



Transport for NSW/Sydney Airport Corporation Limited

Sydney Gateway Road Project

Environmental Impact Statement/ Major Development Plan

Chapter 4 Consultation



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Chapter 4

Consultation

This chapter summarises the community and stakeholder consultation carried out before and during preparation of this document, and the consultation proposed to be carried out during the design and delivery of the project. The key issues relevant to the assessment are summarised. Further information is provided in the Community and Stakeholder Consultation Report, included in Appendix E.

The SEARs addressed in this chapter are listed below. There are no specific MDP requirements relevant to consultation. However, section 93 of the Airports Act applies where consultation has been carried out prior to the exhibition of the draft MDP for public comment. The submission requirements under section 93 of the Airports Act are discussed further in section 3.2.1.

Full copies of the SEARs and MDP requirements, and where they are addressed in this document, are provided in Appendices A and B respectively.

Reference	Requirement	Where addressed
General standard SEARs		
4	1. The proposal must be informed by consultation, including with relevant local, State and Commonwealth government agencies, infrastructure and service providers, special interest groups, affected landowners, businesses and the community.	Section 4.1
	2. The Proponent must document the consultation process and demonstrate how the proposal has responded to the inputs received.	Sections 4.2 (consultation process) and 4.3 (how the project has responded to inputs)
	3. The Proponent must describe the timing and type of community consultation proposed during the design and delivery of the proposal, the mechanisms for community feedback, the mechanisms for keeping the community informed, and procedures for complaints handling and resolution.	Section 4.4

4. Consultation

4.1 Consultation approach and strategy

4.1.1 Overall approach and objectives

Consultation plays an important role in project development. It is undertaken to raise awareness of a project, understand community and stakeholder issues, and obtain the feedback of community and other key stakeholders to inform project design and construction planning.

For the project, effective communication and stakeholder engagement are fundamental to reducing risk, minimising social and environmental impacts, and considering the needs of the community, customers and stakeholders. Effective communication and engagement with stakeholders is critical to the successful delivery of the project.

Transport for NSW is working closely with Sydney Airport Corporation to deliver the project. The approach to consultation for the project aims to:

- Build relationships with key stakeholders and the community
- Establish a broad understanding of the need for the project
- Provide clear, concise and targeted information, which is readily accessible to all stakeholder groups
- Establish channels for feedback and ongoing dialogue
- Understand community and stakeholder issues
- Inform project development, construction planning and environmental assessment
- Create opportunities to raise awareness the project.

4.1.2 Consultation strategy

In early 2018, a high-level stakeholder and communication strategy was prepared as part of the strategic business case for the project to guide early communication and engagement with stakeholders and the community. In mid-2018, a Stakeholder Engagement and Communication Plan was developed to guide implementation of community and stakeholder consultation activities undertaken in parallel with the environmental assessment process.

The communication and engagement activities in the plan are tailored for each phase of consultation, and generally involve:

- Meetings and briefings
- Invitations to project displays
- Phone, email and written correspondence
- Project website and digital tools
- Distribution of information, including mail outs and promotion on social media.

A full list of the communication and engagement activities for the project is provided in the Community and Stakeholder Consultation Report (see Appendix E).

4.1.3 Stakeholder identification

A stakeholder is defined as a person, group, or organisation who has an interest in, and/or is directly or indirectly impacted by, a project. Consultation was carried out with four key stakeholder groups to better understand their views, provide information about the project and, where possible, enable opportunities for collaboration on project design:

- Group 1: Government organisations (NSW and Australian governments) and local councils
- Group 2: Land owners, leaseholders and utility companies (directly impacted)
- Group 3: Peak bodies, local businesses and interest groups (including businesses in the Sydney Airport precinct, ARTC freight industry associations and active transport groups)
- Group 4: General public/local community (including people accessing Sydney Airport for work and travel).

A full list of the stakeholders within each group is provided in the Community and Stakeholder Consultation Report (Appendix E).

