

Redfern Station Upgrade – New Southern Concourse

Community and Stakeholder Engagement Plan



The Redfern Station Upgrade – New Southern Concourse project aims to improve accessibility and meet growing customer demand by constructing a new southern concourse at Redfern Station. The project will provide lift and stair access between the new concourse and Platforms 1 to 10. Early concept designs for the new concourse and surrounding streetscapes are being prepared.

Stations are a key element of the urban landscape. They provide access to transport networks that connect communities, and are hubs of activity. Working with customers, community, residents and stakeholders, Transport for NSW is committed to creating new infrastructure at Redfern Station that meets the needs of customers while integrating with and enhancing Redfern's local character.

The project is part of the Transport Access Program and is the first step in renewing the Redfern North Eveleigh Precinct.

Previous engagement activities

Early engagement on the alignment of the new southern concourse was undertaken in two phases between May and August 2019.

More than 400 responses were received across the two engagement periods from a range of stakeholders, including station customers and community members, community groups, residents and landowners, local organisations and City of Sydney Council.

The responses helped the project team understand what was important to the community as well as their views on the four different design options for the proposed new southern concourse alignment. The feedback received was highly supportive of improving accessibility and reducing

congestion at Redfern Station through the construction of a new southern concourse and providing lift access.

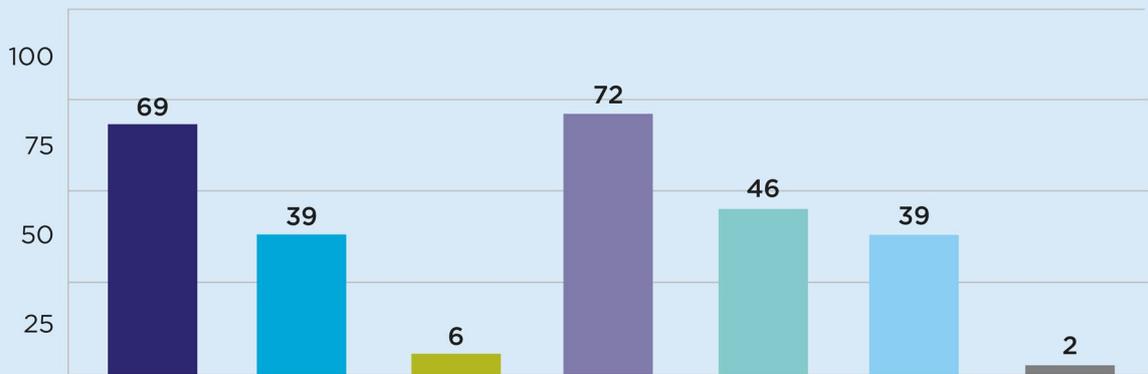
Details of this previous engagement and its outcomes can be found in the *Redfern Station Upgrade – New Southern Concourse: Consultation Report* available at transport.nsw.gov.au/Redfern

In addition to feedback on the project alignment, respondents also provided feedback on how they would like to be engaged with on the project. This is summarised in Figure 1.

Community and stakeholder groups also expressed interest in opportunities to be involved with the detailed design process. This document outlines potential opportunities where stakeholder groups and community can be involved.

Figure 1: Survey responses on preferred methods of engagement

Q: What methods of communication and consultation would you be most likely to want to receive, visit or participate in?



