



# Double Bay Wharf Upgrade concept design

Community consultation report

Transport for NSW | August 2021

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# 1 Executive summary

Transport for NSW (Transport) is proposing to upgrade Double Bay Wharf as part of the Transport Access Program. The upgrades would make the wharf accessible to people with additional mobility requirements, parents/carers with prams and customers with luggage.

We invited the community and stakeholders to provide feedback on the proposed concept design between Monday 29 March and Wednesday 5 May 2021.

The campaign reached around 24,106 people<sup>1</sup> and we received 114 submissions.

Here's what we learnt from survey respondents:

Figure 1. Snapshot of key survey findings



The top three facilities survey respondents found important at a wharf included:



## 1.1 Next steps

Transport would like to thank everyone who took the time to consider our proposal and provide feedback.

We have listened to the community and during detailed design we will investigate options for providing an area on the pontoon to allow the safe berthing of smaller vessels, improving drainage on the jetty if required, and opportunities to reduce the length of the wharf structure whilst meeting accessibility and operational requirements.

The potential environmental, visual and construction impacts of the proposal, including alternative transport, will be assessed in the Review of Environmental Factors (REF). We anticipate the REF will be on display for the community to provide feedback later this year.

We will continue to keep the community updated as the project progresses.

<sup>1</sup> This number includes the combined reach of the Facebook post, unique website visits, email correspondence, phone calls, letterbox drop recipients and community drop-in interactions.

## 2 Introduction

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### 2.1 Background

The NSW Government is progressively upgrading ferry wharves across Sydney Harbour to improve Sydney's ferry service for customers. New and improved wharves are being delivered as a part of the NSW Government's Transport Access Program (TAP) – an initiative to deliver modern, safe and accessible transport across the state.

The Wharf Upgrade Program, which is being delivered by Transport, aims to improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the wind, rain and sun
- seating and waiting areas
- safety for customers and staff
- ferry pick-up and drop-off
- pedestrian access around the wharf
- access for commercial and recreational berthing where possible.

The wharf upgrades are being delivered in stages, with some projects already underway or completed including Kissing Point Wharf and Woolwich Wharf.

### 2.2 The proposal

Customers with mobility needs are currently unable to access Bay Street from the Double Bay Wharf unassisted. The existing wharf at Double Bay includes a set of tidal steps for ferries to berth and a connecting jetty leading up to the cul-de-sac at the end of Bay Street.

The proposed wharf design includes a new dual-sided floating pontoon. This would improve the efficiency and safety for ferries to pick-up and drop-off passengers. It would also provide an area for recreational boats to berth.

The pontoon would have a waiting area with a curved roof, seating, and glass weather protection panels to provide passengers with a comfortable place to wait for their ferry. The pontoon would be connected to land by an uncovered gangway.

The new wharf would provide Double Bay with facilities that all members of the community can access.

See [Appendix A](#) for a plan of the proposed wharf upgrade.

## 3 Consultation approach

### 3.1 Consultation objectives

The community and stakeholders were invited to provide feedback on the concept design from Monday 29 March to Wednesday 5 May 2021. Due to school holidays in April the consultation period was extended to six weeks to allow time for people to have their say.

The purpose of this consultation was to:

- inform community and stakeholders of the proposed wharf upgrade concept design
- obtain feedback from the community on the proposal
- build a database of community members interested in the project who we can continue to engage with and inform as the project progresses
- consider all feedback and provide responses.

### 3.2 How consultation was done

Community members and stakeholders were encouraged to ask questions and provide feedback via:

- Phone (1800 770 973)
- Email ([wharfupgradeprogram@transport.nsw.gov.au](mailto:wharfupgradeprogram@transport.nsw.gov.au))
- Online survey
- In person at a community drop-in session or meeting
- Mail (Wharf Upgrade Program – Double Bay, Communication and Stakeholder Engagement, PO Box 973, Parramatta NSW 2124)

We received 114 submissions during the consultation period.