Consultation with Aboriginal groups and utility service providers was also carried out and is discussed in other chapters of this document, including sections 18.1.2 and 8.7 respectively.

4.2 Consultation before and during preparation of the EIS/preliminary draft MDP

Engagement with the community and key stakeholders was carried out as part of the following two periods of consultation:

- Preliminary design and project announcement (September to October 2018)
- Concept design display (May to June 2019).

The purpose of consultation was to raise awareness of the project, understand community and stakeholder questions and concerns, and obtain important feedback to help shape the design of the project and the environmental assessment. Outside of these formal periods, consultation was ongoing with all Group 2 organisations and businesses in the Sydney Airport precinct.

A summary of the activities and tools employed during the above stages is provided in Table 4.1. Further information is provided in Appendix E.

Table 4.1 Consultation activities

Activity	Summary	Outcome	Date
Community contact mechanisms: <ul style="list-style-type: none"> ■ Toll free community information line (1800 654 446) ■ Project email (sydneygateway@rms.nsw.gov.au) 	<ul style="list-style-type: none"> ■ Provide direct contact to the project team ■ Obtain feedback, measure awareness and provide opportunities for input 	<ul style="list-style-type: none"> ■ 12 email submissions were received between September and October 2018 ■ 45 email submissions were received between May and June 2019 	Started in September 2018 and ongoing
Project website and interactive portal including: <ul style="list-style-type: none"> ■ Community update ■ Project animation ■ Online community consultation feedback mapping tool ■ Concept design project overview 	<ul style="list-style-type: none"> ■ Provide information and promote channels through which people can communicate their views, questions and concerns ■ Community updates were uploaded in September 2018 and May 2019 ■ A detailed project overview document was made available uploaded in May 2019 	<ul style="list-style-type: none"> ■ A total of 4,000 visits to the project website between September and October 2018 ■ 8,500 visits to the interactive project portal between May and June 2019 ■ 130 comments were made on the online 'have your say' map between September and October 2018 ■ 246 comments were made on the map between May and June 2019 ■ 68 per cent of all comments were positive or neutral towards the project 	Started in September 2018 and ongoing
Social media campaign (Transport for NSW and Sydney Airport Facebook pages)	<ul style="list-style-type: none"> ■ Provide information and promote channels for people to communicate their views, questions, and concerns, including local information sessions and pop-ups ■ Two social media posts in October 2018 ■ Four social media posts between 27 May and 23 June 2019 	<ul style="list-style-type: none"> ■ Social media posts reached an audience of 94,021 people via Facebook in May/June 2019 	October 2018 and June 2019
Printed information: <ul style="list-style-type: none"> ■ Community and business update ■ Concept design project overview ■ Active transport fact sheet 	<ul style="list-style-type: none"> ■ Raise awareness and increase project understanding ■ Provide information on the community information session and contact mechanisms 	<ul style="list-style-type: none"> ■ Community updates were delivered to 27,000 residents and businesses in Mascot, Botany, Tempe and Wolli Creek ■ Community and business updates were delivered to 22,000 residents and businesses in Mascot, Tempe and Wolli Creek ■ Factsheets and project overview available at all information and pop-up sessions 	September/October 2018 May/June 2019
Door knocking	<ul style="list-style-type: none"> ■ Raise awareness of the project and the potential impacts on residents/businesses ■ Seek and encourage feedback on the project 	<ul style="list-style-type: none"> ■ Door knocked 139 residences and businesses in Tempe and Mascot to provide a short project briefing and/or answer questions ■ Door knocked over 470 local residences and businesses in Tempe and Mascot to provide a short project briefing and answer questions 	September/October 2018 May/June 2019