Question options

- Other
- Social media
- Website updates
- Email
- Newspaper advertisements
- Community information sessions
- Project notifications and newsletters

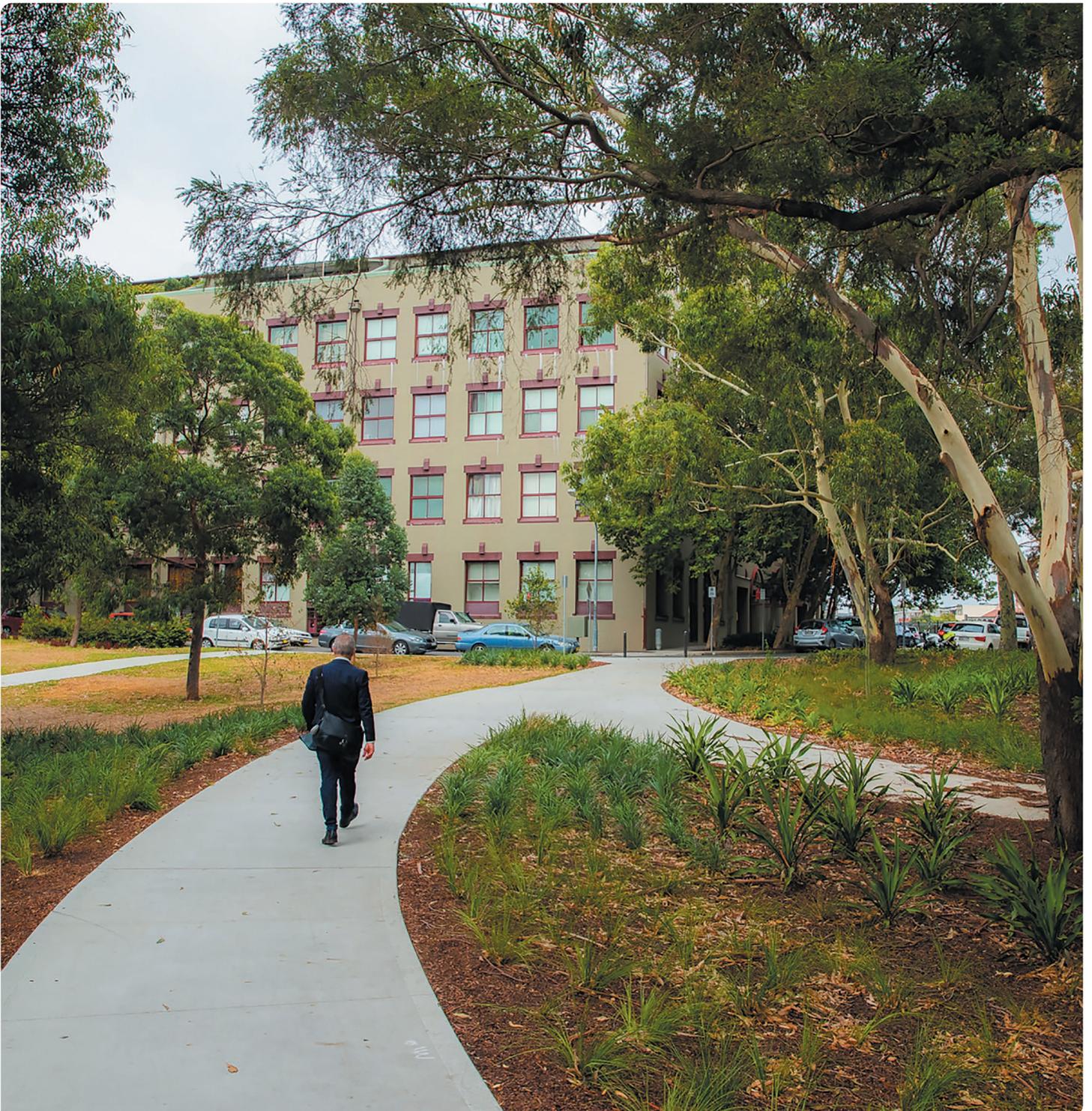


Engagement objectives

The goal of this Communications and Engagement Plan is to ensure that stakeholders and the community are aware of the approach to upgrading Redfern Station and are able to contribute to the planning process.

The engagement objectives are to:

- increase public knowledge about the station upgrade
- seek customer, community, resident and stakeholder input into planning and design for the station upgrade and surrounding streetscapes
- establish clear lines of communication with the community
- be open and accountable, and report back to the community and project team on engagement activities
- meet regulatory requirements
- build relationships with the community, customers, and stakeholders.