Figure 2. Percentage of responses received for each feedback channel

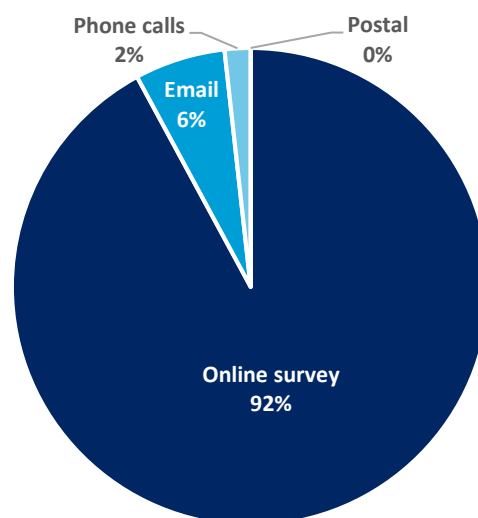


Table 1. Communication and engagement tools used and the number of people reached

Communication tool	Detail	Audience reach
<b>Letterbox drop 1</b> <b>(Appendix B)</b>	4-page community update distributed to residents and businesses (approx. 400 metre radius from wharf, see <a href="#">Appendix D</a> )	1866
<b>Letterbox drop 2</b>	Addressed letters to nearby residents and businesses	5
<b>Letterbox drop 3</b> <b>(Appendix C)</b>	A5 postcard	1866
<b>Email (outbound)</b>	Sent to businesses, organisations and interest groups in the area	148
<b>Webpage</b> <b>(Appendix E)</b>	Project webpage	4815
<b>Interactive portal</b> <b>(Appendix E)</b>	Interactive portal available via project page	492
<b>Facebook post</b> <b>(Appendix F)</b>	Paid advertisement to targeted audience	16,624
<b>Phone calls</b>	Individual booking with project team	2
<b>Meetings</b>	Face-to-face meeting with local businesses	2 organisations
<b>Community drop-in sessions</b>	On Saturday 17 April and Tuesday 20 April 2021	154
<b>Poster</b> <b>(Appendix G)</b>	Displayed at the wharf	Not available

### 3.3 Key feedback topics

The key feedback topics raised during the consultation included:

- questions and suggestions around closure of the wharf, construction timing and alternative transport
- questions, concerns and suggestions around the wharf design including the size and length
- requests for commercial and recreational berthing access.

In response to comments regarding the wharf construction, the wharf would be closed for around six months during construction. Construction details such as timing will depend on the outcomes of the REF community consultation process and detailed design. Alternative transport options will also be considered as part of the REF process.

The wharf proposal has been designed to provide customers with modern, safe and accessible infrastructure that meets key requirements under the Disability Discrimination Act 1992 (DDA) and Disability Standards for Accessible Public Transport (DSAPT). The design also aims to unify and identify the harbour wharves and the ferry commuter transport system.

The wharf proposal is located further into the bay to meet accessible gradient requirements on the jetty and gangway and to accommodate the safe berthing of vessels on both sides. During detailed design, we will investigate opportunities to reduce the length whilst meeting accessibility and operational requirements.

The potential environmental and visual impacts of the proposal will be assessed in the REF.

Commercial and recreational vessels will continue to be permitted to berth at the new wharf. During detailed design we will investigate options for providing an area on the pontoon to allow the safe berthing of smaller vessels.

The key areas of support for the proposed wharf upgrade included:

- the design suits the setting and is consistent with other harbour wharves
- seating and weather protection is provided
- it will provide safer and more accessible facilities than the existing wharf.

## 4 Summary of feedback and Transport response

The comments we received have been summarised and responded to in the tables below.

Table 2. Feedback regarding wharf design

Feedback	Response
<p>The existing wharf and path should be modified to accommodate for accessibility instead of building a new wharf and path.</p> <p>Can the existing wharf be upgraded instead of replacing it with a new pontoon?</p>	<p>The Double Bay Wharf has been identified for an accessibility upgrade as it does not currently meet key requirements of the DSAPT or DDA.</p> <p>DSAPT, made under the DDA, requires all public transport infrastructure, including wharves, to be fully compliant by December 2022. The wharf needs to be upgraded with a new pontoon and gangway to meet these requirements. It is not possible to upgrade the existing wharf to satisfy the DSAPT requirements.</p> <p>The new wharf structure would include a floating pontoon which allows for movement up and down with the tide to provide safe, level and accessible access for customers travelling between the ferry and wharf platform.</p>
<p>The kiss-and-ride zone will create more congestion on Bay Street and cause parking issues at the wharf entrance.</p> <p>Can the pram ramp in the cul-de-sac be widened?</p>	<p>A kiss-and-ride zone is being considered on Bay Street as it will increase accessibility for customers with mobility aids, prams and luggage. This will formalise the informal drop off zone that is currently used at the jetty entry point.</p> <p>Designed for quick entry and exit, these zones operate under the same conditions as a 'no parking zone', which allows road users to stop to drop off or pick up passengers for a maximum of two minutes, and to remain within three metres of a vehicle. This will help to support traffic flow along Bay Street.</p> <p>Widening of the pram ramp will be investigated as part of detailed design process. The ramp will be required to comply with accessibility standards.</p>
<p>The gangway should be covered to protect ferry users from wind, sun and rain.</p> <p>The platform will require a roof as these areas will get very slippery in bad weather.</p>	<p>The proposal includes a waiting area on the pontoon itself with a curved roof, seating and glass weather protection panels to provide a comfortable and sheltered place to wait for the ferry.</p> <p>The current proposal includes an uncovered gangway because it leads to an existing uncovered jetty. Covered gangways are provided when the customer is already under cover when they arrive at the wharf interchange, for example Neutral Bay Wharf, Cremorne Point Wharf and Mosman Bay Wharf.</p> <p>Anti-slip finishes are used on the pontoon and gangway to improve safety for customers during wet weather.</p>