Activity	Summary	Outcome	Date
Stakeholder briefings	<ul style="list-style-type: none"> ■ Opportunity to address specific questions and issues in person ■ Provide an opportunity for stakeholder input to inform the design and impact assessment process 	<ul style="list-style-type: none"> ■ 17 one to one briefings with businesses in the Sydney Airport precinct in 2019 ■ Presented at six Sydney Airport stakeholder forums with airline operator, taxi industry, booking service industry, active transport and community planning forum ■ Eight briefings and webinars with freight related companies and associations in November 2018 and June/July 2019 ■ Three workshops and briefings with active transport groups and councils in relation to the preferred option for the new active transport link 	Ongoing since September 2018
Landowner and leaseholder face to face meetings	<ul style="list-style-type: none"> ■ Raise awareness of the project and the potential impacts on landowners and leaseholders ■ Provide an opportunity for landowners to ask questions and input to the design and assessment process 	<ul style="list-style-type: none"> ■ Ongoing engagement with impacted landowners and leaseholders since September 2018 to secure negotiated outcomes ■ Working groups established with several impacted landowners/leaseholders as and when requested 	Ongoing since September 2018
Sydney Airport interactive display and drop-in session	<ul style="list-style-type: none"> ■ Provide project information and promote channels for people to communicate their views, issues, and concerns ■ Provided a large touch screen to allow airport workers and travellers to find out more through the Sydney Gateway online portal and have your say map ■ In September 2018, airport visitors and employees provided their feedback through a project map on iPads at a Sydney Airport display 	<ul style="list-style-type: none"> ■ 2,792 visits to the interactive portal from Sydney Airport displays 	<p>May/June 2019</p> <p>September 2018</p>
Community information sessions and information booths	<ul style="list-style-type: none"> ■ Raise awareness and understanding ■ Seek local input to the design and assessment process ■ Information booths were established at Sydney Airport in May/June 2019 	<ul style="list-style-type: none"> ■ Information displays were stationed at Mascot, Wolli Creek and Sydney Airport in September 2018 and 300 people attended ■ A community information session in Tempe in December 2018 engaged 29 people ■ Community information sessions in Tempe, Mascot and Wolli Creek engaged 101 people ■ Information booths at five key locations across Tempe, Wolli Creek, Mascot and Zetland in May and June 2019 engaged 387 people 	September 2018, December 2018 and May/June 2019

During consultation, feedback and comments from the community and stakeholders were grouped into seven key themes:

- Environment
- Traffic and road safety
- Shared cycle and pedestrian pathways (active transport)
- Freight
- Parking
- Property and access
- Public transport.

The level of interest related to each key theme identified during the concept design display (in May to June 2019) is shown on Figure 4.1. As shown by this figure, the major issues raised from the 291 responses received related to active transport (38 per cent), traffic and road safety (22 per cent) and the environment (18 per cent).

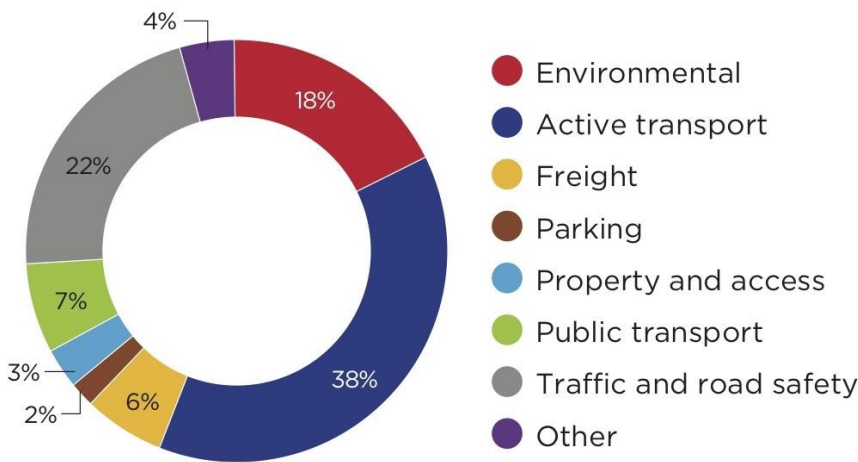


Figure 4.1 Key engagement themes during the concept design display

Figure 4.2 lists the categories identified within the environment theme. As shown by this figure, the main environmental issues raised related to noise and vibration (23 per cent) and flora and fauna (22 per cent). A summary of the main issues raised, and references to where they have been addressed in this document, are provided in Table 4.2.

