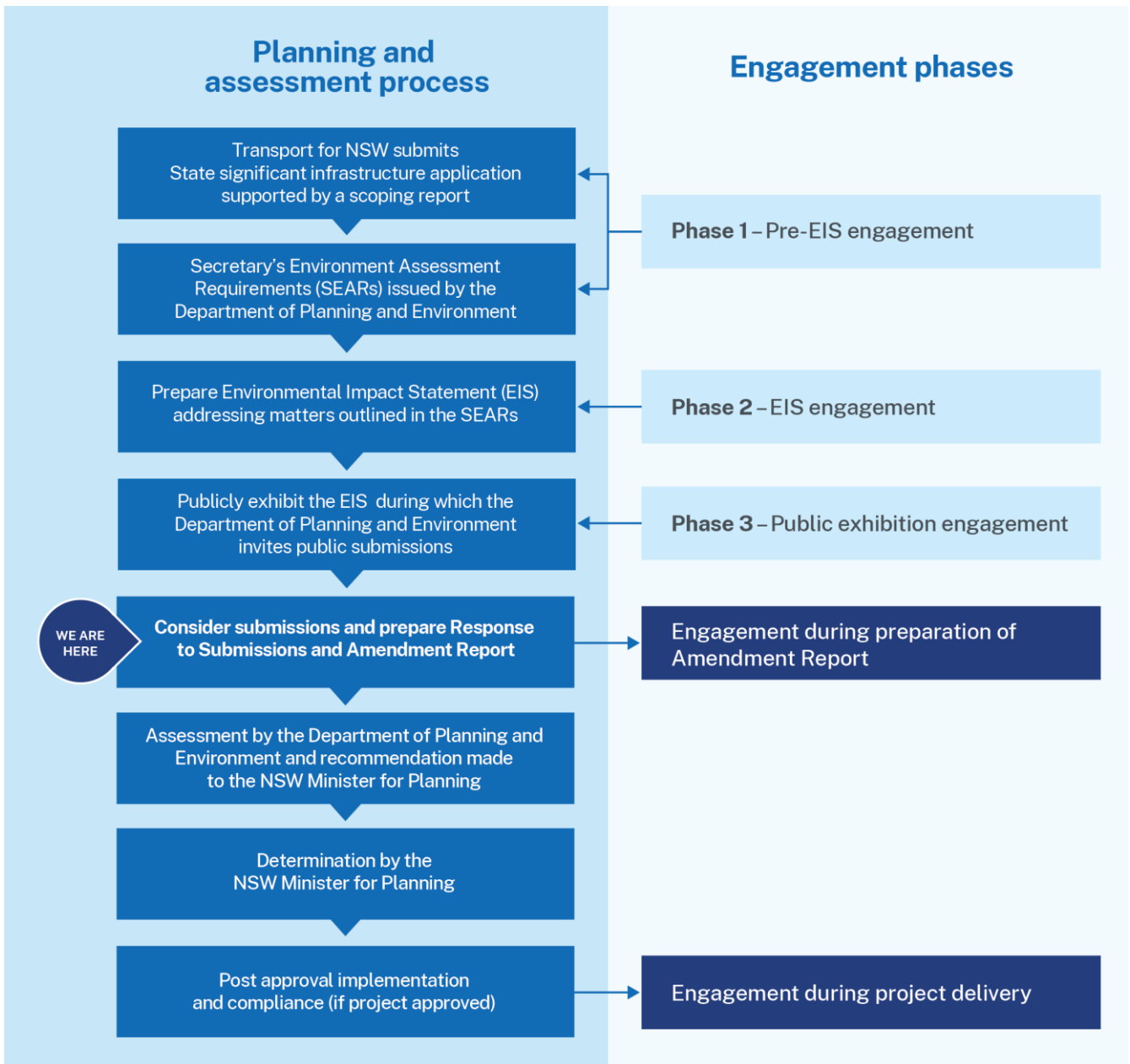


Figure 2.1 Engagement phases

During the exhibition period, government agencies, stakeholders (including interest groups and organisations), and the community were invited to make written submissions.

A summary of the main engagement outcomes is provided in Figure 2.2. Further information on the submissions received is provided in Chapter 3 (Analysis of submissions) of this report.

Further information about key engagement activities is provided in section 2.2.1.

A summary of the engagement activities and tools used to encourage community and stakeholder participation during the exhibition period is provided in Appendix C (Engagement activities and tools) of this report.