Feedback	Response
<p>The wharf will need to be level and requires proper drainage.</p> <p>Add drainage to the jetty.</p> <p>Can the jetty be widened and additional seating added?</p>	<p>A floating pontoon allows for movement up and down with the tide to provide safe and level access between the ferries and wharf pontoon.</p> <p>The new pontoon is designed to encourage natural drainage and avoid water ponding. Drainage will be considered during detailed design if required on the jetty.</p> <p>The current proposal does not widen the exiting footprint of the jetty to minimise environmental impacts.</p> <p>New seating will be provided between the accessible parking space and the new wharf pontoon.</p>
<p>The proposed gangway is too long making the whole structure more prominent than the existing wharf.</p> <p>The wharf design extends too far into the bay and will impact the local sailing club.</p>	<p>The wharf proposal is located further into the bay to meet accessible gradient requirements on the jetty and gangway and to accommodate the safe berthing of vessels on both sides. The length of the gangway is determined to provide a DSAPT compliant gradient of 1:14 for at least 80 percent of the tidal range.</p> <p>During detailed design we will investigate opportunities to reduce the length whilst meeting accessibility and operational requirements.</p> <p>We are working with key stakeholders located near the wharf such as 18 Footers Restaurant, Café and Double Bay Sailing Club to minimise potential impacts.</p>
<p>Can the balcony on the 18 Footers Restaurant be extended when extending the wharf gangway?</p>	<p>The primary purpose of this proposal is to upgrade the wharf to meet accessibility requirements under the DDA and DSAPT, to ensure equitable access is provided for all public transport ferry customers.</p> <p>The 18 Footers Restaurant is a private property, therefore improvements to this property are not part the project scope. We are working with businesses located near the wharf to minimise potential impacts.</p>
<p>Could a small lift be used for the current design instead of the large wharf upgrade?</p>	<p>Access to the Double Bay Wharf is relatively flat. Passenger lifts are usually required at locations that have an elevation difference of 3.6 meters or more. Providing a passenger lift at this location is therefore not required.</p> <p>A floating pontoon is required at this site as it allows for movement up and down with the tide to provide safe and level passenger access between the ferries and wharf platform during all tidal states. A new gangway will provide an accessible connection between the floating pontoon and the jetty.</p>

Feedback	Response
<p>The gap between the jetty and boat mooring path at the foreshore is unsafe.</p>	<p>The footpath/grassed area connecting the jetty and boat mooring path is the responsibility of Woollahra Municipal Council and we will speak with Council about this issue.</p>
<p>Can the wharf design shape be similar to Rose Bay?</p>	<p>The Wharf Upgrade Program has been designed to create a distinctive theme for Sydney Harbour. The design aims to unify and identify the harbour wharves and the ferry commuter transport system. The Double Bay wharf design will have a similar look and feel as Rose Bay Wharf.</p> <p>Parts of the design such as positioning and orientation of the wharf, additional barriers for weather protection and finishes will vary based on the site.</p>
<p>Can the eastern side of Double Bay be utilised for recreational use in the design?</p>	<p>The primary purpose of this proposal is to upgrade the wharf to meet accessibility requirements under the DDA and DSAPT, to ensure equitable access is provided for all public transport ferry customers.</p> <p>Recreational and commercial vessels will be permitted to berth at the new wharf. During detailed design we will investigate options for providing an area on the pontoon to allow the safe berthing of smaller vessels.</p>
<p>Will the wharf upgrade provide suitable disability access?</p> <p>Has there been proper analysis of the costs and benefits of the project?</p>	<p>The Double Bay Wharf has been identified for an accessibility upgrade as it does not currently meet key requirements of the DSAPT or DDA.</p> <p>At present, elements of the existing wharf interchange including the tidal steps and accessible parking spot are non-compliant. The primary purpose of the upgrade is to ensure the wharf is accessible from a compliance perspective for all customers.</p>
<p>The wharf design should be in keeping with the surrounding areas and the Double Bay landscape.</p> <p>The proposed wharf design is too modern for the Double Bay landscape.</p> <p>The wharf design is too big.</p>	<p>The wharf has been designed to meet key accessibility requirements of the DSAPT and DDA.</p> <p>The Wharf Upgrade Program has been designed to create a distinctive theme for Sydney Harbour. The design aims to unify and identify the harbour wharves and the ferry commuter transport system.</p> <p>Materials and finishes are selected to fit into the surrounds and minimise potential visual impacts. The zinc roof sheeting is a natural product that will weather and form a natural patina over time.</p> <p>The pontoon size is determined by factors such as wind and wave conditions, maritime activities and space to accommodate future customer demand.</p> <p>The project's REF, which is expected to be released for community feedback later this year, will assess the visual impact of the proposal.</p>