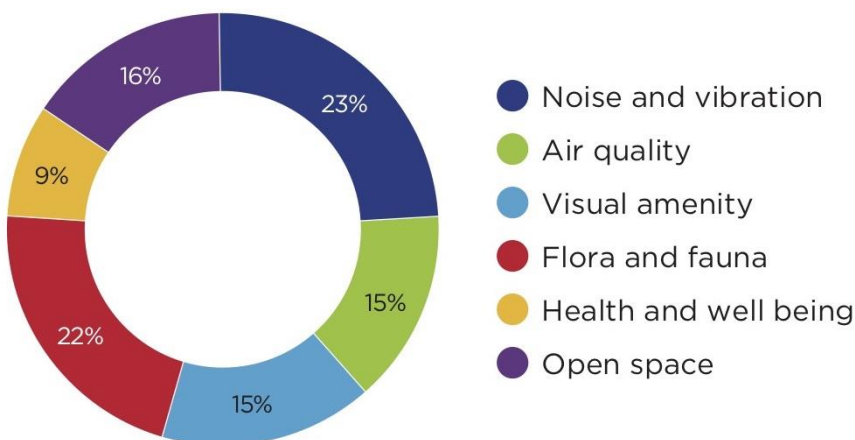


Figure 4.2 Environmental issues identified during the concept design display

4.3 Issues raised and responses to feedback received

4.3.1 How the project has responded to the inputs received

The project route alignment, concept design and construction methodology has been developed to avoid and minimise impacts on the local and regional environment, and impacts on the local community and local businesses as far as possible. The consultation that has been undertaken to date has contributed to the project team's understanding of the potential impacts, and has enabled the design to respond to and minimise potential impacts as far as possible. Measures to minimise and manage impacts that cannot be avoided have been developed as an outcome of the environmental assessment process, as described in Part B of this document. Impacts would continue to be minimised through the detailed design and construction planning phases, taking into account the input of stakeholders and the local community.

The corridor selection process (see Chapter 6 (Project alternatives and options)) included consideration of environmental and social issues, including issues raised during early consultation. Further information on the options considered and key design refinements undertaken in response to the identified issues is provided in Chapter 6.

As described in section 7.2, the concept design evolved over a period of about 18 months and involved many iterations and refinements, incorporating a range of considerations at each stage. Key environmental issues were examined throughout the design development process. Consultation has been carried out with affected stakeholders to identify key potential impacts at an early stage. Where possible, impacts have been avoided or appropriate mitigation measures developed in response to this input. This has resulted in a number of design changes that have mitigated some of the potentially significant impacts.

Examples of design refinements and construction commitments that have been adopted for the project based on feedback received include:

- Refining the concept design for the new shared cycle and pedestrian pathway (the active transport link) to provide a shared path on the western side of Alexandra Canal
- Providing a temporary off-leash dog exercise area during construction
- Reducing the amount of waste material excavated from the former Tempe landfill by keeping the new section of road as high as possible
- Minimising the land acquisition at Cooks River Intermodal Terminal.

More detailed information on the issues raised by individual stakeholders, including detailed responses, is provided in Appendix E.

4.3.2 Where issues relevant to the assessment of impacts have been addressed

A summary of other issues raised during consultation relevant to the environmental impact assessment process, including where the issue has been addressed in this document, is provided in Table 4.2.