We engaged with more than
850 **community members**



during the Parramatta Light Rail Stage 2 Environmental Impact Statement (EIS) public exhibition period (9 November-16 December 2022).

During that time, more than
2500 **people visited our Virtual Engagement Room** to gain information on the project.



128 **EIS submissions were received**
A submissions report is currently being prepared and will be released later this year.



Figure 2.2 Summary of key engagement outcomes

2.2.1 Key engagement activities during exhibition

The key focus of engagement with the community, key stakeholders and potentially affected landholders/landowners is summarised below.

Community engagement

Transport hosted four community information sessions, where displays and summary information about the EIS were made available. Members of the community were invited to attend these sessions to meet project team members and project specific subject matter experts to have one-on-one discussions and answer any further questions that community members may have had on the project.

In addition to the community information sessions, other engagement undertaken during the EIS exhibition period included:

- 10 community 'pop-up' information sessions
- representation at two 'drop in' information sessions during exhibition of plans for the Sydney Metro precincts in Parramatta and Sydney Olympic Park
- project information made available on the Parramatta Light Rail website and the project's virtual room and EIS portal.

Community members were made aware of the exhibition period and community engagement opportunities through the following communication activities:

- letterbox drop to about 29,000 properties within the vicinity of the alignment
- five social media posts on the Parramatta Light Rail Facebook page
- two electronic direct mail (email) distributions to about 3,000 stakeholders and residents
- up-to-date information on the Parramatta Light Rail website.

Further information about these activities and tools is provided in Appendix C (Engagement activities and tools) of this report.

Transport encourages stakeholders and the community to engage with the project through email, telephone, letter or in person. All engagements are recorded in the project's customer relationship management system, Consultation Manager. A total of 65 direct community interactions with Transport were recorded during the EIS exhibition period. The most common issues raised during these interactions are shown in Figure 2.3.

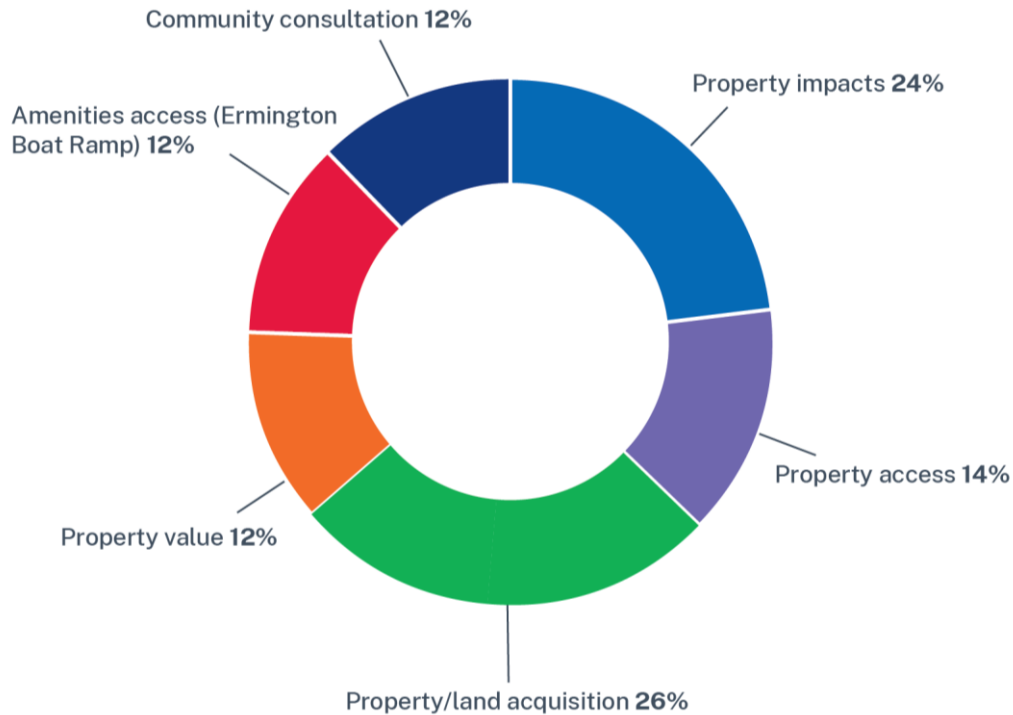


Figure 2.3 Issues raised during direct community interactions with Transport

Figures showing the issues raised in formal submissions on the EIS are provided in Chapter 3 (Analysis of submissions) of this report.