Feedback	Response
Will there be an impact to moorings?	Some moorings may need to be relocated. This will be assessed during detailed design in consultation with maritime stakeholders and the ferry operator. We will aim to minimise impacts to moorings.

Table 3. Feedback regarding construction and environmental impacts

Feedback	Response
There will be a loss of privacy for nearby properties.	Potential visual impacts will be assessed in the REF. It is expected the community will have the opportunity to view and make a submission on the REF later this year.
The wharf will block the view of the 18 Footers Club and the Double Bay park area.	The proposed wharf design minimises visual impacts in the area through the use of glass walls. The curved roof is designed to be low profile and minimise the impact on the views to and from the water.
How long will construction take? When will construction start? Can construction take place in winter? Construction outside of daylight savings would be more suitable.	Construction would take up to six months to complete based on previous upgrades.  Construction details such as timing will depend on the outcomes of the REF community consultation process and detailed design.  The next stage of the project involves assessing the environmental impacts of the proposal in a REF and undertaking the detailed design.  It is expected the community will have the opportunity to view and make a submission on the REF later this year.
What are the alternative transport options during construction? Will a replacement bus or ferry service be provided during the closure? It will be disruptive to stop the ferry service during construction. Can options include a shuttle bus for services to nearby wharves?	Alternative transport options will be considered as part of the REF process and details will be provided during the REF community consultation process.

Feedback	Response
Will parts of the wharf be built offsite to minimise disruption?	The pontoon will be built, and major components fitted, offsite and transferred to site via a barge.
Can work be done on the weekend or during out of hours?	Generally, standard work hours will apply for the upgrade. However, for safety reasons, some construction activities such as piling may require work to be carried out at night or early mornings when conditions are most calm. Work would be planned to minimise disruption.
Will there be vibration impacts?	More information on proposed work hours will be provided during the REF community consultation.  Possible noise and vibration impacts and mitigations will be outlined in the REF.

Table 4. Feedback regarding the project in general

Feedback	Response
Why is there an upgrade when there is low use of the ferry?	The NSW Government is progressively upgrading ferry wharves across Sydney as part of the Transport Access Program (TAP). TAP is an initiative to provide a better experience for public transport customers by delivering modern, safe and accessible transport across the state.
What is the justification for this upgrade?	The wharf upgrade will provide access for people with mobility requirements meeting the standards of the DDA and DSAPT.
The wharf upgrade is a waste of taxpayers' money.	The commuter wharves have been progressively upgraded over the past nine years under staged packages of the TAP Program. Double Bay, Darling Point and Greenwich Point are among those being made safer and accessible under the third stage of the program.
Why is this wharf being prioritised over other wharves?	For more information on the Transport Access Program please visit <a href="http://www.transport.nsw.gov.au/projects/current-projects/tap-3">www.transport.nsw.gov.au/projects/current-projects/tap-3</a>
What is the current service life of the wharf?	During detailed design an assessment of the existing jetty will be undertaken to better understand the remaining service life of the structure and if can be retained rather than be replaced.
Is it due to be upgraded regardless?	The tidal steps would need to be replaced as they cannot be made compliant.
Is the upgrade design future-proof and can it cope with the possibility of increased demand in the future?	The new elements of the wharf would have a design life of 50 years with regular maintenance regimes.  Future demands and patronage levels have been considered to inform the design.

