

Chapter 5

Stakeholder and community engagement



5 Stakeholder and community engagement

5.1 Engagement overview

Community and stakeholder engagement has formed an integral part of the development of the project and Parramatta Light Rail as a whole. Transport prepared an overarching engagement plan to guide engagement and communication activities for the project, including during and following public exhibition of the EIS.

The engagement plan links proposed engagement activities to key milestones in the project's assessment and approval process 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.

Chapter 8 (Community and stakeholder engagement) of the EIS describes the stakeholder and community engagement that was carried out prior to the exhibition of the EIS. The stakeholder and community engagement carried out during exhibition of the EIS is described in Chapter 2 (Stakeholder and community engagement) of the Response to Submissions.

5.2 Engagement activities for the proposed amendments

The following sections provide a summary of the stakeholder and community engagement carried out in relation to the proposed amendments during August and September 2023. Key issues raised during engagement in relation to the amendments and Transport's response to these issues are listed in Appendix D (Key issues raised during engagement on the amendments) of this report.

5.2.1 Property (landowner/landholder) engagement

Engagement in relation to property impacts 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.

The proposed amendments would result in changes to the project's land requirements, with some additional land required and some land identified in the EIS (see Appendix E (Preliminary land requirement) of the EIS) no longer required. Landowners, including residents and developers, who would be affected by these changing land requirements were notified via letters sent in August 2023. Additional consultation with directly impacted property owners was also undertaken and remains ongoing.

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

5.2.2 Community engagement

A broad range of consultation activities were undertaken to provide information on the proposed amendments and to invite community members and stakeholders to provide feedback. These activities included:

- letterbox drop to 27,000 properties along and adjacent to the project alignment
- emails sent to over 1,100 Parramatta Light Rail Stage 2 subscribers
- four targeted social media posts
- updated information uploaded to the project's virtual engagement room and EIS portal (available at: [Virtual engagement room](#)) and the Parramatta Light Rail project website (available at: [Parramatta Light Rail](#))
- preparation of a 'Parramatta Light Rail Stage 2 project amendments' fact sheet and an updated 'Parramatta Light Rail Stage 2' fact sheet.

This was further supported by the following targeted communication and engagement activities:

- seven pop-up community information sessions held at key locations across the project alignment including at Ermington Boat Ramp, Wentworth Point and Parramatta
- tailored emails sent to 17 key organisations with the offer of a project amendment briefing
- 11 project amendment briefings.

Community engagement activities specific to each amendment are summarised below.

Camellia foreshore to Rydalmere alignment and bridge

Transport contacted newly impacted residential property owners prior to the start of the amendment consultation phase via a door knock and corresponding letter. Transport also issued letters to the newly impacted commercial property owners as well as those with reduced or removed impacts.

All property owners were informed of the proposed amendments and where to get further information, as well as invited to provide feedback by 3 September 2023.

Personal Relationship Managers will continue to provide assistance to impacted residential property owners.

Bridge between Melrose Park and Wentworth Point, and bridge at Hill Road

The EIS identified that the project's land requirements had the potential to affect six residential properties on Wharf Road, Melrose Park. In response to feedback received leading up to and during the exhibition of the EIS, and as described in section 4.1 of this report, Transport is proposing a new alignment for the bridge between Melrose Park and Wentworth Point that is located further west than that described in the EIS to avoid direct impacts on these properties.

Transport issued letters to the six residential properties informing them of the proposed amendments and where to get further information, as well as inviting them to provide feedback by 3 September 2023. Transport also completed a door knock for these properties to inform them of the proposed amendments and consultation.

Two pop-up community information sessions were held at the Ermington Boat Ramp car park to provide information on the proposed bridge between Melrose Park and Wentworth Point amendment and the requirement to close Ermington Boat Ramp car park during construction (see section 2.3.3 of the Response to Submissions).

Four pop-up community information sessions were held on the southern side of the Parramatta River in Wentworth Point to provide information on the bridge between Melrose Park to Wentworth Point amendment as well as the bridge at Hill Road amendment.

5.2.3 Council and NSW Government agency consultation

Transport has consulted with councils and key NSW Government agencies on the proposed amendments, including on the amended design and construction methodology. Engagement carried out with agency stakeholders included the following:

- a number of meetings and design workshops with City of Parramatta Council, Sydney Olympic Park Authority and Royal Agricultural Society of NSW where the amended project design was presented and feedback was sought
- a meeting with City of Ryde Council where the design for the bridge between Melrose Park and Wentworth Point amendment was presented and feedback was sought
- a number of meetings with Maritime NSW where the Camellia to Rydalmere bridge and alignment and bridge between Melrose Park and Wentworth Point amendments were presented and feedback was sought
- a number of meetings with the Department of Planning and Environment, the Environment and Heritage Group, Heritage NSW and the Environment Protection Authority where the proposed amendments were presented and feedback was sought.

Key issues raised during engagement with agencies in relation to the amendments and Transport's response to these issues are listed in Appendix D of this report.

5.2.4 Engagement with special interest groups and other key stakeholders

Transport's engagement with several special interest groups in relation to the proposed amendments included:

- Community action groups (which included the Melrose Park Residents Action Group and the Waterfront Action Group) were contacted through emails, telephone calls and engaged with Transport in face-to-face meetings and a technical briefing.
- The boating community (listed below) were contacted through emails, telephone calls and online briefings:
 - NSW Maritime
 - Commercial Vessels Advisory Group (which includes representatives of Sydney Harbour Liquor Accord, Sea Link / Captain Cook Cruises, Charter Fishing Working Group, Sydney Harbour Kayaks, Boating Industry Association, Commercial Vessels Association of NSW, Book My Boat / MTL Marine, AIDGC (Australian Institute of Dangerous Goods Consultants), Bulk Liquid Industries

Association, Pacific Boating Group Pty Ltd, Sydney Harbour Attractions Pty Ltd, OTSI (Office of Transport Safety Investigations) and AMSA (Australian Maritime Safety Authority)

- Rowing Steering Committee (which includes representatives of Glebe Rowing Club, Rowing NSW, UNSW Rowing, Sydney Rowing, Paddle NSW, Captain Cook Cruises, Transdev Sydney Ferries, Dragon Boats NSW, Mosman Rowing and Fantasea)
 - Recreational Vessels Advisory Group
 - Boat Owners Association
 - Recreational Fishing Alliance of NSW
 - Amateur Fishing Association.
- Access and disability groups (which included Guide Dogs NSW/ACT, Blind Citizens Australia and the Transport for NSW Accessible Transport Advisory Committee) were provided an online briefing and contacted through emails.
 - Active transport users (which included Bicycle NSW, Bike North and the Pedestrian Council of Australia) were contacted through pop-up information sessions, an online briefing and emails.

Key issues raised during engagement with key stakeholders in relation to the amendments and Transport's response to these issues are listed in Appendix D of this report.

5.3 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 \(nsw.gov.au\)](https://www.nsw.gov.au/chapter-8-community-and-stakeholder-engagement)).

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 the Response to Submissions), the mitigation measures (see Appendix B (Updated mitigation measures) of this report) and the conditions of approval.