Stakeholder engagement

During the exhibition period, Transport continued to engage with government agencies and key stakeholder groups, to provide up-to-date information on the EIS and targeted briefings. Engagement was undertaken with the following stakeholders in the form of meetings and briefings (see Appendix C for further information about engagement activities and tools):

- City of Parramatta Council
- Sydney Olympic Park Authority
- Royal Agricultural Society
- Greater Parramatta Group
- Maritime NSW
- Multicultural NSW
- Bicycle NSW
- PAYCE
- Sekisui House

- URBNSURF
- Transport for NSW's Accessible Transport Advisory Committee (ATAC).

Landowner/landholder engagement

Transport contacted all private property owners with the potential to be affected by the project's land requirements prior to, or during the EIS exhibition period, and continues to provide information to and support for these owners.

Personal Relationship Managers were assigned to all impacted residential property owners to serve as a primary point of contact between the property owner and the project team. A Personal Relationship Manager and a senior project representative doorknocked all residential properties on 8 November 2022 (the day prior to exhibition of the EIS) to notify them of the potential impact to their property and the upcoming EIS exhibition. Follow up doorknocks were undertaken where contact with the owner was not made during the initial attempt, and letters of notification were provided.

Personal Relationship Managers provided residential property owners with project information through emails, printed materials, telephone calls and face-to-face meetings, and encouraged them to make a submission about the project. Assistance will continue to be provided to these residential property owners in accordance with the mitigation measures (see Appendix B (Updated mitigation measures) of this report, in particular, mitigation measure LP7).

Letters were sent to all impacted commercial property owners (those identified as affected by the project's land requirements) on 9 November 2022, providing details on the exhibition of the EIS and the project's contact details to seek further information.

All land/property owners were encouraged to make a formal submission on the EIS.

2.3 Engagement activities carried out since exhibition

Following exhibition, community engagement has focused on one-on-one liaison with impacted property owners and government agencies in relation to acquisition, design development, and the proposed changes to the project. Further information about engagement in relation to the proposed amendments is provided in Chapter 5 (Stakeholder and community engagement) of the Amendment Report.

Other engagement activities carried out since exhibition have included:

- ongoing engagement with landholders affected by acquisition
- ongoing engagement with other stakeholders and the community including the provision of project updates
- engagement in relation to the proposed closure of Ermington Boat Ramp
- responding to community enquiries and complaints.

An overview of these activities is provided below.

2.3.1 Ongoing engagement with landholders affected by acquisition

All acquisition required for the project would be carried out in accordance with the requirements set out in the *Land Acquisition (Just Terms Compensation) Act 1991* (NSW) (Just Terms Act), the *Land Acquisition Information Guide* (Roads and Maritime Services, 2014), and the land acquisition reforms announced by the NSW Government in 2016.

Personal Relationship Managers have been assigned to the project and will continue to assist residents who may be affected by property impacts for the project. They would continue to maintain regular contact with potentially impacted residents to provide updates on the process, respond to queries and concerns,

and would work with the affected residents once acquisition requirements are confirmed to offer assistance and support through the acquisition process.

Further information about the acquisition arrangements for the project is provided in section 13.4.2 of the EIS.

2.3.2 Ongoing engagement with other stakeholders and the community

Following completion of the EIS exhibition period Transport has continued to engage with stakeholders and the community, providing updates on the project's progress and responding to questions and concerns raised. Engagement has occurred through the following forums:

- stakeholder meetings and workshops
- community pop-up sessions – three were held at the Parramatta Farmers Market
- information stalls – one was held at the North Parramatta Heritage Day
- presentations to the Parramatta Light Rail Stage 1 Business Reference Group and Parramatta Liquor Accord
- social media posts
- stakeholder update emails
- phone calls and emails.

A total of 64 pieces of incoming communication were received and recorded between 17 December and 6 September 2023. As shown in Figure 2.4 the majority of feedback received was relating to general project matters and status (noted as 'other' on Figure 2.4). Concerns regarding access to Parramatta River associated with the Ermington Boat Ramp closure, and impacts to community facilities (Archer Park), accounted for about 18 per cent of the issues raised.