Table 4.2 Summary of issues raised relevant to the environmental impact assessment process

Stakeholder	Issues raised	Where addressed
Community		
Residents and businesses in Tempe	Requests to keep cycle routes open and flowing during construction.	Sections 8.6.4 and 9.3.5
	Protection of the Tempe Recreation Reserve, Wetlands and the Tempe Dog Park.	Sections 19.3.1, 19.4.3 and 20.3.1
	Encouraging a variety of uses for open and green space on Tempe Lands after completion.	Sections 19.4.3 and 20.4.1
	Concerns about noise and vibration from construction, and information about noise modelling.	Chapter 10 (Noise and vibration)
	Recommendations for noise walls in Tempe close to construction.	Section 10.7
	Concerns about air quality during construction and operation, and information about air quality modelling.	Chapter 12 (Air quality)
	Concerns about contamination from excavation in the former Tempe landfill.	Section 13.3
	Concerns about the impact of construction vehicles on road access and local parking.	Sections 8.6, 9.3.6 and 9.3.7
	Concerns regarding impacts to flora and fauna.	Chapter 22 (Biodiversity)
	Concerns regarding health risks due to construction and operation.	Chapter 23 (Health, safety and hazards)
	Information regarding measures to minimise the visual impact of the project.	Section 21.6
	Concerns about street access during construction and local roads being used by construction traffic.	Sections 8.6 and 9.3
Residents and businesses in Mascot and surrounding suburbs	Concerns about the project increasing congestion around Marsh Street M5 exit both during and after construction.	Chapter 9 (Traffic, transport and access)
	Requests for protection of pedestrian footpaths in Mascot and Tempe during construction.	Sections 8.6.5 and 9.6.2
	Concerns about potential traffic conflicts created from traffic leaving Terminal 1 heading north and associated traffic risks.	Appendix E
	Recommendations for noise walls around Mascot in streets close to the construction areas affected by noise and vibration.	Sections 10.5.1 and 10.7
	Impacts to road safety during construction and operation.	Sections 7.2.2, 23.3.2 and 23.4.2
	Changes/modifications to surrounding road network due to the project.	Chapter 7 (Project description)
	Improvement of public transport.	Section 9.4.6
Government agencies		
Department of Planning, Industry and Environment (Heritage Division), Department of Premier and Cabinet	Sought to understand the options considered for bridging over and stormwater channels connecting to Alexandra Canal.	Sections 6.5.2 and 6.5.6

Stakeholder	Issues raised	Where addressed
NSW EPA	Recognised that out-of-hours work is required to maintain the safe operation of the airport, road network and rail line.	Section 8.3.3
	Out-of-hours work to be consistent across jurisdictional boundaries and based on the construction activity and affected receivers.	Section 8.3.3
	Consideration of the need for an environmental protection licence in relation to out-of-hours work, regulating activities at the former Tempe landfill, and material movement between State and Commonwealth jurisdictions.	Section 3.5
	Recognised the temporary nature of works (construction only) and the highly disturbed nature of the receiving waterway (Alexandra Canal).	Sections 16.1.4 and 16.6.1
	Application of the Solid Waste Landfill Guidelines is required with respect to project infrastructure at the former Tempe landfill.	Section 13.6.2
Department of Planning, Industry and Environment (Water)	Recognised the extensive program of hydrogeological investigations, shallow groundwater and varying groundwater quality.	Section 15.2
	Recommend investigating alternative management measures other than discharge into surface water (Alexandra Canal).	Section 15.6
Department of the Environment and Energy	Interest in the salvage excavation methodology for Aboriginal heritage investigation areas.	Section 18.6
	Interest in the Green and Golden Bell frog survey results.	Section 22.2.3
Airport Environment Officer	Out-of-hours work to be consistent across jurisdictional boundaries and based on the construction activity and affected receivers.	Section 8.3.3
	Prior to importing material onto Sydney Airport land it needs to be tested to ensure it does not exceed the Airport (Environment Protection) Regulations 1997.	Section 13.6
Civil Aviation Safety Authority	Potential turbulence along runway approaches due to project features.	Section 11.4.2
	Potential impacts to airport navigational and safety surfaces.	Sections 11.3 and 11.4
	Compliance with the National Airports Safeguarding Framework (NASF).	Chapter 11 (Airport operations)
Airservices Australia	Requirement for airport operations during normal operating hours (6am to 11pm) to be maintained.	Section 11.6.2
	Requirement for the north-south runway to be kept open at all times, acknowledging construction work that would intrude into prescribed airspace would occur outside normal operating hours (ie from 11pm to 6am).	Sections 8.2.5 and 11.3
Sydney Water	Potential impacts to Sydney Water assets, including ongoing access for maintenance.	Sections 8.7 and 23.3.3
	New outlets to Alexandra Canal, including impacts to heritage fabric, and stormwater discharge rates.	Sections 7.10.7, 16.3, 16.4 and 17.3
	Potential disturbance of Alexandra Canal sediments.	Sections 13.3.1 and 16.3
	Discharge of construction water to Alexandra Canal.	Sections 16.3.2, 15.3.2, 15.6 and 16.6