Feedback	Response
When the feedback from this stage has been collated there should be an actual community meeting/forum.	<p>During the concept design consultation, two community drop-in sessions were held near the Double Bay Wharf interchange to provide the community with an opportunity to speak to the project team in person.</p> <p>Additionally, the community was able to book in a one-on-one phone call with the project team to discuss the proposed upgrade.</p> <p>The feedback obtained during the consultation process will be collated and used to inform the REF process and the detailed design.</p> <p>The next stage of consultation will take place during the REF display. Community drop-in sessions are planned pending social distancing restrictions at the time.</p>

Table 5. Feedback regarding the existing wharf

Feedback	Response
<p>The existing wharf structure should be retained.</p> <p>There is nothing wrong with the existing wharf, it shouldn't be changed.</p> <p>The existing wharf structure is outdated and dangerous.</p>	<p>The Double Bay Wharf has been identified for an accessibility upgrade as it does not currently meet key requirements of the DSAPT or DDA.</p> <p>At present, elements of the existing wharf interchange including the tidal steps and accessible parking spot are non-compliant. The primary purpose of the upgrade is to ensure the wharf is accessible from a compliance perspective for all customers.</p> <p>During detailed design an assessment of the existing jetty will be undertaken to better understand the remaining service life of the structure and if can be retained rather than be replaced.</p> <p>The tidal steps would need to be replaced as they cannot be made compliant.</p> <p>The new elements of the wharf would have a design life of 50 years with regular maintenance regimes and provide safe and comfortable facilities that all members of the community can use.</p>
<p>There is a lack of parking around the existing wharf.</p> <p>If you can find a park, you then must walk up and down the steep hill near Wiston Gardens to the wharf.</p>	<p>There are no plans to provide dedicated commuter parking as part of this upgrade. Parking is available on Bay Street and surrounding local roads.</p> <p>As part of the proposed upgrade the existing accessible carpark on Bay Street would be made compliant.</p> <p>A new kiss-and-ride zone would be provided to allow passengers to be dropped off at the wharf entrance.</p>

Table 6. Feedback regarding recreational activities at the wharf

Feedback	Response
<p>Will there be a separate side dedicated for temporary recreational berthing for private vessels of all sizes?</p> <p>Will there be an area for recreational boats to be tied up safely?</p>	<p>The new pontoon will be dual sided to provide a safe berthing area on either side for commuter ferries.</p> <p>Current rules for recreational and commercial vessels would apply at the new wharf. Vessels would be permitted to berth for pick-up and drop-off, however they are not permitted to tie up to the wharf.</p> <p>During detailed design we will investigate options for providing an area on the pontoon to allow the safe berthing of smaller vessels for loading and offloading purposes.</p> <p>Commuter Wharves cannot be booked. To use a Commuter Wharf, a commercial vessel operator must purchase a Regular Use Permit or a Voucher pack from Transport. Timetabled services, such as ferries, have priority access to the Commuter Wharves over other commercial or recreational vessel operators. Please see a full list of <a href="#">Commuter Wharves</a> included in the Wharf Access Policy.</p>
<p>The design presents a collision risk to ski paddlers who will be moved further away from the safety of the foreshore and further into the bay.</p>	<p>The wharf proposal is located further into the bay to meet accessible gradient requirements on the jetty and gangway and to accommodate the safe berthing of vessels on both sides. The length of the gangway is determined to provide a DSAPT compliant gradient of 1:14 for at least 80 percent of the tidal range.</p> <p>During detailed design we will investigate opportunities to reduce the length whilst meeting accessibility and operational requirements.</p> <p>Maintaining access to the existing navigational channel in front of the wharf is a key requirement and this will be addressed further during detailed design. The channel may be reduced at times during construction and boat operators are encouraged to practice safe navigation. No additional commuter ferries will be added to the Double Bay channel as part of this upgrade.</p>
<p>What will happen to the water-based recreational activities in the area during construction?</p>	<p>We will continue to work with local clubs and recreational providers in the area to minimise disruption during construction.</p> <p>During construction some exclusion areas may be established to maintain the safety of people using the park and water.</p>

Feedback	Response
The drop-off zone should be clearly signposted, and a five-minute drop-off area should be in place for vessels.	<p>A Commuter Wharf may be used by ferries, charter vessel operators and recreational vessels.</p> <p>Commuter Wharves cannot be booked. To use a Commuter Wharf, a commercial vessel operator must purchase a Regular Use Permit or a Voucher pack from Transport. Timetabled services, such as ferries, have priority access to the Commuter Wharves over other commercial or recreational vessel operators. Please see a full list of <a href="#">Commuter Wharves</a> included in the Wharf Access Policy.</p> <p>Transport may impose a maximum tonnage limit and/or a maximum length limit for various wharves on Sydney Harbour and its tributaries.</p> <p>Signage requirements will be considered during detailed design.</p>