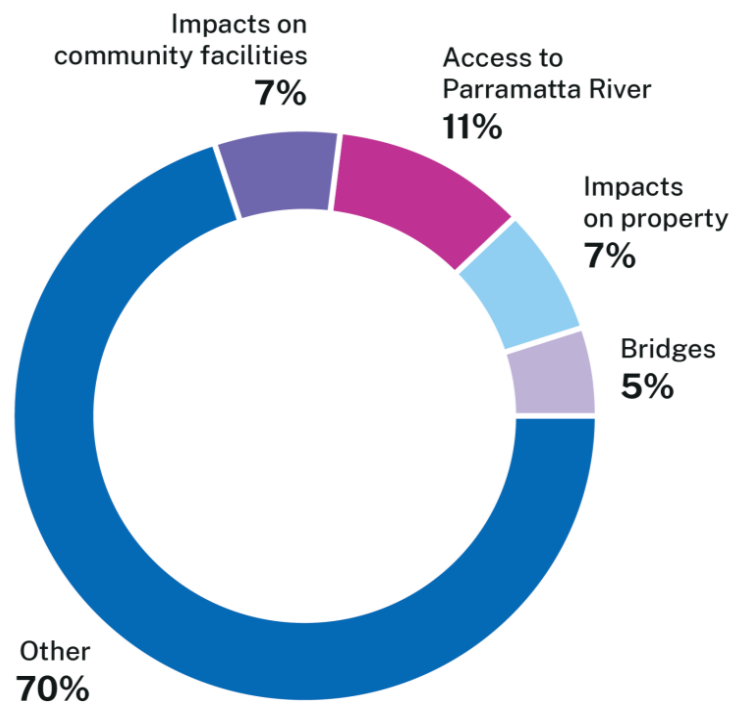


Figure 2.4 Breakdown of key issues raised post-exhibition

2.3.3 Engagement in relation to the proposed closure of Ermington Boat Ramp

The following stakeholders and groups were notified of the exhibition of the EIS and were asked to review the EIS and provide a submission:

- Boating Industry Association
- sailing clubs
- rowing clubs
- Sydney Ferries / Transdev
- local marinas
- boatsheds.

Following exhibition of the EIS Transport has continued to engage with following stakeholders and groups regarding the proposed closure of Ermington Boat Ramp:

- NSW Maritime
- the Recreational Vessels Advisory Group, which includes representatives from the following groups:
 - Marine Rescue
 - Australian Boating College Sydney
 - Ski Racing NSW
 - Surf Life Saving NSW
 - Boat Owners Association of NSW
 - Bombardiers Recreational Products
 - Australian Sailing
 - Australian Powerboat Association
 - Scuba Clubs Association of NSW
 - Seaplane Pilots Association Australia
 - Advanced Marine Management
 - Marina Industries Association
 - Sydney Harbour Slipways Marine
- residents living near Ermington Boat Ramp.

Transport has also continued to engage with the Melrose Park Residents Action Group and the Waterfront Group about the proposed closure of Ermington Boat Ramp (amongst other issues). This has included face-to-face meetings held in February and August 2023.

Overall, key concerns and suggestions raised by boating stakeholders and the community were consistent with those raised during exhibition of the EIS, and can be generally categorised as follows:

- need and justification for closure, including the duration of closure
- traffic and access impacts of closing the ramp, particularly in terms of access to, and the capacity of, other boat ramps
- social and community impacts of closing the boat ramp
- suggested mitigation and offset measures.

Additionally, the boating community requested more detail about the proposed mitigation measures being considered by Transport, and requested involvement in the development of any offset measures. Transport noted, in consultation with the boating community, that they will continue to assess options to reduce the total time of closure for the boat ramp and investigate options to increase trailer parking capacity. Transport will continue to engage with these stakeholder groups as the project progresses.

The clarification in section 4.3.4 of this report provides further information about why Ermington Boat Ramp would need to close during construction, how this would be managed, and the arrangements that would be made to address the potential impacts of closing the boat ramp.

2.4 Engagement to be carried out

Comprehensive and appropriate communication and engagement with the community and other key stakeholders would play a key role in managing the potential for impacts during design development, construction and operation. Effective communication and engagement are fundamental to reducing risk and minimising potential impacts. Identifying, engaging and effectively communicating with stakeholders is critical to the successful delivery of the project.

Engagement during design development and delivery would be as described in section 8.4.2 of the EIS (available at: [Chapter 8 Community and stakeholder engagement \(nsw.gov.au\)](#)).

If the project is approved, Transport would continue to engage with stakeholders and the community in the lead up to, and during, construction in accordance with the Community Communication Strategy (provided in Appendix D of this report), the mitigation measures (see Appendix B (Updated mitigation measures) of this report) and the conditions of approval.