Stakeholder	Issues raised	Where addressed
Local councils		
Inner West Council	Safeguarding Tempe Wetlands and Tempe Reserve during construction and operation to maintain biodiversity and protect ecology.	Sections 22.6
	Preservation of valuable wildlife habitats and coastal fauna.	Sections 22.3, 22.4 and 22.6
	Relocation of council's depot to a mutually agreed site of similar size in the local government area.	Section 19.6.2
	Loss of investment land currently leased to Tyne Container Services and Tempe Golf Range and Academy.	Section 20.4.4
	Concern that the proposed alignment will create a series of isolated pockets of residual land that will not be very usable.	Section 19.4.3
	Concerns about environmental management in the former Tempe landfill and of Council's leachate plant.	Sections 13.3 and 13.6
	Construction of the project must consider and mitigate impacts including noise, vibration, air quality for residents, impacts on open space, environmental areas, businesses and Council facilities.	Chapters 10, 12, 19 and 20
Bayside Council	Mitigate the impacts of heavy vehicles and road freight upon the approach and exit of the project at Qantas Drive.	Section 9.6
	Preservation of the Alexandra Canal cycleway and connectivity of pedestrian and cycleways to existing cycle network.	Section 7.9
	Seek excellence in architectural design to minimise visual impact of the flyover structure.	Sections 7.12.4 and 21.6
	Appropriate management of environmental impacts with priority on noise, vibration, visual amenity, heat island effect, socio-economic impact, land use and property.	Chapter 27 (Approach to environmental management and mitigation)
City of Sydney	An active transport connection between the new M5 St Peters interchange and the Alexandra Canal shared path.	Appendix E
	Direct connections between the T1, T2 and T3 airport terminals, the Alexandra Canal shared path and the Bayside Council active transport network.	Appendix E
	The development and maintenance of safe active transport connections during construction.	Section 8.6.4
Landowners and leaseholders		
Tyne Container Services Tempe Golf Driving Range and Academy	Amendments to the road design to minimise permanent land acquisition and temporary land requirements during construction.	Section 6.4
Boral Concrete Boral Recycling Qube NSW Ports Port Botany Lessors oOh! Media Tempe Tyres Visy Cardboard and Paper Recycling	Establishment of working groups between third parties and Transport for NSW to explore options to minimise impacts to commercial property owners and tenants.	Section 20.6