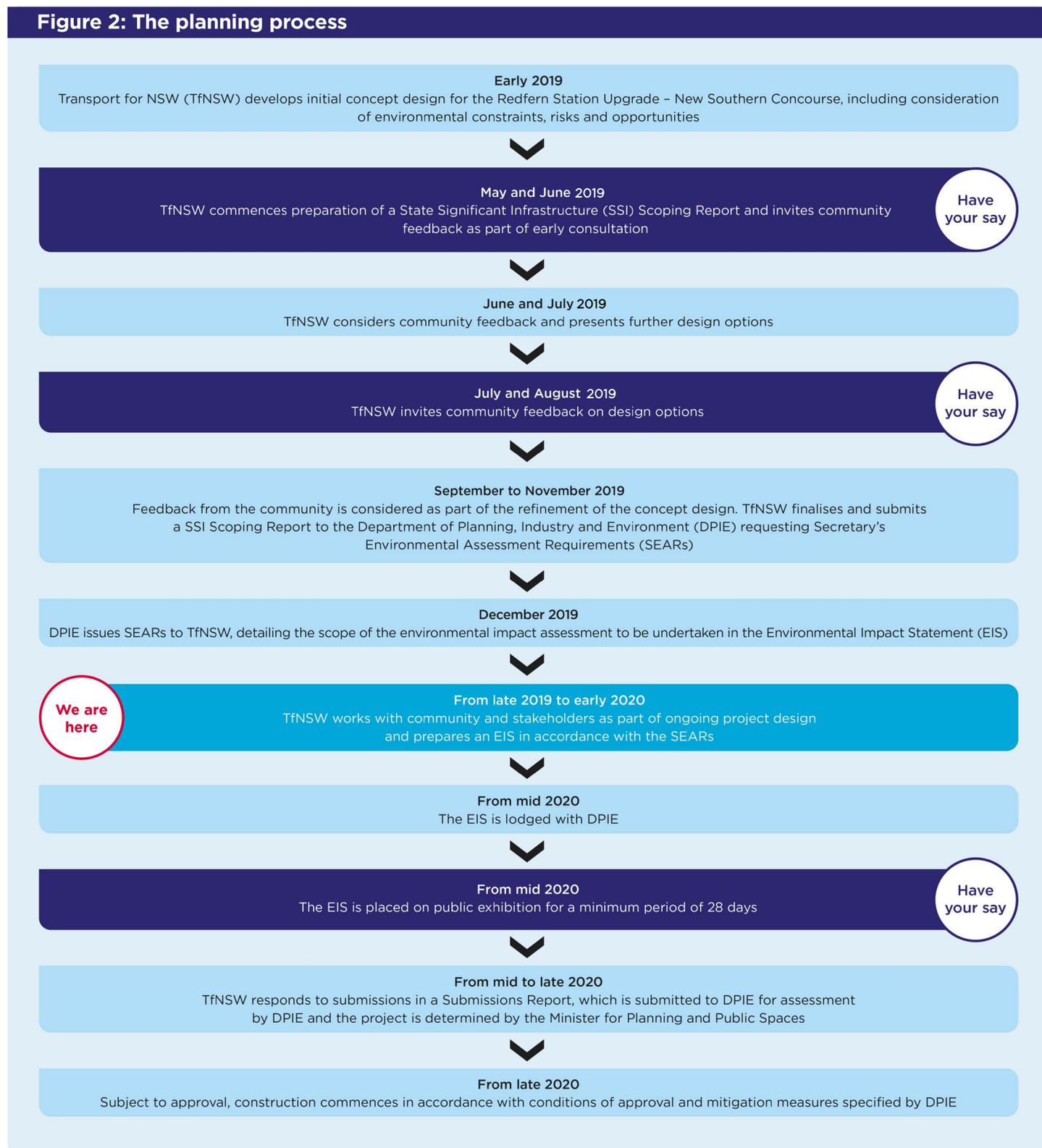
The planning and design process

Transport for NSW has lodged a State Significant Infrastructure Scoping Report with the Department of Planning, Industry and Environment (DPIE) and received Secretary's Environmental Assessment Requirements (SEARs) in response.