Table 7. Feedback regarding ticketing and services

Feedback	Response
Will ferry services be stopped during the construction of the wharf?	<p>Ferry services to Double Bay Wharf will be impacted during the construction of the proposed upgrade and the wharf may be closed for up to six months.</p> <p>Alternative transport options would be considered and presented to the community later this year during the REF consultation.</p>
What will happen if the usage is low and wharf is closed in the future?	<p>The intention of the Double Bay wharf upgrade is to provide an accessible wharf for current customers.</p> <p>There is no plan to close Double Bay Wharf.</p>
<p>The ferry services should be increased during the day.</p> <p>The ferry route should be expanded to include from Circular Quay to Double Bay to Rose Bay to Watsons's Bay.</p> <p>The ferry should stop at Barangaroo after Circular Quay.</p>	<p>The primary purpose of this proposal is to upgrade the wharf to meet accessibility requirements under the DDA and DSAPT, to ensure equitable access is provided for all public transport ferry customers.</p> <p>Visit <a href="http://transportnsw.info">transportnsw.info</a> to plan your trip, find public transport information or provide feedback on services (including timetables).</p>
An opal card top-up machine should be included in the new wharf design.	<p>An Opal card top-up machine is not part of the proposed upgrade design.</p> <p>Opal cards may be topped up in the following ways:</p> <ul style="list-style-type: none"> <li>• using the Opal Travel app</li> <li>• on the Transport <a href="#">website</a></li> <li>• using one of the Opal top up machines available at selected stations, stops and wharves</li> <li>• at an Opal retailer.</li> </ul>

# 5 Appendices


## 5.1 Appendix A – Plan of proposed Double Bay Wharf Upgrade

For illustrative purposes.





## 5.2 Appendix B – ‘Have your say’ community update




### Double Bay Wharf Upgrade

#### Have your say

Transport for NSW | March 2021

The NSW Government is planning to improve Double Bay Wharf as part of the Transport Access Program.



An artist's impression of the proposed Double Bay Wharf improvements.

Transport for NSW is improving Sydney's ferry services for customers. New and upgraded wharves are being delivered as part of the NSW Government's Transport Access Program. This program has most recently delivered upgraded wharves at Parramatta, Kissing Point, Woolwich, Rydalmere, Cabarita and Abbotsford.

#### The Double Bay Wharf

Customers with mobility needs are currently unable to access Bay Street from Double Bay Wharf unassisted.

The existing wharf at Double Bay includes a set of tidal steps for ferries to berth and an access ladder for recreational boat users. A long jetty connects the wharf to land.

The proposal at Double Bay Wharf would improve accessibility for our customers. A concept design has been developed and we are inviting the community and customers to have their say on the suggested changes.

#### Accessible Public Transport

The Transport Access Program is an initiative to provide a better experience for public transport customers by delivering accessible, modern, secure and comfortable transport that connects with other transport infrastructure. It is a legal requirement that all public transport infrastructure, including wharves, have fully compliant disability access by December 2022, excluding exemptions under special circumstances.

#### Proposed concept design

The proposed wharf design includes a new dual-sided floating pontoon. This would improve the efficiency and safety for ferries to pick-up and drop-off passengers. It would also provide an area for recreational boats to berth.

The pontoon would have a waiting area with a curved roof, seating and glass weather protection panels to provide passengers with a comfortable place to wait for their ferry. The pontoon would be connected to land by an uncovered gangway.

The new wharf would provide Double Bay with facilities that all members of the community can access.

#### Wharf design

The Wharf Upgrade Program has been designed to create a distinctive theme for Sydney Harbour. The design aims to unify and identify the harbour wharves and the ferry commuter transport system.

For more information and images of the proposed wharf design visit our website [nswroads.work/doublebaywharf](https://nswroads.work/doublebaywharf)

#### Improvements

The proposal would improve:


- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- efficiency of ferry pick-up and drop-off
- pedestrian access around the wharf
- access for recreational berthing.

#### Existing wharf structure

The existing wharf structure and jetty would be removed as part of this upgrade.

#### Potential construction impacts

Ferry services to Double Bay Wharf would be interrupted during the construction of the proposed wharf. Every effort would be made to lessen the disruption to the community. More information and the opportunity to provide feedback about how construction could affect you will be provided as part of the Review of Environmental Factors process.



The existing Double Bay Wharf.

Plan of proposed new Double Bay Wharf for illustrative purposes.

#### How to have your say

We invite you to provide feedback on the proposed wharf design. Feedback will be considered until 5pm Wednesday 5 May 2021.

Due to school holidays we have extended consultation to six weeks so that everyone has a chance to have their say.

Complete our online survey at [nswroads.work/doublebaywharf](https://nswroads.work/doublebaywharf) or contact us on the details below.

All feedback will be considered by the project team and used to inform the design. We will continue to keep customers and the community updated as the project progresses.