Stakeholder	Issues raised	Where addressed
<i>Freight Industry</i>		
Port Botany Community Consultative Committee Road Freight NSW	Concerns about the impact of the project on empty container storage at Tyne Containers and the Cooks River Intermodal Terminal.	Sections 20.3.1 and 20.3.4
Goodman Group NSW Ports TOLL Group	Questions about the land availability at the Cooks River Intermodal Terminal to cater for fluctuations in container trade.	Sections 20.3.1 and 20.3.4
Freight and Trade Alliance Container Transport Alliance Australia Australian Peak Shipping Associations	Requests to include ramps for heavy vehicles on/off the project from Canal Road	Appendix E
<i>Sydney Airport precinct</i>		
Sydney Airport Corporation	Impacts to Sydney Airport operations during construction: <ul style="list-style-type: none"> ■ Access for customers and staff ■ Customer experience ■ Wayfinding ■ Potential delays. 	Sections 9.3.8 and 20.3.5
	Interface with Sydney Airport's proposed Ground Transport Interchange.	Sections 7.1, 7.7.2 and 19.4.4
Business and leisure travellers	Delays and congestion during construction, wayfinding.	Sections 9.4 and 9.6.2
Qantas Airways Limited	Construction impacts, particularly increases in congestion creating potential delays for cabin crew and operations getting to, and moving between terminals.	Sections 9.3.8 and 20.3.2
	Impacts to existing facilities along Qantas Drive and Qantas Flight Training Centre.	Section 20.3
	Changes to traffic conditions at Lancastrian Road including removal of right turns into/out of the Jet Base, will create confusion and more congestion.	Section 9.4.8
SNP Security	Delays and congestion during construction impacting staff arriving to work on time and movement between terminals.	Sections 9.3, 9.6 and 20.3.2
AMG Sydney (Mercedes-Benz)	Proximity of the flyover to the AMG building.	Sections 20.3.3 and 20.4.3
	Impacts to visual amenity during and after construction. Brand visibility will be reduced and currently have high exposure.	Sections 20.3.3 and 20.4.3
	Noise and vibration	Section 10.4
Virgin Australia Singapore Airlines Air Canada Delta Air Lines Emirates All Nippon Airways Etihad Airways	Delays and congestion during construction impacting: <ul style="list-style-type: none"> ■ Pilots, cabin crew, freight and catering arriving on time ■ Passengers making flights on time. 	Sections 9.3 and 20.3.2
Avis Car Rental Europcar	Delays and congestion during construction impacting access to and from Sydney Airport.	Sections 9.3.8 and 20.3.5

Stakeholder	Issues raised	Where addressed
Emirates Leisure Centre Heinemann Kentucky Fried Chicken (KFC)	Wayfinding and access	Sections 9.3 and 9.4
	Delays and congestion during construction leading to less time for customers to spend in retail stores.	Section 20.3.2
	Staff may be delayed during their commute.	Section 20.3.2
DHL Dnata	Ability to service airport operations on time due to increased congestion and changes to access during construction.	Section 20.3.2
	Efficient connectivity to the wider network.	Section 9.4
	Parking	Sections 9.3.7 and 9.4.9
	Noise and vibration	Chapter 10
JC Decaux	Loss of revenue	Sections 20.3 and 20.4
	Reduced exposure on current billboards and signage as a result of changes in the local traffic movements.	Section 20.4.3
JJ Lawson Customs & Freight Brokers	Access to office during construction as a result of congestion.	Sections 9.3 and 20.3.2
	Potential power outages	Section 23.3.3
	Noise and vibration	Chapter 10
Stamford Plaza	Night works – providing efficient notifications of when works will take place.	Sections 8.3.3, 10.4 and 10.7
Branksome Hotel	Noise, vibration, dust and odour	Chapters 10 and 12
Felix Hotel	Congestion on local roads, impacting accessibility and wayfinding.	Sections 9.3.1, 9.4.8 and 9.6.2
Quest Mascot	Loss of revenue	Sections 20.3 and 20.4
Travelodge		
Mantra Hotel		
Ibis Hotel		
Sydney Airport Community Forum	Clarification of where the new flyover into the Terminals 2/3 precinct begins on Qantas Drive Confirmation that all the roads connecting the airport to St Peters interchange are above ground Whether the project will link to Gardeners Road	Chapter 7 and Appendix E
	How Port Botany traffic will enter and exit the new M4/M5 motorway. Concerns that the project currently proposed will not resolve traffic congestion to the east of the airport, particularly port-related congestion. Access to the airport from the north.	Chapter 9 and Appendix E
	Need to expand mass transit connections to the airport (ie rail and bus).	Sections 5.1.4 and 9.4.6
Active transport		
Bicycle NSW	Integration with existing cycle and pedestrian pathways.	Section 7.9
BIKEast	Safety for users – gradients, separation to traffic, air pollution.	Sections 7.9, 20.4.3 and 23.4.2
Walk Sydney		
Sydney Orbital	An active transport connection between the new M5 St Peters interchange and the Alexandra Canal shared path.	Appendix E
St George BUG		