These requirements allow Transport for NSW to begin preparing an Environmental Impact Statement (EIS) and associated specialist studies such as noise, traffic, heritage, visual and social assessments. The EIS and associated specialist studies will be submitted to DPIE and placed on public exhibition in 2020.

In addition, Transport for NSW will consult on the concept designs for the project. The feedback from this consultation will be considered alongside the recommendations of the specialist studies being undertaken, and will contribute towards developing a final detailed design. Figure 2, shows the planning process.

Figure 2: The planning process



Engaging with our community

Transport for NSW is committed to keeping our community informed with up to date project information such as newsletters, fact sheets, presentations and artists impressions, as well as opportunities to be involved or provide feedback about the project. Up to date information about the project can be found at:

- transport.nsw.gov.au/Redfern

Customers, community, residents and stakeholders are encouraged to contact us with any questions, ideas or feedback about the project.

You can contact us at:

- projects@transport.nsw.gov.au
- 1800 694 480
- Redfern Station Upgrade - New Southern Concourse Project Team
Transport for NSW
Locked Bag 6501
St Leonards NSW 2065

Customers, community, residents and stakeholders can also join the project mailing list to receive project updates by emailing projects@transport.nsw.gov.au



Working together with our community and stakeholders to understand local values.



Engaging with our neighbours

As design on the project progresses there are opportunities to work closely with City of Sydney Council and local residents on various elements of the Little Eveleigh and Marian Street shared zone streetscapes.

In early 2020, workshops for local residents of Little Eveleigh and Marian Streets will be held. These will initially identify the areas in which local residents have most interest and which they will be able to influence, which could include (but not be limited to):

- urban design aspects such as material finishes, art, parking, service layout (such as bins) and vehicular access
- landscaping and vegetation
- street furniture such as bike racks, seating and lighting.

These workshops would enable discussion on the shared zones and allow residents to provide feedback on the look, feel and operation of the zones as well as potential design solutions. The workshops will also provide opportunity for residents to discuss potential construction methods, impacts and mitigation methods.

In addition to group workshops, residents will receive project newsletters that will provide updates and invite comment. Residents are also invited to contact the project team to discuss the project directly. The project team can be contacted at projects@transport.nsw.gov.au or on 1800 684 490.

Engaging with our stakeholders

There are a number of different stakeholder groups with a variety of interest points in the Redfern Station Upgrade – New Southern Concourse project.

These groups include local residents, customers, the local Aboriginal community, health, education, NSW Police, disability, arts, heritage and business groups.

Transport for NSW will consult with these stakeholders to discuss their specific areas of interest and how these may be accommodated into the design and operations of the proposed infrastructure.

The format of engagement with stakeholder groups will be tailored through discussion to reflect the individual needs and interests of these groups.

This may involve methods such as group workshops, presentations, producing accessible materials, surveys and site visits.



Engaging with our customers

The design process for Redfern Station Upgrade will incorporate a customer centred approach to capture end-user needs related to accessibility, convenience, comfort, information and safety.

The proposed station design will be tested with customers including those living with disabilities. Insights generated through these activities will be used to inform the design.

Environmental Impact Statement

As part of the planning process, an EIS and associated specialist studies are being prepared based on the preferred option as submitted in the project Scoping Report.

Formal submissions on the EIS will be able to be made through DPIE. Information on how to make a formal submission will be made available at the time of the EIS public display.

Up to date information about the planning process and available planning documents can be found at:

- planningportal.nsw.gov.au/major-projects/project/25836



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