#### Community drop-in sessions

We invite you to come along to a community drop-in session in Double Bay, where members of the project team will be available to answer questions and provide information about the concept design. There will be no formal presentation so drop in at any time.

Social distancing measures will be in place to protect the safety of our staff and the community, we ask you to respect these measures when you visit our team.

**Where:** Bay Street (near the Double Bay ferry Wharf entrance)

**When:** Saturday 17 April 2021 between 2pm and 5pm  
Tuesday 20 April 2021 between 7am and 10am

#### Other wharf upgrades in the area

Wharf interchanges across Sydney are being upgraded to improve the transport experience for customers and the community.

To find out more about wharf upgrades in your area visit [nswroads.work/wharfupgrades](https://nswroads.work/wharfupgrades)

#### What are the next steps?

- Concept design is developed.
- Feedback is sought from the community, customers and key stakeholders. Comments received during consultation are considered as part of the design process. **WE ARE HERE**
- A Review of Environmental Factors is prepared to assess the potential environmental impacts associated with the wharf upgrade.
- The Review of Environmental Factors is put on public display for comment.
- Submissions received during public display are considered as part of the final design process.
- Pending determination of the Review of Environmental Factors, planning for construction will be completed.
- Construction starts.

Scan the QR code to visit the project web page and learn more



#### Contact us

For more information or to subscribe for email updates contact:

1800 770 973  
[nswroads.work/wharfupgrades](https://nswroads.work/wharfupgrades)  
[wharfupgradeprogram@transport.nsw.gov.au](mailto:wharfupgradeprogram@transport.nsw.gov.au)

Wharf Upgrade Program - Double Bay  
 Communications and Stakeholder Engagement  
 PO Box 973 Parramatta NSW 2124

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 770 973.

NSW GOVERNMENT

March 2021  
 Transport for NSW (TFNSW) is subject to the Privacy and Personal Information Protection Act 1998 (PIPPIA) which requires that we comply with the information privacy principles set out in the PIPPIA Act. All information in correspondence is collected for the sole purpose of assisting in the delivery of this project. The information received, including names and addresses of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of the information is not to be published. Otherwise we will only disclose your personal information, without your consent, as authorised by the law. Your personal information will be held by us at 27 A'Fleck Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.

You can view a copy of the community update on our [webpage](#) under ‘community updates’.

## 5.3 Appendix C – A5 postcard

# Double Bay Wharf Upgrade

Have your say – closing 5pm on Wednesday 5 May 2021



The NSW Government is proposing to improve Double Bay Wharf as part of the Transport Access Program.

### The Double Bay Wharf

The proposal at Double Bay Wharf would improve accessibility for our customers. A concept design has been developed and we want to know what you think of the proposal.

### How can I have my say?

To learn more, visit the project page at [nswroads.work/doublebaywharf](https://nswroads.work/doublebaywharf) or call us on 1800 770 973. You can take our online survey or get in touch with the project team to have your say.

Feedback is open until **5pm on Wednesday 5 May 2021**.



An artist's impression of the proposed Double Bay Wharf improvements.

We encourage you to ask questions and provide feedback on the proposed wharf design by **5pm on Wednesday 5 May 2021**



Scan the QR code to visit the project web page and learn more



An artist's impression of the proposed Double Bay Wharf improvements.

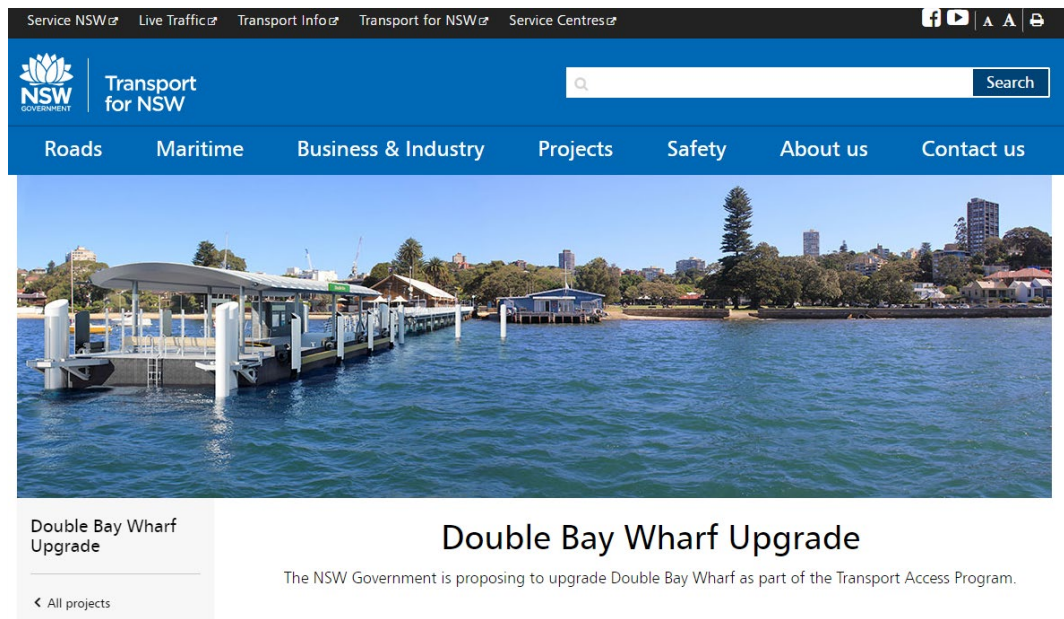
5.4 Appendix D – Letterbox distribution zone