Stakeholder	Issues raised	Where addressed
	Direct connections between Terminal 1 and Terminals 2/3, the Alexandra Canal cycleway and Bayside Council's active transport network.	Appendix E
Utilities		
Sydney Water Ausgrid Jemena Qenos Telstra Sydney Desalination Plant Viva Energy Caltex Optus TPG/APPT Vocus AARNet Uecomm NBN	Maintaining integrity and operation of critical assets, including high pressure gas main, substation and transmission assets and NBN network. Development of interface agreements prior to works commencing.	Section 8.7

4.4 Future consultation

4.4.1 Consultation during exhibition

As described in Chapter 3 (Statutory context and approval requirements), the EP&A Act requires exhibition of an EIS and the Airports Act requires exhibition of a draft MDP for public comment. As the document was a combined EIS/preliminary draft MDP, the document was exhibited as a single document and the requirements for consultation during the exhibition for both Acts will need to be met, as described in Chapter 3 (Statutory context and approval requirements).

To support the public exhibitions and provide opportunities for the community and stakeholders to ask questions and find out more before making a submission, a range of consultation tools were used, including:

- Dedicated phone number, email address and project website:
 - 1800 654 466
 - sydneygateway@rms.nsw.gov.au
 - rms.nsw.gov.au/sydneygateway
- A detailed project overview which provides summary information about the design of the project, potential construction and operational impacts and the measures that will be put in place to manage these impacts
- An interactive portal on the project website
- Stakeholder briefings
- Doorknocks with the community
- Community information sessions and information booths
- Fact sheets with key environmental and project information
- Distribution of community and business updates, in hard copy and electronically

- Media releases
- Newspaper advertising
- Social media.

4.4.2 Consultation during design and delivery of the project

If the project is approved, a construction contractor(s) would be engaged to carry out detailed design and construct the project. Transport for NSW, Sydney Airport Corporation and the construction contractor(s) would continue to engage with stakeholders and the community in the lead up to, and during, construction.

A communications strategy would be developed for the construction phase of the project and would ensure that:

- The community and stakeholders have a high level of awareness and notification of processes and activities associated with the project
- Accurate and accessible information is made available
- A timely response is given to issues and concerns raised by the community
- Feedback from the community is encouraged
- Opportunities for input are provided.

The 1800 phone number and project email address would continue to be available during construction, along with a 24-hour construction response line. Other communication tools and activities that would be used in the lead up to and during construction include:

- A community complaints and response management system
- Notifications regarding work outside standard working hours and work that might impact residents, businesses and stakeholders
- Email/SMS updates
- Newsletters, information brochures and fact sheets
- Regular community and business updates on the progress of the construction program
- Meetings with key stakeholders as needed
- Traffic alerts
- Site signage around construction and ancillary facilities
- Media including media releases, social and advertisements
- Community Engagement Managers who would act as a single point of contact for the community
- Translator interpreter services.

Complaints management

The construction contractor(s) would be required to implement a community complaints and response management system. This procedure would be defined within the Construction Environmental Management Plan (CEMP), which the contractor(s) would prepare and have approved by appropriate regulatory authorities as set out in the conditions of approval.

The complaints management system would include the following at a minimum:

- Contact details for a 24-hour, seven days a week project response line, for ongoing stakeholder contact throughout the project. A dedicated email address would be staffed 9am to 5pm Monday to Friday.
- Provision of accurate public information signs while work is in progress

- Staging of works, developed in consultation with relevant stakeholder groups, to minimise disruption and impacts to community activities and functions
- Management of complaints in accordance with Transport for NSW's complaints management procedure, specifically:
 - Steps to receive, manage and take appropriate action in relation to community enquiries and complaints
 - Procedure to record all enquiries, complaints and contact with community members and stakeholders in the contacts database
 - Verbal and written responses will be provided within eight working days.

A Community Advocate, who is an independent specialist, would oversee the system and would follow-up on any complaint where the public is not satisfied with the response.