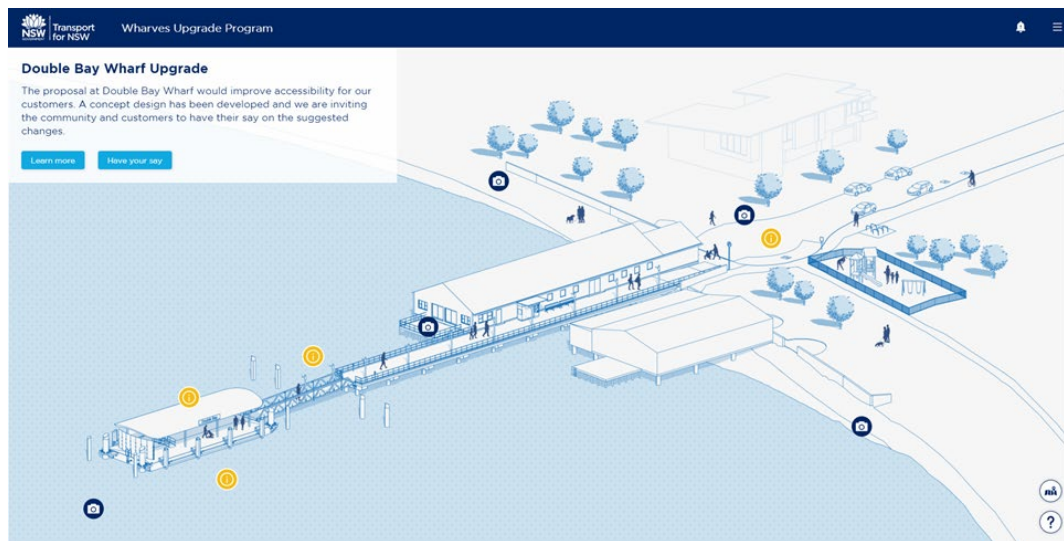


## 5.5 Appendix E – Project webpage and interactive portal

### [Project webpage](#)



### [Interactive portal](#)



5.6 Appendix F – Facebook post

 **Transport for NSW**  Sponsored ·  ...

We want your feedback on the proposed Double Bay Wharf accessibility upgrades  Click the 'Learn more' button to have your say.



CURRENT



PROPOSED

RMS.NSW.GOV.AU  
**Double Bay Wharf**  
Have your say by 5 May

[LEARN MORE](#)

 Like  Comment  Share

## 5.7 Appendix G – Poster



# Double Bay Wharf Upgrade

## Have your say

Transport for NSW | March 2021

### The NSW Government is planning to improve Double Bay Wharf as part of the Transport Access Program



An artist's impression of the proposed Double Bay Wharf improvements.

Transport for NSW is improving Sydney's ferry services for customers. New and improved wharves are being delivered as part of the Transport Access program.

#### Proposed concept design

The proposal at Double Bay Wharf would improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- efficiency of ferry pick-up and drop-off
- pedestrian access around the wharf
- access for recreational berthing.

#### How to have your say

We invite you to provide feedback on the proposed wharf design. Feedback will be considered until **5pm Wednesday 5 May 2021**. Complete our online survey at [nswroads.work/doublebaywharf](https://nswroads.work/doublebaywharf)

#### Community drop-in sessions

Ask questions and learn more about the proposed upgrade. There will be no formal presentation so drop in at any time.

**Where:** Bay Street (near the Double Bay ferry Wharf entrance)

**When:** Saturday 17 April 2021 between 2pm & 5pm  
Tuesday 20 April 2021 between 7am & 10am



Scan the QR code to visit the project web page and learn more